

FINANCIAL INDUSTRY DOCUMENT MANAGEMENT CASE STUDY

creating vision within a solution

Client Profile:

An expanding financial institution that provides banking, insurance, investments, mortgage, and consumer finance services to its broad range of customers, through its branch networks as well as on-line.

Driver:

With a range of services available from their portfolio, there were pockets of knowledge dispersed throughout the organisation. The objective was to integrate and consolidate their intellectual asset in a secure, centralized and manageable design.

Challenges:

- *Reducing duplication of documents and processes in various offices and departments*
- *Enhancing company wide access to information, such as schedules, documents, standards and specifications*
- *Promoting the concept of collaborative workspaces for documents and knowledge sharing*

“...the document management system enabled our staff to become more proactive and efficient...”

The approach was to identify a proven technology that could provide the basic document management functionality while facilitating collaborative and workflow processes in a secure and centralised manner.

In order to deploy the right solution, it was determined that both organisational and technical issues had to be identified and considered in order to overcome the current challenges and to understand those that might arise in the future.

This process was carried out first by analysing in detail the business processes and requirements, the possible impacts on existing process and introducing realistic change procedures to ensure successful deployment. The results of this business analysis were then translated into functional requirements, which were then presented to the selected technology vendor.

The solution:

Selected according to the defined requirements, the technology that was introduced was based on N-Tier architecture which allowed users in the various departments to utilise a common repository to manage its business documents and key information. With over 2000 key documents the online users could easily and securely place, locate and extract documents whenever they needed without the concern of possible duplication. The integration with Microsoft Office enabled the users to capture and manage all of their client-related information such as emails, correspondences, spreadsheets, memos and other related documents in a simple and centralised manner. The full-text searching capability allowed a document to be easily located, even if the minutest bit of detail was known about the document.

In addition, with the integration of the Web Publishing tool, contents could automatically be extracted from the document repositories and delivered to the intranet, internet and extranets. The simplicity and flexibility of this functionality allowed the web content managers to include diverse and disparate information irrespective of its origin.

Finally, the introduction of the collaborative workspaces enabled users to work and communicate in an efficient manner by enabling them to work closely and simultaneously on projects with both external and internal parties. This in turn generated an influx of knowledge and new ideas which resulted in improved productivity and fresh revenue stream.