**Business Challenge**

A specialized global health company dedicated to enhancing life for consumers around the world, wanted to maximize the value of its investment in Enterprise Document Management technologies. Specific functions within the organization such as Research and Development (R&D), and Quality, needed to comply with industry regulations and best practices when creating and managing documents in a controlled environment. The Legal department, while not required to comply with stringent industry regulations, needed a simplified process for the management of its documents. Paper capture and indexing for full-text searching and categorization, along with document deletion in accordance with corporate policies for retention and legal hold were required. There was no efficient way to share or search electronic records stored on desktops, departmental e-Rooms & file-shares. In addition, there was ineffective re-use of knowledge locked in paper records that were difficult to search, retrieve, and share. The client wanted to enhance its existing Document Management System by upgrading from a previous version of Documentation to the current release. The upgrade was part of a corporate Enterprise Content Management (ECM) initiative to establish a core Documentum foundation with document management capabilities for the Legal group, as well as R&D, to ensure compliance within its global document management system and clinical operations repositories.

**Client Objective**

The client engaged Paragon Solutions to achieve the following objectives:

- Implementation of a core technology infrastructure providing a foundation for implementing future applications
- Implementation of a document management system for the Legal group
- Upgrade of the existing R&D repository to the current release of documentation compliance manager (DCM)
- Upgrade of the existing clinical operations repository to the current release of DCM
- Transform R&D’s information architecture and provide retention policy services to align with the overall ECM strategy
Paragon Approach

Paragon utilized its proven expertise in technology and Content Management and Document Management Solutions to implement a Document Management Program for the client that would reduce the cost of implementation, delivery time and total cost of ownership of applications through the implementation of a common shared platform of document management Services. Paragon combined its deep document management product knowledge with the most appropriate tools, methodologies and technical expertise to assess, customize and implement a content management upgrade for the client. The Paragon team installed and configured core base Documentum components, providing a foundation platform for implementing business releases for the client’s global document management system, and future applications such as Documentum Compliance Manager (DCM), WebTop, and Retention Policy Services. A document management system was implemented for the client’s Legal Enterprise, including Document Capture with Optical Character Recognition (OCR), MS Internet Explorer, MS Office and MS Outlook integrations. The implementation also included automatic PDF creation, and automatic application of retention schedules. In order to create an efficient method of sharing electronic records, the Paragon team consolidated content in a centralized repository to collaborate, share and search content. The Paragon team successfully migrated the client’s content management environment to the current release of Documentum, updating its content management system, and improving the client’s overall business processes.

Client Success

The Paragon team delivered a content management solution which exceeded the client’s expectations. Paragon provided the client with technology that increased efficiency and productivity in the Quality, Legal and R&D departments. The Content Management Solution eliminated the expense of maintaining multiple disconnected content repositories, and allowed for faster and more complete content migrations in support of business integration. In addition there is a reduced compliance exposure through comprehensive, rules-based content management. Overall, the solution implemented by Paragon resulted in innovation, operating cost savings, growth by acquisition, and improved risk management.

We Can Help You

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