

### SOLUTION OVERVIEW

#### Company Profile

The client is a leading provider of cable services, and one of the world's foremost communications companies. Their client base comprises:

- 24.1M cable customers
- 15.2M digital cable customers
- 13.2M high-speed internet customers
- 4.6M voice customers.

The company is focused on broadband cable, commerce, and content. They deliver digital services, provide high-speed internet and superior broadband phone service, and develop/deliver innovative programming.

#### Business Situation

The Midwest location wanted to reduce the high cost associated with multi-user licensing for the CAD viewing and design software, which they use to maintain over 20,000 engineering drawings and network maps of the Chicago metro area.

Additionally, the company wanted to tighten security to prevent unauthorized access to electronic or paper maps, and provide timely, accurate version updates of the maps.

#### Solution

The Company worked with a work process automation firm to design and implement the Map Management System (MMS).

The new system leverages the advanced security and versioning capabilities of **INDICIUM DM** — a feature-rich document management product developed by **INDICIUM Software, Inc.**

Each day 200+ users, with varying levels of access authority, utilize the MMS via the company intranet. Maps are checked out to an individual for field use, and are checked in with updates to create a new version in the repository. Map access is tracked, and users are notified if the map they are accessing has been checked out by another user.

### BENEFITS

- Reduced reliance on expensive CAD software, with low-cost viewer for most users
- Check-in/check-out with versioning
- Multi-level security
- Web access
- Simplified system maintenance and disaster backup

## Document Management Cuts Costs and Provides Security for Large Communications Company

With customers in 39 states and the District of Columbia, this communications company's cable network literally crisscrosses the country. The network's vast array of equipment is tracked and maintained by a huge force of field technicians.

The company's Midwest location serves as a hub for the Chicago metro area and is responsible for the system of cables, routers and other equipment necessary to provide cable services to the region. To aid them in their task, field technicians rely on the information contained in approximately 20,000 network maps which diagram the wires and routes in the region. A full-function CAD program was used to access the maps, whether for updating or simple viewing. This was quite costly, since the majority of users were not performing updates.

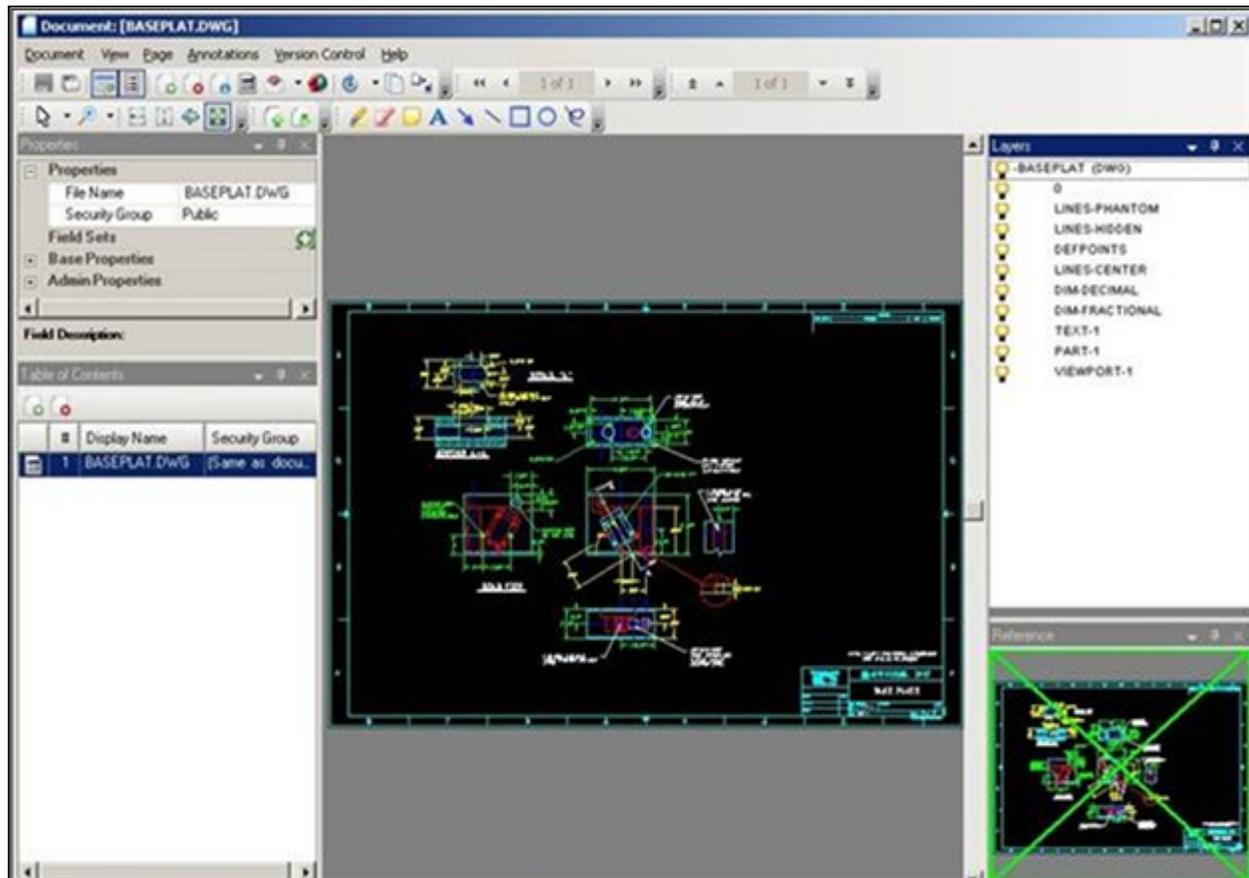
At the beginning of each day, the field technicians would use the CAD software to attempt to find the current version of the map(s) they required for that day's work. After finding each map, they would print it and take it with them onsite. Anyone could access any map, and anyone accessing the same map would not be aware that someone else was using it.

At the end of the day, the paper maps with the technician's notes/corrections written on them were to be returned. The engineering department's Design Group would add the notes back into the electronic file. At times however, the files were either not returned in a timely manner, or were never updated in the electronic file. This meant that eventually the electronic file became out of date, and a team had to be dispatched to survey and redraw the map, resulting in time delays and additional costs.

#### A New Day

The company contacted a work process automation firm (an authorized **INDICIUM** reseller) to find a solution. Together, they designed and implemented the **Map Management System (MMS)**, leveraging the advanced security and version control capabilities of **INDICIUM DM**. The product's out-of-the-box functionality enabled a custom solution without the cost of customized support. Using the product's built-in security, the MMS allows authorized access/printing of the maps via a low-cost viewer for the majority of system users. Map access is tracked. Update capability is limited to those users who are authorized to make design changes. Version control allows the review of historical system design/architectural changes, i.e. "before and after" views.

Today, some 200 users access the MMS via the company intranet to securely check out the maps they need for their work day. Anyone else needing to see those same maps can do so, but are notified that the maps have been checked out for revision. Once changes have been made to the network maps, they are revised electronically and checked back into the MMS under a new version number.



### About INDICIUM Software, Inc.

INDICIUM Software, Inc. is a leading provider of document management and workflow software products and solutions to manage documents electronically and automate business processes. Its products are distributed through a network of solution providers to clients in financial services, healthcare, government, manufacturing, utilities, and other industries.

For more information, please visit [www.indiciumsoftware.com](http://www.indiciumsoftware.com).

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