

QUALITY & RELIABILITY AE

HIGH-TECH INFORMATION TECHNOLOGY APPLICATIONS

11B KONITSIS STR., MAROUSI, 15125

PRESS RELEASE

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New IT Project Undertaken by Q&R for the Ministry of Foreign Affairs

The joint venture "COSMOTE - QUALITY & RELIABILITY S.A." has entered into an agreement with the Information Society, for Subproject 2: "**Digitization of the Diplomatic and Historical Archives of the Ministry of Foreign Affairs,**" part of the National Recovery and Resilience Plan "Greece 2.0," funded by the European Union - NextGeneration EU. The Ministry of Foreign Affairs is the main beneficiary of the project, and QUALITY & RELIABILITY S.A. participates with a 50% share. The total budget for the project amounts to €19,821,527.00 plus VAT, with the company's share being €9,910,763.50 plus VAT.

Project Objective

The purpose of the project is to create an Operational Artificial Intelligence (AI) Tool for Conceptual Search. This tool, in conjunction with the digitization and correlation of relevant documents in the archival material of the Ministry of Foreign Affairs, aims to ensure immediate access to information within the shortest possible time frame, using semantic searches based on modern AI tools. It will serve as a central tool to enhance administrative operations, improve service quality at the Ministry of Foreign Affairs, and upgrade the operational level of the Diplomatic and Historical Archives Service (DHAS) through digital transformation and cutting-edge technology utilization.

The digital upgrade of DHAS systems and the digitization of the historical archive of the Ministry of Foreign Affairs will improve staff efficiency, streamline request processing time, provide authorized user access to data, facilitate access to sought-after information, and ultimately contribute to shaping relevant policies.

Project Components:

Development of an Operational AI Tool for Conceptual Search based on IBM Watson technology.
Correlation of relevant documents from the entire archival material of the Ministry of Foreign Affairs.
Specific services related to project components, such as cataloging, digitization/microfilming, documentation, Intelligent Character Recognition (OCR, ICR), and training of Artificial Intelligence algorithms. These actions are crucial for the digital conversion and enrichment of the content of the Historical Archive, achieving the implementation of the Operational AI Tool for Conceptual Search through machine learning technologies.

Implementation Timeline of the Project: 32 Months



Q&R has successfully implemented and supported the operational functionality of complex and critical Information Systems, based on cutting-edge technologies, for numerous organizations and businesses in Greece and abroad. In its thirty years of operation, the company has made significant contributions through its expertise and innovative software products, playing a key role in the digital transformation of the broader public and private sectors. Q&R has added value and provided a competitive advantage to its clients through technology.

The client portfolio of Q&R currently includes more than 250 major organizations and businesses from the private and public sectors. Leveraging new technologies, the company is developing innovative solutions in the field of cloud services, offering modern services specifically designed for small and medium-sized enterprises.