

The Industrial Bank of Kuwait Deposit Documents with OpenText

Flexible and accurate document searching helps improve efficiency, reduce delays, and increase accuracy

The Industrial Bank of Kuwait, established in 1973, provides specialised banking services dedicated to supporting industry in Kuwait. The bank provides medium and long-term financing for the establishment, expansion, and modernisation of industrial units in the country. The bank also offers a full range of commercial banking and treasury products to meet the working capital needs of its industrial customers.

Like any banking environment, the Industrial Bank of Kuwait produces, receives, processes, and accesses a vast array of documents. Having existed since 1973, a great deal of this documentation was paper-based or held on microfilm or microfiche. With many documents involving handwritten content or annotations, reading this was often difficult and maintenance of the film and fiche readers became increasingly costly, due partly to a lack of spare parts. Also, searching quickly and accurately for documents was not always possible using paper storage, film, and fiche readers.

The time was right to review how documentation could be captured, indexed, and stored more efficiently.

Establishing a partnership

The bank set out to identify a solution to meet their document capture, storage,

and retrieval needs and they turned to local provider Mediterranean Sea and Gulf Computer Systems (MGS). MGS has been a long-standing partner of OpenText, and it was an OpenText solution that MGS proposed to meet the bank's needs.

The solution would provide a central repository that could be quickly searched and documents accessed by the personnel that need them.

"In setting out the requirements for this project, we needed a local provider who could define, implement, train, and, ultimately, support us. MGS, working with OpenText, was able to demonstrate their capabilities and provide a proposed solution within our budget," says Kamel S. Al-Abdul Jalil, Administration Department Manager, the Industrial Bank of Kuwait.

INDUSTRY

Finance - Banking

CUSTOMER

The Industrial Bank of Kuwait K.S.C.

PARTNER

Mediterranean Sea and Gulf Computer Systems (MGS)

CHALLENGES

- Slow, inaccurate searching of paper records
- Microfilm and microfiche equipment dated and difficult to repair—lack of spare parts
- Hard to read handwritten comments and documents
- Speed of access hampering business improvement

SOLUTIONS

- OpenText Document Management, eDOCS Edition
- OpenText DM Imaging, eDOCS Edition

BENEFITS

- Fast, accurate searching and access to documentation
- Reduction in cost of maintaining old microfilm and microfiche readers
- Efficiency gains; reducing processing time with immediate document access
- Users more able to self-serve their enquiries, reducing reliance on other staff

"We've been delighted with the smooth implementation and this has given us the foundation and confidence to press ahead and introduce the solution to other parts of the business. The ultimate aim is for the entire organisation to use OpenText for all their document capture, storage, and retrieval needs."

KAMEL S. AL-ABDUL JALIL, ADMINISTRATION DEPARTMENT MANAGER, THE INDUSTRIAL BANK OF KUWAIT

Setting up the project

Following selection of the underlying technology from OpenText and the implementation and support services of MGS, the bank commenced the formation of a project team to implement the solution based on OpenText Document Management, eDOCS Edition and OpenText DM Imaging, eDOCS Edition. MGS prepared the project plan for the bank's review and approval and, once underway, also provided the necessary local resource to ensure project success.

"The installation was smooth, meeting our needs out-of-the-box. Clearly, both MGS and OpenText were passionate about providing quality and listened to us throughout the process," Kamel S. Al-Abdul Jalil adds.

The project implementation was on-time and on-budget, and, with the system live, users were able to begin accessing the system. Due to the sheer volume of documentation to be added, whether being captured from paper or converted from film and fiche, it would take some time for all documents to become available to users.

Driving user adoption

The solution was initially provided to a number of user constituents within the

bank, including the head of registration, human resources, and marketing. The bank's IT department worked closely with MGS to provide the necessary user training for the OpenText software. Very little encouragement was needed to convince users of the merits of the new system and uptake was quick.

"Our users quickly recognised that the quick, easy, and accurate searching capabilities provided an immediate improvement to the way they work. They could quickly access the documents they needed, without the delays they had become accustomed to," explains Kamel S. Al-Abdul Jalil.

With the use of optical character recognition technology, documents were made fully searchable—saving hours of users poring over poor quality paper, film, or fiche, and resulting in quick user adoption of the solution.

Realising the benefits

Over time, a large number of archive documents have been added to the system, in addition to new documents being stored directly. This has led to a significant increase in productivity for the users, providing a tangible return on investment for the bank. The benefits are far-reaching too, with interactions with other third parties also

benefitting from the fast retrieval times. It's not just about speed, though—while that is important, accuracy is a key driver for the bank.

"Being able to rely upon the information that searching eDOCS DM provides is key to providing a quality service to our customers for better relations with suppliers and for staff satisfaction internally. We could not imagine returning to the old ways of working," Kamel S. Al-Abdul Jalil says.

Future development

With the solution fully operational and providing benefits for the current users, the bank is now looking to involve a greater part of the business.

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MGS is a leader in providing specialized enterprise IT and business solutions and consultancy services. They provide quality, world-class brand-name IT business solutions, reliable and professional services, and unparalleled customer service through IT applications. MGS partners with global vendors such as OpenText, SAP®, KOFAX®, Horvath & Partners, and NovoDynamics to provide a wide range of unique business solutions and services. MGS currently operates through three offices: Kuwait, Riyadh, and Beirut. For more information: www.mgs-tech.com

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