

CASE STUDY: Document Management System & Outsource Service

Finance

Banking, Development

The Client

Eastern and Southern African Development Bank
(PTA Bank)



THE CHALLENGE:

PTA Bank is a regional development bank. It had acquired SAP ERP several years prior to Verve's engagement and was looking to activate both the SAP Document Management System and Workflow Modules for purposes of recalling needed documents expeditiously, providing a secure method for access of documents by authorized staff and the reduction of the costs of having to print documents (usually many copies of the same).

The system was also expected to ease the sharing of documents from desktops as well as

the ability to maintain the reasons for employee's access of different documents on the system through an audit trail.

The DMS would further reduce the costs of storage both on and off site. PTA Bank was also looking to outsource the role of imaging and indexing the documents into the system.

Verve was engaged to provide consulting services on how best to implement the SAP DMS module and subsequently the Workflow module.

THE SOLUTION:

Verve, having taken up the role of DMS and Imaging consultant midstream of the roll-out at PTA Bank was keen to ensure that best practices were exercised in the remainder of the implementation exercise.

- **Document Management Strategy:**

This process involved in the high level general design standards for the system, the

creation of database, folder and directory structures as well as the analysis to come up with document types, relationships and associations. Verve was to advise on the best methods for version control, query development as well as search parameters. PTA Bank needed systems for monitoring audit trails as well as routine maintenance and security for the entire system.



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- **Implementation:**

PTA Bank decided to develop its internal capacity in order to implement the DMS Module in SAP with minimal external support. This ensured that costs of the exercise were kept at a minimum, at the same time support issues would be handled within the organization. Verve's Partner in South Africa (Engineering Informatics) was used to provide the training.

Verve was to aid in the realization of a seamless DMS implementation and the adoption of best practices.

PTA Bank was looking to deploy a Disaster Recovery Management System

- **Imaging:**

PTA Bank backlog documents were estimated at about 2 million. Verve set up two imaging stations, made up of scanning and indexing crew to move from department to department within the company. The crew members were familiarized with Document types and index fields used in each department.

The following tasks were carried out;

- a. Pre-scan document preparation.
- b. Scanning of documents.
- c. Image indexing.
- d. Posting indexed data and images onto SAP DMS.

- **Training:**

Our training was geared towards getting buy-in of the system from the users within the organization.

- a) **Imaging Training:**

The Verve team provided training to the imaging team at PTA Bank. The Verve team shared with the bank's staff the expertise and inference knowledge gathered from actual in the field practice. Knowledge on quality assurance was also shared.

- b) **Users' Manual Preparation:**

The Verve team was used in coming up with and testing the effectiveness of the DMS user manuals.

- c) **Policy Manual Development:**

Verve aided PTA Bank in creating a policy document/manual to be utilized within the organization in all its DMS procedures. This document would be utilized in scenarios outside of the specific DMS system. The policy was thus generic enough to operate outside the SAP system as well as for other information and knowledge management needs.



BENEFITS DELIVERED:

- Increased efficiency and productivity by cutting time spent looking for physical documents.
- Eliminated problems associated with missing or misplaced files
- Faster response to customer queries
- Improved document control and security.
- Ease of access to documents by employees outside the banks' offices in Nairobi.
- Utilization of internal resources to deploy the SAP DMS in a cost effective manner. The costs were cut down by nearly 75%
- Readiness for compliance with the upcoming financial sector regulatory framework.
- Increased collaboration and better communication between different employees across departments.
- Reduced labor, space and related supplies costs associated with filing and storage.