



RS Computer Associates controlDOK

Partner Solution

■ **Target Industry**

Energy and Utilities

Chemical and Petroleum

Industrial Products

■ **Business Application**

Engineering Document Lifecycle

Control

■ **Products**

IBM FileNet Business Process

Manager

IBM FileNet Capture

IBM FileNet Content Manager

IBM InfoSphere Content Collector

Business Challenge

Engineering, construction, and consulting firms must share large volumes of documents among in-house and external vendor teams. In recent years, the use of electronic files has helped make the review and coordination of these materials somewhat less labor-intensive and costly.

However, as electronic documents are modified and the number of reviewers increases, the email system can become overburdened with attachments. Also, with each project member having their own “local” copy, in addition to the common shared directory that is loaded with documents, version control becomes problematic.

To solve these challenges, businesses require solutions that support the comprehensive review of project documents and design drawings, as well as meet records management and compliance requirements.

In order for the solution to provide substantial value, it needs to meet several primary requirements. First, it must provide an intuitive and productive user interface that requires minimal training. Secondly, while the document review process does not change, the players do, and so to ensure continuity of the process, businesses require a flexible solution that enables a project coordinator to assign multiple reviewers and an

approver for each document entering the review process.

Solution

RS Computer Associates' (RSCA) controlDOK document lifecycle management solution, built on IBM's Enterprise Content Management (ECM) suite or products and using the WeWebU OpenWorkdesk framework product, tracks the progress and location of every document within the review process; enables personnel to quickly locate the correct version of a document; and declares documents as records with little or no effort.

The solution offers:

Version Control – eliminates the need for file sharing and emailing documents, via one-click access to the current version of a document stored in a central repository;

Process Control – users can assign documents to staff for review and leaders for approval, while always knowing the current status and document location;

Document Logging – as a document moves through its lifecycle, users can track the disposition as “rejected,” “approved with comment,” or “approved;” users can also follow other process-related steps to identify how many times a document has been reviewed, by whom, and view comments the reviewer has made;



Security – provides role-based access to documents via intuitive search templates that make locating documents easy and safe, while only displaying results that match the requestors' authorized access; and,



Records Management-Ready – once the project is complete, any documents that must be declared and managed as records can be placed within the control of IBM FileNet Records Manager by simply adding a step to the workflow map.

Additional features include email notifications when a document is ready for review; the ability for multiple project team members to review the same document concurrently; and, a work queue “proxy” that allows others to assume a role in the review process for employees who are out of the office or unavailable.

Value Proposition

RSCA's controlDOK solution meets three specific business requirements – project quality, staff productivity and compliance.

The solution streamlines processes and enhances productivity by eliminating the need for manually intensive logging and document tracking. Additionally, the solution offers a number of time saving features, including the ability to check in several documents in a single step; support for the use of a “companion” review record associated to drawings or documents; and automated consolidation of comments from multiple reviewers to a single record.

The solution is flexible to meet the needs of many different types of organizations and project teams. Workflow maps can easily be updated, tested and deployed to accommodate process changes for improved operational efficiencies, or to meet new business requirements. Additionally, the solution offers user definable variable review periods and supports automated reminders and escalation.

controlDOK streamlines records management and compliance initiatives and offers a secure environment for document management.

Company Description

RS Computer Associates (RSCA) is an IBM ECM value added reseller and system integrator with more than 16 years of success in delivering enterprise content management solutions. Our team is certified in system architecture, development, installation and level one support. Headquartered in Newark, CA., we have additional operations in Minnesota and India. RSCA has saved clients millions of dollars through delivery of innovative solutions.

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