Electronic Record and Document Management System (ERDMS)

Project summary

EIN·SOF

customer	The Government of the Republic of Macedonia including all ministries, the General Secretariat, the Assembly of the Republic of Macedonia, the Secretariat for Legislation, the Secretariat for European Affairs, the Secretariat for Implementation of the Ohrid Framework Agreement and the Service for General and Common Affairs.
project challenge	The Government of the Republic of Macedonia required an integrated ERDMS in order to automate the workflow and monitoring of the documentation flow in the process of its adoption and approval with establishing an infrastructure for efficient management of all administrative processes involving documentation – an infrastructure based on and incorporating all existing standards and processes. The aim is to set a modern document and content management system which apart from the functionalities will also represent a platform for interconnection with other systems and applications in the institutions in the Republic of Macedonia. The DOCUMENTUM platform is easy to upgrade in accordance with the needs of users, and represents a basis for performance of work processes and integration with complex applications whose task will be to automate and accelerate the process of analysis and processing of information.
approach	**Workflow analysis** EIN-SOF makes a detailed analysis of workflows related to documentation for each institution individually using UML 2.0 for analysis and definition of workflows. The number of processes to be covered by the preliminary analysis was 500, each consisting on average of 3 to 5 steps. During the implementation, EIN-SOF has an obligation to submit additional analyses and implementation of new workflows. **Pilot Project** During initial implementation, EIN-SOF implemented a pilot project involving users from selected participating institutions, namely 300 final users and 50 administrators and developers. The scope of the pilot project was to implement at least 120 processes. **Quality of the solution** Due to the specificity of information to be processed by the offered solution, it should also feature the highest security standards. EIN-SOF provides a guarantee for safety of the information processed. **User interface and instructions for use** The overall user interface of the solution is in Macedonian and English language. The Instructions for use of the system are be available in Macedonian and English language.

	Source code of the solution Along with the software delivery, EIN-SOF shall also deliver tools and programmer documentation which will enable independent programming and modification of system functionalities, as well as integration with application software and solutions. EIN-SOF provide detailed explanations on how the above mentioned activities should be carried out and whether the source code of the system shall also be delivered.
solution	**Platform** The solution is founded on the EMC^2-s product Documentum ECM 6.5 as content management platform which is a suite of more than 70 products that were enhanced with this release, that embrace Web 2.0 to foster new ways of working while mitigating the risk that Web 2.0 creates. This release helps corporate information infrastructures satisfy the need of Web 2.0-savvy business users without compromising the performance, security, or management that IT demands; or disrupting the way traditional desktop users want to continue to work. Documentum ECM 6.5 gives both Web 2.0-savvy and more traditional desktop users better ways to collaborate, handle media, and process and monitor business transactions. Built as an open, scalable platform, Documentum supports a variety of underlying operating systems, databases, application servers, and web browsers, allowing organizations to leverage current technology investments. By integrating dynamic content, complex business processes, and people within and outside the enterprise, the Documentum platform enables seamless collaboration, communication, and knowledge sharing on a global scale to truly power your content initiatives. Documentum is the industry's platform of choice for content applications due to its universal, scalable, and feature-rich set of content management and archiving services that can be used. The ability to manage documents is vital to productivity. Enterprise document management from EMC addresses every stage of the content lifecycle – from creation and capture, through management and delivery, to archival and storage. Envisioning a need for institutions to manage business-critical documents anywhere within organization, Documentum was the first to market with a robust, truly scalable enterprise document management (EDM) solution. Since then, Documentum has become the EDM standard in large enterprise across industries such as life sciences, financial services, oil and gas, process and discrete manufacturing and government. **Solution** The solution is an uniform and standardized system to be used in the first phase in all ministries, the General Secretariat, the Assembly of the Republic of Macedonia, the Secretariat for Legislation, the Secretariat for

	European Affairs, the Secretariat for Implementation of the Ohrid Framework Agreement and the Service for General and Common Affairs, whereas in the following phases, the project is to be implemented in the other state institutions. **System performance** The solution based on the offered software and equipment enables the execution of operations in real time, comparable to the time necessary for quick response to the information generated by the system, its analysis and decision making in crisis situations. The solution enables simultaneous access by all users, without any distortion of system performance. The workflow management system enables: • Parallel and serial routing of documents • Splitting and merging of processes • Conditional workflow • Exception driven workflow • Sub-workflows • Time based events • FIFO (first-in/first-out) workflows • Assignment of tasks at the level of user or role • Dynamic instances of workflows
modules	• Document Management System as a robust solution for dynamic receiving, recording, sharing, management, browsing and distribution of information and documents, regardless of their source • Module for archive and registry work for in accordance with the valid legal regulations in the Republic of Macedonia, adjusted for every institution individually • Scanning and text recognition module with basic functionalities for editing and processing of scanned images (zooming in / zooming out, cleaning, deleting, filters, rotation, negative etc.)
results	All civil servants are able to electronically create and manage all types of files, including conversion of hard copies into electronic files and their further electronic processing. This implies significant improvement of the capacities and skills for document management within the institutions. The work and system administration of the document management system, as well as the content and workflow are carried out from any job post with a web based access to the central system. The conversion of hard copies into electronic files is primarily carried out from a central position in each of the institutions, as well as via dispersed scanners depending on the needs of individual institutions.
reusables	All modules basically can be used as separate solution.

4

about	Ein-Sof is Custom software Development Company founded in 1993 in Skopje Macedonia as a private company. Our Headquarter is in Skopje and we have representative office in Bitola, Macedonia. We have two daughter companies, Alef for e-culture communication and Cyber Link for B2B web solutions.
	
	Areas of activity:
	− Custom Software Development (Outsourcing)
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	  • E-Business Applications
	− Custom web applications (Outsourcing)
	  • Web Applications
	  • E-Government solutions
	  • E-School solutions
	  • Web portals
	  • CMS
	  • Multimedia
	− Multimedia CD & DVD presentations
	  • Web presentations
	  • Web Games
	  • Video production
	  • DTP
	− Software Testing & Quality assurance
	− System Integration
	− Consulting

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