

POSTEL

EMC helps communications services company expand and integrate document management services for its many customers



ESSENTIALS

Challenges

- To expand its integrated document management platform

Solutions

- EMC Captiva
- EMC Documentum

Key benefits

- Significant cost savings through increased efficiency and productivity
- Easily integrated
- Highly secure
- Flexible and future-proofed
- Quick implementation
- Rapid deployment of ECM services to third parties, yielding additional financial opportunities

BUSINESS OVERVIEW

Postel S.p.A., a Poste Italiane Group company, provides document management, communications, and E-procurement services to both private and public administration organizations. Postel was established in 1987 with the creation of the Hybrid Electronic Mail service, managed by Poste Italiane in collaboration with Elsig. It was an innovative solution provider offering that outsourced management of mandatory correspondence using advanced Telematics platforms.

Postel is now a Global Services company created to fulfil the requirements of any organization—private or public—with customized solutions, while also optimizing processes and minimizing costs. Employing approximately 1,300 people in four production centers, and offering numerous high-technology services, Postel manages over three billion pages of hybrid mail. Approximately one billion documents are stored electronically for over 8,000 customers, including Italy's largest banking, utility, telecommunications, insurance, and public administration organizations.

THE CHALLENGE: INTEGRATED DOCUMENT MANAGEMENT SERVICES

The replacement of paper documents with electronic digital copies, processes, and electronic content management solutions assists organizations in lowering costs while significantly increasing operating efficiencies and productivity. Meeting this challenge of “dematerialization”—that is the process of transforming physical document flows and everything that is done to those documents during their lifecycles into a purely digital process—is particularly relevant among those companies generating and managing millions, or even billions, of documents annually.

However, achieving such objectives involves much more than simple document digitization and electronic archiving. Rather, it requires sophisticated electronic document management solutions to organize, archive, and store documents to meet organizations' workflow requirements, thereby increasing efficiencies.

“By leveraging our experience in the processing of large amounts of correspondence for our customers, and considering the market scenario that was developing, we decided to expand our services by offering integrated electronic document management services,” Postel Marketing Director Marco Pellegrini explains.

“Those services would perform all activities involved in a document's lifecycle on an outsourced basis—from capturing paper or digital documents received from various sources—to interpreting, handling, and processing them; from integrating with the customers' business processes to electronic archiving and substitutive storage, including multi-channel distribution by physical and

electronic mail, web, and fax. We have been developing this process strongly and to our satisfaction over the last two years,” says Pellegrini.

The distinctive feature of Postel’s services is the multi-channel nature of the incoming and outgoing paper and digital flows, and the ability of that system to interface with customer workflow processes. This provides maximum flexibility in card-bit processing. Incoming documents can be captured by scanner, fax, digital, or other sources, then distributed by email (certified or not certified), printed and mailed, or entered into the customer’s web platform to make them available to authorized users online.

These solutions are based on a technological infrastructure that guarantees the highest standards of safety and reliability, yielding high performance and total compliance with dematerialization standards.

THE SOLUTION: EMC DOCUMENTUM AND EMC CAPTIVA

Postel’s desire to expand its integrated document management platform called for the addition of a more flexible and powerful document management solution. The choice of such an addition required quick and easy integration into Postel customers’ existing business and workflow processes.

The search for such a platform focused on available enterprise electronic content management solutions with functions that were able to support Postel’s service development plans.

“The choice of Documentum resulted from an analysis of various platforms, in particular the readiness of them to deliver evolved services to third parties. Documentum is an appropriate platform for Postel because it enables the company to deliver document management services while providing an easy-to-implement process associated with managed documents that expand our offer to customers.”

ULISSE DEL GALLO
IT DIRECTOR, POSTEL

EMC DOCUMENTUM: MEETING WORKFLOW REQUIREMENTS

Postel now offers a wide range of document management services using its EMC® Documentum® platform. “When we identify a new and interesting service that can expand our offer, we create it, and before releasing it to the market, we implement it internally,” Pellegrini explains. “The standard company policy allows us to verify the efficiency of the procedures and we make appropriate corrections in order to offer a tested solution that can be used quickly and efficiently, minimizing any potential operational difficulties or problems that might arise from integration with the customer’s business processes.”

By this method, and in addition to improving internal processes, Postel is able to verify the financial benefits of new services including the reduction in paper use and physical space required for document storage, as well as increased operational efficiencies. This latter benefit translates into much higher levels of productivity by providing faster and more secure access to documents, significantly reducing the likelihood that documents could be misplaced, while also simplifying their management—all benefits that deliver significant cost savings.

For example: account payables lifecycle management processes were first created within Postel and subsequently made available to the market. Postel customer invoices are captured using EMC

Captiva® and managed using EMC Documentum. Supplier invoices are dematerialized, archived, indexed, and integrated with customers' ERP systems. In order to complete the document lifecycle, documents are stored in a substitutive mode if required. This process results in significant increases in productivity and efficiency, while yielding savings in back-office administration.

EMC Documentum has also been used to develop a contract management system including the approval process—from purchase request to order issue and payment—as well as electronic employee file capabilities. Additionally, Documentum electronically consolidates all documentation relating to an employee's employment history, which yields significant benefits to customers' HR departments, helping to speed up and simplify information access.

FUTURE PLANS FOR DEVELOPMENT

Postel's range of services is continuously evolving. "We are planning to develop many new services for different industries and other public administration activities," says Pellegrini. "We are also examining opportunities presented by market niches, in which there is an increasingly evident need to manage large amounts of documents securely and in an automated way.

"Finally, our strategy also considers the needs of small and medium size companies for which we intend to have interesting solutions in the near future."

CONTACT US

To learn more about how EMC products, services, and solutions can help solve your business and IT challenges, contact your local representative or authorized reseller, or visit us at www.EMC.com.

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