FUJI XEROX

Authority in Energy Regulation Enhances Knowledge Sharing with Central e-Registry

Fuji Xerox worked with HP and Latize to provide this energy regulator with a solution for managing hardcopy and electronic documents and records, and a taxonomy and organisation-wide file classification plan to improve its knowledge sharing.

Background

This organisation is the market's energy regulator, whose goal is oversee the development of a competitive market to forge a progressive energy landscape. To fulfil this objective, this organisation guides its policies, operations and processes using core values of care, innovation and teamwork.

Being a forward-looking organisation that recognises the importance of knowledge retention, this organisation saw the need to develop an integrated knowledge management platform to encourage collaboration amongst its staff members and to retain important knowledge assets.

A plan was then put together to implement a central e-registry that could help it meet the organisation's information retrieval and knowledge management needs.

This system would enable staff members to capture, retain, track and manage paper, email and electronic documents in a single repository. In addition, the system had to be able to manage the various content types throughout their lifecycle, from capture and registration to eventual destruction or permanent preservation, in adherence to retention and disposition guidelines.

One Common Platform

"In a nutshell, we wanted a single platform for all document types that multiple users could access securely and concurrently, automated and streamlined operational procedures, enhanced information visibility and findability, compliance with IM 4L, and future extensibility," said Joseph Eio, Head of Administration Department.

To start off on its journey towards a single e-registry, this industry energy regulator engaged Fuji Xerox Singapore to assess its information management needs.

Facilitating knowledge sharing
Enabling compliance to regulations

The Solution

Fuji Xerox duly did this through user requirements gathering sessions and also established appropriate metadata for folders, files and records to facilitate efficient document and record management.

Once its needs were clear, this industry energy regulator went about evaluating possible e-registry solutions. After evaluating several proposals, it chose a solution from Fuji Xerox that includes HP TRIM document and enterprise records management software; consultancy services from Fuji Xerox partner, Latize, a research and consulting firm specialising in information management; and project management and implementation services from Fuji Xerox.

Latize crafted a taxonomy for guiding users to the information they are seeking, and well as a file classification plan for linking related types of information together, thus allowing effective management of records and retrieval of information.

Fuji Xerox then worked with HP to implement the HP TRIM software and migrate data, with the end result being a centralised e-registry system for the organisation to store all its hardcopy and electronic documents and records. The solution also allows the management of hardcopy documents using barcodes.

In addition, Fuji Xerox prepared and executed a comprehensive change management and communication plan to help the organisation transit from the manual approach to the common e-registry.

The Results

"For a start, we've eliminated the silos of information that we had. Going forward, our users can expect to be able to find and gather information faster and directly on their own. It would also be easier for the organisation to retain expertise and knowledge. More importantly, the information would be more complete and this should result in faster decision-making and better quality decisions, said Mr. Eio.

Having just one common platform for users to manage both digital and hardcopy documents will also boost collaboration. The e-registry is designed to support the creation of folders for short-term storage of documents relating to projects, and this will facilitate cross-functional collaborations and other team efforts.

With the e-registry, the industry energy regulator is also well on its way to meeting the retention and disposition guidelines set out in government information management guidelines.

Case Study Snapshot

The Challenge
- Disparate hardcopy archives made information search difficult and time-consuming
- Lack of a common platform for document management encumbered knowledge retention and sharing, and collaboration
- Multiple archives and file plans weakened adherence to government-wide retention and disposition guidelines

The Solution
- Worked with HP to implement its HP TRIM solution for managing hardcopy and electronic documents and records
- Collaborated with consultancy partner Latize, which developed a taxonomy and organisation-wide file classification plan
- Designed and executed a change management and communication plan to help staff members move from manual approach to the new e-registry

The Results
- Multiple document silos replaced by single e-registry
- More accurate and more efficient search process
- More complete information to result in faster decision-making and better quality decisions
- Single platform to enhance knowledge retention and sharing, and collaboration
- On-target to meet IM 4L guidelines

About Fuji Xerox Singapore. Established in 1965, Fuji Xerox Singapore is the country's leading provider of new class document solutions. We offer an unparalleled portfolio of document technologies, services, software, supplies and document-centric outsourcing. Supported by an unrivalled team of industry leading professionals, we are committed to help our customers achieve increased productivity and process efficiency gains through innovative document solutions, while meeting their sustainability objectives and reducing costs.

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