ELMA

Implementing a document approval system for an audit company

Case Studies

ABOUT THE COMPANY

A Big Four audit company that offers tax, consultation and audit services. The company is in the **top 50 companies** in the Fortune 500 list. Its offices are located in **147 countries**, and it employs **220 000 people**.

PAIN POINTS

◆ Employees spent enormous amount of time on document and contract processing. Due to the high level of security, and deficiencies of the existing solution, even the documents created from a verified template were reviewed and controlled at different levels;

◆ SharePoint 2007 was outdated and did not meet modern document routing requirements;

◆ The system was not integrated with other systems used by the customer;

◆ The process of creating documents from templates was not automated and had to be completed manually.

◆ The process of setting up new document routes and types often caused difficulties;

◆ Each CIS branch had its own ECM system. Integration of several systems was impossible, employees had to download files from one system and upload them to another one themselves;

PROJECT SCOPE

New system for electronic document management in the CIS countries;

◆ Customer contracts (standard contracts, supplementary agreements, framework agreements, framework agreement assignments, subcontracting agreements)

◆ Supplier contracts

◆ Non-disclosure agreements

◆ IT contracts

◆ Contracts providing access to the working results

◆ Internal customer contracts

PROJECT OBJECTIVES

◆ Facilitating the processing of typical documents. The system identifies changes and corrections in documents and generates the document verification route automatically.;

◆ No more manual transfer of documents between several systems;

◆ Automated creation of document content;

◆ Shifting to a single IT infrastructure that operates in several countries.
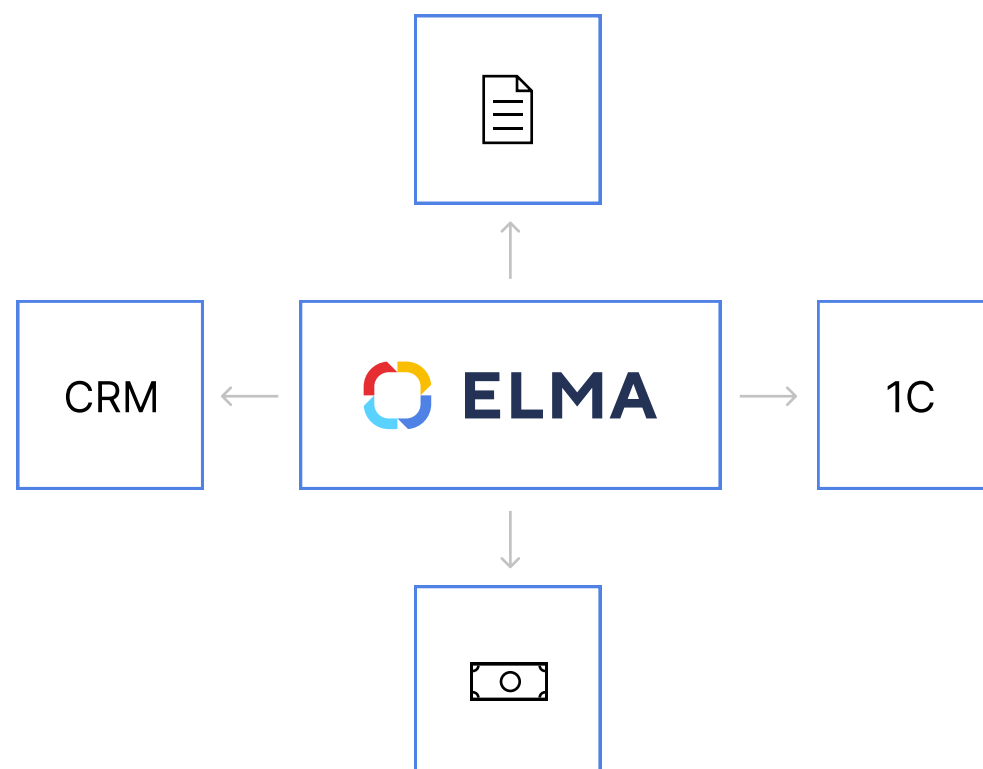
SOLUTION

The ELMA team helped digitalize the auditor's document flow and that, in turn, saved time and effort of employees. The functionality that was created for the Russian branch was adjusted to other CIS countries in accordance with their regional specificities.

In the framework of the first implementation project stage:

◆ **180 document templates** were created for the Russian Federation, and 225 templates for other CIS countries.

◆ A special mechanism was developed that allows creating bilingual documents from templates.

◆ Development of approval routes for all document types and creation of approval route templates.

◆ **35 business processes** that automated business functions of the company were created.

◆ Helped the customer to classify documents: **20 document types** with attributes and descriptions were created. Before that, the customer didn't distinguish documents by type.

ELMA

| Document creation | → | Contract designer | → | Document approval |

↓ ↑

App designer
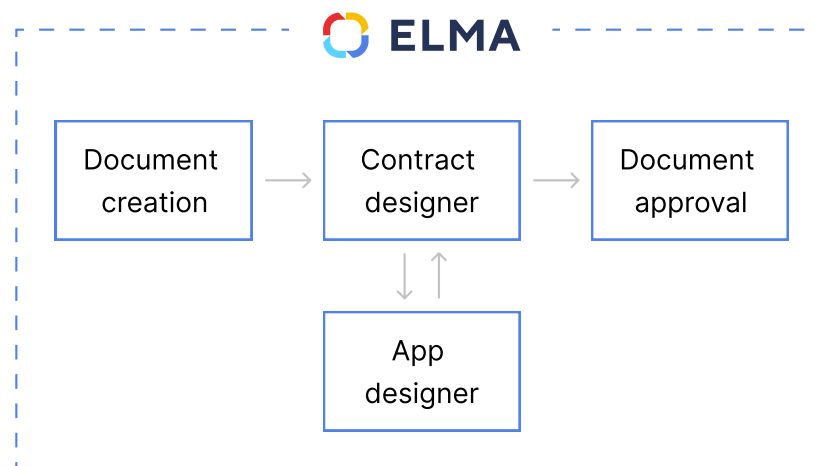
TECHNICAL CHARACTERISTICS

◆ On-the-fly creation of approval routes of any complexity. Every approval step acts as a subprocess.

◆ Cascade generation feature for templates. If a variable for the function is empty, the internal template function is present. Therefore, during the approval process the document receives data step by step, using a single template.

◆ Creation of document barcodes. The barcode scanner provides for a fast document search.

◆ Approval Before. A user can add an additional user to the approval sheet to approve the document before them.

◆ Approval After. A user can add an additional user to the approval sheet to approve the document after them.

◆ Realization of complex custom forms of the approval sheet.

◆ E-mailing custom forms of notifications.

DOCUMENT CONTENTS

→ Protection control of MS Office documentation. During the approval process, documents are protected and the changes made by users are registered in the system automatically. The document routing is adjusted in accordance with the changes. Users used to download the document, enable its protection, make changes, and then send it for approval. Now all of these actions are done automatically by the system – users simply need to make the necessary corrections. Once the document has been approved, the saved changes apply to it automatically, the document style is edited, and the protection is disabled. As a result of the process, users receive an approved and ready-to-use document.

Removing styles

Accepting changes

Disabling document protection and change tracking
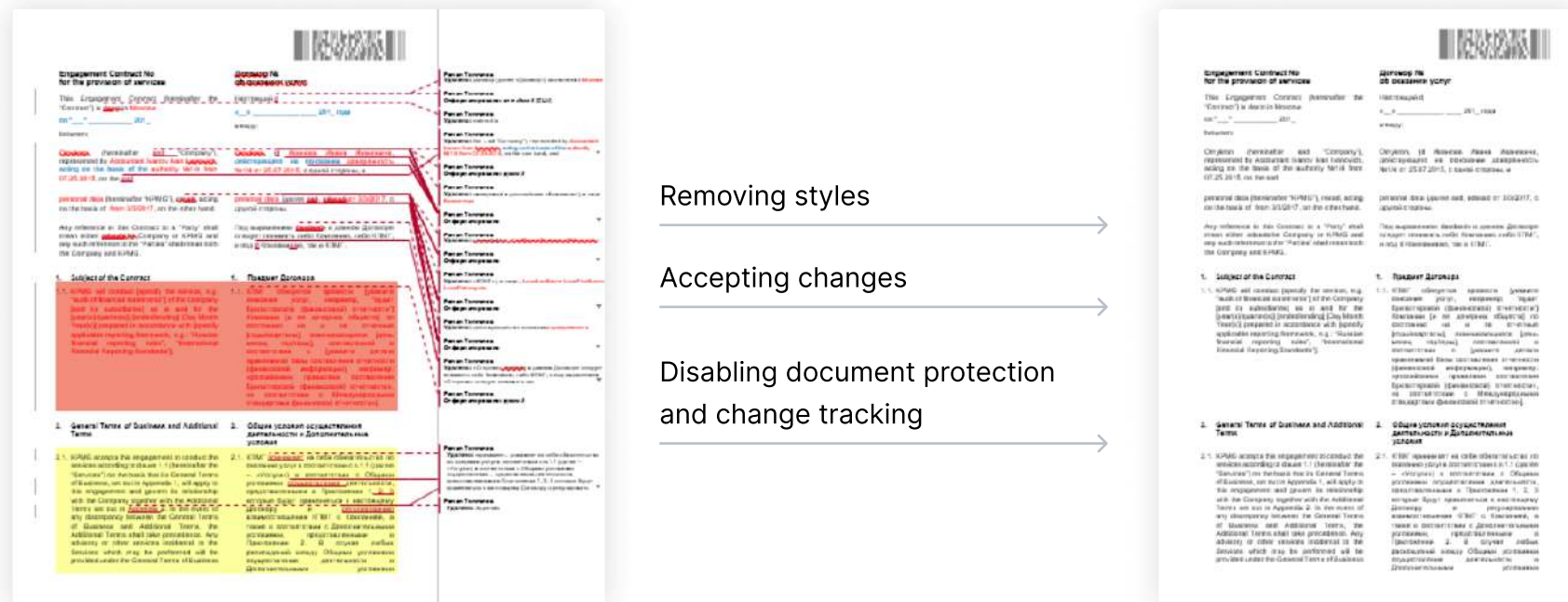
→ Identifying the responsible for approval by colors. Text blocks can have different colors – every color is linked to job positions of the individuals responsible for approval. Once modifications have been made in a text block of a particular color, the responsible employee associated with the color receives the changed document for additional approval. Thus, approval of new documents can be easily automated – users just need to color text blocks of documents.

Swimlane	Color	User Groups
Functional Quality and Risk management	#ffff99	Functional Quality and Risk management
Finance group	#9ee0f7	Finance group
Data privacy team	#c9f296	Data Privacy Team
Information Security Service	#cc99ff	Information Security Service
Central QRM	#ffac47	Central QRM
IT infrastructure group	#99d9d7	IT infrastructure group
IT Director	#f5999d	IT Management

→ Comparison of document versions. After sending a file to a customer, you might receive the modified and corrected version of the file back. The system compares the two versions of the document and generates a ready-made list of changes – there is no need to read the document again to find what was changed.

INTEGRATION WITH OTHER SYSTEMS

◆ Master database

◆ Counterparty database, CRM.

◆ Transfer of documents with FTP

◆ Integration with BI

ELMA

PT TILYANPRISTKA
Jl. Prapanca Raya No.72
Pulo, Kebayoran Baru
DKI Jakarta, 12160
I N D O N E S I A

+62 21 727 98877
tilyanpristka.id