



# A Case Study on

## Kerala Secretariat Digitization



**Nodal Agency:** KELTRON

**Implemented by:** MicroGenesis Techsoft

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## Customer Background:

The Kerala Secretariat campus comprises 42 departments. With every local ministry possessing an average of five million files, each containing an average of 50 sheets of paper and needing to be maintained for 14 years, the secretariat's paper-based document management systems were becoming increasingly difficult to manage. Officers requesting documents often had to wait a minimum of 24 hours to receive the required information. Additionally, the paper-based documents were not backed up, creating a vulnerability to data loss.

Kerala Government implemented an electronic Document Management System (DMS) in 2004 to address the need of improving turnaround times for data retrieval and enhancing the security of its documents. The system reached its storage limits (1 Terabyte) towards the end of 2007.

The system was upgraded in December 2008 by Keltron with MicroGenesis as the implementation partner for higher storage capacity (4 Terabytes) and with the latest version of the DMS software. The upgrade also included migration of the data and the user interface application.

## Business Need:

The Kerala Secretariat campus comprises 42 departments with every local ministry possessing an average of five million files to be maintained for 14 years. To handle the large volume of documents efficiently and securely the Kerala Government implemented an electronic Document Management System (DMS) in 2004. The system reached its storage limits towards the end of 2007 and needed to be upgraded to higher capacity and the latest versions of the software.

The initial data model implemented permitted for access of all documents by all users of the system. It was decided that in the upgrade, the data model would be enhanced to give a departmental segregation of documents such that department users had access to only their documents. This model was implemented and the number of users in the upgraded system was increased to 65.



## **Solution Implementation: Document Capture and Content Management (DOCCOM)**

The solution has been implemented with 3 key components

### **IBM Content Manager (IBM CM)**

IBM CM is a first-of-its-kind solution that allows companies to collect, manage and distribute all forms of business information. It manages all types of digitized content across multiple platforms, databases and applications. It supports HTML and XML Web content, document images, electronic office documents, printed output, audio, and video. With full-text search capabilities for both metadata and text-based documents Content Manager allows users to easily locate pertinent information.

### **Kofax Data Capture**

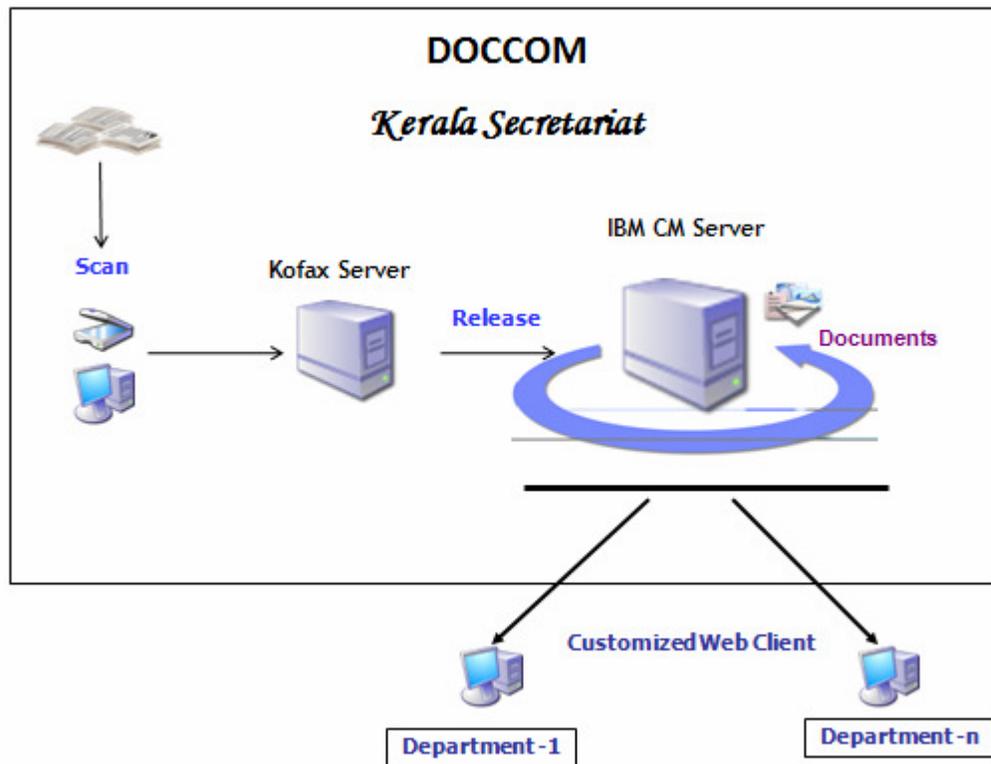
Kofax Capture (KC) is the industry leading document and data capture system on the market today. KC is the ideal solution for low-end jobs to the most complex, highest volume document and content system applications. KC delivers powerful, production-level document and data capture with OCR for machine print, ICR for handwriting, OMR for check marks and bar codes. It enables you to move email, word processing files, photos, web forms, XML streams and more through the same powerful indexing and validation process.

### **MicroGenesis Integrated Document Management Access Client (MIDMAC)**

MicroGenesis has developed MicroGenesis Integrated Document Management Access Client (MIDMAC), a Web application framework to access and manage content in IBM Content Manager (IBM-CM). MIDMAC is built with JSF technology, third party components and Non-Visual Java beans. The framework runs on the WAS platform and works with the latest CM version (8.4). The architecture ensures that the application is robust, scalable and platform independent. MIDMAC is customizable to access content and present it in a structure that is specific to individual user requirements. These structures could be department folders, project folders etc. It maintains the privileges that are defined in IBM-CM for access to content. MIDMAC includes the following features: Import documents, Search documents, Retrieve documents, Email of documents, Workflows for document routing



## The DOCCOM Architecture



### Benefits of the Solution:

#### Value for the Government

DOCCOM makes it possible to:

- Streamline operations to more than double worker productivity, lower administration costs by up to 30%, increase overall efficiency, and speed decision making
- Reduce the storage costs for hundreds of thousands of paper documents and ensure compliance with strict privacy regulations
- Lower customer response times from weeks to seconds
- Accelerate access to critical information by providing selfservice options to other agencies and constituents
- Maintain 100% uptime
- Bring in increased revenue
- Enhance collaboration with other jurisdictions



### Value for the people

DOCCOM can deliver:

- Secure access to documents and information via the Web, 24 hours a day, every day
- A wider range of self-serve offerings with better customer service
- A more responsive government