



“By centralizing our document and record repositories, we’ve achieved a variety of time and cost savings throughout the IIC. Collaboration via DM/RM between regional offices has increased our overall efficiency and exponentially reduced file duplication. The centralized document architecture has allowed us to implement more efficient and cost effective disaster recovery. By centralizing all documents into a single library and integrating with core internal systems, we’ve enabled end users from the current 12 regional offices to create, search, retrieve, and reference documents quickly and efficiently. The solution has truly allowed us to establish a global office environment.”

– Carlos Canales
Information Systems Officer
IIC

Enterprise Content Management (ECM) has evolved well beyond a tactical tool for managing business content. The Open Text eDOCS Suite offers a framework to deploy content-driven, process-specific solutions that mitigate risk, reduce costs, and generate competitive advantage. Working with the Inter-American Investment Corporation, GxP Partners recently helped plan and implement a centralized DM/RM solution. Via a DM Caching Server, offices in 12 Central and South American countries were brought online to communicate and access the document repository in the IIC’s Washington headquarters. The solution streamlined information sharing for a range of processes – including budget planning, loan processing, and HR management – while dramatically improving system security. The result: increased organizational agility and a more productive workforce that securely manages and leverages content in context.

The Situation: The Inter-American Investment Corporation (IIC), a multilateral financial institution and member of the Inter-American Development Bank Group (IDB), has been promoting the economic development of the private sector in Latin America and the Caribbean for 20 years. The solution began with an initiative to implement a centralized document management architecture to promote collaboration, increase security, and – more importantly – reduce support and maintenance costs. The existing infrastructure supported 120 users (80 in Washington, DC and the remainder in 12 regional offices). Document storage was decentralized across all offices, with networked group shared folders and local disk storage. The approach offered no centralized document search and collaboration across offices. Interoffice documents were shared between libraries as email attachments, with frequent versioning issues, email congestion, and document duplication. Although document backups were performed locally at each regional office, additional data replication and extensive remote maintenance were required.

The Solution: The solution combined the best of Open Text eDOCS DM/RM, Caching Server, and SearchServer technologies to enable:

- Enhanced and simplified search capabilities across all offices
- The sharing of documents as DM references, allowing collaboration without the need to pass the physical documents between offices as email attachments
- Centralized DM/RM administration and document/database backup and recovery
- Simplified disaster recovery configuration, planning, and execution
- Reduced hardware as compared to a decentralized implementation
- Reduced maintenance and support costs
- Compatibility and integration with existing loan, budget, and HR applications
- Audit trails and secure, controlled access to critical information
- Compliance with requirements for electronic records retention

The Open Text eDOCS solution implemented by GxP Partners and the IIC began with a "proof of concept" phase to verify feasibility before resources were fully committed. During this phase, the project team documented and approved user requirements. The team also obtained a trial DM cache license, tested production-level hardware, standardized test protocols, and documented the testing.

Following the pilot rollout, custom integrations were completed and documentation and training plans were generated. The six-month full implementation began with deployment in eight country offices and the Washington headquarters. During this phase, all documents within the existing line of business applications were migrated to the new system. Following the training and confirmation of high user acceptance, the project team rolled out the solution to the four additional countries.

The Open Text eDOCS Suite offers top-of-the-line standard functionality with an open system architecture that enables organizations to bring various systems together seamlessly. Employees spend less time creating, searching for, retrieving, repurposing, and organizing documents. They spend more time generating competitive advantage from the organization's cumulative knowledge, while at the same time ensuring the security and integrity of that information.

Open Text eDOCS DM/RM, Caching Server, and SearchServer Benefits:

- Critical decisions can be made faster with better access to more reliable information
- Centralized repository minimizes IT costs, helps ensure document currency, and reduces time spent looking for information
- Complete and integrated suite of ECM solutions minimizes cost of ownership and maximizes the value of enterprise knowledge assets
- Improves accountability and minimizes litigation risk
- Reduces costs associated with handling of paper-based and electronic records
- Increases productivity and reduces training requirements by leveraging familiar web and Microsoft Windows interfaces
- Improves services to customers and other constituents
- Provides a fast and efficient means for local users to search, browse, and view the most current information they need
- Provides one of the fastest and most reliable full-text search engines available
- Supports information repositories in any existing language
- Can be used to develop electronic publishing, e-business, customer care, online technical support, and many other management solutions



Contact GxP Partners if you need:

A single solution for capturing, organizing, and sharing information to

- Mitigate risk
- Reduce costs
- Create business advantage

A standardized system platform for document and data

- Capture
- Management
- Processing
- Delivery
- Storage
- Access
- Preservation

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