opentext™

Success story

City of Amsterdam Development Corporation

Industry
• Public Sector

Solution
• OpenText™ ECM Suite

Results

Optimization of document search

Flexible working increased

Compliant document management with legislation and regulations

User-personalized system

Familiar "look and feel" system

Gemeente Amsterdam
Ontwikkelingsbedrijf

Easy-to-use document management system (Docwerker) for City of Amsterdam Development Corporation based on OpenText ECM Suite

"We envision that other workers will soon also be able to use OpenText ECM Suite, and that we will share the program with other organizations within the municipality. Then everyone will be able to enjoy the benefits of a well-archived document system."

Clara Wiegel
OGA Information Manager
City of Amsterdam Development Corporation

City of Amsterdam Development Corporation ("Ontwikkelingsbedrijf Gemeente Amsterdam," OGA) has the central responsibility of developing urban areas and real estate in Amsterdam. Its core tasks are preparation of municipally-owned land for construction, issuing long-term leases, property management and financial and economic project supervision and management. These projects can last decades, and some are worth billions of Euros. This, of course, amplifies the need to carefully manage necessary documents.

With the exponential growth in the volume of documents in recent years comes a need for a modern document management system that facilitates document retrieval and ensures document security. Looking at the innumerable developments of late in the field of document management, it becomes clear that document management is much more complicated than in previous years. OGA, working closely with OpenText and Logica, has realized an easy-to-use document management system to simplify and optimize management of all of these documents. This system, developed on OpenText™ ECM Suite, is named DOCwerker.

The challenge

In its day-to-day operations, OGA deals with approximately three million documents that are spread across more than 25 different departments. Of all these documents, only half a million can be retrieved easily from two corporate archives. Consequently, the other documents are mailed back and forth continuously. USB flash drives are used in all departments and it's not always easy to retrieve documents in all departments. Clara Wiegel, OGA information manager, said *"This was no way to manage documents efficiently, so we went looking for an effective new document management system. We had already decided on a number of important aspects that we wanted to retain in the system. For instance, we couldn't keep track of all of our documents and we wanted to provide management and*

our legal and financial departments with a better overview of all project documentation." In addition, OGA wanted to be able to share project documentation within the organization without resorting to using USB flash drives or other tools. Shahin Aflaki, OGA project manager, added, *"Naturally, it is extremely important to safeguard the confidentiality of all of the documents in the system. OpenText ECM Suite met all of these requirements; furthermore, OpenText is one of the bigger players in the ECM market, with many successful implementations to its name already. These were important reasons for our decision to collaborate with OpenText."*

Wishes and requirements

OGA therefore indicated that the time had come for a new document management system that allowed it to manage all of its company documents effectively and confidentially within a single system. *"Switching to a different document management system within an organization is difficult. To ensure that the transition was as smooth as possible, we decided on our own unique "look and feel" that suits our organization so that users felt at home with the new system straight away,"* Wiegel explained. But it that wasn't straightforward. OGA's setting up of ECM Suite was carefully overseen in a lengthy preliminary process. Aflaki confirms: *"The preliminary phase lasted for a total of eighteen months and the key word in this process was definitely communication. When you are making such a big change, it is extremely important that both management and all of the other users are fully committed. To this end, we organized presentations, courses, and workshops; we also designated a single key user in each department as the person we could consult about what was best for that department and how they wanted things organized—*

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and how they did not want things to be organized. In short, we always kept lines of communication open with the people who are using DOCwerker. We found that it is essential to understand that a new document management system not only represents a major change in the field of IT, it is also a change that impacts the whole management and everybody using the system. That is why it is important that all of these people are involved in the project from day one."

Important benefits

The main benefit for OGA is that DOCwerker, with ECM Suite, has optimized document search and retrieval. All documents are now stored within a single system and the users can tailor the system to their own individual needs. Wiegel explained, *"The intensive preliminary phase enabled us to develop a system with DOCwerker that is designed and configured to meet our own specific needs. We have our own home page and our own user interface, and all of the documents are in one system with a setup that is logical for our users."* In addition, OGA employees can now login anywhere within the network to access the necessary documents. *"This makes flexible working much easier,"* Aflaki explained. *"That is an important factor for us as we are currently introducing flextime within the organization."*

The future

Thanks to the intensive preparatory work and the involvement of users, OGA's implementation of OpenText ECM Suite (which is used by more than 600 people every day) was a relatively smooth process. *"At the moment, we are putting the finishing touches to it, which means that the local hard drives and the desktops are finally going to disappear and people will really start taking advantage of the benefits DOCwerker has to offer,"* Wiegel said. *"We also want users to design some of their own informational applications and we are looking at the extensibility of the system. We envision that other workers from the City of Amsterdam will soon also be able to use the system and that we will share DOCwerker with other organizations within the municipality. Then everyone will be able to enjoy the benefits of a well-archived document system."*

About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit opentext.com.

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