Hummingbird Graduates with Honors at King Fahd University of Petroleum & Minerals

"Sometimes it's not about mere documentation but rather the need to access data and information enabling the decision-making process..."

— *Sultan Mohammad Al-Otaibi, Manager, Academic Information Systems, King Fahd University of Petroleum and Minerals*

Business Profile

Industry

Education

Organization

King Fahd University of Petroleum and Minerals, Saudi Arabia

The Challenge

> Store, share, and retrieve updated documentation in real-time in a bilingual environment

> Automate internal processes

Hummingbird Solution

> Hummingbird Enterprise™ DM

> Hummingbird Enterprise™ Workflow

Key Benefits

> Increased efficiency and transparency

> Access suitable for different user profiles

> Enterprise licensing model

King Fahd University of Petroleum & Minerals (KFUPM) was officially established in 1963 in Saudi Arabia. The first students were admitted a year later, when 67 young men enrolled in what was then the College of Petroleum & Minerals (CPM). Since that time, the university enrollment has grown to more than 10,000 students, and the university can rely on more than 2,500 employees.

Several significant events have marked the university's growth. In 1975, the CPM became the University of Petroleum & Minerals — a change in both name and academic status. In 1986, the university was again renamed, finally becoming the King Fahd University of Petroleum & Minerals. The successful management of Saudi Arabia's vast petroleum and mineral resources poses a complex and exciting challenge for scientific, technical, and management education in the Kingdom.

To meet this challenge, the KFUPM has adopted advanced training in the fields of science, engineering, and management as one of its goals in order to promote leadership and service in the Kingdom's petroleum and mineral industries. The university also furthers knowledge through research in these fields.

The Challenge

Prior to 2005, each department of the KFUPM used different systems to keep documents; some departments had a local system, and some departments used manual files with no index.

Documentation stored within the university includes correspondence, employee and student information, credentials, qualifications, request forms, etc.

Finding documents turned into a challenging task; physical files were unpractical as one document may have been needed by more than one department at the same time, and there was no way of knowing which version of a document was the latest. These problems posed as the driving force behind the search for an efficient content management solution. "It was worrying and time consuming," says Mr. Sultan Mohammad Al-Otaibi, manager of Academic Information Systems at the Technology Center at the KFUPM. The Information Technology Center (ITC) is the heart of computer and networking operations at the KFUPM. Over the years, the ITC has continually grown in step with the university, both in terms of size and scope of activities. Today, the ITC provides a reliable and responsible backbone not only to the university's growing computing demands but also to the infrastructure for learning, training, and the varied research endeavors of different colleges and departments.

Access to Critical Information

"According to a recent study, office workers can lose up to 500 hours a year looking for documents; on average, professionals spend around 50% of their time trying to locate information," states Al-Otaibi. "Sometimes it's not about documentation — sometimes in order to make a decision, you need certain information such as committee minutes." In fact, documents and data are used by the Rector for decision-making purposes, so they must be accurate and accessible in a timely manner.

The KFUPM wanted to implement an electronic document management and workflow system for its employees in order to gain access to timely and updated content, have increased search performance, and automate several of its processes. A committee of four people was specially established to evaluate documentation management systems. Up to 6 vendors were considered, and 15 local and international document management systems were evaluated.

"Hummingbird was considered for its leading role in the market, and it is common knowledge that big companies can supply continuous and consistent support," states Al-Otaibi. Additionally, the software products offered by Hummingbird were particularly appealing as they possess bilingual capabilities and can be used in both Arabic and English. In addition, from a pricing point of view, Hummingbird products cater to an extensive number of users — ranging from a small amount of users to thousands of users.

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After carefully considering the top vendors, the KFUPM chose Hummingbird Enterprise™ to meet its content management requirements. Hummingbird Enterprise is a document management and workflow system that can store, index, and retrieve a large volume of documentation in real-time. Besides supplying advanced indexing and search capabilities, the Hummingbird solution is a flexible tool and can be configured and customized easily. It accommodates users who have different profiles — retrieval performance changes according to the user-security, and access to content can be managed independently. Finally, documents can be accessed from abroad by members of staff who are away on business.

Although the system was initially bought from a local vendor, the KFUPM now deals directly with Hummingbird Middle East, and the new version of the software was installed by the KFUPM personnel. At first, six or seven people were trained to use Hummingbird Enterprise. However, Hummingbird Enterprise™ DM is Microsoft® integrated and uses Window® technology, so the solution requires little training (approximately one hour) as many people are already familiar with Microsoft Office.® It took only six months to have Hummingbird Enterprise DM and Hummingbird Enterprise™ Workflow implemented into the KFUPM environment, and once it was implemented, the university rarely needed support from Hummingbird.

Plans for the Future

"We plan to use the Hummingbird Enterprise DM system across all the departments eventually," Al-Otaibi says. "We are also using it for the higher education strategic plan; the KFUPM is heavily involved in this, and we are using the Hummingbird system as part of our method of approach . We are using it for committees' minutes and all decisions that come out of the KFUPM. Now we have a documentation centre that will ensure that every department in the KFUPM is using Hummingbird Enterprise."

Mr. Sultan Mohammad Al-Otaibi concludes, "We benefit so much from the use of the Hummingbird Enterprise system because it is inimitable — we cannot work without it now."