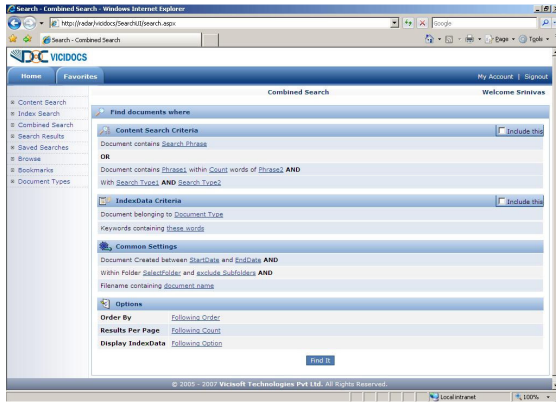


World class Property Developer ETA STAR implemented ViciDocs Enterprise to automate their Document based business processes.



ETA STAR Property Developers is a leading multinational property developer with the backing of the ETA ASCON conglomerate and Star Group. ETA STAR offers a whole gamut of services connected with property development and is developing premium property in countries across the Middle East and South-East Asia, including UAE, India, Sri Lanka, Pakistan and Turkey.

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 are 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:

- ❖ Large amount of project related correspondence, contracts and other information to be archived
- ❖ Multiple Document Formats including Paper Documents!
- ❖ High Performance requirements even at high volumes
- ❖ Reusability of existing hardware infrastructure to keep costs low
- ❖ Quick Retrieval of Documents based on any word in the document
- ❖ 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 STAR. ViciDocs Capture module was 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 Star.

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
- ❖ Reusability of documents created in the past.