

EDRM with TRIM benefits the DTI



About the Department of Trade and Industry

The DTI drives our ambition of 'prosperity for all' by working to create the best environment for business success in the UK. We help people and companies become more productive by promoting enterprise, innovation and creativity.

We champion UK business at home and abroad. We invest heavily in world-class science and technology. We protect the rights of working people and consumers. And we stand up for fair and open markets in the UK, Europe and the world.



TOWER
SOFTWARE

DTI is the first major Whitehall department to meet the 2004 Modernising Government target on electronic records, and it did it using TRIM. DTI expect their EDRMS project to have a major impact. Over a period of years the DTI had amassed 35 miles of shelved documents at its south London storage site, the only way to keep original documents in safety. However thanks to EDRMS it expects considerable savings on storage and transporting paper between sites.

Early indications show that staff productivity has also improved, with staff reporting variously, a 75% reduction in filing time, a 37% reduction in time spent searching for information and a 62% reduction in time waiting for information from others.

Users also have better quality information. The status of a document in terms of version, amendments and approval is much clearer and this reduces confusion and risk. At the same time sensitive data can be classified and protected.

Everyone who has viewed, copied or changed a document is recorded within the history of that document. This enables the DTI to meet requirements to keep auditable records of its business for numbers of years. The result is a secure record of transactions, which meets the requirements of PDO08, the standard on the legal admissibility of documents. TRIM is also a crucial component of the DTI's move towards more flexible working because it allows employees to access work files from any location.

Better sharing of information is expected to bring major benefits in effectiveness, as members of staff can understand more about what their colleagues are doing and it avoids duplication of effort. It should also improve the retention of knowledge within the Department.

With employees using local servers to keep documents and emails, especially those with attachments, the volume of storage required was growing at a great rate, especially as several people would store the same information. With the new system it is expected that growth on local servers should level out and eventually reduce.

The Department also sees the system as the basis for its future e-strategy. A robust and secure system for storing and accessing information is fundamental to a number of operations including customer relationship management and publishing to the Web. "This is only the beginning" said Liz MacLachlan, DTI's programme director. "Good information management is fundamental to the knowledge economy - it is the key to working smarter. We expect EDRMS to make a big difference to the way we work in DTI, and so how we promote prosperity for all".

The initial creation of the system from the available options and the subsequent rollout of the EDRMS, was one of the biggest projects the DTI has ever undertaken. All the associated services and project management were provided by a Fujitsu Services led consortium with LogicaCMG working in close partnership with the DTI. An initial three month



"Good information management is fundamental to the knowledge economy - it is the key to working smarter. We expect EDRMS to make a big difference to the way we work in DTI, and so how we promote prosperity for all".

service trial of 400 users was conducted in early 2002 during which feedback was gathered on users' perception of the system and their responses helped to design an extensive Management of Change programme, comprising business analysis, briefings, training and communications.

The full rollout began in May 2002 with a training rate of 150 people a week to 5,100 users across 20 buildings in the UK. And after 10 months of training users, establishing their file structures on TRIM, installing the software on their PCs, migrating some of their legacy data and answering their questions, the rollout was completed on schedule and on budget in March 2003.

About TOWER Software:

TOWER Software, a leading enterprise content management (ECM) provider, delivers electronic document and records management (EDRM) solutions. TOWER Software's award-winning solutions empower organizations to manage and secure their vital information assets. The TRIM Context® solution is a single, integrated platform that manages business information throughout its complete lifecycle. By relying on its proven domain expertise, strong strategic partnerships, and powerful solutions, TOWER Software enables organizations to improve the accuracy of information on which business decisions are made; maximize efficiency by finding business critical information more quickly and easily; and achieve and maintain standards compliance across industries, resulting in sustained competitive advantage. TOWER Software is a privately held company with operations in North America, Europe and Asia-Pacific. For more information, visit www.towersoft.com.

**TOWER Software - Asia Pacific
Headquarters - Canberra ACT
www.towersoft.com.au**

**TOWER Software North America
www.towersoft.com**

**TOWER Software Europe, Middle East & Africa
www.towersoft.co.uk**

