

Organization: Guyana Bank for Trade & Industry Ltd (GBTI)

Relationship: Former Project Manager

GBTI is one of many commercial banks in Guyana. They offer a range of full-fledged banking services from retail savings and lending to large commercial trading facilitation services and small business investment support. With twelve locations countrywide, they continue to ultimately drive growth and development and empower and transform communities across Guyana.

The rapidly growing number of clients in the company followed significant scaling challenges in operational processes. Conducted in-depth process analysis revealed that the primary source of problems were an inefficient external communication system and highly time-consuming document processing procedures.

A document management system (DMS) is a system used to receive, track, manage and store documents and reduce paper. The aim of this system is to reduce manual documents, paper-based records and have a centralized depository to store critical information such as passport /ID, address, contact numbers and other pertinent information.

The following is made possible by document management systems:

- **A Comprehensive system** that combines OCR, automatic document classification, and semi-automatic verification with rapid scanning of large volumes of documents.
- **Back-office software** that makes handling documents more efficient. The branches' software is integrated with document workflow in several ways. The integration of papers is essential for speeding up the document search process.
- **Collaboration and teamwork** are improved since team members always have access to the most recent document version thanks to document management solutions.
- **Enhanced security**: Document management solutions make sure that all documents leaving and entering the business are safe and securely stored in a central platform that is available to all personnel.
- **Information accessibility**: Strong search capabilities are typically found in document management systems, making it simple for teams to locate the necessary documents when they are needed.
- **Increased productivity**: By using a document management system, employees can avoid wasting time searching through different means for certain files. Anyone with access can use the search function to find the papers quickly and easily they require by classifying documents UID assigned to documents and having specialized filters for search query