

C A S E S T U D Y

Westnet operates exclusively in the fields of distribution of high tech and I.T. products; this clarity in purpose has resulted in it being a powerful presence in the greek market.

The company, focusing on distribution needs, offer a package of solutions that includes computer assembly, distribution & representation of cutting edge technology and I.T. products of major companies of the global market. The expertly structured operations provided by Westnet, aiming towards the provision of high quality solutions in concert with the mutual trust shared with its clients and suppliers, mark the constant dynamic progress it has had in the IT & high tech market/s of Greece.

Since its inception in October 2005, market penetration has been immediate and successful, and has in the time since acquired an increasingly large number of successful partnerships.

Westnet is obligated to deliver invoices issued to its clients, a process that was carried out by courier.

This process, besides being time-consuming, involved a large physical file which has a very significant cost in storage and, additionally, the one interested in retrieving a document was a different employee than the one who had access to said document which required coordination, wasting time.



PROBLEM

APPROACH

WestNet's needs in addressing & solving all the above have been covered through the application of the following solutions:

- ◇ OpenText eDOCS DM, for the Filing & Management of Documents
- ◇ An application through which the functionality of email and the Document Management OpenText eDOCS DMs system is combined.

The adaptation & implementation of the above solutions to the specific needs of West Net, as well as their support & maintenance services, has been undertaken by Your Ideas, OpenText reseller in Greece.

SOLUTION

The solution resulted in the automated transmission and delivery of the documents, in digital form, to the client's inbox upon their creation. It should be noted that the client receives both the printable version as well as the necessary Tax data.

At the same time, these documents are filed in Westnet's central OpenText eDOCS Document Management system. Thus, direct & immediate access in the documents is available for any individual concerned.

Additionally, the system offers a multitude of search modes of one or more documents. The aforementioned solution functions independently from the ERP system used by the company, and is fully compliant with regulation ΠΟΛ. 1049/21.03.06 of the Ministry of Finance, regarding the transfer, receipt and storage of invoices by electronic means.

The features provided by the solution are many, as it is fully parametric. As an example, one can define which documents will be emailed to the client and the execution of this rule is done automatically, without user intervention.

All the documents issued by West Net's ERP system are filed automatically with multiple search keys, so to offer any interested user search or printing capabilities on singular or multiple documents.

**RESULTS**

Westnet stopped sending the client's documents by courier, which has offered very significant financial benefits. There is no time spent for document delivery, which results in satisfied customers and added quality to the company's services.

Additionally, the application in combination with email, ensures that the company has a legal digital document archive that is both easier to order, sort through, access and manage than its physical counterpart was.

OpenText eDOCS Document Management solution, which is utilised by the company in organising their documents, offers many features in searching, grouping and managing documents, as well as extracting information which was previously difficult or even impossible to do.

This achieves:

- ◇ Quick and easy information access.
- ◇ Fast document creation while simultaneously minimising information search and retrieval time.
- ◇ Availability of all information at any time and by anyone with the necessary access rights.
- ◇ Retrieval of combined information through a single search
- ◇ Westnet aims at further development of the existing OpenText DM eDOCS solution as to develop further applications of information organisation demanded by their day to day processes.



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Your Ideas founded in Athens in 2002 by experienced members of the Greek IT community with the objective of offering technologically advanced solutions in the design, automation & management of vital business processes as well as in collecting, organising, archiving and managing corporate data, in tandem with reliable service and comprehensive support.

The executive workforce is made up of field specialists who enjoy long term experience in their chosen field. The employees possess high technical training and experience in the spheres of realization, application, modification, localisation and maintenance of such systems.

We emphasize the importance of innovation and diffusion of knowledge.

We work closely with our customers in order to develop and deliver the best solutions for them.

Your Ideas has implemented and delivered turn key solutions in more than 60 organisations and 2500 users, in various business sectors as, Financial Services, Public sector, International Institutes, Government, Shipping, Nonprofit organisations, Municipalities, Commercial companies, Pharmaceutical Industry, I.T. companies, Healthcare, Construction, Education & Research, Advertising, e.t.c.

Your Ideas' solutions enable clients to reduce the mediation period from the decision of investment up till realization, active exploitation of existing information, reduction of running expenses complemented with simultaneous improvement in internal operation and quality provision. The above all lead to the expansion in competitiveness.

Browse our website at www.yourideas.gr