

## Case Study



### Implementing a Content Management system to improve Information Management and reduce Risk

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#### Abstract

An Energy firm engaged with Infosys to standardize and improve Information Management practices across processes and lines of business. Using Infosys' Portal, Content and Collaboration services, the client embarked on a program that resulted in significant improvement in process efficiency, regulatory compliance, knowledge management, while reducing the risk arising from uncontrolled growth of information.

## Background

The client is a large Energy firm with global operations spanning the Energy value chain. The client wished to improve its Information Management processes as it faced several information-related challenges. The key challenges were:

### *Process Conformance*

There were issues in conformance with internal processes and completeness of supporting documentation. This resulted in lack of rigor in decision making, and in some cases, costly errors/ rework.

### *Knowledge Management (KM)*

KM presented several challenges as documents existed on different platforms and in multiple formats. The need of the hour was an *integrated approach* to enable stakeholders to search and retrieve appropriate information quickly.

### *Cost of Information Management*

Burgeoning data volumes resulted in a rapid increase in information management costs. The existing systems were not being utilized optimally.

### *Regulatory Compliance*

Complying with the regulations governing the storage, availability and disposal of information became increasingly complex.

To address these challenges, the client engaged with Infosys to put in place a user-friendly, simple to use and intuitive Enterprise Content Management (ECM) solution. The client, desiring to extract full value from their intellectual property, set the program the following objectives:

- Enhance productivity and efficiency of business processes
- Reduce risk arising from uncontrolled flow of information
- Support decision making by enabling *reliable* and *efficient* access to information and enhancing the *quality* and *security* of information
- Ensure compliance with legal obligation and regulations governing data protection, privacy and data storage

The program, comprising of multiple projects, was intended to address the following processes in the energy business – [Invoice Settlement](#), [Trading Regulations and Compliance](#), [Contract Management](#), [Transport and Storage](#) and [Exploration and Production](#).

## Infosys Solution

Infosys recommended an approach based on the principle of continuous improvement. The success of the engagement depended on ensuring the alignment of stakeholders with the program objectives and their active participation and support at vital stages. Using its Global Delivery Model for the engagement, Infosys executed the following key activities:

- Governing the Content Management program and managing dependencies across multiple vendors addressing different parts of the technology stack
- Defining the new business processes and workflows
- Eliciting and analyzing requirements
- Building a prototype to demonstrate the efficacy of the solution
- Designing, implementing and testing the ECM solution
- Integrating the content management solution with SAP
- Migrating data to new system after metadata validation and enrichment
- Training users and supporting the system



- EMC Documentum & EMC Captive InputAccel
- Documentum Connector for SAP
- MOSS 2007
- iPlanet web server & WebSphere application server
- Database – SQL Server 2000, Oracle 10g and UDB
- IBM MQ Series and FileNet Image Services
- MacLaren Enterprise Engineer & DocLoader

## Benefits to the client

The client successfully met the stated objectives of the engagement. Key benefits included:

- Standardized, consistent business processes across three continents, departments and lines of business
- Expected cost savings to the tune of \$30 million over 5 years
- Enhanced process efficiency as a result of simplifying the information creation and review cycle
- Efficient handling of over a million pages in 200,000 documents
- Improved regulatory compliance and assurance as a consequence of better storage and backup mechanisms
- Reduced paper usage



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### About Infosys

Many of the world's most successful organizations rely on Infosys to deliver measurable business value. Infosys provides business consulting, technology, engineering and outsourcing services to help clients in over 30 countries build tomorrow's enterprise.

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