

Case Study UniServe™ | DMS

DTH service provider optimized their business process using Document Management System built on UniServe™

India's fastest growing DTH service provider with a subscriber base of 17 million, and is also India's first media company to be listed on NASDAQ. The company has multiple technologically innovative products and focuses on providing an enhanced customer experience in entertainment and TV viewing.

The DTH service provider implemented the Document Management System (DMS) solution for their Legal and Regulatory System to manage the entire lifecycle of different types of content, including documents (paper/electronic) and images.



Challenges

Some of the challenges faced by the DTH service provider included:

- Huge Turn Around Time for index, search and retrieval of the documents
- No centralized monitoring with minimal access restrictions and security control leading to fraudulent usage of information
- No support for uploading multiple document formats
- Dependency on native file viewer for viewing the documents
- No instant access and tracking of activities of the external and internal users
- No consolidated reports for document tracking and usage analysis

Solution

The solution facilitated management of entire lifecycle of different types of content like records, images, documents and ensured content is maintained in an unchangeable state, depending on conditions for access, retention and disposition. Some of the prominent features of the solution implement include:

- Enabled the automation, storage and management of documents throughout their lifecycle, from capture to creation to approval to distribution & archiving
- User Manager created and classified users into various groups with accessibility permissions like read, write, delete, print, distribute and supervise at each level of hierarchy

Comprehensive reports dashboard showing usage pattern, version control, access permissions and storage utilization. Adhoc query reports generated on customer's request.

- Indexing and storage of documents in different hierarchical groups, such as cabinets, folders, documents and pages, with accessibility permissions
- Flexibility to view electronic documents and scanned/electronic images as well as allow annotations on various document pages
- Subscriber service provided for cabinets, folder, documents and reports
- Search Engine provided the flexibility for multi-dimensional search (like Fuzzy & Boolean) based on different parameters
- Centralized monitoring and security including username/password, at various levels such as System, User, Group and Document in the Data Repository
- Version Control supports the Check-in and Check-out of documents, maintaining version histories and automatic stamping
- The ability to set retention period for stored documents
- No dependency on Native File Viewer
- Audit Trail included a comprehensive log of all actions undertaken by various users/groups, with items listed by event/date/time/category/user/comments. Audit log is created based on user activities, file uploads, reads, downloads
- Comprehensive reports dashboard showing usage pattern, version control, access permissions and storage utilization. Adhoc query reports generated on customer's request. These reports can be published to stakeholders based on their hierarchy
- User based dashboards for real time analytics

Benefits

The benefits on implementation of the solution included:

Greater Business Agility

- Document capture capabilities helped in the automation of business processes
- Comprehensive case management coupled with document management capabilities helps build business agility

Increased Security & Control

- Increase control over who can view, download or modify documents
- Documents are encrypted to allow tighter security

Audit & Risk Management

- Audit Management enables the admin to track the access and activities on documents.
- Adherence to compliance, ensuring the right access to the right users.



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