

ECM Solution for Telecom Company

Company

A Telecom company with Mobile, TV and Broadband Services

Industry

Telecommunications

Country

Singapore

Solution

Enterprise Content Management

Technologies

EMC Documentum 6 platform, Trusted Content Services, DFC, DFS, Java and MS SQL Server

Duration

8 weeks

Background

Our customer was the user of a custom web order taking system and wanted to replace the data warehousing component of the system – TCM (legacy transactional content management system), with EMC Documentum's Content Server.

Documentum 6 Content Server was deemed a good candidate for replacing TCM given that Documentum 6 provides library services for the content it stores through Documentum Foundation Services, (DFS); specifically with the Web Services component of DFS.

Our customer required the following:

- Document Filing from web order-taking system
- Encrypted Storage
- Digital Document Signing
- Signature Validation prior to retrieval
- Migration of contents from legacy TCM system to Documentum 6

Solution

Verinon developed an ECM system based on the EMC Documentum platform and configured/customized it to meet our customer's requirements.

The solution simplified the document creation process with one web-service request. EMC Documentum Content Server handles the required folder creation internally and will return the hash of the contract document in the same web-service call. The Client application compares the returned hash with one generated from the original contract to ensure the integrity of the contract received by EMC Documentum.

The client's legacy system stores contract documents temporarily in a database before transferring them to secure storage after receiving a web-service call from client application. The EMC Documentum Content Server solution enables the storing of the contracts directly into secure storage without utilizing a database as a temporary storage. The need to provide a separate call to trigger archival of the contract is redundant and has been removed from the new process, creating efficiency and securing documents with encrypted, Trusted Content Services.

In addition, Verinon developed a migration tool using DFC to ensure a smooth migration of content from the legacy content management system to the EMC Documentum repository with migration audit trails validating the successful migration of all content.

Result

Verinon successfully rolled out the EMC Documentum based solution to the customer's business. Since that time Verinon has received very positive feedback from the client, in terms of the system's utilization and productivity they are realizing from it. Our customer has recognized: Greater performance and efficiency in client application web order-taking system, as well as ensuring security of all client confidential information. The system is configured to meet growing business needs and will provide a single repository solution for multiple applications and effective records retention according to local regulations.

Technical Overview

The solution features the following components:

- ECM platform (EMC Documentum).
- Open standards using SOA architecture to communicate with third- party applications.
- Security model based on the client's business requirements - only special user groups have access to documents, and record types.
- Documentum Trusted Content Services allows for the repository to be configured to store all documents of a specific types to be encrypted automatically.

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