ViciDocs ECM case study: DP World

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unlocking information

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DP World got grip of the information in their organisation with ViciDocs ECM

DP World operates more than 65 marine terminals across six continents with a professional team of nearly 30,000 people. Container handling is the company's core business. Jebel Ali Port, DP World's flagship facility, handled 13.6 million TEU in 2013 and has been voted 'Best Seaport in the MiddleEast' for 19 consecutive years.

In order to manage this organisation, DP World, receives lot of documents by way of correspondence and service requests. There are also several internally generated documents that are all stored in a file room. For easier access and information retrieval there was a need to create a searchable digital archive of all these documents before moving the physicals to a remote location.

ViciDocs ECM is used by the following departments:
- Commercial Department;
- Information Technology (IT);
- Human Resources (HR);
- Marine Operations;
- Procurement;
- Finance;
- Technical Departments.

We implemented a powerful web interface for search and retrieval. Our solution entailed the following:
- All physical documents were scanned using the Capture module of ViciDocs ECM.
- The scanned documents were organized into logical folder hierarchies.
- OCR and Full Text Search were enabled to facilitate retrieval of documents based on content searches. Users could also browse through the folder hierarchy for accessing specific documents.
- ViciDocs ECM API's facilitated integration with Commercial Application.

Business Needs/Issues:

- Large Volume of Paper documents occupying huge amount of premium space at head office.
- Difficulty in retrieving the exact document needed with heavy reliance on specific persons.
- Need to enable access to documents to employees from within the Employee Self Service Portal of Oracle EBS HRMS

Benefits for DP World:

- Significant savings in storage and retrieval costs.
- Average lead time for retrieval brought down.
- Easy navigation for users through browser interface.
- Greater productivity possibilities through integration with Commercial Application.

ViciDocs ECM for DP World:

Centralise your information

Capture information from different sources

Classify and index your files

Secure files based on user rights

Archive your files

Search and retrieve your files easily

Get notified based on events and dates

Share them with the right users

For a quick scan to see what we can do for your organisation please contact us.