

*BPOMS' ECM
Success Stories*



Table of contents

	<i>Page No.</i>
● Overview 1
● Agilent Integrates Design Processes to its Supply Chain 2
● BIW Enhances Existing Legacy Viewer Application 3
● CNH Streamlines Design Review with eReview-eMatrix 4
● DHL Optimizes Customer Service with eReview-Siebel 5
● DPREG Improves Billing Administration with eReview-FileNet-SAP 6
● DRV-Bund Achieves Accelerates Claims Processing with eReview 7
● GTAA Automates Documnet Workflow with eReview-eDocs 8
● KPN Supports Design Review & Approval with eReview-FileNet 9
● LG Implements Customized ASP Solution for Project Management10
● MOM Streamlines Workflow through eReview-Documentum11
● Patents Ink Optimizes Visualization & Sharing of Patent Drafts 12
● Printer Composer Enhancement 13
● Tejari Implements Web-based Project Management with eReview 14



Overview

BPO Management Services (BPOMS) provides a broad portfolio of business and technology solutions to help its clients worldwide improve their business performance. Our core portfolio includes human resources (HRO), information technology (ITO) and enterprise content management (ECM), all of which are focused on supporting the back-office functions. Additionally, because of our lower cost structure and large offshore facilities in India and Russia, BPOMS offers offshore outsourcing services to Fortune 500 companies and Governments across the globe. BPOMS' ECM division's experience and expertise revolve round implementing scalable, secure, customizable solutions that helps an organization manage, share, propagate and access its structured and unstructured content that are so vital in effective execution of its business processes. We have pioneered in web-based native viewing, document-centric sharing and collaboration and content management technologies and have successfully executed a number of large-scale ECM related projects for both government and private enterprises across the world. BPOMS' core proficiency revolves around the following key areas:

- Enterprise Content Management (ECM) Solutions
 - IBM Content Manager
 - FileNet P8
 - Hummingbird WebTop
 - Documentum WebTop
 - Xerox Docushare
- Product Lifecycle Management (PLM) Solutions
 - ENOVIA MatrixOne
 - Agile PLM
- Hosting Infrastructure for Software As A Service (SAAS)
- ECM Workflow Integration and Implementation
- Application Integration with SAP, PeopleSoft, Oracle and others
- eReview Document View, Print and Annotation
- eReview Synchronous and Asynchronous Collaboration

BPOMS has pioneered in web-based native viewing, document-centric sharing and collaboration and content management technologies and have successfully executed a number of large-scale ECM related projects for both government and private enterprises across the world. This handbook describes a diversified range of solutions delivered by BPOMS in the recent past.

For more information please visit us at www.bpoms.com; www.ereviewonline.com

THE BUSINESS CHALLENGE

With approximately 18,000 employees throughout the world, Agilent serves customers in more than 110 countries. Delivering innovative technologies, solutions and services to this huge customer base spanning a number of verticals like communications, electronics, life sciences and chemical analysis, Agilent required an application for viewing and annotating a variety of formats as a part of design review workflows that would eventually get routed through Agilent's supply chain.



THE SOLUTION

eReview was integrated with the existing systems at Agilent. These were the existing document management system, Oracle ERP system, Diverse suite of engineering tools, including the Design Automation (DA) tool environments from Mentor Graphics and CoCreate and various other applications. eReview is tightly integrated with Engineering Central Application so that Engineering Central user authentication and security retained in eReview.

BOTTOMLINE ROI

- Using eReview, design processes could be seamlessly integrated into Agilent's supply chain
- Collaboration, Viewing and Mark up-all functions are combined into one platform at no extra cost
- The solution provides flexibility to extend print functions across the enterprise
- Furthermore, the solution has a distributed architecture and is highly scalable. It gets deployed on multiple platforms without changing any existing infrastructure

Company Profile:
Agilent delivers innovative technologies, solutions and services to a wide range of customers in communications, electronics, life sciences and chemical analysis. Agilent has facilities in more than 30 countries and develops products at manufacturing sites in the U.S., China, Germany, Japan, Malaysia, Singapore, Australia and the U.K.

Industry
Electronics

Website
www.agilent.com

Primary Business Requirement:
Seamless integration of a view and markup solution to the company's existing supply chain

BPOMS' Solution:
eReview integrated with Oracle ERP solution and other applications



THE BUSINESS CHALLENGE

BIW Technologies Ltd provides supply chain integration services to the global AEC (architectural, engineering and construction) community. A leading application service provider (ASP), it deploys, hosts and manages access to software applications from a centrally managed facility. The core requirement that BIW wanted to meet was the need of enhancing their existing legacy viewer and integrating it to their existing web based project management tool for communication and collaboration of project related tasks and documents. The view and annotation tool would typically read project documents associated and place your communication remarks using textual and graphical annotations integrated with the viewer tool. The customized viewer needed to suit the regional audience. Moreover, the application being internet-based, maintenance of security of the content was of utmost importance.



THE SOLUTION

Using BPOMS' expertise with viewers, BIW technologies' Information Channel application was enhanced to support more formats. The system was initially developed on ActiveX platform. Using this integration, now BIW Technologies' users can view, find, examine, manipulate, and mark-up diverse documents. The viewing and annotation tool works transparently with their web based project management portal. This combined offering has given a leadership position to BIW technologies in UK and Europe. The solution provides Application Programming Interfaces and has customized the legacy application to add support of more formats such as DWF.

BOTTOMLINE ROI

- The solution lets the user view and annotate documents that are stored in a secured document repository and also can collaborate on the documents over the Internet
- Totally web-based solution with no client installations makes this an affordable solution: Only Internet connection and web-browser needed
- Drawing on BPOMS' expertise, future releases of BIW's visual interface will support a wider range of file formats, deliver new online meeting, chat and messaging features, and incorporate advanced voice and video technologies
- Reduces cost of transferring information - online transfer and meetings through Internet
- Reduces errors – it is easy to check latest information
- Increases accountability - document control and task follow-up
- Achieves better quality through alignment of processes

Company Profile:
BIW Technologies, UK is a global leader in online business applications to support successful project delivery and management

Industry
Services

Website
www.biwtech.com

Primary Business Requirement:
Enhancement of their existing viewer application and integrate with their portal

BPOMS' Solution:
BPOMS' Customized Viewer



THE BUSINESS CHALLENGE

As a manufacturer of a broad range of equipment used on every farm and livestock operation around the world, CNH required a strong visualization and markup software for its design teams. They already had eMatrix from MatrixOne installed and wanted a product that can be integrated with eMatrix.



THE SOLUTION

eReview is tightly integrated with the existing PLM (eMatrix from MatrixOne) in CNH environment. This is an out-of-the-box integration deployed at CNH. eReview is deployed in CNH environment as part of design review cycle. At present, there are 3000-4000 concurrent users and 1000 named users using eReview at CNH. CNH chose eReview to be the standard viewer as well for all the design viewing, marking up and reviewing needs. eReview is presently deployed on multiple platforms at CNH. This means that there were no changes made to the software and hardware environment while deploying eReview.

BOTTOMLINE ROI

- Since eReview is a server side software; all the changes and updates are applied at only one place. The clients do not need to install anything so CNH does not have to worry about maintaining updates at the user end
- The solution helps CNH retains the originality of the documents-less cost on maintaining multiple copies and versions of the same documents as they are marked up
- Since, the markup paradigm in eReview is document centric, the original design documents/models are retained in the original form
- It is simple, easy to use and at the same time, the original documents are unchanged. This means less maintenance on keeping multiple copies/versions of documents even if the reviewers from all over the world make annotations and markups on them
- Moreover, print features were not only in-built in the viewing system, but also extended to the users of the existing Product Lifecycle management (PLM) system being used

Company Profile:
CNH is engaged in three principal lines of business: agricultural equipment, construction equipment and financial services. These businesses, which had combined revenues of nearly \$14 billion, are organized globally with separate, brand-driven commercial organizations and distribution networks.

Industry
Manufacturing

Website
www.cnh.com

Primary Business Requirement:
Strong visualization and annotation software required for design review procedure

BPOMS' Solution:
eReview integrated with eMatrix



THE BUSINESS CHALLENGE

Being the principal provider of postal services for Germany it was imperative for DHL to daily handle and process volumes of postal documents and records. These documents would typically be generated within their existing Siebel repository. DHL needed to view these documents from the Siebel repository on-demand, based on certain user access protocols and eventually annotate them as and when required. Markup permissions were required to be set for specific user groups so that the storing/administration of markups were transparent and secure.



THE SOLUTION

The integrated solution ensures superior customer service for DHL enabling them to reach their customers and process their request in time. eReview being seamlessly integrated with Siebel, documents from the Siebel repository are viewed the eReview viewer and annotations are stored back to the Siebel repository for later retrieval. eReview API commands are applied for opening documents and saving markup files from eReview to Siebel. The eReview java applet is instantiated from a call from the symbolic link to the eReview servlet. Depending on the business rules and privileges set, eReview product interface can be scaled from novice to advanced users. The markup rules engine is customized according to user access rights and privileges. This integration also confirms that eReview works with the Siebel user name specific to the organization rather than with the technical user of the client operating system.

BOTTOMLINE ROI

- The solution enables DHL to provide superior customer service by helping them process customer requests in least time
- The integrated solution allowed easy and quick viewing and annotation of documents on-demand thereby saving greatly minimizing the length of the decision making cycle
- Any authorized user can retrieve and stamp an image or a document from the Siebel repository thus greatly streamlining the entire workflow
- Web-based view and annotation collaboration results in faster and cheaper processing of documents

Company Profile:

DHL provides postal, logistics and courier services to customers worldwide. It is a part of Deutsche Post World Net (DPWN), that employs half a million people in 220 countries and territories, and generates revenue of over 50 billion annually.

Industry
Logistics

Website
www.dhl.com

Primary Business Requirement:

Viewing and annotation of documents directly from Siebel repository depending on specific user privileges

BPOMS' Solution:

eReview, eReview Siebel integration



THE BUSINESS CHALLENGE

The service sector of Deutsche Post Real Estate Germany (DPREG) administrates the central control functions of all operative real estate activities of the enterprise in Germany and ahead in Europe and EMEA. The sector accounts for the management of more than 10.000 real estates, which together have a total area of more than 23 million m². Being an in-house service provider, the sector real estate is geared to specific demands of each enterprise sector. Their ultimate goal is to offer a complemented range of products of real estate services for all sectors of Deutsche Post. To optimize the internal tasks at DPREG i.e to optimize administration and maintenance of real estates and though check and release of bills, a new web-based Java-Viewing and Redlining Tool was searched for. The new system would need to replace an existing fat client application and at the same time bear a close resemblance to match the existing solution so that the learning curve was minimized.



THE SOLUTION

eReview is seamlessly integrated with FileNet and SAP. The incoming documents are captured electronically, archived in FileNet and linked with SAP Business Objects. By using the in SAP started document workflow users can purposeful (selective) choose the document and load it easily from the repository. The document shown in eReview can be booked, released, declined or complimented with other annotations. Afterwards, the annotations in the document are saved in addition to the document in the repository and loaded automatically with the document later. The next person in the workflow can load documents from the SAP document workflow and continue working with the document based on the annotations until the business process is finished. Document security is preserved as they are automatically locked by a technical user when someone has opened it and cannot be edited at the same time. The migration of existing annotations occur on-the-fly, when existing documents are loaded for the first time. eReview UI, being highly customizable allows the users to start with interface similar to the old system and gradually advance to more complex features on-demand.

BOTTOMLINE ROI

- Shift from manual handling of paperwork implied quicker decision making by greatly minimizing the length of the billing administration cycle
- Bridging physical distance in a global business environment, it reduces travel cost, risks and time
- It greatly reduces the time required for an approval procedure
- Online document review results in faster and cheaper processing

Company Profile:
The service sector of Deutsche Post Real Estate Germany (DPREG) administrates the central control functions of all operative real estate activities of the enterprise in Germany and ahead in Europe and EMEA.

Industry
Logistics

Website
www.deutschepost.de

Primary Business Requirement:
To achieve a superior billing administration through eReview-FileNet-SAP

BPOMS' Solution:
eReview-FileNet-SAP integration



THE BUSINESS CHALLENGE

The Deutsche Rentenversicherung Bund (DRV-Bund, formerly BfA) has started implementing electronic files some time ago, for repository and viewing. The most important requisite was the need to accelerate editing time of insurance processes. Another key criterion was cost-savings by means of using using paperless files. For integration into the existing rvGlobal® system it was not possible to introduce eReview in its original form as pure Java Applet, but had to be capsulated as JAVA Bean in an ActiveX interface. This construction allows the direct usage of eReview as AcitveX component in rvGlobal® and leaves open the way to a local Java application (as Java Bean) as well as to a real server-based thin-application. Moreover there were legal compliances that the solution needed to conform to.

THE SOLUTION

The viewing and redlining solution is used in-house by over 20.000 users of DRV-Bund. The allocated eReview API and architecture allows an easy integration according to the demands by rvGlobal® system and guarantees an openness for future stage of expansions. The eReview Viewer-component supports the rvGlobal® system by viewing different file formats in an uniform view and accelerated the editing of documents. Use of electronic signatures on documents and consequent identification of signed documents resulted in faster turn around.

BOTTOMLINE ROI

- DRV-Bund can execute claims at a much faster rate
- The ECM environment is more platform agnostic and more enterprise ready
- One application to view, annotate, print and manage a multitude of document formats for claims processing



Company Profile:

The DRV-Bund (Deutsche Rentenversicherung Bund)- "Federal Pension Fund agency for White Collar Employees") manages the state owned pension fund, unemployment insurance for salaried employees in Germany

Industry

Government

Website

www.deutsche-rentenversicherung-bund.de

Primary Business Requirement:

Optimizing the rate of claims processing

BPOMS' Solution:

eReview



THE BUSINESS CHALLENGE

The Pass/Permit Control Office (PPCO) of GTAA required a solution that would automate the entire chain of procedures involving the management, archiving, retrieving, review and processing of these crucial employee credentials. The mechanics of their aviation services being fundamentally dependent on the correct and appropriate propagation of these documents, it was significant for GTAA to maximize the quantity of documents processed in a given span of time. Moreover, stringent compliance requirements for the routing of these documents at each stage of the document workflow made automation undoubtedly a challenging proposition. GTAA chose BPOMS to supply and deliver a combination of outsourced scanning services, and imaging and document management software to improve their effectiveness to file, retrieve and preserve critical documents handled by the Pass/Permit Control Office.



THE SOLUTION

The project team from BPOMS scanned over 198,000 pages during a two month period into the new document management system, as well as set-up a scanning system using Fujitsu scanners and Datacap TaskMaster software to facilitate the GTAA's ongoing document imaging requirements. Open Text Livelink ECM –eDOCS™ document management software was installed as the image repository. BPOMS' web-based eReview software integrated with Open Text eDOCS DM ensured that selected documents from the repository can be launched directly from the document management system into the eReview application for viewing and markup or annotation. eReview UI being highly configurable allows different personalized custom profiles to be set for different users groups. Access to the capabilities of the eReview system were customized to match the security requirements of the document, based on a user's group membership in the Document Management System. The distributed architecture ensured high scalability and high availability.

BOTTOMLINE ROI

The integrated solution ensured an excellent return on investment for GTAA:

- It streamlines the operations for GTAA, allowing them to process lot more pass and permit applications per month while adhering to the complex regulatory compliance of a Government agency
- The application automates the natural business processes of user profiling, and their respective rights and privileges, in the process
- This sequential review paradigm allows the entire team to work collaboratively to generate, track and manage the complete lifecycle of in-process applications

Company Profile:
Providing aviation facilities and services, Greater Toronto Airport Authority(GTAA) is responsible for operation and maintenance of Toronto Pearson International airport, Canada

Industry
Government

Website
www.gtaa.com

Primary Business Requirement:
Manage ,review and process huge amount of critical documents related to pass and permit application processing tasks.. Provide role-based access to these documents whilst conforming to certain regulatory compliance guidelines

BPOMS' Solution:
BPOMS' Document Management and Imaging solution: eReview integrated with eDocs



THE BUSINESS CHALLENGE

Having project teams scattered throughout the globe, effective day-to-day collaboration and communication between designers, developers, consultants, managers and other participating team members was the core requirement that KPN wanted to satisfy. They needed a solution that would let members of different functional units of a project team, in spite of being dispersed physically, communicate and collaborate on project related documents in a variety of formats and records, redline them in course of the approval and review procedures and store and retrieve these markups later on with a history of the markup revisions. The mission was to eliminate the time and cost constraints that would typically be associated in supporting design review and approval procedures through their distributed team structures. But at the same time, given the fact that more often than not, these documents had stringent access protection guidelines, quick and easy access to relevant documents had to be accomplished without overriding the need to ensure document sanctity.



THE SOLUTION

The eReview-FileNet integrated solution transforms conventional, time-consuming and errorprone review and approval procedures, reforming design review into a fast, reliable and accurate process. Automated enterprise workflow achieves faster design document review and approval procedure. eReview's rich set of APIs makes the integration easy and seamless and ensures platform independence. Documents from the FileNet P8 repository can be viewed and annotated in eReview. Being an intelligent viewer, Review allows users to view AutoCad and other design documents in their native format in a truly collaborative web-based environment. Annotations get associated with the parent documents and can be saved back to the FileNet P8 repository for later retrieval. Document security is preserved completely, as in eReview sessions documents are streamed through the eReview server and since eReview never edits the original documents.

BOTTOMLINE ROI

- The entire process of collaboration on designs and the subsequent approval procedure can now be executed at a much faster rate, thus saving time and cost immensely
- The ECM environment being entirely platform-independent and enterprise-ready requires minimum overhead to maintain it
- eReview being one single application to view print annotate and manage almost any file format greatly reduces the complexity and associated cost of installing and maintaining on every desktop the originating application
- All the results of the collaborative sessions can be retained and protected, adding accountability to the procedures

Company Profile:

KPN provides telephone, Internet and television services to personal customers through its fixed network in The Netherlands.

Industry
Telecom

Website
www.kpn.com

Primary Business Requirement:

Dispersed Team members from different functional groups needed to collaborate and share design documents and at the same time had to ensure retention of integrity of the original documents

BPOMS' Solution:

eReview integrated with FileNet ECM



THE BUSINESS CHALLENGE

LG was faced with problems common to all businesses in vertical markets – corporate growth, team and document management issues, and project collaboration. Although LG E&C enjoyed a significant annual growth rate, the prospects for increased growth were becoming more difficult to obtain. To streamline the functioning of their globally dispersed product development team, LG E&C needed to customize an ASP Turnkey Solution, including project hosting, project and document management system, and a collaboration solution system. BPOMS, using its proprietary ASP technologies of the document management system and conferencing and collaboration, allowed LG E&C to shift their project coordination and document hosting on the Internet, making any project-based assignment available and accessible from anywhere, anytime.

THE SOLUTION

BPOMS, using its proprietary ASP technologies of the document management system (WebWorks™) and conferencing and collaboration (eReview™), allowed LG E&C to shift their project coordination and document hosting on the Internet, making any project-based assignment available and accessible from anywhere, anytime. The core of BPOMS' solution lay in operational streamlining and automatically making essential key information, documents and drawings available for knowledge and information sharing to all their A/E/C design teams instantaneously - anytime, anywhere in the world.

BOTTOMLINE ROI

- The new ASP customized system delivered an immediate return on investment in time and cost savings to LG E&C by having their key information resources available for communication, as well as for real-time collaboration to the people who need them – local or global offices, from engineering to their manufacturing departments, consultants, and suppliers
- This allowed for more accurate and intelligent, as well as a faster decision making process
- Information became more centralized thereby becoming more manageable and secure with the implementation of this customized ASP Solution



Company Profile:

LG Engineering & Construction Corporation (LG E&C) of Korea, a leader in the high tech engineering and construction markets

Industry
AEC

Website
www.lge.com

Primary Business Requirement:

Implementing turnkey ASP solution for document management collaboration and conferencing

BPOMS' Solution:

Customized ASP Solution for Project Management



THE BUSINESS CHALLENGE

The Ministry of Manpower(MOM), Singapore needs to handle loads of official documents, tenders, standard policies in electronic forms. ECM practice for MOM has been so far successfully implemented by FujiXerox. Being a key innovator in the Enterprise Content Management arena, Fuji Xerox provides a suite of extensive document management, content management and document solutions. Official documents naturally are in a diverse range of formats. The key challenge was anytime, anywhere access to these formats as and when required and generation of individual remarks on a document review and approval workflow process. Moreover, being steered through various hierarchies and levels of officials, different access grants and privileges were required be defined for each user group handling these documents.



THE SOLUTION

The solution successfully automates the processing and routing of crucial documents and records related to review and approval of Government documents vaulted in Documentum ECM repository. It shows indicator icons for documents annotated by eReview in documents listed in WebTop interface with the name of the user created it and the time it is last modified. eReview UI being highly intuitive and configurable allows different personalized custom profiles to be set for different users groups. Access to the capabilities of the eReview system has been customized to match the security requirements of the document, based on a user's group membership. The distributed architecture ensures high scalability and high availability. Components of the solution were made redundant through clustering and the built-in fail-over and load-balancing capabilities of the software.

BOTTOMLINE ROI

- The integrated solution streamlines the operations for MOM, allowing them to process lot more review and approval of different kind of documents in a single web based viewer interface while adhering to the complex regulatory compliance of a Government agency
- The application automates the natural business processes of user profiling, and their respective rights and privileges, in the process
- This sequential review paradigm allows the entire team to work collaboratively to generate, track and manage the complete lifecycle of in-process applications

Company Profile:

MOM, Singapore, an organization under the Ministry of Singapore enables Singaporean workers to enhance their skills and realize their potential and enables them combat unemployment

Industry
Government

Website
www.mom.gov.sg

Primary Business Requirement:

Manage ,review and process huge amount of critical documents related to process Government daily activities and workflows. Provide role-based access to these documents whilst conforming to certain regulatory compliance guidelines

BPOMS' Solution:

BPOMS' Document Management and Imaging solution :eReview integrated with Documentum 5.4 ECM



THE BUSINESS CHALLENGE

Patents Ink provides superior customer services to Intellectual Property law firms, corporations and inventors and helps them with drafting patent illustrations. Patent drawings and illustrations are part of almost every patent application. Patents Ink helps process and manages patent drafts for its clients. It provides a Web based platform for its customers to collaborate on its latest Patent applications. Moreover, strict access control and user identification protocols have to be preserved to protect the security of these documents and illustrations. To meet these requirements Patents Ink needed a solution that would optimize the document visualization and review procedures. The prime focus was evidently on improvement of customer service levels by streamlining the review and the approval procedures.

THE SOLUTION

BPOMS' web-based view and markup solution eReview has optimized document visualization and review procedures for Patents Ink: eReview applets are fed into the Patents Ink portal framework using AJAX service to populate the same frame with different eReview viewer instances. Documents can be shared, reviewed and annotated in an asynchronous environment. Synchronous meetings facilitate web-based document-centric collaboration anywhere and at anytime. Integrated email option allows participants to be invited to online document review sessions on-the-fly. There is a role-based user access mechanism that allows only authorized users to enjoy certain rights and privileges. There is a specific color-coding schema that assigns a specific color to a user. Annotations and discussion events are automatically saved and can be loaded back.

BOTTOMLINE ROI

- eReview supports visualization of Patent drafts in almost any format. The application eliminates the need of installing and maintaining any application that created the drawings; All types of users across the enterprise can quickly provide feedback using one simple-to-use Web based product
- Document-centric collaboration between different participants help avoid costly errors sooner. Inputs from a broader spectrum of stakeholders ensure better quality control and increased productivity
- Being web-based and server-centric, eReview does not require any installation at the client-end
- The application automates the natural business processes of user profiling and user access rights management



Company Profile:

Based out of Baltimore, Maryland, USA Patents Ink renders patent illustrations to intellectual property law firms, corporations and inventors

Industry
Legal

Website
www.patentsink.com

Primary Business Requirement:

Online review and annotation of patent illustrations in a variety of formats; Permission-based review for fast, efficient and secure approval procedures

BPOMS' Solution:
eReview



THE BUSINESS CHALLENGE

Sharp Laboratories is Sharp Corporation's first and only R&D based laboratory that organizes R&D initiatives within four major areas viz. Consumer Systems & Technology, Digital Imaging Systems, Advanced Video & Display Technology, and Material & Device Applications Laboratory. Sharp Laboratories developed composer, that is an electronic collation utility designed to capture the printer output stream from applications, and allow rearrangement and modification of pages prior to printing them as sets to the copier. Its purpose is to reduce the need for manual collation of pages at the copier prior to printing document sets. Composer is also useful since it can convert print streams to PDF image files for transmission, or to PDF for saving to disk for later use. The core requirement was to enhance the composer performance, scalability and reliability.

THE SOLUTION

BPO Management Services put together R&D team to analyze and enhance to meet the demand received from the sharp product users around the world. This Sharp Printer Composer Enhancement solution supports a view of the logical pages printed from multiple applications. The application is developed using MFC and focuses on a viewable surface of paper and tries to print on it through a printer driver. The printer driver has three different contexts to operate with, viz. the computer page, the physical page, and the printer page.

BOTTOMLINE ROI

- The solution helps Sharp centralize the output from multiple applications, thereby greatly reducing the complexity and cost associated with retrieving, assimilating and printing outputs from a number of printers
- The printer driver created by BPOMS supports a view of all the logical pages printed from multiple applications thus centralizing the printable output completely
- Data organization and accessibility were greatly enhanced in the solution
- Providing one consolidated composite document, the solution enhances the performance and reliability of the Sharpdesk application to a great extent



Company Profile:

Sharp Laboratories, America is Sharp Corporation's first and only R&D based laboratory

Industry
Electronics

Website
www.sharppusa.com

Primary Business Requirement:
Enhancement of the performance, scalability and reliability of their existing composer application

BPOMS' Solution:
BPOMS' Customized Solution



THE BUSINESS CHALLENGE

Tejari needed an Internet based collaborative application for project management in the building and construction industry. Traditionally, in the region, a project was managed based on extensive use of paper-based planning, follow-up and communication. The core requirement was that of a system that is suited well to the needs of the construction, engineering and IT industries that are looking to decrease lead-time and costs associated with a project. Moreover, the dispersed environment and a user-base consisting of people of various cultures need the system to be extremely user-friendly.



THE SOLUTION

BPOMS created a system that is far more capable and easier to use than any other system currently on the market. This system called Tejari Project Collaboration (TPC) is based on BPOMS' eReview (Viewer & Online Conferencing) and WebWorks (Collaboration ASP system). Tejari Project Collaboration is an Internet based collaborative application for project management in the building and construction industry. Traditionally, in the region, a project was managed based on extensive use of paper-based planning, follow-up and communication. TPC is a system that is suited well to the needs of the construction, engineering and IT industries that are looking to decrease lead-time and costs associated with a project. The construction projects can be hosted with the application frame work. The ASP Hosted solution is used for multiple projects for different contractors and subcontractors to communicate and collaborate to accomplish complex project management tasks.

BOTTOMLINE ROI

- Helps effectively manage multiple projects
- Safely and securely leverages knowledge/document management system
- Enables instant communication with others through a real-time collaboration system, both in-house and around the globe; Reduces cost of transferring information - online transfer and meetings through Internet
- Helps users to jointly integrate information
- Seamlessly coordinates changes using a smooth online workflow system
- Extremely affordable solution: Only Internet connection and web-browser needed
- Reduces time to retrieve information
- Reduce errors – enables checking of latest information
- Increases accountability - document control and task follow-up
- Achieve better quality through alignment of processes

Company Profile:

Tejari is a premier application service provider (ASP) catering to the Construction industry in the Middle East

Industry
A E C

Website
www.tejari.com

Primary Business Requirement:

Implementing customized ASP solution for web-based collaborative project management

BPOMS' Solution:

eReview integrated with Webworks





1290 N Hancock St, Suite 200

Anaheim Hills, CA 92807

T 714 974 2670

F 714 974 4771

1 888 376 8900

www.bpoms.com

www.ereviewonline.com