

## KCC Group Builds Strong Foundation with Hummingbird

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— Director KiBum Song, Information Technology Division

### Business Profile

#### Industry

Manufacturing

#### Organization

KCC Group

#### The Challenge

- > KCC Group required an enterprise document management system to replace filing cabinets and hard drives
- > The organization wanted a solution that was easy to implement and did not require custom applications

#### Hummingbird Solution

- > Hummingbird Enterprise™ DM

#### Key Benefits

- > Faster response times to customer requests
- > Enterprise document management system gives entire organization access to the same document repository
- > Standardized and centralized document saving process increases efficiency and productivity

#### Future Plans

- > Implementing a Knowledge Management solution

KCC Group, comprised of Kungang Korea Chemical and Kungang Construction, is a Korean conglomerate and a leading Asian manufacturer of construction materials, paints, and chemical products. Since 1958, KCC Group has grown through mergers and acquisitions into a diversified organization with factories, research laboratories, and sales distributors located across Korea. With such a large and decentralized organization, KCC Group required a reliable method of sharing documents and knowledge across the enterprise.

KCC Group's initial approach to document management was via a groupware solution. However, management soon discovered the limitations of handling documents this way. The limited security and control of the groupware solution as well as limited ability to share documents, track their history, versions, and the lack of check-in/check-out functionality were all serious drawbacks.

### KCC Group Modernizes Its Document Management Strategy

To modernize and standardize KCC Group's document management practices, KiBum Song, Director of the Information Technology Division, initiated a project to implement and integrate a document management solution that would allow employees in all divisions of the company to access the documents they required in the course of doing business. “Most of our documents were stored in filing cabinets or on the hard drives of individual PCs. We needed a solution that would allow us to share documents seamlessly between various workplaces,” said Song. “To turn this sea of documents into ‘knowledge,’ we felt a single document repository was necessary.”

Song worked with a team of managers to develop a set of parameters that had to be met to satisfy needs across the enterprise. At first, the Information Technology Division considered implementing a knowledge management solution, but they concluded that in order to successfully carry out their knowledge management strategy they would first have to consolidate the conglomerate's documents into one system. Thus the search for a document management solution began.

“We required a document management system that could integrate our nation-wide organization into one single information system with one interface,” said Song. “Our CEO suggested we either look for an alternative groupware solution or go with an electronic document management system (EDMS). That's when we started to consider an integrated EDMS.” The key criteria that the solution had to meet were

- > a standardized method to save documents;
- > reliable security and ease of access control to documents; and
- > avoiding the need for custom applications.

## Hummingbird Enterprise™ DM Comes Out on Top

After evaluating six document management packages, KCC Group selected Hummingbird Enterprise™ DM, a three-tier enterprise document management solution. Since the system was installed, KCC Group has seen many changes for the better. According to KwangHo Seo, Senior Manager, Information Technology Division, the impact of the Hummingbird document management system was immediate and dramatic. "One of the biggest changes is in the quick response to the customers. We have really improved response times to customer requests," Seo said. The system has also led to a general improvement in the efficiency of working with documents. "Hummingbird Enterprise DM allows us to standardize the document saving process, makes it easier to find documents, and allows us to control versions, thereby increasing the efficiency of business productivity," Seo said.

Hummingbird Enterprise DM also provides a security field on the profile, which allows the person creating the document to assign rights to users. This prevents unauthorized users from accessing or even knowing about documents they are not authorized to see. Tracking a document's historical information and identifying who had worked on documents, when the documents had been worked on, or how many versions of the document had been created and by whom is possible. "This guarantees that documents don't end up getting lost," Seo said.

Currently, over 550,000 documents are stored in the system with almost 3,000 employees across the country using the system regularly. KCC Group has now integrated its groupware software into Hummingbird Enterprise DM as well as other software packages such as Microsoft® Word®, Excel®, and PowerPoint®. Through application integration, documents can be immediately saved into or opened from the repository with the application in which they were originally created.

## Overcoming Network Limitations

In implementing the EDMS, there are some technological issues. Some of KCC Group's distributors have low bandwidth connections making it difficult for them to save large documents into the central Hummingbird Enterprise DM repository. On a typical day, the 34 sales distributors, factories, and laboratories KCC Group has in locations across Korea send 1,500 — 2,500 documents to the repository.

To solve the problem, KCC Group created a scheduling system to handle the document flow. Any documents under 800Kb in size are immediately sent to the central repository. Documents larger in size are queued up by local servers at each distributor location and sent during low traffic periods. Now even distributors with the slowest connection speeds can be assured that the documents they create will be available to the entire organization by the following business day.

## Looking to the Future

Now that the document management system is in place, KCC Group is planning to move on its original plan for a knowledge management system. Song believes that this will require some education and cultural changes at KCC Group. "It's important for employees to understand why we are doing it, to buy into the concept, and to actively support its implementation," said Song. "It's risky to simply implement the solution. First we need to build acceptance and the proper cultural environment for it. Using a proactive approach like that, KCC Group will succeed in implementing a seamless knowledge management system by building on the EDMS as the first step toward knowledge management." He expects that as people become familiar with the EDMS they will begin to make more requests for a knowledge management solution.

With the foundation for the knowledge management system in place, KCC Group will begin to pilot its knowledge management project next year. KCC is currently considering Hummingbird Enterprise™ KM, a knowledge management solution, which is now delivered via Hummingbird Enterprise™ Webtop.

"For KCC Group, next year will be a very important year," Song said.