



Customer Success Story

Enabling KFAS to modernize their legacy application and digitize their paper records from the last 10 years



- Customer:** KFAS
- Country:** Kuwait
- Industry:** Non-Profit Organization
- Our Role:** Process Automation



About the Client

The Kuwait Foundation for the Advancement of Sciences (KFAS) is a private non-profit organization (NPO), based in Kuwait. It envisions creating a progressive culture of science, technology, and innovation through different ways, such as books, scientific publications, R&D, community-based events, etc. In order to support these initiatives, private sector companies contribute 1% of their annual net profits to KFAS. The total funding amount for these new research proposals in 2017 reached KD 2.3M (\$7.5M).

1 Million+
Documents Digitized

9
Departments Automated

18 Months
Estimated Time to Recover
ROI

10 Years
of Records Digitized



We want to thank team Daffodil for their professionalism in work. You have managed to remove many of the existing obstacles from our content and process management system.

Shehab A. Al-Tohami

Shehab A. Al-Tohami, IT Head, KFAS

Problem

KFAS was burdened with an out-of-date legacy system Task Space, which is a part of the EMC Documentum Transactional Content Management offering for ECM and BPM operations. The user adaptability of the entire application had become a strategic challenge due to poor implementation of processes. The system had also become overly complex and costly to maintain. Moreover, the user licenses were not being effectively utilized, which were adding an extra cost to the system. The need was to migrate its business critical applications to a more flexible, modern platform in order to simplify operations, support and optimize costs. The key challenges that team Daffodil discovered were:

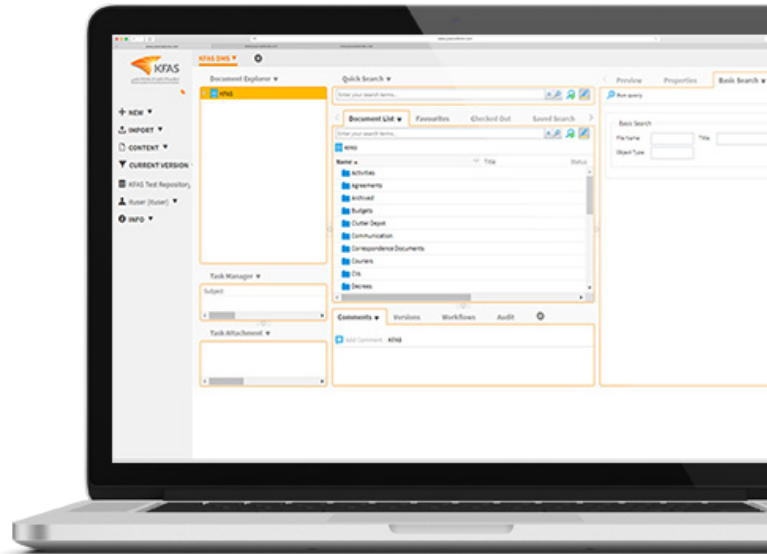
- The user adaptability of the entire application had become a key strategic challenge due to poor implementation of processes.
- The UI involved multiple screens to perform a task, added with navigation issues and rigidity in the UI.
- Systems had become overly complex and inflexible. Implementing new features were hence challenging.
- Digitizing older records had become a tedious task due to multiple bugs and functional gaps in the system.

Solution

Upgrading TaskSpace to Documentum D2

After an in-depth analysis of the existing solution and available licenses, Daffodil recommended KFAS to migrate from Task Space to Documentum D2. The latter was selected due to its responsive design, write once run anywhere ability, minimum navigation, profile-based configuration, and several other benefits for enterprise content management.

Daffodil executed a three stage roadmap that initiated with replacing the legacy system, building optimized workflows and then modernizing the organization as a whole. The process included optimizing the licenses, security model, object type model, removal of unused products, synchronization of all three environments (development, test, and production), and finally migrating the entire business data to the new system. Daffodil also helped KFAS integrate the Documentum D2 platform with Microsoft Dynamics CRM in order to extend its reach.



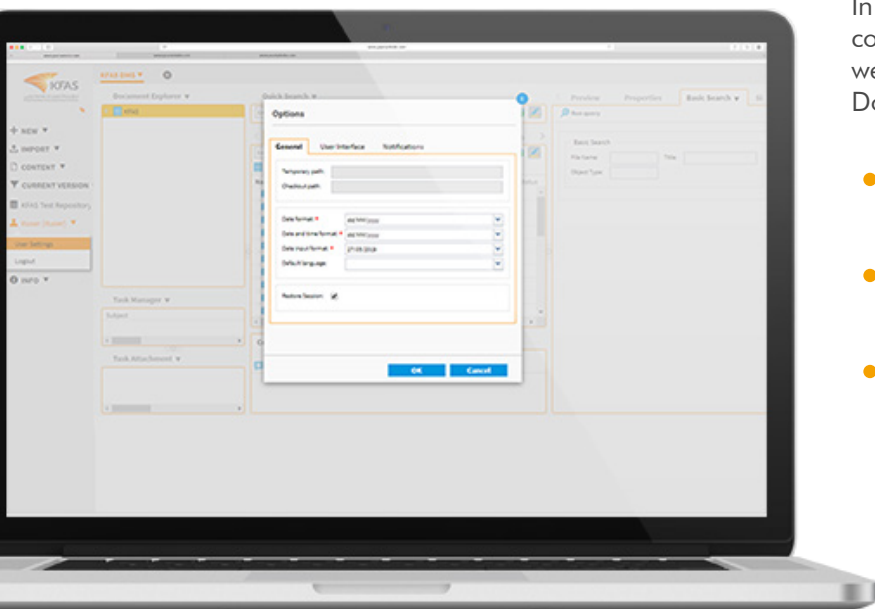
One of the key challenges was to import existing data to the new system. This was accomplished using Daffodil's proprietary Import/Export Utility, that enables seamless data and metadata transfer between disparate ECM repositories. Without this utility, the task of exporting and importing data into Documentum D2 repository would have been tedious and time-consuming as the end-users used clients such as DA and WebTop, where they would have to perform a single import/export every time. In order to ensure that the data is migrated with compliance, the entire data was sanitized according to new fields and processes before migrating.

In the process of migrating data from one application to another, there were a few challenges encountered by team Daffodil:

- It was important to ensure the mapping of the new project type, implementing new permissions, and maintaining data integrity.
- The metadata and Access-Control list was to be arranged according to business requirements and data was to be placed according to the folder hierarchy created.

In order to ensure that the data is migrated with compliance in consideration, the following steps were taken for moving the data from Task Space to Documentum D2:

- The abstraction of data from the old system to file repository with metadata
- Polishing and cleansing of data according to new fields and processes
- Importing the data to the new system



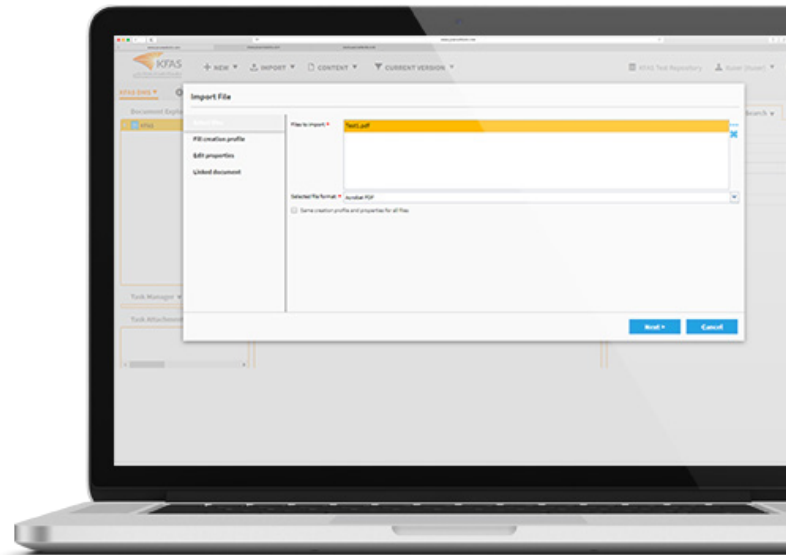
Documentum Upgrade for all Environments

During EDM up-gradation to the Documentum D2 framework, a synchronization between three environments was ensured. This included:

Development - The new version of the Documentum suite was installed and artifacts from production were imported into development for object model refinements.

Test - The new Documentum suite and refined Artifacts were installed, with D2 application deployed for user acceptance.

Production - This included Documentum suite installation and configuration, installation of user accepted artifacts and importing existing content in production into a new environment with a refined object and security model.



Digitization of Three Departments

Along with the ECM upgrade, team Daffodil also digitized 1 TB data for three of their departments: finance, director-general office, the board of secretary. This included scanning the hard copy of documents, creating folder hierarchy, and migrating data with corresponding metadata & access-based list. For exporting data to the Documentum D2 repository (along with required artifacts), Daffodil's Import/Export utility was used.

Impact

With the upgraded document management system, KFAS has managed to digitize its records from the past 10 years and significantly reduce their processing time. The use of the Documentum D2 platform has been extended from a single department to 9 departments within the organization, including Finance, Legal, Tax, Advisory, Admin, and HR. The modernization of their ECM system has enabled KFAS to focus on its core objective of creating a thriving culture of science, technology, and innovation for sustainable Kuwait.



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Technology Stack



- Java J2E
- Documentum/OpenText
- Captiva
- Daffodil I/E utility
- Web Development Kit (WDK)
- Documentum D2, SQL

About Daffodil

Daffodil Software is a software engineering partner to 100+ organizations across the globe and has been helping them in making their software products more robust, teams more productive and processes more efficient. Our ability to look beyond technologies to deliver innovative solutions with scale and speed has been lauded by our clients as well as the tech community worldwide.

Since our inception, we have invested in organic growth; building on our engineering capabilities, organizational processes, and culture required to deliver a truly collaborative ecosystem for solving technology challenges. At the core of Daffodil lies a culture rooted in innovation, learning and a result-oriented mindset.



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