



Success story

Rasameel Structured Finance Company

Industry

- Financial Services

Solution

- OpenText™ Document Management,
eDOCS Edition

Partner Support

- MGS



Rasameel invests in tackling document capture, storage and retrieval challenges with OpenText

**OpenText Document Management, eDOCS Edition helps
meet green objectives while providing enterprise-wide
document management solution**

Results



Saved time with **easy access to documentation** using powerful search capability from anywhere across the enterprise



Improved efficiency through **greater knowledge sharing**



Achieved corporate goals to reduce paper use, avoiding printing and physical storage costs

"As well as the core operational areas of the business benefiting from the use of OpenText eDOCS DM, we've made the solution the de facto standard for all document-related activities for HR, finance, legal, IT and others in the organization."

Aladdin Maswadeh
Supervisor, Chairman's Office
Rasameel

Rasameel Structured Finance Company (Rasameel), headquartered in Kuwait, focuses primarily on capital markets, providing funding sources and investment opportunities to participants on an increasingly interconnected global scale. Rasameel provides access to the capital markets for those participants who want to fund their operations and invest their funds in accordance with Sharia guidelines. Where conventional markets are close to being Sharia compliant, Rasameel will provide the necessary contractual details to provide a fully Sharia-compliant transaction.

From the inception of Rasameel in early 2006, they have sought, where possible, to use electronic documentation, avoiding the use of paper to reduce their carbon footprint. Along with the underlying objectives of less paper, they also sought to operate with efficient document management principles; ensuring documentation is not lost or misfiled and is both quick and easy to retrieve when needed.

With senior members of the organization already having had experience with OpenText™ Document Management, eDOCS Edition (eDOCS DM), they decided not to look at other providers in the market, but opted to implement the OpenText solution from the outset.

Implementing the solution meets efficiency and green objectives for every part of the organization

With a clear statement of intent from senior management to operate a green, paper-light and well-structured document strategy from the outset, Rasameel set about implementing the OpenText eDOCS DM solution. The solution would be enterprise-wide, ensuring that all functions of the business are able to generate, capture, store and retrieve documentation.

“As well as the core operational areas of the business benefiting from the use of OpenText eDOCS DM, we’ve made the solution the

de facto standard for all document- related activities for HR, finance, legal, IT and others in the organization,” said Aladdin Maswadeh, supervisor, Chairman's Office, Rasameel.

With a single, strategic solution in place, employees know that, regardless of what documentation they require or where they are located, they can access the OpenText solution and quickly identify the relevant documentation, ensuring they are able to progress the task in hand with maximum efficiency.

Optimize delivery of solution, training and support

Being based in Kuwait, Rasameel sought a local OpenText partner to assist with implementing the solution. MGS is a long standing OpenText partner in the region, with many successful OpenText deployments and was a natural fit to assist Rasameel.

“As with OpenText, we had prior experience of working with MGS. Being local, they were able to provide the right level of support and were responsive to our needs. We believe they were instrumental in achieving our objectives for the project in a very short timeframe, just one month,” added Maswadeh.

As a part of the design of the implementation, a structured filing system was developed to match the way that Rasameel does business. Document categories were defined by working closely with the relevant users, ensuring later document retrieval would be quick and easy. Each and every document captured is added to the growing archive automatically, ensuring Rasameel has a complete history of activities, whether internal or external.

In addition to providing implementation services as part of the project, MGS also provided the training required for Rasameel users and continues to provide ongoing support.

“Being able to quickly access documents electronically helps keep operational costs down, improves customer service and avoids the need for paper reproduction and the associated environmental impact, but also aids knowledge sharing.”

Aladdin Maswadeh
Supervisor, Chairman's Office
Rasameel

OpenText provides users with the tools they need to get the job done

Rasameel staff captures all types of documentation with the OpenText solution: customer correspondence, internal memos, personnel files, contracts, fax, etc. Formats include Microsoft® Word and Excel®, PDF and many others, but ultimately most documents are stored as a standard TIFF image. A range of business metadata is being added to ensure easy retrieval at a later date. This includes a unique document reference, project and client identifiers, dates and document type.

“Our users rely on OpenText as the single, reliable source when locating a document needed in their day to day activities. Users are now very familiar and comfortable with the features and functions of OpenText and the solution meets our needs without having undergone any expensive, time-consuming and difficult-to-support customizations,” added Maswadeh.

Being able to quickly locate a document or multiple documents using the powerful search capabilities of OpenText has undoubtedly saved time for users. For example, users are able to search, identify a document or documents and then send these by email from a single user interface, avoiding the need to move between multiple applications or windows. All this is accomplished with an audit trail and user security profiles, ensuring that only those with appropriate access levels can access certain documents.

“Users don’t waste time searching paper files as would be the norm in an environment like ours. Being able to quickly access documents electronically helps keep operational costs down, improves customer service and avoids the need for paper reproduction and the associated environmental impact, but also aids knowledge sharing,” said Maswadeh.

Future plans and opportunities to leverage the OpenText solution

With the benefits of the solution well established across the organization—time savings in document retrieval, avoidance of printing and physical storage costs and ease of knowledge sharing—Rasameel is looking to the future and figuring how best to leverage its investment in OpenText.

Working with both MGS and OpenText, Rasameel is looking at the latest enhancements available and how best to deploy them to benefit the organization.

“Through the great partnership we have with MGS and OpenText, we’re constantly looking at how we can push the boundaries forward, even beyond the already successful deployment we have today,” Maswadeh said.

About MGS

MGS is a leader in providing specialized enterprise IT and business solutions and consultancy services. They provide quality, world-class, brand-name IT business solutions, reliable and professional services and unparalleled customer service through IT applications. They also offer, in particular, Enterprise Content Management (ECM) solutions. MGS partners with global vendors such as OpenText, SAP®, KOFAX, Horvath & Partners, NovoDynamics and Communication Intelligence Corp. (CIC®) to provide a wide range of unique business solutions and services. MGS currently operates through three offices: Kuwait, Riyadh and Beirut. For more info please visit: mgs-tech.com



About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit opentext.com.

Customer stories 
opentext.com/contact

[Twitter](#) | [LinkedIn](#)

Copyright ©2018 Open Text. OpenText is a trademark or registered trademark of Open Text. The list of trademarks is not exhaustive of other trademarks. Registered trademarks, product names, company names, brands and service names mentioned herein are property of Open Text. All rights reserved. For more information, visit: <http://www.opentext.com/2/global/site-copyright.html> 09486D.8EN

