



## LEADING CONSTRUCTION COMPANY

**Construction companies generate vast quantities of paper** and are always faced with the challenge of managing the volumes of documentation necessary to see a project through to completion. Beyond that, multiple information repositories, lost folders and decentralized business processes can result in inefficiencies in business, customer service response time, and the billing cycle.

Beginning with the award - to the completion of the project, the need to manage a variety of documents is of utmost importance. Documents such as ownership deeds, location maps, engineering drawings, vendor contracts, building material orders and vendor selection sheets need to be archived and readily accessible so that authorized people can access them within a moment's notice.

In addition, once a project has been completed and sold – the customer agreements and contracts that companies are legally mandated to keep, plus all the customer correspondence becomes a problem to manage, archive and access for ongoing customer service.

**OUR CLIENT** is a leading name in India's real estate industry. The Group's portfolio spans residential, commercial, retail, entertainment complexes reflects an expertise gathered over a period of six decades.

### THE PROBLEM

Exceptional and responsive customer service is a priority for our client, but managers and employees were facing a challenge of maintaining the level of service their clients had come to expect while constructing more projects than ever before. Central to the problem was the fact that the volume of documentation necessary to see a project through to completion, from blueprints to documentation, had evolved into an unwieldy, paper-intensive management system in need of an overhaul.

According to the CFO, the company was ready for an electronic information management system, as customer service representatives were experiencing difficulties addressing clients' needs in a timely manner. In most cases, they were required to search for documents at an off site location.

### THE SOLUTION

After reviewing several document management systems over several years, our client selected **PowerFile** developed by **Imaging Solutions Pvt. Ltd.**, a company specializing in imaging turnkey project.

The **PowerFile** solution was chosen for three reasons: its straightforward configuration, ease of use and a well-rounded suite of products that provided an integrated and comprehensive solution to their document storage and retrieval needs.



**PowerFile** electronically captures, stores and manages literally every document, drawing and related information generated or received by the organization, providing users with quick and secure access to any and all documentation related to the construction. Beginning with the sale or lease of the property right through to completion and ensuing maintenance services, PowerFile streamlines the processes, reduces paper usage and storage, and provides employees, complete document access in one integrated system.

In addition – we undertook the entire backlog scanning and indexing of all the historical drawings and documents for the entire group.

## **THE RESULT**

Engineering drawings, building and legal permissions from municipal and other authorities, land ownership documents, legal files, purchase orders and just about every kind of information is captured and indexed with PowerFile. Once stored in the system, documents are available throughout the enterprise over a wide area network and can be annotated, faxed or emailed directly from authorized users desktop.

*Apart from the benefits of a “disaster planning system” by having all their important and confidential information secured on optical disks kept at three different locations – our client also provides greater responsiveness to its ever growing customer base.*

Since 1991, Imaging Solutions Pvt. Ltd has been helping companies to capture and manage their corporate information using highly customised software solutions and services built around PowerFile - a state of the art Enterprise Content Management (ECM) framework. PowerFile provides a solution that spans the entire information management lifecycle, from capture and recognition to storage, archival, retrieval, viewing, workflow, dissemination and disposal. Our solutions combine business process management and content management to help reduce costs, increase operational efficiency and ensure regulatory compliance.

All the Intellectual Property is owned solely by Imaging Solutions Pvt. Ltd., and is the result of 15 years of continuous development and customisation at over 300 client installations in most market segments.... recent wins include HDFC Bank, Motorola, Glaxo, GE, Hughes, DLF, Unitech and IREO.