COMTRADE
SYSTEM INTEGRATION

Telekom Srbija achieves greater business efficiency with a customized web application JAKiA

Working closely with Telekom Srbija, Comtrade System Integration implemented an electronic document management and archiving system across the organization. The solution allows Telekom employees to create documents or capture a hard copy in electronic form, store, edit, print, process and manage various documents. Moving away from the paper-based system helped Telekom increase productivity and cut costs.

CHALLENGES ❯

As Telekom's business grew and new technologies emerged, there was a need to introduce new functionalities and technical capabilities into the organization. One of the most pressing challenges was the outdated, paper-based system for managing documents.

With large quantities of paper documents flowing in and out of departments, the process of tracking, managing and signing documents was extremely time-consuming and resulted in slowing down daily office activities.

To further complicate things, Telekom Srbija used three separate applications (Document Register Book, Internal Deliveries Book and External Delivery Book, which were not connected or able to share information. Telekom Srbija determined that they needed a solution to unify all applications and make administrative processes more transparent.

The client asked Comtrade SI to deliver a solution that would enable them to:

❯ Connect and integrate functionalities and data isolated in the three applications

❯ Systematically organize information related to business documents

❯ Perform faster search and tracking of documents and employee activities

❯ Establish prerequisites for a gradual transition from a paper-based environment to an electronic one

❯ Centralize information and introduce automated processes for registering and distributing incoming, outgoing and internal documents.

AT A GLANCE

❯ **Client**
Telekom Srbija

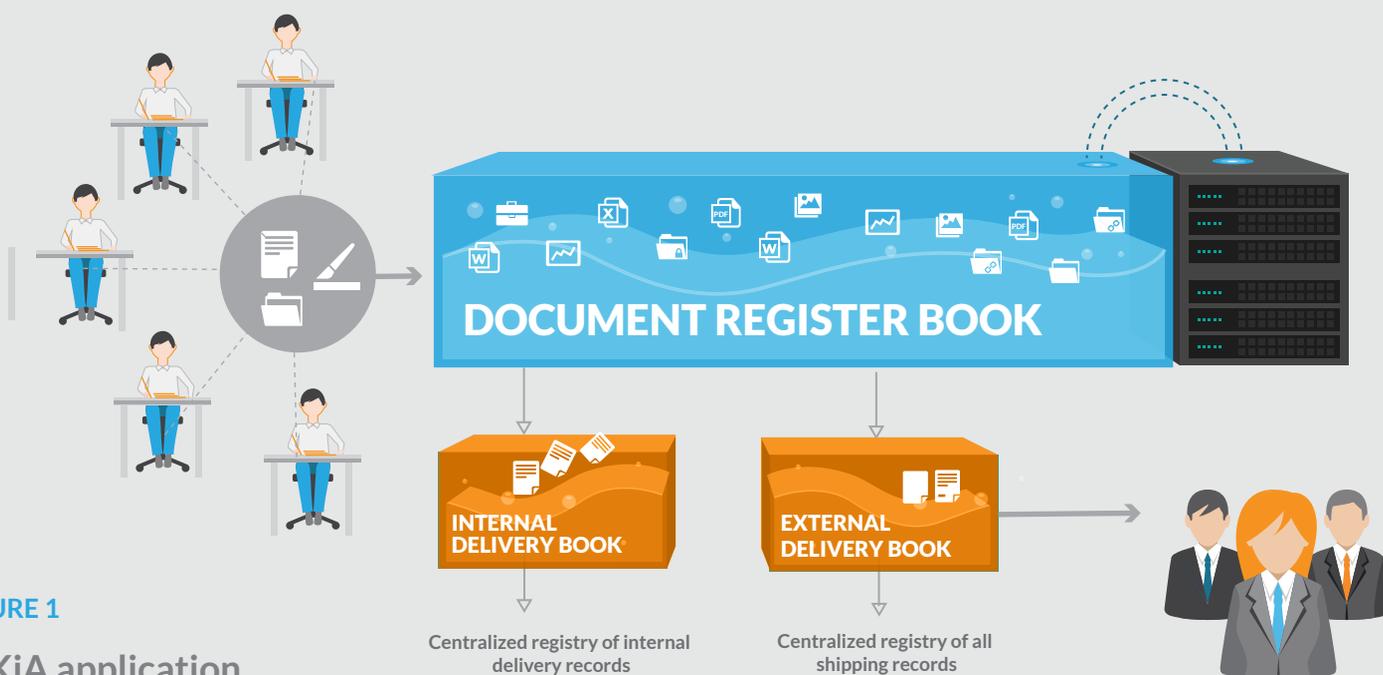❯ **Industry**
Telecommunications

❯ **Challenges**
- Lack of integration between existing applications
- Existing applications unable to support new functionalities and business processes
- Time consuming process of signing documents
- Lack of document transparency
- Decentralized documentation
- Lack of automation

❯ **Business benefits**
- Simplified document management
- Reduced costs of paper, toner and related printing supplies
- Minimized postal service costs
- Fast and simple signing of documents
- Effective monitoring of employees and their work
- Automation of services

❯ **Technology**

- EMC Documentum platform
- Web application developed in RichFaces Framework and JSF 2
- SQL server
- Apache Tomcat application server
- WELD as CDI framework

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"Successful cooperation and good communication between Comtrade System Integration and Telekom Srbija resulted in a successful implementation of the new document management and archiving system. During every phase of the project, Comtrade SI engineers demonstrated a high level of expertise, thoroughness and perseverance and were able to meet our requirements and expectations."

Milorad Bjelogrlic   Director of IT Planning and Development

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FIGURE 1

JAKiA application

DOCUMENT REGISTER BOOK

INTERNAL DELIVERY BOOK

EXTERNAL DELIVERY BOOK

Centralized registry of internal delivery records

Centralized registry of all shipping records

OUR SOLUTION

Comtrade SI offered a customized web client application, JAKiA, built on the existing EMC Documentum platform.

The application consists of five modules:

> **Document Register Book**
> **Internal Deliveries Book**
> **External Delivery Book**

> **Documents in Processing**
> **Other Deliveries**

Through these five modules, the application was able to unify and systemize all data related to Telekom's business documents. As previous implementations of Java RichFaces applications proved to be effective, Comtrade SI applied the same framework for JAKiA, which delivered a significantly improved user interface.

Comtrade SI also implemented the following functionalities:

> Tracking internal and external movement of documents

> Versioning of added content to documents and review of versions

> Electronic approval and signing of documents

> Statistical reports

To ensure successful implementation and adoption of JAKiA across the organization, Comtrade SI provided user training sessions.

RESULTS DELIVERED
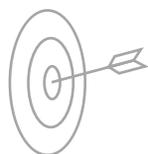
Through the implementation of JAKiA, Telekom's staff, customers, partners and suppliers experienced a number of benefits.

A centralized electronic document archive significantly reduced the time it takes to search and retrieve documents. Instead of ploughing through piles of paperwork, employees have easy access to documentation with just a few clicks of a button. Authorized users can quickly and easily access documentation they need to get their work done. And sharing data across departments and geographically dispersed branches is secure and fast. Strong data security is achieved through the enforcement of retention policies and data encryption.

As all documentation is stored and managed electronically, many manual processes have been abandoned. Now, tracking and monitoring documents across multiple locations can be done with ease and speed. Furthermore, there is greater transparency into documentation, changes that have been made and employees who are responsible for handling documentation.

Moving to an electronic recordkeeping and archiving system also helped Telekom realize savings. Now, the telecommunications provider spends less of its budget on purchasing paper, ink and other supplies. Rather than using postal services to send documentation to different Telekom's branches, which could take up to few days, documentation is now shared almost instantly. The electronic document approval and e-signatures also helped to improve efficiency and reduce errors.

Currently, there are 460 Telekom Srbija employees using JAKiA, with a planned expansion to 1,200 users.

ABOUT TELEKOM SRBIJA

Telekom Srbija is a locally-owned telecommunications company founded in 1997 and headquartered in Belgrade. For the past 18 years, Telekom has been a leader in fixed and mobile telephony in the region. The company offers a range of fixed-line, mobile and Internet communications to customers in Serbia, Montenegro and Bosnia and Herzegovina.

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.