

Premier Country Club Improves Information Sharing and Security with Document Management Solution



Fuji Xerox worked with ParaDM to provide this premium country club with an integrated enterprise imaging and document management solution for managing hardcopy and electronic documents and records to improve data integrity

Background

With its prestigious history as one of the pioneering golf clubs in Singapore, this premium country club offers exclusive lifestyle services and various recreational activities to its 17,000 odd members.

The Challenge

Being a forward-looking organisation, the management team decided to address the issues immediately before they escalated.

The new plan was then set in place to improve information management and sharing in order to enhance the quality of their service.

The recent expansion of the country club however, meant that the existing method of manual filing for the documents generated by all 7 departments in the club were started to prove a little taxing for the organisation to handle both in terms of manpower as well as resource allocation.

The lack of an integration of document workflow or repository within the club's line of business applications also caused complications in terms of data integrity as well as security.

There was hence a need to improve on the work process flow via automation to ensure system scalability and stability within the growing business.

Automating business processes

Improving data integrity and security

The Solution

The Fuji Xerox Documents Solutions Group, in partnership with the ParaDM, worked together to assess customer requirements in order to implement a host of solutions that helped enhance the document filing system of this country club.

In this instance, Fuji Xerox was able to provide competitive pricing to the country club and consulted frequently with the management team of the country club to ensure that the products and solutions implemented were able to cater specifically towards the needs of the country club.

In addition, as there were strict IT corporate compliance standards, the team also worked on enhancing product flexibility and made numerous customisations to achieve this goal.

The Results

This country club is now better able to meet their business growth with an enterprise client-server and a scalable system. Their business processes are similarly improved through the automated system.

The workflow system was adapted in the electronic format, where users could then submit electronic requests via an e-form, allowing these requests to then be routed for e-approval. Following approval, these documents would then be uploaded automatically into the repository.

In addition, physical documents were also scanned with their data captured automatically.

All hard copy files were also digitized and tagged with metadata, and stored in a secured central repository.

With the users of the database governed by access rights, an additional level of security was also provided to management of the country club's resources.

Case Study Snapshot

The Challenge

- Manual filing of all documents for 7 departments in the country club
- Compliance to corporate governance
- System scalability and stability with the growing business
- Lack of a secured central repository
- Lack of audit trail
- Need to improve data integrity and security
- Need to improve information management and sharing
- Need to improve work process flow via automation
- No integration of document workflow or repository with the club's current line of business applications

The Solution

- Implemented an integrated and enterprise e-form (ParaForm), data capture (Abbyy), document management (ParaDoc), and workflow solutions (ParaFlow) solutions for 7 departments.
- Physical documents are scanned and data captured automatically
- All files digitized and tagged with metadata

The Results

- Improved business process via automated workflow processes
- Improved data integrity and security
- Improved information management and sharing

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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