

Kuwait Banking Association Undertake Document Management Improvements with OpenText

Greater knowledge sharing and faster document retrieval leads to increased productivity

The Kuwait Banking Association (KBA) was formed in 2001, replacing the Kuwait Banking Committee. The Chairmen of the local banks agreed to strengthen cooperation, coordinate to address common issues, keep informed about developments in banking systems, and raise employee standards. Today KBA consists of 22 bank members, including 11 associate foreign banks. KBA aims to support links between local banks, surrounding Arab states, and beyond, including coordination with the Central Bank of Kuwait.

The daily interactions between banking members, other organizations, and internal staff gives rise to the growing archive of paper documents. With documents being stored onsite in a file room, as well as at a warehouse facility, retrieving documents became a time-consuming exercise, impacting the productivity of KBA's staff. With knowledge effectively locked away in the paper documents, sharing information was also less than optimal.

KBA concluded that they needed to move to an electronic means of managing their documents. This, along with other goals to make search and retrieval faster, to make tracking more efficient, and to reduce the amount of paper that they consume, formed the base requirements for a solution.

Past, Positive Experience Makes Solution Choice Easier

Senior management at KBA had previously worked with OpenText™ Document Management, eDOCS Edition (eDOCS DM), and based on their positive experiences, KBA engaged local OpenText partner, Mediterranean Sea & Gulf for Computer Services (MGS), to implement the solution at KBA.

"KBA's Senior Management worked with MGS on the implementation of OpenText in previous roles they held. Their experiences having been positive, both in terms of the service and the OpenText solution providing the functional capabilities required, the decision was an easy one, to repeat the successful formula," explains Khalid Hussain, IT Supervisor at Kuwait Banking Association.

With the solution and implementation partner selected, KBA set about establishing a project team.

INDUSTRY

Financial Services

CUSTOMER

Kuwait Banking Association

CHALLENGES

- Lack of knowledge sharing impacted efficiency
- Retrieval of paper documents from warehouse facility caused delays
- Environmental impact of high volume of paper use

SOLUTIONS

- OpenText™ Document Management, eDOCS Edition (eDOCS DM)

BENEFITS

- Fast, easy access to documentation improves productivity
- Ongoing conversion of paper to digital formats removes reliance on physical storage and retrieval delays
- Contribution to green targets by decreasing use of paper

Involving Users Throughout Implementation Improves Adoption

One of the key challenges KBA faces is the retrieval of documents related to legal activities. Delays in locating and retrieving paper documents severely impacts the productivity and efficiency of the legal team, as well as human resources, administration teams, sales, Top Management, and others.

"We involve users from the outset of the implementation, which allows them to provide input to help the deployment best meet their needs. Management is also involved throughout, and regularly updated on progress," says Hussain.

The project was effectively broken down into two key goals. The first goal tackled the scanning of existing paper documents. KBA took the opportunity to review documentation and purge their archive of old, outdated documentation, ensuring that only relevant documents were imported to the OpenText system.

The second significant goal of the project included deploying eDOCS DM to users for ongoing capture and retrieval. A classification schema ensured consistent indexing of documents, making later search and retrieval much more effective.

"We use the OpenText system to store all kinds of document types across the organization, including invoices, quotations, résumés, internal memos, correspondence, etc. We use a defined grouping and departmental classification structure, which makes subsequent searching for documents extremely quick," adds Hussain.

Improve Productivity with Notifications of Newly Captured Documents

When a document begins its lifecycle in paper form—for example, when a purchase order requires a wet-ink signature—KBA scans the document and applies key index metadata. The document is then used to notify the relevant member of staff by email that the document is now available for access. Implementation of the notification requirement was undertaken by MGS, who developed the necessary code to meet the specific requirements of KBA.

By consistently adding indexing information to all documents, KBA dramatically speeds up document search and retrieval. This leads to more efficient and effective use of staff time. "Productivity within KBA has improved with staff no longer having to wait for paper documents to be retrieved. They are able to self-serve by searching OpenText for the document they need, which is then instantly displayed, allowing them to focus on the task in hand," explains Hussain.

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KHALID HUSSAIN, IT SUPERVISOR,
KUWAIT BANKING ASSOCIATION

A Solid Foundation Backed by Strong Support

With the objectives KBA set out to achieve being met by the OpenText solution, KBA is now considering other ways in which the solution's capabilities can be harnessed. Workflow is a key area that requires improved productivity. KBA is also keen to improve records management and are currently researching how OpenText can help them meet their needs in this area.

"Working with both MGS and OpenText is a pleasure. The support we receive is always excellent and provided by very knowledgeable individuals. We look forward to a long and fruitful relationship with both organizations," concludes Hussain.



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. They also offer, in particular, Enterprise Content Management (ECM) solutions. MGS partners with global vendors such as OpenText, SAP®, KOFAX, Horvath & Partners, NovoDynamics, and Communication Intelligence Corp. (CIC®) to provide a wide range of unique business solutions and services. MGS currently operates through three offices: Kuwait, Riyadh and Beirut. For more info please visit: www.mgs-tech.com

www.opentext.com • sales@opentext.com • 800 499 6544