



BACKGROUND

HBL is the country's biggest private bank with a solid foundation of over 50 years in Pakistan, with a network of over 1,400 branches with 15,000 employees across the world.



BUSINESS ISSUE

HBL's Human Resources department maintained employee records in the form of paper files, which were kept in steel cabinets in a large store room. These files were numbered by Employee codes and a manual register was being maintained to record its issuance. These files were securely stored in a steel cabinet for subsequent tracking. This process was too cumbersome when locating a particular document for day-to-day decision-making. It involved lengthy delays in locating employee file and then locating the required document amongst hundreds of pages. There is always a possibility and/or risk of losing important documents while the file is being transferred to other staff for reference purpose. There were also risk of losing critical HR files in case of fire.



BUSINESS SOLUTION

Paperless Technology proposed HBL to archive all these manual files electronically by scanning and subsequently recording in IBM Content Manager. A third party vendor was responsible for scanning documents from a particular file thru scanners and then these scanned images were linked to HR employees database extracted from HBL core HR system that resided in Informix database. During this linkage, the document type was referenced from a list of document types defined by HR coordinator. At the end of each day, these scanned images along with indexed references are loaded in IBM Content Manager. Then authorized HR staff of HBL can access any record of any employee from a PC thru web-browser.

The customized business solution involves following technologies:

- IBM Content Manager Enterprise
- Paperless Technology's customized business solution



BUSINESS BENEFITS

- Ease of use, requiring only a PC and a web-browser.
- Quick access through simple search.
- No risk of document loss in case of file movement or fire.
- Strict confidentiality by secure access method.
- Cost reduction by eliminating copying documents.
- Concurrent, multiple views of a particular employee record.
- No chance of file tampering/alteration due to secure access method.



IBM Content Manager is an easy to use resource. Following is a four-step illustration of a customized business solution developed for HBL by Paperless Technology.

User logs in using login-ID & password via web-portal.



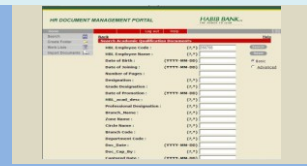
Step 1

User is presented multiple document types to search from.



Step 2

User enters one of the available parameters to search.



Step 3

Upon parameter provision, document is displayed in the window.



Step 4

About Paperless Technology

Paperless Technology is a software house headquartered in Karachi, Pakistan. It provides customized business solutions & professional services to its clients in the verticals of banking and pharmaceuticals.

Its banking clients include Standard Chartered Bank, HBL, MCB Bank Ltd, American Express Bank, HSBC and Dubai Islamic Bank. Its pharmaceutical clients include Glaxo-SmithKline, Bayer, Roche, Merck Marker and Wyeth.