

## ECM Solution for Telecom Company

### Company

A Telecom company with Mobile, TV and Broadband Services

### Industry

Telecommunications

### Country

Singapore

### Solution

Enterprise Content Management

### Technologies

EMC Documentum 6 platform, Trusted Content Services, DFC, DFS, Java and MS SQL Server

### Duration

8 weeks

## Background

Our customer is the users of the web order taking system, wants to replace the data warehousing component of web order taking system – TCM (legacy transactional content management system), with EMC Documentum's Content Server.

Documentum 6's Content Server is deemed a good candidate for replacing TCM as Documentum 6 provides library services to the content it stores within through Documentum Foundation Services (DFS); specifically the Web Services component of DFS.

The Customer had the following requirements:

- Document Filing from web order-taking system
- Encrypted Storage
- Digital Document Signing
- Signature Validation prior to retrieval
- Migration of contents from legacy TCM system

## Solution

Verinon has developed an ECM system based on EMC Documentum platform and customized it to meet all customer requirements.

The solution simplified document creation process with one web-service request. EMC Documentum Content Server handles the required folder creation internally and will return the hash of the contract document in the same web-service call. Client application will compare the returned hash with one generated from the original contract to ensure the integrity of the contract received by EMC Documentum.

Legacy system stores contract documents temporarily in a database before transferring them to secure storage after receiving a web-service call from client application. EMC Documentum Content Server will store the contracts directly into secure storage without utilizing a database as a temporary storage. Thus a separate call to trigger an archival of the contract is redundant and has been removed from the new process and thus making process more efficient as well as documents are encrypted with Trusted Content Services

Further, Verinon has developed a migration tool using DFC to ensure a smooth migration of contents from legacy content management system to EMC Documentum repository with migration audit trails to validate the successful migration of all contents.

## Result

The solution has been successfully rolled out and introduced into the business activities of the Customer.

We have received very positive feedback after several months of the system's utilization.

Among the most important business benefits noted by the Customer are:

- Greater performance efficiency in client application, web order-taking system.
- Industry standard compatible content management system ensuring security of confidential information.
- An enterprise level ECM solution to meet growing business needs and will provide single repository solution for multiple applications.
- Effective records retention according to local regulations.

## Technical Overview

The solution features the following characteristics:

- The solution is based on the industry leading ECM platform (EMC Documentum).
- The solution is based on open standards and uses SOA architecture to communicate with third-party applications making integration seamless.
- The solution includes a well-designed security model based on business requirements – only special user groups have access to documents, and record types.
- The Solution uses Documentum Trusted Content Services, the repository can be configured to store all documents of a specific typed encrypted automatically.

## About Verinon

Verinon Technology Solutions is a CMMi Level 3 and ISO-9001 Certified IT Services Company specialized in system integration services around Document and Content Management, Collaboration, Business Intelligence, Data warehousing, Conversions and Interfaces/adapters coupled with a select pool of custom development areas to clients around the globe.

Verinon is an EMC Documentum Global Services Partner since 2004. Our Documentum practice consists of 150+ full time consultants serving our esteemed clients at every corner of the world providing Enterprise Content Management, Digital Asset Management and Electronic Document Management solutions

**United Status (Corporate HQ)**  
3395 North Arlington Heights  
Road  
Arlington Heights, IL 60004  
tel:847.577.5256  
fax : 847.577.5905

**Singapore**  
6 Eu Tong Sen Street  
# 05 -07 -The Central  
Singapore 059817  
tel: +65.6222.8897  
fax: +65.6222.4749

**Malaysia**  
Suite 3B-5-6. Level 5  
Block 3B, Plaza Sentral  
Jalan Staten Sentral 5  
Kuala Lumpur  
Malaysia 50470  
tel: +60.32260.3423  
fax: +60.32260.6424  
(MSC Status Company)

**India**  
( Asia Pacific HQ & STPI Unit I)  
# 1-10-98/36/1, Dwaraka  
Building  
Dwarakadas Colony,  
Begumpet  
Hyderabad, Andhra Pradesh  
India 500016  
tel: +91.40.40314141  
fax: +91.40.40314100

**UK (EMEA HQ)**  
Great West House, Great  
West Road  
Brentford, TW8 9DF, U.K  
tel: +44.208.326.5644  
fax: +44.208.326.5645

**Dubai (UAE HQ)**  
D-64, 4th Floor  
Dubai Silicon Oasis Authority  
(DSOA) Head Quarters  
Po Box 341041, Dubai, UAE  
tel: +971.4.3724229  
fax: +971.4.5015777