



Document Management for New Product Launches at OKI Printing Solutions

OKI Printing Solutions is a market leader in the colour printer market, with representation in 120 countries worldwide. It is a global business-to-business brand dedicated to creating professional printed communications products, applications and services which increase the efficiency of today's businesses.

Background OKI offers a wide range of printing solutions, frequently bringing new products to market. The European marketing department had a requirement for a centralised point of reference that could be used to manage and store all information relating to new product introductions, from design, to release to the marketplace.

Previously, a lot of information was being stored in multiple locations. This information was being duplicated, causing difficulty among users who were viewing multiple versions of the same document.

Objectives The objective was to develop a central portal to store all documents and information related to new product introductions. The application had to be easy to use, require minimal training and allow executives to locate information on the current status of the product introduction process for any new product. This would include key target dates, user tasks and document management with advanced workflow.

Due to the nature of the information held, it was important to have multiple levels of security so that users could only see the information that was relevant to them.

The document management requirement was to have fixed approval cycles which allowed different users to approve a document depending on the type of product being introduced and the type of document.

Solution The solution uses Microsoft Office SharePoint Server 2007 which offers enhanced document management and approval workflow capabilities. Specific job roles assigned to approve different document types are maintained in lists at the site-collection level, while users are assigned to job roles within the product sub-sites, thus allowing users to have different rights for different products. The solution also offers calendar functionality allowing deputies to be assigned the approval workflow tasks when managers are out of the office. Reminder emails are sent when these tasks become overdue.

The system has streamlined the new product introduction process. Workflow has enabled a controlled environment and all the information is now stored in a central location. There is versioning control on all documents. People have confidence in what they are looking at and are able to make informed decisions.

Thorogood Input The solution was developed by specialist Thorogood consultants who were able to offer expert technical skills and a thorough understanding of OKI's business requirements.

Richard Wilson, Project Sponsor at OKI said that "Thorogood has experienced people who took a very professional approach to delivering the solution on time and with no problems. They were able to resolve every issue that we had and offered us expert best-practice advice".

Thorogood specialists are experts in the application of business intelligence technologies to business problems and have been providing leading edge applications to blue chip customers for more than twenty years.

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