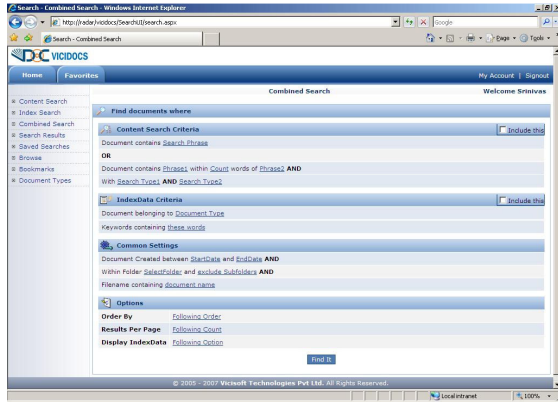


ETA MELCO uses ViciDocs Enterprise to manage all their Project Related Documents – for all stages of Project Life Cycle.



ETA MELCO Elevator company is a joint venture between ETA, Dubai and Mitsubishi Electric Corporation, Japan, one of the most advanced elevator/ escalator manufacturers in the world.

Popularly known as the “Elevator people of the Gulf”, this ISO 9001 certified company is the largest elevator company in the Middle East, with over 1700 employees. It operates in 14 countries, and is the largest elevator company in the region with several thousands of units sold and more than 11,000 units under active 24-hour maintenance arrangement.

ViciDocs Advantage.....

- ❖ Create Centralized Repository
- ❖ Quicker Access to Documents
- ❖ Browser based Access for Search & Retrieval
- ❖ Comprehensive Security
- ❖ Improves efficiency & Productivity
- ❖ Folder Hierarchy Creation
- ❖ Version Control to ensure integrity and history of the document
- ❖ Indexing
- ❖ Content & Metadata based search options for document retrieval
- ❖ Web enabled application
- ❖ User-friendly and User intuitive interface
- ❖ Back up & Restore mechanism
- ❖ Audit Trails
- ❖ Compatible with any ODBC compliant database
- ❖ Automatic routing of documents to users
- ❖ Drag and drop based Graphic workflow designer allowing the creation of complex business process within minutes.
- ❖ Documents as well as status of the process is accessible easily
- ❖ Supports adhoc routing
- ❖ Annotation Support
- ❖ Define Escalation rules
- ❖ Notifications to the participants
- ❖ Generate reports based on Job Initiator, Item status, Initiator, Participator and Items escalated
- ❖ Generate elaborative reports.

Issues:

- ❖ Multiple departments involved in projects at different stages of the project with a need to transmit specific documents across to the next stage
- ❖ Sales, Projects, Engineering, Commercial, Support and other teams receive and send several documents
- ❖ Average daily volume of around 500 fax messages!
- ❖ Teams based at multiple locations with a need to access information from a central repository
- ❖ Ability to retrieve documents quickly and easily
- ❖ Ability to efficiently manage the flow of documents, especially fax messages, within the organization

Solution:

ViciDocs Enterprise, with its scalable architecture and Workflow component was implemented in ETA Melco. ViciDocs Capture module and folder generation wizard were used to define a hierarchy of folders for various types of project documents and to capture all key documents into appropriate folders. ViciDocs Docs Monitor was used to automatically pick up the incoming fax messages into ViciDocs and to kick off a workflow for faxes to be routed through relevant people within ETA Melco.

Benefits:

- ❖ Single, Central Repository for various types of documents in a multi-user environment
- ❖ Full Text Search as well as metadata search.
- ❖ Elaborate Security and workflow mapping
- ❖ Complete track of documents flow.