



**COMTRADE**  
SYSTEM INTEGRATION

# JAKiA

Office and Archive  
Management Solution

**ECM**

Enterprise  
Content Management

## ABOUT COMTRADE

Comtrade is a leading IT organization in South East Europe specializing in the fields of IT solutions, system integration and hardware distribution. With more than 900 satisfied customers and offices across Europe and the USA, Comtrade has become a recognized name on the global stage. Founded in 1990, Comtrade now employs over 1,500 business and IT experts, including 1,000+ software engineers. With a proven track record of delivering IT solutions and services that help reduce business complexities and costs, we are a trusted technology partner to medium and enterprise businesses.

## ABOUT COMTRADE SYSTEM INTEGRATION

Comtrade System Integration is focused on helping businesses enhance performance and efficiency through our innovative system integration services. The company was founded in 2001 and employs more than 200 IT professionals with top industry certifications. Through our partnerships with global technology leaders, including Microsoft, Oracle, IBM and EMC we offer premium IT products, professional services and expertise in design, development and integration of systems and applications. Over the years, our portfolio has grown to include networking, virtualization, data migration, infrastructure software solutions and other services.

## ABOUT JAKiA

JAKiA application is Comtrade solution for document management based on ECM platform, EMC documentum. JAKiA enables centralized and automated storing, recording and distribution of documents, managing document flows and lifecycles all the way to the document archiving.

900+

satisfied customers

30+

partnerships with leading global technology vendors

16

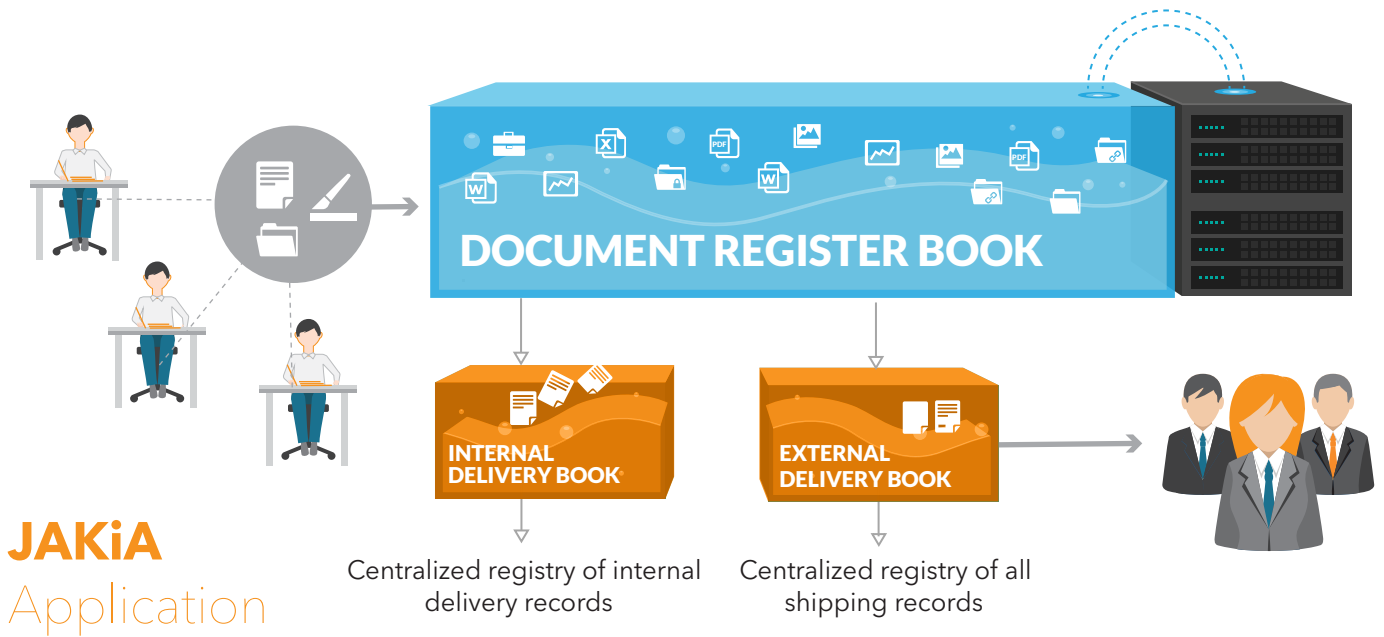
companies in

11

countries

# JAKiA is based on a world-leading ECM platform, EMC Documentum, which enables:

- A large number of concurrent users
- High volume data processing
- High configurability
- Comprehensive set of ECM features
- High level of information security and control
- Different options of distributed architectures



## Business benefits

- Efficient document flow management
- Fast and easy document search and retrieval
- Reduce paper-related and printing costs
- Reduce the time and cost of document distribution and collaboration
- Authorization based on company policies and business rules
- High level of information security

## Technologies

EMC Documentum Platform

EMC Documentum xCP2

EMC Captiva


Java Rich Faces

Java Server Faces

# Solution modules:

- 🔍 **Document register book** - registration of all documents in the company
- 🔍 **Internal delivery book** - records of all internal document deliveries
- 🔍 **External delivery book** - records of all external document deliveries
- 🔍 **Imaging module** (scanning, image enhancement and processing including OCR, extract and indexing)

## Features:

 Advanced search (full text search) of documents

 Document versioning with version branching

 Electronic approval and signing of documents

 Integration with e-mail

 Managing cases with documents in cases

 Automatic registration of documents with external applications using a web services integration layer

 Digitalization of printed content with OCR function which recognizes text and images in scanned documents

# Additional modules for archiving specific types of documents and special use cases :

## 01 DOCUMENT ARCHIVE FOR RESIDENTIAL USERS

\*Telco specific use case

### Additional features:

- ▶ Hierarchically organized document archive for residential subscribers (grouped by business services, with different user access rights, advanced search and system reporting)
- ▶ Two-way integration with core client applications used for creating documents for residential users (e.g. contracts, requests, complaints...)

## 02 HR DOCUMENT ARCHIVE

### Additional features:

- ▶ Hierarchically organized document archive for employees integrated with the customer's HR application
- ▶ Automated system for approval, signing and sending of HR documents

## 03 MANAGEMENT OF INCOMING INVOICES

### Additional features:

- ▶ Automated process for managing incoming invoices through a modelled business process
- ▶ Transparent process for managing incoming invoices with the option to assign tasks to groups/individuals and monitor movement of invoices through various stages
- ▶ Automated redirecting of invoices based on individual attribute values of the invoice

## 04 INVOICE ARCHIVE FROM THE BILLING SYSTEM

\*Telco specific use case

### Challenge:

Our clients, especially from the telco industry, have a need for archiving large quantities of monthly invoices that are created and printed using the Billing system. Businesses that produce large quantities of invoices for their customers (over one million invoices) have a need to archive documents consisting of one or more pages.

### Our solution:

- ▶ Additional modules for archiving monthly invoices that are created and printed using Telco's Billing system

### Technical solution:

- ▶ EMC InfoArchive solution with a high level of compression and an option to directly access archived data from multiple applications

### First customer:

- ▶ Telekom Srbija - issues approximately 3.7 million invoices for its subscribers (business and residential). In most cases, documents are one page long, but could have up to 10 pages. Previously, the company stored these documents only in paper form.

## References:

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Telekom Srbija



Telekom Srbija - more than **1.5 million documents**, over **2.5 million internal and external deliveries in a 2.5 year period**, archived documents for about **2 million** residential subscribers, with an approximate annual growth of **2.5 million documents** with more than **1,100 users** of the system

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MTel Banja Luka - more than **500,000 documents**

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Public Prosecutor's Office, the Republic of Serbia - more than **700,000 registered cases** in the 2 years since the system was launched with more than **700 users**

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Tax Administration of Serbia - approximately **7 million registered cases in the 3 year period** since the system was launched

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Transnafta - electronic registry office with document management and invoice and travel order processing

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Prosecutor's Office for Organized Crime - project in progress

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Constitutional Court of Republic of Serbia - electronic sessions of Constitutional Court and Court Bodies

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**COMTRADE  
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 Savski Nasip 7  
11000 Belgrade  
Serbia

 +381 11 201 5600  
 +381 11 201 5626

 [Info.rs@comtrade.com](mailto:Info.rs@comtrade.com)  
 [www.comtradeintegration.com](http://www.comtradeintegration.com)