



Case Study

- > Manage European Central Bank Documents
- > Manage Division Documents

Our Esteemed Customers have entrusted inteliscape for their key projects, either simple projects of a few days or complex projects of 400 man days. We treat each Customer relationship on its own merit and do our best to ensure that the Customer will pursue a long lasting strategic relationship with inteliscape.

Customer	CENTRAL BANK OF CYPRUS
Challenge	Create an efficient method of storing, accessing, searching, and managing documents for the Central Bank of Cyprus and the European Central Bank.
Solution	Intuitive IBM® Lotus® Domino® Document Manager (Domino.Doc®) solution provided a seamless transition from paper and file server based document management to a more efficient and productive managed solution.
Why?	The advanced capabilities of Lotus Domino Document Manager provide a complete document management solution, with the ability to integrate new Lotus software capabilities in the future
Business Value	Capture and management of tens of thousands of documents; quick access to documents; division independence; elimination of duplicated effort; knowledge retention; more efficient collaboration with outside organizations; intuitive categorization of new documents

"On Time and within Budget. It was one of the few projects we are all proud of!"

Mr. Yiannos Aletraris, Operations and Methods, Central Bank of Cyprus

Company profile

Headquartered in Nicosia, Cyprus, Central Bank of Cyprus is the Nation's Central Bank. Central Banking is a heavily regulated business that generates a significant amount of documents that has ongoing relevance and value. The Operations and Methods department provides in-house expertise on the taxonomy. The Central Bank also collaborates with outside organizations, such as the European Central Bank, on key matters. Departments must collaborate with both internal and external workgroups and committees as quickly and efficiently as possible.

The challenge: more efficient document management

The Operations and Methods (O&M) department constantly searches for ways to improve the Central Bank's internal processes. Recently, it has identified document management as a significant opportunity for improvement. Documents, internal or external, include a significant volume of paper, e-mail, and electronic documents. O&M identified the elements that were "critical to quality" for the system: the ability to provide department members, through navigating the taxonomy or search, with quick, easy and reliable access to documents. Doing so would avoid delays in replying to correspondence, especially where a process workflow is needed, thus reducing effort, research time and expense.

The screenshot displays the Lotus Domino Document Manager interface. On the left is a 'Site Map' tree structure under 'My HomePage'. The main area shows a search bar with 'Go' and 'Advanced Search' buttons, and a breadcrumb trail: 'Return To Library > Purchases > INTELI-SCAPE LTD.'. Below this is a table of documents:

Title	Version	Type	Author	Modified
Proposal on Document Management System	1.0	Proposal	admin/INTELIDEMO	29/09/2004

Navigation buttons for 'Next', 'Previous', 'Expand All', and 'Collapse All' are visible above and below the table. To the right, a diagram illustrates the document taxonomy: 'Library' (represented by a building icon) contains a 'File Room', which contains a 'File Cabinet', which contains two 'Binder' categories, each containing 'Document' icons.

The solution: Document Management integrated with e-mail

The Central Bank looked for an electronic correspondence solution that would provide instant access to all relevant documents from a user's desktop. Working closely with inteliscape Ltd., an IBM Advanced Business Partner specializing in content management solutions, O&M has designed a taxonomy (categorization) easily catered to by Domino.Doc. Taxonomy is realized through the use of Libraries, Rooms, Cabinets, Binder Categories, and Binders. Most importantly, Domino.Doc supports integration with Lotus Notes mail, thus turning the document creation task a very easy and user friendly one. Hundreds of documents received from European Central Bank on a daily basis are created directly into the Document Management system, right from the Lotus Notes email desktop.

Users can easily find and process documents using the taxonomy, or by searching using Protocol and other document related keys. The solution caters to the management of tens of document types, such as Circulars, Announcements, Reports, and other. Archiving of documents, based on a retention period according to the document type, allows off-loading the production system and utilizing cheaper storage. Users can easily retrieve an archived document upon request.

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