DocuShare Solution best bet for TABCORP IT Library

Fuji Xerox Knowledge Management System a big win for all concerned

TABCORP is one of Australia's leading providers of leisure and entertainment with core operations in gaming, wagering and Star City Casino in Sydney. The company holds the exclusive licence to sell totalisator bets on thoroughbred, harness and greyhound racing. It also operates and monitors gaming machines through a network of independently owned gaming venues across Victoria.

The company's IT Library is located in TABCORP headquarters in Melbourne. Far from the gaming machines and racing events, this area supports the serious, technological side behind the gaming and wagering business. Alongside the physical reference and software collection accessed via the Library's traditional catalogue, the IT Library also manages technical support documentation produced by the 150-strong IT department. In all, there are about 3,000 document titles registered – mainly in soft copy format – supporting corporate, core wagering and gaming host systems. When different versions of these documents are considered, this figure is tripled.

Not surprisingly, document management had become a major problem for the IT Library. Documents were difficult to find, co-existing procedures had left IT staff confused about how to handle documents properly and there were extensive problems with version control.

"We had arrived at a stage where we were encountering increasing problems related to general access, distribution and storage. With inconsistent and scant document details recorded across any of four access databases, we were spending too much time looking for documents which were potentially out of date," explained Alanna Brown, IT Librarian.

Traditionally, IT employees registered their project documents with the Library. Two Librarians subject classified these documents and assigned a document number for electronic storage. It was then the employee's responsibility to send updated versions of these documents to the Library for successive storage. Unfortunately, many of these later versions were never sent through. In many cases, documents were never registered in the first place.

In addition, there were even more difficulties with documents being stored in directories accessible only by the IT Library staff. Employees had to contact the Library for all their documentation retrieval needs, which was time-consuming. Issues related to document access permissions and document status required constant verification.

"In the IT business, an out-of-date technical document can cause severe problems and unnecessary support delays. In addition, distribution of new document versions, once submitted, meant Librarians spent too much time in front of the photocopier and collecting superseded versions," said Brown.
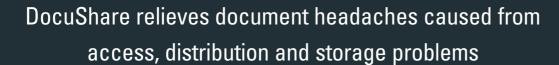
The Librarians wanted a document management system that would simplify procedures and provide a more efficient and reliable service. They needed to provide easy and immediate access to documents (subject to strict security), making it possible for staff to find documents on their own PCs, so they would become more self-sufficient users and allow the Librarians to focus on other core work.

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TABCORP

CASE STUDY

DocuShare relieves document headaches caused from access, distribution and storage problems

TABCORP

Management was supportive and a Selection Committee reviewed the various companies and their product offerings. "It was very much a collaborative decision-making process to ensure everyone had a say," said Brown.

After careful consideration, the Committee members chose to entrust Fuji Xerox with their system needs because DocuShare, the product on offer, had everything they wanted.

Xerox DocuShare is a system that lets individuals and groups share and control information freely via the Internet or Intranet. With DocuShare, electronic files of every type can be uploaded and made instantly viewable on the Web. An easy search engine allows authorised staff to find documents quickly. Viewers have instant access for viewing and downloading, while authors of documents may edit or post documents and make revisions at anytime from their PCs. Staff can only work from the latest document version, thereby eliminating confusion about document status.

Since DocuShare became operational, the IT Library has uploaded nearly 1000 current document titles to the system, which has included the weeding of duplicate and hard-copy documents.

DocuShare has quickly become popular with IT staff who appreciate its easy search engine and the fact they can now confidently work from their desks to find items rather than always heading off to the library. They can also print documents from their desk, which is a bonus. Librarians no longer have to spend a lot of time printing and photocopying documents for people to take back to their offices because employees can work directly on DocuShare.

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Since people can only work from current versions of documents, document control has been greatly improved as well.

The Librarians are also appreciative that DocuShare could be customised and incorporated into the company Intranet, which the Library also maintains. "We were able to feature our logo and branding so DocuShare has the look and feel of our other technology. It is surprising how many products were limited in this area," said Brown.

At present, only the 150 IT staff are on the system, but most of the 500 TABCORP employees will be able to tap into DocuShare over the next few years as the need arises.

Word is spreading through the other departments about its capabilities and various project managers have been down to the Library for a demonstration. The business is recognising the full potential of DocuShare and its ability to be utilised by all corporate divisions of TABCORP.

TABCORP is also considering other Fuji Xerox technology for the IT Library. While there will always be a need for hard copy documents in a library setting, especially for archival purposes, the IT Library is looking at the potential of implementing a Fuji Xerox scanning system incorporating a Document Centre or FlowPort server software so hard copies of records can be scanned easily and efficiently into DocuShare.

Further Information

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