



## CLIENT CASE STUDY

### Ministry of Environment



## The Qatar Ministry of Environment delivers the first global paperless UN conference with support from MEEZA

**Customer Name**  
Ministry of Environment

**Industry**  
Government

**Location**  
Qatar

### PROJECT

Paperless Conference Solution for the UN Ozone Conference

### OVERVIEW

The 1987 Montreal Protocol on Substances that Deplete the Ozone Layer is a model international agreement for successfully achieving environmental results. As of 2006, the 192 Parties which have ratified the Montreal Protocol have reduced their consumption of ozone-depleting substances by approximately 95 per cent.

Hosted by the Qatar Ministry of Environment (MoE), from 8-20th November 2008, the Protocol signatories met in Doha to chart its future and to ensure that the world remains on track to phasing-out the remaining uses of ozone depleting substances.

Over 700 guests from 150 countries attended the 12 day meeting with Ministerial representation from 55 countries. The event was also attended by His Excellency the Minister of Environment of Qatar.

### CHALLENGE

MEEZA, as the technology partner for the event, was responsible for designing and developing a Paperless Conference Solution (PCS). The goal was to deliver a PCS where delegates, as a live working group, can directly contribute, review and amend policies and documentation through a 'virtual environment.'

MEEZA was tasked by the Ministry of Environment to develop and deliver a customised paperless IT solution for all 700 delegates and reduce the use of paper during the 12 day meeting by 80%.

### SOLUTION

Once an understanding of the Ozone Meetings workflow was determined, MEEZA designed and developed a PCS which included a Content Management / Document Management solution, supporting Event Portal and Website, IT systems, Networks and IT Support for all attendees.

A prototype was completed within two months and a finished version within five.

The PCS provided:

- A user friendly online solution for the established document workflow
- An easy to use interface for accessing and viewing all documents
- A convenient mechanism for submitting changes and tracking document changes
- Permission-based hierarchy to determine who had the authority to make changes to confidential documents
- The ability to make announcements or a news flash
- The ability to save documents in the six official UN languages – Arabic, Chinese, English, French, Russian and Spanish
- A secured network
- Wireless access

## COMPUTERS, INTERNET AND NETWORK ACCESSIBILITY

- MEEZA arranged for 700 laptops to be available for delegates
- Each delegate had wireless access which ensured access to the PCS and vital information. Content could also be searched in real time and downloaded to laptops.
- A raised floor was built specially in the main plenary hall to cover the 16km of network cabling. This had to be completed before the room could be set up for the 700 delegates and a six-language simultaneous translation system.

## SUPPORT AND TRAINING

The following support was provided to delegates to reinforce the use of the PCS:

- An easy to read user manual was translated into six languages
- PCS training was conducted on the first day of the meeting
- A crew of 20 IT support staff were on hand to assist delegates with any questions on the use of the PCS for all 12 days
- Daily reminders were sent to the members to encourage the use of the PCS and to reduce the use of paper

## RESULTS

Paper use was reduced by 86% for the overall event – the equivalent of a saving of 9,000km of paper of just over 31 trees.\* Feedback from delegates was also positive with 90% of delegates rating the PCS as clear and easy to read and navigate.

Inspired by the successful PCS in Qatar, UNEP indicated this will be the standard for future UN events. MEEZA was invited to Nairobi, Kenya in March 2009 to train other UN branches and to raise awareness about the Paperless Conference Solution.

\*(Source: <http://www.conservatree.com/learn/EnviroIssues/TreeStats.shtml>).

## TESTIMONIAL

Waleed Al-Emadi, Director International Relations and a senior ozone expert at the MoE said: "We were very impressed with MEEZA's development and delivery of the complete document work flow and IT solutions which enabled us to meet the strict environmental protection guidelines set by the UN for this conference. We thank MEEZA once again for helping MoE successfully host the first UN Paperless conference which positions Qatar at the forefront of Ozone protection."

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