

DOCUMENT MANAGEMENT

ELECTRONIC DOCUMENT MANAGEMENT FOR A REIT 2010

Used services

- | | |
|-------------------------------|---------------------|
| ✓ Project & Change Management | X Tools & Databases |
| ✓ Process & Information flows | X Reporting |

Context

In 2009, the client had selected a tool to implement its electronic document management for all incoming documents.

But, the implementation didn't start because of lack of analyst to represent the client and organise the set-up with the supplier.

Headlines

- ✓ REIT quoted on the BEL20
- ✓ All post mail is scanned and handled electronically
- ✓ Classification tree and meta-data defined with user-groups
- ✓ Take-over of all administrative and technical documentation of the assets of the company
- ✓ 1 document manager after closure of project
- ✓ Collaboration with external supplier

FacOrg Contribution

Project management

We have led the project and organise the follow-up of this project (project boards, budget, planning,...)

Functional analysis

We have organised and animated workgroups with users in order to define the classification tree and metadata in order to organise all documents.

Change Management

We have led the change management inside the company in order to let all employees use the tool (newsletters, info sessions, user guides, trainings, individual follow-up, ...)

Impacts of the project

The software has been implemented on time and on budget. The tool is used for 2 years now and no adaptation or modification has been necessary until now.