



Case Study

Global Insurance Company



The Problem

The company had difficulties organising unstructured content (documents, emails and attachments) related to insurance cases, beyond the file server and personal email folders. As a result information sharing, enforcement of company retention policies, tracking and reporting were very limited.



The Solution

The company implemented CARA to allow users to drag and drop emails from Outlook / Lotus directly into the repository, automatically extracting and relating attachments, extracting email information to populate metadata, and inheriting metadata to ease the data entry requirements for email and documents.



The Benefits

The time involved in processing cases was dramatically reduced as the information was easily available through the search function. This also ensured a more consistent approach to case resolution and reduced data duplication and other errors.



Case Study

Global Television Shopping Company



The Problem

The company had difficulties in documenting and comparing competitor information in a consistent way, which made deciding on pricing and product availability difficult. They also required a way to track, report and analyse data across numerous products and departments to ensure constant improvement and faster turnaround times.



The Solution

CARA was implemented to document all relevant product and competitor information, to enable detailed workflows, and to do lists. This resulted in clear metrics on performance, which allowed the company to track and improve their operations.



The Benefits

The company was able to dashboard all the statistics, including workloads, time to air and pricing, which streamlined the processes. It also demonstrated the need for additional staff to deal with unrecognised workload.



Case Study Global Life Sciences Company



The Problem

This company had built up a number of silo Content Management systems over the years to handle Regulatory documentation, Quality documentation, Sales and Marketing materials, and contracts. All the documents were dependent on each other in some way but with multiple systems, there was duplicate and inconsistent data and no “flow” of information throughout the whole process.



The Solution

CARA was selected as the single application for all content management, and to date has been implemented on 4 different business cases within the company.



The Benefits

Duplicate data entry is reduced, saving cost and raising compliance through reduced errors. Time is saved referencing content from one system to another, and the amount of user training and IT infrastructure / skills overhead is greatly reduced, leading to lower costs.