



Case Study

> eCorrespondence

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	MARFIN LAIKI BANK LTD
Challenge	Create an efficient method of storing, accessing, searching, and managing incoming and outgoing internal correspondence.
Solution	Intuitive IBM® Lotus® Domino® Document Manager (Domino.Doc®) solution provided a seamless transition from paper and e-mail based correspondence to a more efficient, on-line 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 thousands of correspondence; quick access to correspondence; departmental independence; elimination of duplicated effort; knowledge retention; more efficient collaboration with outside organizations; intuitive categorization of new documents
Key Components	IBM Lotus Notes® and Domino IBM Lotus Domino Document Manager (Domino.Doc)

Company profile

Headquartered in Nicosia, Cyprus, and active in Greece, UK, and Australia, Marfin Laiki Bank is one of the largest banking institutions in the nation. Banking is a heavily regulated business that generates a significant amount of internal and external correspondence that has ongoing relevance and value. The Operations and Methods department provides in-house expertise on the taxonomy. The Groups also collaborates with outside organizations on key matters. Departments must respond to internal and external requests – resolving pressing questions as quickly and efficiently as possible.

“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: more efficient correspondence management

The Organization and Method Services (O&M) department constantly searches for ways to improve the Group's internal processes. Recently, it has identified correspondence as a significant opportunity for improvement. Departmental internal and external correspondence includes a significant volume of both paper and e-mail correspondence. 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 correspondence. 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 'e-Documents' interface for LAIKI GROUP. On the left is a navigation menu with sections like 'My Documents' and 'Site Map'. The main area shows a search bar and a list of documents under the 'Contracts' library. The document list has columns for Title, Type, Modified, and Author. Two documents are listed: 'Contracts 2001 LAIKI Binder' and 'Contracts 2002 LAIKI Binder', both dated 05/08/2008 and developed by Inteliscape. Below the list, a 'File cabinet reference: DINE-6RTA89' is shown.

The solution: e-Correspondence integrated with e-mail

The Group 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. The solution will in the future natively support document management for other pieces of information.

Marfin Laiki Bank O&M was also thorough in verifying the suitability of the proposed solution with other organizations in the Banking industry, such as HSBC. Laiki Group is associated with HSBC. The pleasant surprise was that HSBC too used Domino.Doc for correspondence and document management. HSBC's experience led to the inclusion of additional modules, such as with reports to be produced for the Management.

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