Case Study

Electronic Document Management System for Utility Boards

EDMS enables Swaziland Water Services Corporation to Cut Costs, Save Time and Significantly Increase Operational Efficiency

Electronic Document Management System for Utility Boards

Customer Profile

Swaziland Water Services Corporation (SWSC) is a corporate body established under the Water Services Corporation Act, No. 12 of 1992. The corporation gained full autonomy through corporatization in 1994 and operates independent of Government. The Corporation's mandate is to abstract, store, transport, purify, supply and collect water, convey, treat and dispose sewage in several areas spread across the country.

Business Situation

SWSC's employees were using traditional methods for storing, sharing and retrieving files as per their business requirements. The challenge was to implement a system that was high tech, yet compatible, simple and user friendly, which could be easily implemented without any loss in productivity and accountability. The streamlining and digitization of the agency's existing manual forms to increase efficiency and productivity also presented some challenges.

Solution

Techno Brain deployed its flagship product - CIMCON; document management system that allows content distribution across the entire organization using a highly graphical user interface that delivers timely and context-based information. The document management system provides a regulated, controlled and compliant Digital Nervous System with unified access throughout the workgroup.

The solution takes into consideration that different business units can have different operating requirements. The system allows organizing this data in a structured hierarchy of meaningful information that best meets business processes. The graphical user interface provides wealth of information at a glance for ease of system maintenance and control.

Major features of the Solution:

- Configurable Organization of Data
- Electronic Records and Audit Trail
- User Level & Application Level Security
- Document Life Cycle Management
- Collaboration through discussion groups and note tagging
- Robust Search capabilities
- Notifications
- Workflow management
- Scanning and OCR
- Content Management
- Third Party Application Integration

Customer:
Swaziland Water Services Corporation (SWSC) operates with mandate to abstract, store, transport, purify, supply and collect water, convey, treat and dispose sewage in several areas spread across the country.

Industry:
Public Sector—Utilities

Business Situation:
SWSC's employees were using traditional methods for storing, sharing and retrieving files leading to inefficient and in-effective functioning.

Solution:
Techno Brain implemented a document management system that allows content distribution across the entire organization using a highly graphical user interface that delivers timely and context-based information.

Benefits:
- Increased productivity
- User Level & Application Level Security
- Increased efficiency
- Enhanced collaboration
- Eco-friendly processes, reduced costs

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Technologies

Einfotree version v 6.6.2, Microsoft server 2008 r2 with SQL server authentication

Benefits

Deploying the custom solution developed by Techno Brain, the review process of documents became faster with the availability of collaboration tools and comparison features. Since ad hoc workflow tracking was possible, the company could easily optimize its business process for better productivity.

Key benefits of Electronic Document Management System:

- Increased productivity due to reduced human dependency, because files are stored in central repository with access to authorize users.

- User Level & Application Level Security ensures safety of documents.

- Easy retrieval of documents with the extensive search provided by EInfotree.

- Reduced time to review documents due to file comparison features

- Enhanced collaboration due to sharing and discussing document views effectively among team members.

- Real-time action on documents due to instant notifications

- Optimized Business processes due to streamlined workflow management

- Eco-friendly processes, reduced costs as all hard copies of documents are digitized and stored in a central repository.

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