Koperasi Tentera

Overview

The main objective of Koperasi Tentera is to improve the economic status and well being of its members. Various facilities and services were provided for its members such as loan scheme, insurance, scholarship, housing and contributions. Therefore, they get lots of applications for loans and membership on a daily basis. These documents are currently stored in the archival room and there are thousands of documents stored in the headquarters itself.

Every member submits various types of forms and supporting documents to the counter depending on the type of application. For legal purpose, the relevant document has to be extracted to produce as proof in case of any loans defaulted by members.

The Process

Each file has documents like :

• Loan Application Form.
• Supporting documents (IC copies, Salary Slips, Guarantor Form).
• Membership Application Form (Borang Ahli).

These documents are filed and stored in the document room. There are always repeated request to extract the loan applications and the files have to be retrieved from the archival room. Request is made to the clerks in the Archival Room who then locates the files based on the indexes that were keyed in the DOS based system. The system tells them where the physical file is kept using the "Box No" index information. The clerk then goes to the filing cabinet, retrieves the file and passes it on the person who requested it.

The manual movement of file, thus, takes up a lot of time.

The Problem

On a daily basis, Koperasi Tentera receive at least 4,000 sheets of documents that are stored in the archival room. A DOS based system is used to index and keep track of the physical location of the file in the filing room.

• Tracing files became difficult after it was removed from the filing room.
• Only one person can refer to the file at any one time.
• Huge cost of storage and maintenance.
• Dependency on clerks for fetching files.

The Solution

AmberSoft proposed a document management solution using our product FingerTips (including OCR and Data X-porter Plus modules) whereby all documents processed at the front counter for the day is collected and passed on to the Scanning Department the next day. Here, they are scanned using two high-speed scanners and the data is archived in a central electronic document repository. The whole process is based on client-server architecture, so that the officials can access the documents from anywhere in the organization.

The Process

FingerTips Administrator organizes the filing structure first and then sets the appropriate security permissions for all the users. The file containing all the documents in physical form is then scanned and stored in the appropriate folders within FingerTips database. Once the files are scanned they are automatically indexed using the default fields like:

• Filename
• Date Created
• Membership Number

We also provided consultancy services to study their existing system and also procedures in their organization. This enabled us to get an insight to their processes and be in a position to provide guidance on how the system could be optimized for FingerTips. We then worked together with their IT Team to come up with the best document workflow, archiving and indexing structures. By having a well-organized database structure, the task of the scanning and indexing team is much easier and efficient. Indexing fields were also made simpler to reduce the time spent on data entry.

To increase the throughput of scanned documents, we also analysed the scanning procedures and identified scanner settings to cater to the various document types, sizes and quality of original documents. This enabled the users to scan the documents at optimum settings.

The ultimate plan is to have two years data live in Fingertips as it is actively accessed or modified by the users. Data beyond the first two years are exported to an external storage media for safe keeping using Data-Xporter and can be accessed if the need arises.

Other features include

• User friendly scanning interface: Allows continuous scanning without any concern of various types and size of documents.

• Data X-porter: FingerTips comes with an additional module that allows data to be exported to an external media and viewed using a FingerTips viewer without having the native application installed.

• Thumbnail View: This feature allows you to have a glimpse of all the documents contained in a specific folder enabling you to see what you want to open.

At any time, more documents can be added to the existing ones by using the insert and append function.

Benefits

• Fast access to documents: At any point of time, the user can retrieve any document.

• Restricted Access: Only authorized users have access.

• Reproduce document: Scanned and archived documents can be reproduced as proof in legal action.

• Person Independent Processes: Even if a person is away you can take action on any file.

• Minimum storage area: Electronic data storage is cheap and requires very little space.

Features of FingerTips are specially designed and the solution streamlines your processes, saves time and money, making the organization efficient and technology savvy.