



Business Profile

With approximately 20 million U.S. members, this corporation is the nation's leading Internet service provider. And with more than 112 million unique visitors to its network of Web properties and its online service, it is the second-largest online network and operates many popular, industry-leading Web brands.

Industry

Media, Entertainment, Internet Services

Geographies

Headquartered in Dulles, VA

Business Solution

Project Document Management

Solution Highlights

Products, Technologies

Enterprise Content Management Platform
Content Rendition Services
activePDF

Size, Scope

2 content servers, 3 app servers
1 docbase
3000 licensed users; 300 concurrent users
~37K documents at Go Live

Streamlined Project Document Management Reduces Errors, Increases Collaboration, and Improves Capitalization

Challenges

The client's business units--Product and Business Technologies--develop software and technologies for their online services and internal corporate systems. The organization needed a centralized document management repository for the documentation that was produced by the projects following their Software Development Life Cycle (SDLC). Management and control of certain key SDLC documents was critical, not only for effective software development, but also because delivery and retention of these documents was required in order for Finance to capitalize the development costs. Ineffective and inconsistent management of these project documents resulted in missed opportunities for capitalization.

Solution

The Product Document Management System (PDMS) provided the client with a centralized, enterprise-wide repository for managing their project documentation. The system provided business administrators with a custom data interface for managing the creation and decommissioning of projects as well as maintaining the project's related meta-data. The PDMS utilized a document lifecycle model to tightly control the creation and delivery of key project documentation. The lifecycle approach enabled the system accurately reflect the current state of the document and also control the document's revision process. A project "compliance profile"—designated for a given project which project documents were required for internal compliance as well as financial capitalization—was used to trigger automated notifications and report-

ing to improve compliance and capitalization efforts. Automated document rendering to PDF was implemented, along with “stamping” of key document attribute data, to ensure that team members had the correct document version information. The rendition stamping also ensures that the document has the correct project and document information required by the Finance group for capitalization.

Results

The PDMS provided the following benefits:

- Lifecycle and automation enabled control of project documents in a consistent manner from inception to retirement.
- Enforced change management (revision control) for key project document types.
- Standard naming conventions and automated metadata updates.
- Defined Lifecycles will reduce the risk of regulatory non-compliance while improving operations.
- Consolidation of all project documents under one location, organized by status.
- Notifications to interested/key parties about change of status to a document (baseline, draft, review, etc.).
- Tools for reporting on status of documents.
- Administrative tools for maintaining data integrity (metadata, document locations, etc.).



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