

Customer Details:

T-Systems MDocS
www.t-systems.de

Country:

Germany, USA, International

Industry:

Printing, Internet

Customer Profile

MDocS is a competence centre at T-Systems, a subsidiary of Deutsche Telekom, based in Bonn.

Business Situation

The T-Systems MDocS team was searching for an »software as a service« solution to provide online document management for its clients.

Solution

Based on Microsoft Office SharePoint Server 2007 the »Document Factory« assures compliance with trade regulations, and provides granular rights management and security features.

Benefits

- New »software as a service« business offering
- Receiving, signing, sending, exchange, and delivery of customer correspondence
- Archiving und managing correspondence online
- Secure data management environment
- Detailed search function for all archived documents

Product Solution Items

Microsoft Office SharePoint Server 2007

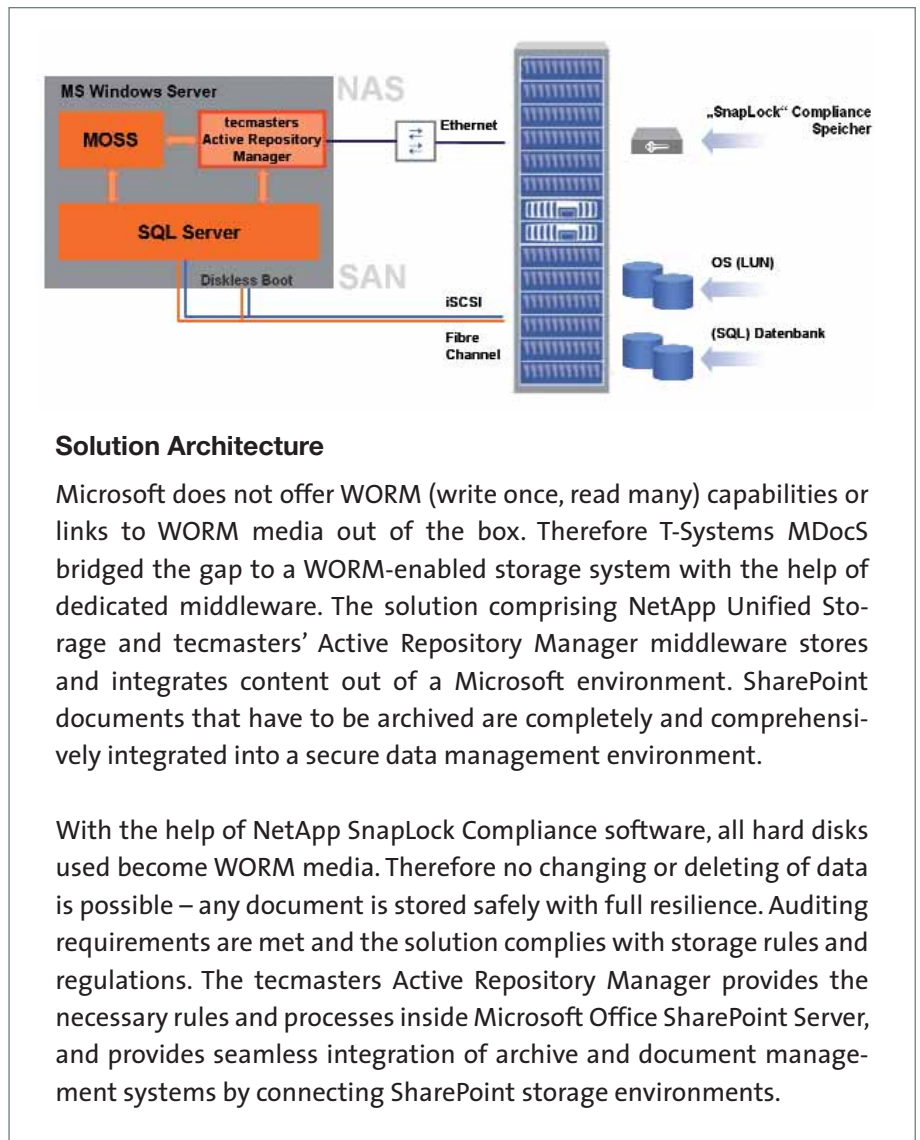


Microsoft Office SharePoint Server 2007 enables online »Document Factory«

The T-Systems MDocS team has developed an online document management and archiving solution for its clients. Called »Document Factory« the service is based on Microsoft Office SharePoint Server 2007, NetApp's SnapLock technology, and tecmasters' Active Repository Manager. It assures compliance with trade regulations, and provides granular rights management and security features. Already running the service for a pilot customer, T-Systems is hugely positive about the future. Under that arrangement, MDocS has assumed responsibility for archiving and managing more than three million documents using more than 300GB in a Microsoft ECM (enterprise content management) system Microsoft Office SharePoint Server 2007. Those figures are expected to double inside the first year.

»Companies wish to minimize their postage expenses and printing costs, by optimizing communication with their customers through e-mail or interactive personalized web sites.«

Hermann Reischl,
T-Systems Solution Manager at MDocS



MDocS is a competence centre at T-Systems, a subsidiary of Deutsche Telekom, based in Bonn, that provides solutions for software-based printing, storage, archiving, and distribution of personalized documents. Its high profile customers come from all industries including telecommunications, finance, insurance, logistics, and manufacturing. »Companies want to do more than just print and dispatch paper messages, invoices or offers to their customers,« explains Hermann Reischl, T-Systems Solution Manager at MDocS. »They wish to minimize their postage expenses and printing costs, by optimizing communication with their customers through e-mail or interactive personalized web sites.«

»The possibility to use a full text search and a structured search inside has been extremely important for us. It is our job to provide secure and validated access to all documents for our customers' employees as well as to their customers – swiftly and easily.«

Joachim Hafner,
Manager Solution Management
at T-Systems MDocS

»The basic Document Factory concept was to build an online archive based on a highly granular rights-management system. That would secure each single user and each single document.«

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at T-Systems MDocS.

When T-Systems MDocS built Document Factory its goal was to handle as many customers and as many documents as possible on one »software as a service« platform. Hermann Reischl continues: »We knew that companies wanted solid rights management features, a custom-made user interface that reflected the companies corporate identity, and multilingual capabilities. Furthermore, that all needed to run on a single integrated platform.« To accomplish this, MDocS chose Microsoft as offering the best of both worlds through Microsoft Office SharePoint Server 2007, which is not only an ECM solution but also offers a fully functional portal as well.

The electronic exchange of tax-relevant company documents like invoices or account statements between producer, reseller, supplier and customer – also called e-invoicing – was a key driver. To offer that service T-Systems MDocS cooperates with Crossgate to eliminate paper while exchanging invoices and gaining significant process improvements. This integrated platform enables the receiving, signing, sending, exchange, and delivery of customer correspondence.

Stored securely in the archive the documents become available 24*7 to their addressees for the minimum archiving time period legally required. Starting with the first customer project's kick off in December 2007, T-Systems MDocS has archived three million documents to date occupying more than 300GB in a Microsoft based ECM (enterprise content management) system. Those figures are expected to double inside the first year.

»The basic Document Factory concept was to build an online archive based on a highly granular rights-management system. That would secure each single user and each single document,« observes Joachim Hafner, Manager Solution Management at T-Systems MDocS. »We have to guarantee customers highly developed rights management, and the security criterion was access right down to a single document level. In other words documents and data cannot be opened, seen, or read by anyone other than the person who owns the access rights. Users can place full confidence in our solution.« Consequently all searches are linked to the rights management system.

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Microsoft Office SharePoint Server 2007 provides the required security and offers a user friendly interface. T-Systems MDocS customers and their end users really appreciate these attractive features. »The possibility to use a full text search and a structured search inside SharePoint Server has been extremely important for us. It is our job to provide secure and validated access to all documents for our customers' employees as well as to their customers – swiftly and easily,« says Joachim Hafner.

This digital storage provides documents owners with complete peace of mind – their documents are as secure as they would be in a printed version in a ring binder in a safe. That is why the documents are secured by more than simple access rights systems. A NetApp storage system linked to Microsoft Office SharePoint Server 2007 via tecmasters middleware guarantees safe storage and compliance with all audit requirements even for tax relevant documents. »Microsoft Office SharePoint Server 2007 manages the documents,« explains Joachim Hafner, »which lie on a NetApp storage system.« T-Systems MDocS offers diverse possibilities to dispatch customer correspondence digitally and store it online.