

IRKUTSKENERGO

DELIVERING AN AUTOMATED CONTENT MANAGEMENT SYSTEM

Challenges

Widely distributed users suffered from limited information access

Complicated confirmation process and risk of document loss

Client had to reduce document search time and streamline workflow

Automation of document management was required

Solution

Cluster configuration guarantees reliable high availability

System interface and server logic customised

Digital signature system implemented, communications integrated

We continue to provide support and maintenance

Result

New automated content management system benefits 7000 users

Cluster configuration increases information security

Documents are approved fast, improving company agility

Improved document workflow and greater user access

Routine, manual work is substantially reduced



Client

IrkutskEnergo is a utility company, generating and distributing hydroelectric and thermoelectric energy. The company is Russia's third largest generator of electric power, and second by volume of generated thermal power.

Challenge

Over half a million people in Siberia and Mongolia depend on IrkutskEnergo for their electricity supply. The company generates energy at Lake Baikal and has 37 sites in the region controlling generation and distribution. Until recently, millions of paper documents were being circulated among 7000 widely distributed users within the company, which posed a number of significant efficiency issues. For many participants, information access was limited, the confirmation process was unwieldy and time-consuming, and documents were sometimes lost altogether. IrkutskEnergo management wanted to reduce document search time, streamline workflow and ensure that decision-makers had access to necessary materials. This could not be achieved without automating document management.

- Widely distributed users suffered from limited information access
- Complicated confirmation process and risk of document loss
- Client had to reduce document search time and streamline workflow
- Automation of document management was required

Solution

Our analysis concluded that IrkutskEnergo's document management needed to be automated using a customised EMC Documentum platform. Our team audited the server facilities and decided to implement a cluster configuration to guarantee reliable, high-availability performance. Both the system interface and server logic were customised: the interface introduced advanced profile-based access rights management, while the new server logic streamlined information flow and improved overall system operation.



Technology

EMC Documentum, EMC Documentum Client for Outlook, Microsoft SQL Server, Oracle Application Server, Crypto Pro

Type of service

Consulting, training, architectural design, development, integration, testing

Timeframe

2008 – 2009

Solution (continued)

A number of other efficiency measures were also introduced: a digital signature system was implemented to reduce paperwork; fax servers, scanners, and e-mail were fully integrated to improve workflow; and documents are now stamped automatically as soon as they enter the organisation. To ensure a smooth transition to these new system components, we continue to offer IrkutskEnergо support and maintenance.

- Cluster configuration guarantees reliable high availability
- System interface and server logic customised
- Digital signature system implemented, communications integrated
- We continue to provide support and maintenance

Result

Thousands of IrkutskEnergо employees, from ordinary business users to higher management, have benefited from our implementation of an automated content management system. The cluster configuration increases information security and reliable system performance, while documents are approved much faster, improving the company's agility and allowing better-informed decisions to be made more quickly. Improving document workflow and widening user access maximises the value of company information at every point in the information lifecycle. Routine, manual work is substantially reduced, and freedom from bureaucratic distractions means employees can work more efficiently, with the company as a whole improving its core business focus.

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