



## Information Portals Customer Solution Case Study



CPS CREDIT UNION

CPS Credit Union (SA) Ltd

## Australian Credit Union Saves 500 Hours Per Year with New Document Management System

### Overview

#### Country or Region

Australia

#### Industry

Financial Services

#### Customer Profile

Based in South Australia, CPS Credit Union (now Community CPS Australia) offers a range of financial services to more than 92,000 members. It is the ninth-largest credit union in Australia with 309 staff and A\$968 million in total assets under management.

#### Business Situation

CPS had an outdated document management and publishing system devoid of centralized content administration and site-wide search capabilities. This left company documentation inconsistent and staff unsure if they were using the current version of various policies and procedures.

#### Solution

A Windows SharePoint Services portal site, known within CPS as the "iWay", enhanced Nintex's SmartLibrary, which is built on Microsoft .NET technology.

#### Benefits

- Better document control
- Easier access to information
- Real-time updating and publishing
- Enhanced customer service
- Less time managing technology

*"The new document management system has exceeded our requirements. Usage is up 400 percent and we can now focus on document content rather than just getting the technology to work."*

*—Darren Toy, CPS Program & Process Manager*

Financial services is a fast-moving and competitive industry that places enormous demands on its staff and IT systems. CPS Credit Union South Australia (now Community CPS Australia) identified the need for a document management system with full document control, comprehensive search functions and real-time updating. CPS customers would benefit if employees had the confidence to locate policy information so customer queries could be answered on the spot. Now, as the first company in Australia to implement Microsoft® Windows SharePoint® Portal Server Service Pack 2, CPS believes it has created some competitive advantages. Employees can update documents easily and ensure they meet CPS standards. Nintex SmartLibrary – third-party software built on Microsoft .NET technology – has delivered peace of mind by ensuring regulatory compliance. The new system at CPS has helped to eliminate waste and given CPS employees a central point of access for knowledge. CPS now has a user-friendly, stable and reliable document management system that provides the business with better document control and has allowed CPS to reduce its publishing effort by about 500 hours per year.



*“OBS had the foresight to put forward a recommendation that would position us to take advantage of the collaboration environment within SharePoint.”*

*—Darren Toy, CPS Program & Process Manager*

## Situation

Having been named best credit union by Australian *Money Magazine* in 2005, CPS had a reputation to protect, not to mention more than 90,000 customers to serve.

However, its existing document management system was based on 1996 software. It left CPS in the unenviable situation of having about 2,200 pages of policy and process information and more than 30,000 links between these pages. Worse, many CPS policies, processes and practices were based on the antiquated system's structure. The most common complaints from staff were that they couldn't find information or that the search function was ineffective.

“We had two business issues,” says Darren Toy, CPS Program & Process Manager. “One was authoring content for publication and all the associated document, version control and approvals history problems that go with that. The other issue was staff being able to locate information and resolve queries quickly.”

There were other problems with the CPS system. Its network architecture meant all of CPS's remote locations did not get real-time updates. This meant CPS staff could be looking at policy information that was 24 hours – or more – old.

“In terms of people using up-to-date information online, we had everything against us,” says Toy. “In this day and age, that is unacceptable for a business that operates in a highly regulated and competitive marketplace.”

As South Australia's third-largest credit union, CPS needed a point of reference that could connect employees quickly with up-to-date policies and procedures. CPS did not have a unified location that offered centralized content administration, site-wide search and general announcements.

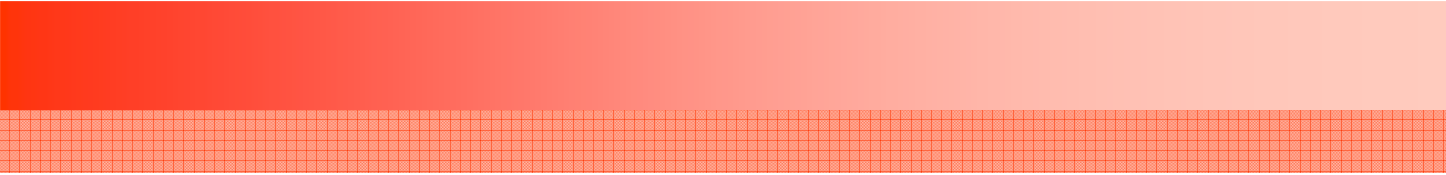
CPS's existing document management system had no review process to tell if a document was the current version. Documents required editing and publishing using different applications and the system had limited control over CPS style standards. There was also a need to implement a continuous review program for all approved documents, which the existing system couldn't support.

There was also a problem with documentation consistency and 'look and feel'. Policy documents were created from scratch and many may not have followed the correct format or been subject to the approval process to ensure quality and standards prior to publishing.

CPS wanted to be able to manage the contents of its policies and documents to ensure they were all accurate, relevant and up to date. To meet the needs of the entire organisation, CPS needed a single solution that offered centralized content management and administration and site-wide search and display of the latest published documents.

## Solution

Following appraisal of nine vendors, CPS asked content management system specialists, OBS to design and implement



a Microsoft® Windows® SharePoint® Services site now known within CPS as the “iWay”.

OBS incorporated a product from Nintex called SmartLibrary, which extends Windows SharePoint Services to offer a robust document management system fully integrated with Microsoft Office Word.

“OBS had the foresight not only to understand our business needs, but also to put forward a recommendation that would position us to take advantage of the collaboration environment within Microsoft Windows SharePoint,” says Toy.

“We could see where that could take us and it was one of the prime reasons for selecting the product. Nintex SmartLibrary gave us superior workflow capabilities.”

SmartLibrary allows people to collaborate and control document quality through a customizable workflow process. SmartLibrary also enhances Microsoft SharePoint document libraries with features such as change auditing, statistic reporting and the ability to publish approved documents to other systems.

Built on Microsoft .NET technology, SmartLibrary integrates with Microsoft SharePoint sites and maintains the usage characteristics, and the look and feel, of SharePoint. No additional software is required on client machines. Approval and workflow management is provided by SmartLibrary, enabling business units to define their own workflows.

The CPS solution included configuring Microsoft Windows SharePoint Services to operate as a ‘master-slave’ arrangement by creating a restricted authoring site, where document content is edited and approved and subsequently published to a secondary site known as the ‘published site’ which is accessed by all staff. This approach has met internal corporate requirements and external regulations.

The solution provided CPS with a Microsoft SharePoint portal for document management and publishing of CPS internal policy, procedure and learning documents.

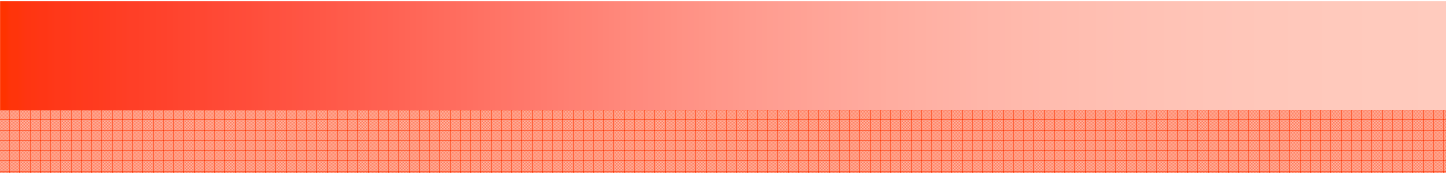
The iWay portal is the central point of knowledge for CPS employees and the first point of reference for any knowledge requirements. It integrates and leverages the existing Microsoft® Active Directory® and Windows platform of CPS. All existing CPS documents and their new assigned metadata were migrated with minimal effort and few operational impacts.

## **Benefits**

### **Better Document Control**

Where the old system had no document control, the iWay manages all document versions and supports ongoing reviews. The authoring site, which includes Nintex Smart Library, has full versioning capabilities that allow authors to add a history about why a particular document version was created. The iWay can also manage any file format.

Previously, an enormous effort was required from a CPS technical support



officer to ensure document styles were correct prior to publishing. This issue has been solved by the use of a single-style site-wide template, which all CPS authors can use.

“We have also incorporated a function within the site template that enables authors who use the Track Changes function to create a revision table so they can state why particular content has been changed,” says Toy. “The system supports approval using automated workflows with an audit log of approvals. All actions on any document are included in a log for individual documents.”

### Easier Access to Information

The past criticism of information being difficult to access has been eliminated at CPS by implementing a document structure based on the value chain of the business and improved search capability.

“The design objective of the new system was to ensure that no document was more than three clicks away from viewing,” says Toy. “This was achieved by organizing information according to line-of-business or support function; product or service; and type of document. This approach is also built into a site filter that allows fast access to required documents.”

Toy says frontline impacts are difficult to measure. However, increased usage of iWay indicates staff are looking for information online rather than ringing a colleague to request help. Toy estimates that the publishing effort at CPS has been reduced by about 500 hours per year.

### Real-Time Updating and Publishing

All publishing at CPS is now performed in real time, so staff accessing documents see updated content immediately. And since the server is located centrally, users only ever access one database.

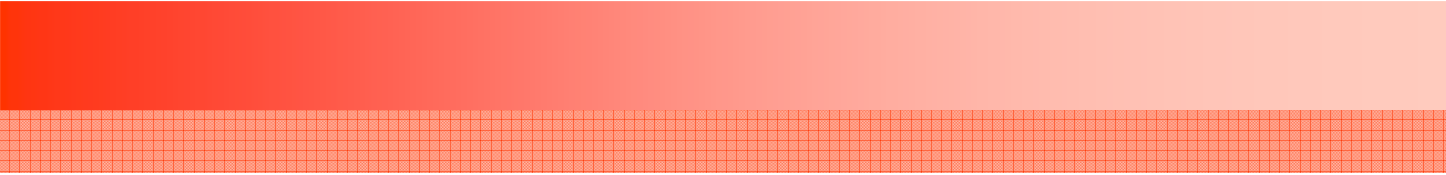
Local caching of desktops is disabled, which ensures each user of the iWay accesses the most recent information. Previously, authors could not see what their final published document would look like until it was published. iWay documents are now published in their original format based on a common template.

Publishing ‘waste’ has also been eliminated at CPS because document approval and development processes now involve the use of workflow capabilities.

“Workflows can use a default workflow or authors can define customized workflows,” says Toy. “Documents are preserved in their native format, streamlining development and publishing. Links in documents have been removed and they are managed through Microsoft Office Word smart tags that are configured at the site level, rather than the document level.”

### User-Friendly

The design of the iWay site is based on the business value chain at CPS. This was critical to help staff locate information quickly. The iWay is also now part of the induction program for new staff at CPS to educate them about the CPS business. After only a 15-minute instruction session, staff are ready to use the iWay.



So far, Toy reports that usage of the CPS portal has increased 400 percent on the old system, with no complaints from staff in more than 12 months about not being able to locate documents. In fact, the iWay has become the first point of reference for staff seeking information about CPS.

The standard search and browser functionality is also a bonus. Says Toy: “Search capabilities provide excellent results with fast responses. The configuration of the site has resulted in the search function being used less, as people are confident enough to locate documents using the site filter and browsing.

“The great thing about the site design is we are now continually educating all our staff on our business structure every time they access the iWay. We have now applied this design to a number of our other systems.”

### Easy Integration with Existing Software

“We have achieved a high level of integration with Microsoft Office Word for authoring and style controls,” says Toy.

“All Microsoft Office Word documents are created using metadata from the authoring site. The SmartLibrary capabilities are integrated with Lotus Notes, providing full linking capabilities from within emails. From a storage point of view, the iWay can store any document format. iWay uses a Microsoft SQL Server database, so extracting reporting or key performance indicator information is easy. Windows SharePoint Services is also fully compatible with Microsoft® Project Server.”

### Easy Migration of Existing Documents

Toy says CPS was able to move its information onto the new application with minimal impacts. CPS used only one staff member who, with the help of clever scripts, was able to transition all data to the new site in only eight weeks.

“Our objective was to minimize disruption to the business,” says Toy. “Migrating 2,000 documents into 1,000 in an eight-week period took a great planning effort.”

“Firstly, content had to be transformed from HTML into Microsoft Office Word documents. The content then had to be inserted and aligned to the new template style and metadata assigned. A migration map was produced to support future audits, and quality checks also had to be performed to ensure no content was lost. Additionally, all front office and back office procedures were integrated into a single document. This was a very satisfying outcome.”

### Supports Future Requirements

iWay provides CPS with a future collaboration environment based on its new central repository of information.

“A collaboration environment using a central database is where the IT industry is heading. The solution we purchased is included in the operating system of every Windows-based server and we expect that Microsoft® Content Management Server software will be built into future operating systems.”

## Software and Services

- Microsoft SQL Server 2000
- Microsoft Windows SharePoint Server
- Microsoft Windows Server 2003
- Nintex SmartLibrary V2

## Hardware

- HP Proliant Dual Processor Server
- 1G RAM and Raid 5 Disk Array

## Partners

- OBS
- Jet Media

## Microsoft SharePoint Portal Server 2003

Microsoft SharePoint® Portal Server 2003 enables enterprises to develop an intelligent portal that connects users, teams and knowledge so that people can take advantage of relevant information across business processes to help them work more efficiently. SharePoint Portal Server 2003 provides an enterprise business solution that integrates information from various systems into one solution through single sign-on and enterprise application integration capabilities, with flexible deployment options and management tools. The portal facilitates end-to-end collaboration by enabling aggregation, organization and search capabilities for people, teams and information. Users can find relevant information quickly through customization and personalization of portal content and layout, as well as by audience targeting. Organizations can target information, programs and updates to audiences based on their organizational role, team membership, interest, security group, or any other membership criteria that can be defined.

## For More Information

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For more information about Nintex products, call 61 3 9606 9222 or visit the Web site at [www.nintex.com](http://www.nintex.com)

For more information about CPS Credit Union services, call 61 8 8205 8888 or visit the Web site at [www.cpsc.com.au](http://www.cpsc.com.au)

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