ViciDocs ECM case study: SPRING Singapore

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SPRING Singapore Knowledge Management Portal

The Standards, Productivity and Innovation Board (Abbreviation: SPRING Singapore) is a statutory board under the Ministry of Trade and Industry of Singapore. It is the main agency for enterprise development, and it aims to enhance the competitiveness of enterprises to develop a strong base of dynamic and innovative Singapore enterprises. It is also the national standards and conformance body.

To share useful documents, case studies and best practices with their members SPRING Singapore created a Knowledge Management Portal (KM).

The Key Business Goals of the KM Portal initiative are:

- To have an interactive system that facilitates learning for transformation from Innovation and Quality Circles (IQC) though knowledge sharing.
- Support Broadening of the Organization Base. To have a user friendly registration module to capture individuals' and organization's contact information. With the information captured, promote SPRING Singapore's services to the potential customers.
- Self-updating of databases of Judges and IQCs. To allow individuals and organizations to update their profiles. This is to automate the sending of email alerts and updates and to ensure greater accuracy and timeliness to the target audience.
- Sustain IQC Activities. Provides a single source for Internet users for reporting guides and knowledge sharing on best practices.

These goals are achieved by implementing a web based version of ViciDocs ECM.

Business Needs/Issues:

- Storage and retrieval to be based on the specific Taxonomy that SPRING follows.
- Totally web based and integrated with the ASP.NET compliant KM Portal.
- Single Sign-In required for the whole portal.
- Enhanced features of DMS like Document Linking from repository to be enabled in Discussion Forum.

Benefits for SPRING Singapore:

- Archival and retrieval of case studies and best practices web based.
- Reduced manual effort in indexing.
- Elaborate Security to allow access only to the registered members of SPRING Singapore.
- Seamlessly integrated KM Portal with KM repository, Discussion Forum, Online Events, etc.

ViciDocs ECM for SPRING Singapore:

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

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