

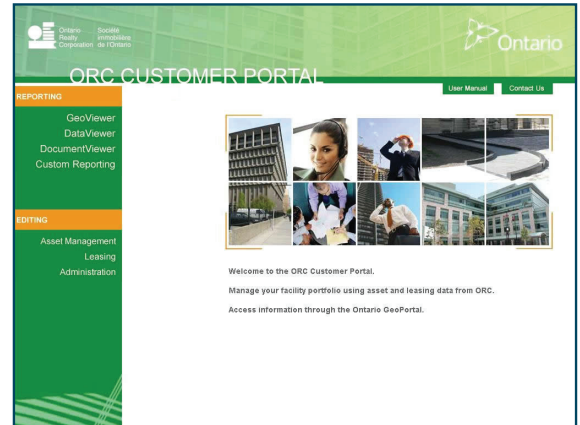
ORC Customer Portal

What is Customer Portal?

Ontario Realty Corporation (ORC) has developed a robust mapping, document and database management system known as Customer Portal. The system encompasses new features and more efficient processes for sharing documents and running reports necessary for day-to-day facilities operations. Customer Portal leverages the Ontario GeoPortal, integrates ORC data with the ministries' data, and provides the ministries with a complete picture of their real property assets, leases and facilities portfolio through a common interface.

The Result

A hosted enterprise facilities management system with no additional staff, at minimal cost, providing the entire Ontario government with a portal to ORC and ministry data.



ORC Customer Portal is accessed from the Ontario government's Intranet.

Secure and Broadly Accessible

Customer Portal ensures each ministry user has access only to their information and the appropriate privileges to use the maintenance and management tools. The secure and always available environment makes it easy to access information from anywhere. Customer Portal also brings ministry program information together in one place creating greater workflow efficiency.



Wealth of Data

A vast array of information can be managed within the system. For ministry facility staff, when they select a building, the data from the Digital Enterprise at ORC immediately populates all the fields that it has data for (e.g. ownership, asset category, occupancy status, rentable square feet and building age) – leaving only those fields managed by the ministry to be input and updated as needed.

Ministries not yet using Customer Portal can get on board quickly and easily. ORC will provide training, create the appropriate Ministry "view" onto the data, and register their user accounts. Contact Joseph Lin, below, to set up a presentation and get started.

Already Using Customer Portal

- Ministry of Infrastructure
- Ministry of Natural Resources
- Ministry of Transportation
- Ministry of Community and Social Services
- Ministry of Children and Youth Services
- Ministry of Government Services

- Cabinet Office/Premier's Office
- Ministry of Agriculture, Food and Rural Affairs
- Ministry of Education
- Ministry of Finance
- Ministry of Citizenship and Immigration
- Ministry of the Attorney General

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