



ParaDM Case Study – Financial Industry

A Listed multinational full-service finance house in Hong Kong

The company is a listed multinational full-service finance house which has several branches and personal financial services centers in Hong Kong. Its business has been expanded into overseas locations by setting up representative offices in various cities in China, Taipei and Paris. The company also works closely with subsidiaries and associated companies in countries such as New Zealand, Japan, Switzerland and Taiwan.

The Challenges

The company found that their original workflow process was no longer able to fulfill the company's business needs in today's competitive business environment. Its manual approval process had caused manpower allocation problem and time management problem. The staff had to contact all related managers in person in order to get each case approved, which was really time consuming. Moreover, there was no way for the management to monitor the progress and track the case status.

Why ParaDM

The company understood that such workflow problems needed to be solved by an alternative solution. During the searching process, the company focused on comparing different solutions' customization abilities and their flexibilities in integrating with its existing computer system.

Other than the abilities of fulfilling the company's customization and system integration needs, ParaDM also offers an on-going upgrade service. With its excellent track record and clientele, ParaDM was finally selected.

ParaDM Solution

The solution to the company included ParaDM suite's ParaDoc, ParaFlow and ParaForm.

ParaDoc is a document management solution that can ensure access to the correct and up-to-date documents at the right moment. Documents can be saved automatically based on pre-set destination or manually to the users' desired folders.

ParaFlow and ParaForm help to create digital office operation workflows for the company. ParaFlow helps to automate work procedures by allocating, routing and monitoring tasks and events. While ParaForm is a tool to convert the company's existing paper forms into electronic forms.

The Solution:

ParaDoc –
Document
Management Solution

ParaFlow –
Workflow Solution

ParaForm –
e-Form Solution

The Results

Increased the office's productivity

ParaDM's digital workflows minimized the efforts and resources in tedious job allocations and monitoring. The time needed for approval procedures in the company has been reduced from weeks to even just a few hours, while much less manpower are required.

Improved office operation quality

ParaDM's suite helps to ensure documents arrive at the right person at the right time with supporting information for approvals and reviews flawlessly.

Reduced human error and risk of information damage

Digital workflows have reduced human errors that would occur during manual workflow processes. Also, digital filing system had helped to avoid loss and deterioration of quality of paper documents.

Improved security level on individual documents

The audit trail can be recorded while ParaDoc can proactively notify relevant parties if there are suspicious actions done to the document. All applications and personal information stored in ParaDoc are completely protected from unauthorized access.

Huge cost administration reduction

The company's administration cost has been reduced largely. Expenses on papers, paper document filing accessories, toners and maintenance of printers have been reduced as a result of lower usage of papers. Also, physical office storage space was saved.

For more information, please contact:

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