



Process Automation & Document Electronization



CASE STUDY

The project implemented for our client, VAHOSTAV – SK, aimed to propose a way to simplify and streamline its document management as the internal standards highly elaborated on the one hand, e.g. approval process in the authorization of orders, invoices and contracts, on the other hand caused significant holdbacks in their accounting, financial settlement and displaying the up-to-date asset status.

As a solution for this situation, Ness offered the client a so-called **paperless office**, which included electronization documents and processes related to them. Not only the number of employees but also the comprehensiveness of its services ranks the client one of the large companies operating in the Slovak Republic. The approval processed, company departments and organization are sectionalized and it was necessary to adopt a complex approach.

Situation was unbearable, change was inevitable

The expansion of the company resulted in a growing need for a change of company processes. One of the reasons was also the finely divided production activity which is provided in different places across the country at the same time. It was the company's spread-out scope which led to technology investments into electronic document approval. Other reasons included the need for inevitable real-time control, effective approval process as well as minimization the human error. The goal was to reduce the paper bureaucracy to the maximum possible extent and to streamline the proven processes and procedures.

Without papers and electronically

The optimum way out of this situation was the so-called paperless office which includes electronization of document and related processes. For its implementation we chose the solution DMS – Documentum from company EMC. In practice, the paperless office contains each company document scanned and saved in an electronic database which can only be accessed by an authorized employee.

Although Ness aimed to achieve the maximum possible utilization of the existing environment and processes, high quality functioning of the paperless office required automation of these processes. The partners decided to use the Documentum – Business Process Management tool which perfectly enables that.

“We used this tool to model and automate three processes which were the subject matter of the pilot project – process of approving the invoices, contracts and orders,” adds Peter Havrilla, Finance & Telco Division Director, NESS Slovakia, Inc.

Solution built on thorough analysis

The work on this project began in August 2009 when we performed analyses which helped us understand and find our bearings and on the basis of these analyses it was possible to determine the client's needs. They were the foundation for our solution proposal and design. After two months of analyzing and designing the target concept, we first started implementing the order process, then invoices and finally the contract process. The new system was successfully launched to productive operation in April 2010. Its launch was preceded by trainings of competent employees, fine-tuning and minor process adjustments.



Paperless office solution for Váhostav – SK

Solution Benefits

Today, the processes and document flows at Váhostav are based on the paperless office principles. While in the past the orders were issued and approved in paper form, accompanied by a cover letter containing invoice data and signatures of responsible persons, today all the documents are in electronic form. Thanks to the new system, the documents no longer physically “travel”, they are delivered via e-mail. The digitalization of selected documents immediately speeded up the process of their administration and approval. This solution also ensured for substitutability of competent approval processes during a vacation leave as the task is transferred to an authorized deputy. The possibility of parallel approval of certain types of invoices is also a considerable advantage as it results in invoice approval within a couple of days, or even hours, compared to previous periods of weeks and months.

The hardware costs of implementation of this solution are marginal. The entire system operated on three servers, users log in via regular computers and standard web browsers. Viewing an invoice or other documents only requires Acrobat Reader and MS Word, which are nowadays a standard.

“The most significant benefit this system has brought is that the documents no longer have “travel” in hard copy. Today, they are all delivered electronically, like e-mails. Thanks to the digitization of orders, invoices and contracts we have immediately noticed a speed-up in the administration of documents and in the approval process. In practice it means time savings of several weeks.”

Igor Stalmašek, Director of Economic dept. VAHOSTAV – SK

Benefits for the Client

- within the approval process, up to 190 activities are fully automated, only 15 are to be performed manually;
- speeding up the administration and approval process;
- better overview of information, their recording and archiving;
- higher transparency;
- improved document security, risk of document loss was decreased to minimum;
- parallel approval of certain types of invoices in electronic form;
- transparency in financial operations;
- implementation of healthy processes that facilitate the process of obtaining quality certificates



VÁHOSTAV – SK, a.s., with headquarters in Žilina is one of three most important construction companies in Slovakia. It was established in 1993 and its core activities include construction of roads, bridges, tunnels, traffic infrastructure of highways and railways. It also focuses on building industrial complexes, structural engineering, setting up infrastructure for industrial parks, ecological and water management constructions. In order to achieve the widest possible complexity of construction works and services VÁHOSTAV – SK has several subsidiaries established to provide different specialized activities.



NESS Slovakia, Inc., is a subsidiary of Ness Technologies (NASDAQ: NSTC a TASE: NSTC) and ranks as one of the most important companies on the Slovak IT market. It specializes in providing end-to-end IT solutions and services for the most prominent local companies in key sectors, including electrical power industry and utilities, national and local government, financial services, telecommunications, manufacturing, healthcare and services. Since 2005, NESS KDC Ltd., a subsidiary of NESS Slovakia Inc., has been operating its first European software development center – NESS Development Center, which focuses on software development and testing, as well as related specialized services for NESS customers from west Europe and overseas. Ness Slovakia has branches in Bratislava, Banská Bystrica and Košice.