

# Case Study



## > Office Automation

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.

<b>Customer</b>	MARFIN LAIKI BANK GROUP
<b>Challenge</b>	Automate key banking front- and back-office process in a secure, productive, and value-added process flow.
<b>Solution</b>	Custom IBM® Lotus® Domino® solution provided a seamless transition from paper based processes to a more efficient, workflow based on-line solution.
<b>Why?</b>	The advanced capabilities of Lotus Domino provide a complete document management solution, with the ability to integrate new Lotus software capabilities in the future
<b>Business Value</b>	Management of the documents and process for over 20 business areas; quick access to process; security strengthened in electronic document; knowledge retention; archiving make efficient and easy to access; more efficient collaboration
<b>Key Components</b>	IBM Lotus Notes® and Domino

"We consider inteliscape a Strategic Business Partner and not just an external provider of IT services."

*Mr. Solonas Matsias, EDM PM, Operations and Methods, Marfin Laiki Bank Ltd.*

### **The challenge: process enabled business operations**

Committed to customer service, the Operations and Methods (O&M) department constantly searches for ways to improve the Group's internal processes. In a bold step, over 20 such internal processes were undertaken to be automated, such as:

- Circulars and Manuals
- Requisitions
- Meeting Minutes
- Travel Expenses
- Interest Rates approval (LC/FC)
- Property Evaluation
- Access Control
- and other

LAIKI GROUP

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Title ^	Version	Type	Modified	Author
<a href="#">AddResponsible.Com</a>	1.0	Contract	17/08/2006	Developer Inteliscape
<a href="#">Multiple responsibilities</a>	1.0	Maintenance and IT Contracts	14/09/2006	Developer Inteliscape

O&M identified the elements that were "critical to quality" for the system:

- ability to capture all the business functionality
- easy to use
- pull the user when needed to act on a process
- secure
- flexible to change
- bandwidth efficient
- retention and archival capable

#### The solution: office automation

inteliscape had, as a first step, developed a Portal in which all applications could easily be accessed from. The Portal also enabled the instant access to messaging and calendaring needs. As a second step, with the Customer assistance, inteliscape developed a set of standards to be used for all applications. The set of standards captured most of the set forth critical to quality factors.

Having the two building blocks finished, inteliscape engaged into an iterative process with O&M to analyse, design, build, test, and deploy each business area. This approach enabled the realization of business value added as the project evolved. Users became familiar with the standards during the very first business area being automated, and thus additional business are implementations were much more easier for the users to understand and use.

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