CNODC Legal adopted Autonomy iManage WorkSite

CUSTOMER

China National Oil and Gas Exploration and Development Corporation (CNODC) is the subsidiary of China National Petroleum Corporation (CNPC) that is responsible for managing and operating CNPC's overseas investments. CNODC has been actively engaged in the international petroleum business since the early 1990s. Its overseas business has expanded to 26 countries around the world, with 69 oil and gas investment projects currently under way. Their mission is to become a world-class petroleum company by working with their partners around the world.

CHALLENGE

In their highly regulated industry vertical, legacy technology that relies on inefficient manual processes cannot scale to meet the needs by their fast growing legal team. lack of an efficient document and e-mail management system to help them keeping track of content, especially when the content is related to a particular client/partner was a cause for concern for the fast growing company. With their operations in 14 counties was even more challenging that they didn't have a platform that supports geographically dispersed groups where people can collaborate.
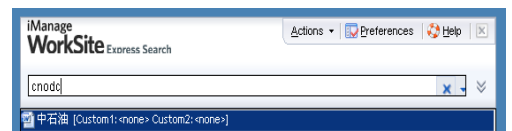
SOLUTION

Document-management adoption was on the rise as CNODC sees the benefits of the technology to improve their business process efficiency by managing their documents and emails across 14 countries in multi-language.

After comparing most DM solutions in the market, CNODC quickly realized that Autonomy's iManage WorkSite Solution meets their needs that makes it possible for them to:

- Secure content for protection of confidential information, reduced access to sensitive content, and increased control of assets and expertise

- Manage document and e-mail within a single matter-centric environment, making it easy for the users to access, manage, store, update and collaborate efficiently regardless their geographic locations.

- Search content associated with a project/client/partner/ case for better regulatory compliance, improved knowledge sharing, and enhanced retention execution

Organization
China National Oil & Gas Exploration & Development Corporation

Industry
Oil and Gas, Construction

Type of Application
Document Management

Autonomy Solutions
Autonomy iManage Worksite

Languages
English
Simplified Chinese
Traditional Chinese
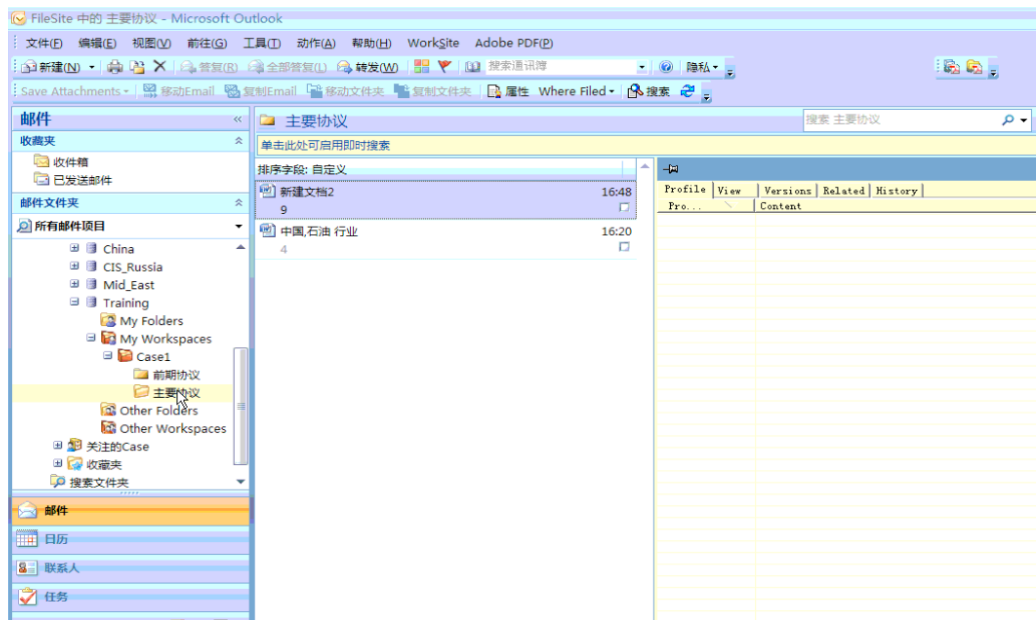Arabic
Spanish
French
Russian

IMPLEMENTATION

Smart Team Global, STG, was engaged by Autonomy Professional Services Division to perform the first implementation with its latest iManage Worksite v9.0 solution that fully supports multi-language, includes Simplifed Chinese/Traditional Chinese/French/Arabic/Russian, which was a fatal requirement by the customer. The previous v8.5 Worksite only supports up to 6 fields to allow UTF-8 content/meta data to be entered and stored which limits the fully implementation for the customers in Asia when most languages in this region are multi-bytes.

With extensive technical expertise, and years of experience in legal industry, STG's consulting team in China met with users from different business units and tailored a design/solution that combines Western & Chinese legal industy elements to best facilitate the whole organization. As the first implementation of the first true UTF-8 release of Worksite, quite a few issues were identified during the implementation, STG has devoted both China and US consultants worked around the clock collaborating effectively with Autonomy Product Management, Engineering teams in London and Chicago along with the Autonomy Professional Service teams in Beijing and Singapore to resolve the issues.

After months of hard work, and a true team work between the client, Autonomy and STG, STG successfully delivered the solution, customer was extreamly satisfied with the design, implementation and the service delivered by STG despite there were a few issues arised during the implementation phase. On top of the successful implementation, Smart Team Global also provided on site user trainings in Mandarin to different groups of audience.

With the current solution, users are amazed how easy it is to manage all the documents and emails by Filesite, using the Worksite plug-in inside Microsoft Office suite and how easy it is to search and retrieve entitled multi-language content via Express Search.

RESULTS

- Implemented a company-wide multi-language document and email management solution to provide the legal team a single interface for creating, updating and accessing content.

- Enables CNODC to implement working practices consistent with their policies and vision while promoting collaboration across distributed teams. Provides assurance that the document is securely governed in accordance to the policy.

- More effective collaboration through standardized workspace templates.

- Secure, accurate and fast search results improves productivity by the worksite automated classification

FEEDBACK

"(STG) They were very professional in the entire process and maintained a constant dialogue with us, from inception to completion," says Lianrong Zhang, the Manager of legal division, "Templates play a key role in this implementation. STG consultant met with each member of the department to learn what kind of structures would be most help for them, then set up corresponding templates. In general, that was the best DM implementation I've ever seen."

- Lianrong Zhang, Manager of Legal Division

ABOUT SMART TEAM GLOBAL

Smart Team Global, a Global Technical Partner & VAR of Autonomy, is a service oriented consulting firm that delivers high standard professional services for Enterprises in both private & public sectors in Northern America/Canada and Asian Pacific. Smart Team Global's mission is to provide enterprise solutions with the most reliable professional services and become trustworthy party for its Enterprise clients. STG has maintained a 100% project success rate since the company was founded.

Well known for its technical expertise and professional service excellence in Autonomy community. One of the most reliable Autonomy Partners that is engaged with service contracts from Autonomy Professional Services worldwide and Autonomy owned Microlink in the U.S. Federal Public Sector.

Please visit **www.smartteamglb.com** to find out more.

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