

Case Study

On



A n M Group of Companies

Of

**DOCUMENT MANAGEMENT SOLUTION
(FINEDOCS)**

By



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A n M Group of Companies

The AnM Group of companies started in the name of AnM Metals L.L.C., Dubai. With the objective of unifying the trade expertise together with a team of young & dynamic professionals, a platform for creation of the A n M Group of Companies was initiated.

Business Pain Areas of A n M Group of Companies

*Before **Pyramid IT Consulting & A n M Group of companies** entered into the business alliance for IT initiatives of A n M Group of companies for Document Management System (DMS), company was managing all their day to day business documents manually. Being into trading business, company had to deal with lots of documents in physical/electronic form in their system with the help of dedicated Documentation Department.*

Company is using ERP solution called 'ORION' to streamline their operations across every department in the whole organization. Copy of crucial business documents like Sales & purchase orders were printed from the transactional ERP system & stored in the dedicated store room for future reference. This existing way of managing business documents brings lots of bottlenecks from operational point of view, few of which are mentioned below:

- *When crucial business documents needs to be referred to, the company was retrieving them manually from the record room. This is time consuming, which was affecting company's operational efficiency in the competitive business environment.*
- *Company was facing immense competition on the front of customer satisfaction. Delay in responding customer query due to time taking manual retrieval of the documents from the record room was a major pain area.*

- *The printouts of the crucial business documents like sales & purchase orders were taken from the transactional ERP system followed by filing and storing the same in the record room. This was a cost to the company in the era of competition & globalization.*
- *Storing crucial business document in a record room & prevent them from any security threat was a major challenge for the company.*

Why did A n M Group of Companies chose Pyramid IT Consulting

A n M Group of companies was looking for a Business Solution, which could streamline the organization wide complete process along with managing their day-to-day critical business documents and information. Business documents were managed manually before.

The mission critical factors for the organization:

- 1. Increase the productivity of the documentation department*
- 2. Reduction in the cost of storage space and resources;*
- 3. Increase in customer loyalty*
- 4. Better customer service.*
- 5. Timely & quality implementation of the software*

They were looking for a consulting organization, which can provide a complete IT solution and not just a standard Document Management System for managing organization wide business documents. Their primary need was to streamline the whole process, which should help to reduce the cost and increase the operational efficiency, along with digitization and automation of the business documents & information.

Also, timely & quality implementation of the software deliverables was mission critical for the company. They were looking for a company, which must adhere to mutually agreed upon deadlines strictly, so far deliverables are concerned

Therefore after extensive evaluation of many solutions, they chose Pyramid's IT Consulting's **FineDocs- Document Management System** for its flexibility and scalability in general & its unique integration capabilities in particular.

Proposed Solution to A n M Group of Companies

The objective of the project was to place high quality, secured & efficient **Document Management & Archival System - FineDocs** at A n M group of companies to enhance service delivery & improve operational efficiency in a highly integrated and scalable software environment.

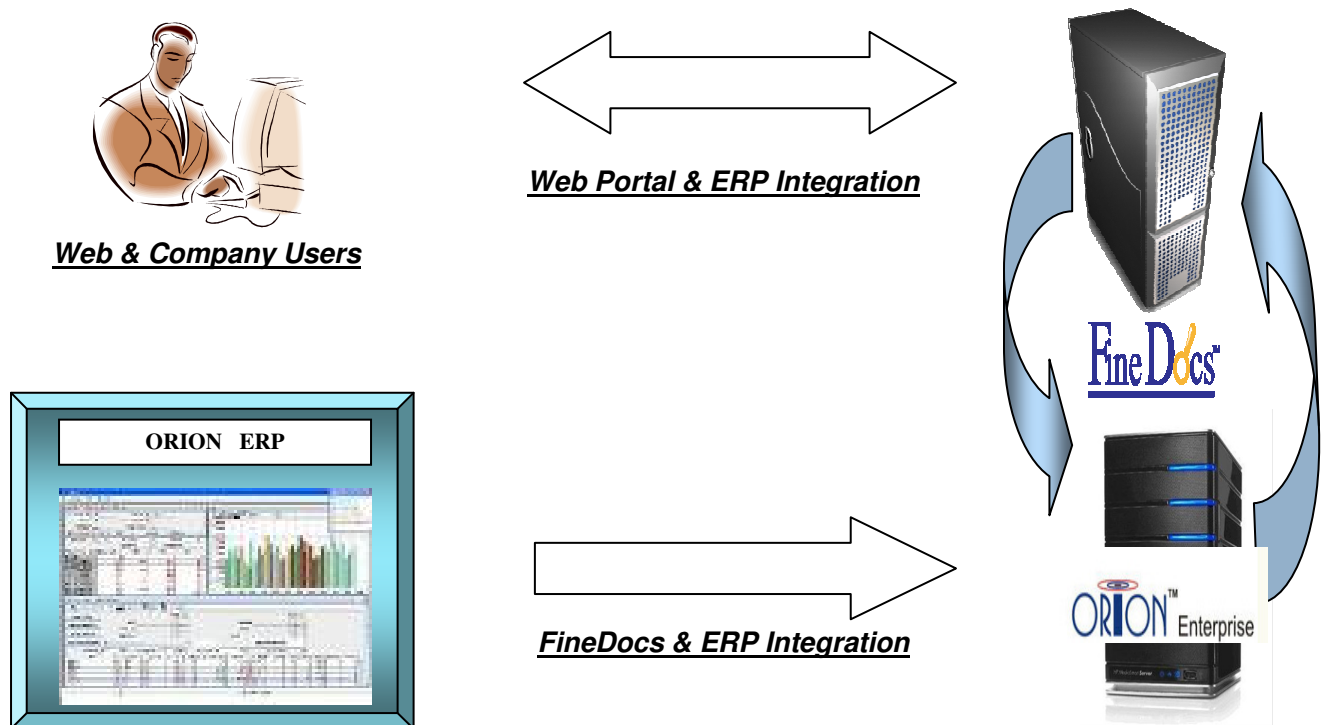
Main highlights of the project:

Seamless integration of FineDocs & Existing ERP System:

- In Integrated system, organization is generating business documents like Sales & Purchase Orders in their ERP system.
- Pyramid with the help of FineDocs Auto Upload Service, has given functionality of auto indexing the same documents & store it into the FineDocs system automatically.
- Storage/Folder hierarchy is governed by the auto indexing of the documents at the back end. Documents gets uploaded & stored in a particular folder in the FineDocs system based on the indexing values configured.
- Through auto indexing organization doesn't have to manually store the documents into the FineDocs system. Every thing is currently being managed automatically.

Seamless integration of FineDocs & Web Portal:

- Stakeholders like **customers, Sales Agents, Suppliers & Purchase Agents** are able to have access to the relevant documents in FineDocs system through company's web site itself.
- They simply visit the web portal of the organization & based on the rights assigned to them by the organization they can access the documents.



Business Impact/ Results/ ROI to A n M Group of Companies

Implementation of the proposed Document Management Solution (DMS) brings major benefits to A n M Group of Companies, some of which are mentioned below:

Existing ERP system & FineDocs integration

- Company can save crucial business documents like purchase order & sales order directly into the FineDocs Document Management System from the existing transactional system through **FineDocs Upload Services** feature in the DMS.
- This eliminates the process of printing the document separately & storing (filing) them in the record room. This was a cost to the company in term of resources.
- This integration enhanced company's operational efficiency saved printing cost & improved customer satisfaction.

FineDocs & Web Portal Integration

- Pyramid has facilitated the integration of company's web portal with FineDocs system. Wherein **customers, Sales Agents, Suppliers & Purchase Agents** can access FineDocs system directly from the web portal of the company itself.
- **Customers, Sales Agents, Suppliers & Purchase Agents** can directly log into the centralized repository of DMS system. They can have access to the relevant document as per the rights given to them by the organization.
- This reduces the cost & time involved in attending customer's queries.
- This integration resulted in improved customer satisfaction.