



Client: **DP World** – Commercial Department - UAE Region, Dubai
Industry: Ports (Infrastructure).

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

NEFITS:

- ❖ 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.

SOLUTION OVERVIEW:

The Commercial Department of DP World receives lot of documents by way of correspondence, service requests. There are also several internally generated documents that are all stored in a file room. There was a need to create a searchable digital archive of all these documents before moving the physicals to a remote location.

ViciDocs Enterprise was implemented here with a powerful web interface for search and retrieval for this requirement. The solution entailed the following:

- ❖ All the physical documents were scanned using the Capture module of ViciDocs.
- ❖ 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 APIs were also provided to facilitate integration with Commercial Application.

For more information please contact
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