

> Customer Success Story

Solar Turbines Powers Up with Hummingbird

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— Frank E. Kear, General Counsel

Business Profile

Industry

Manufacturing

Organization

Solar Turbines Incorporated

The Challenge

- > To improve competitive advantage and accommodate a mobile international workforce, the legal department at Solar Turbines required a comprehensive document management solution with mobile capabilities
- > An aging document management solution was unable to manage information generated by law offices in multiple jurisdictions causing confusion over correct versions of documents and creating delays in evaluating legal information

Hummingbird Solution

- > Hummingbird Enterprise™ DM
- > Imaging
- > Workflow

Key Benefits:

- > 93.88 per cent return on investment in the first year
- > The solution allows employees to collaborate on electronic documents across all offices
- > Complete document management support for mobile users
- > User-friendly, flexible, secure, consolidated, and standardized documentation process

Solar Turbines, a wholly owned subsidiary of Caterpillar, is the world’s leading producer of industrial gas turbines for use in oil and gas production and transmission and power generation. To support its international structure, Solar Turbines has a geographically distributed legal department responsible for such complex, time-sensitive issues as contract negotiations, trademarks, patents, and international law.

“Our legal employees are mobile warriors. To negotiate effectively, they need information in real-time — regardless of location,” explains Frank E. Kear, General Counsel. “If we are going to compete locally, we have to deliver solutions locally, and that means having anytime-anywhere access to documents.”

Solar Turbines’ aging document management system was unable to provide the mobile functionality required to track and synchronize the standardized document boilerplates used across multiple offices and jurisdictions. End users also lacked the ability to create template documents within the system. Consequently, large quantities of duplicate documents existed with inaccurate and/or outdated language. Searches could not be saved and shared throughout the department, and securing documents required end-users to manually move documents to secure directories on the network.

Solar Turbines looked to Hummingbird partner Executive Assistance Integration (EAI), a firm that provides consulting, automation, training, and support services, in its search for a comprehensive document management solution that would accommodate the needs of its geographically dispersed legal departments.

Solar Turbines Leverages Open Architecture to Reach Diverse Users

EAI implemented a document management system for Solar Turbines based on document management, imaging, and workflow solutions from Hummingbird. By leveraging the open architecture of Hummingbird products, the system could reach out to diverse users, geographies, and applications.

For the legal department, the cost of researching and evaluating documents is significant. The ability to save and share searches has had a direct impact on the cost, quality, and speed of legal services at Solar Turbines. “By creating a tool that saves, shares, and automates searches, more time is spent on analysis and less on the ‘paper chase,’” says Kear. “As a result of implementing the automated document management solution from Hummingbird, we’ve been able to save \$390,000 annually in regained work hours and experienced a 93.88 percent return on investment in the first year alone.”

Full Document Management Functionality for Users Without Access to Network

For mobile access, EAI incorporated the off-line component of the document management solution, which extends full document management functionality to laptop and desktop users when they do not have access to their network. This gives mobile users the ability to “check out” documents and projects to their laptops or to diskettes. Documents are automatically checked in and synchronized when the user reconnects to Solar Turbines’ network.

The document management system can catalogue, find, and display both structured and unstructured data, including data residing in e-mail attachments. This allows users to have instant access to consolidated, up-to-date, and accurate boilerplates. The routing capabilities of Hummingbird Enterprise™ DM along with version control give Solar Turbines the means to control the review and approval process as well as the ability to create standardized contracts that meet the distinctive guidelines of each regional jurisdiction and that can be easily searched, shared, and used by all workgroups in a secure network environment that meets the company’s confidentiality requirements.

How Your Organization Can Benefit from the Document Management Solution from Hummingbird

- > **Increased competitiveness** by making critical business decisions more efficiently and effectively
- > **Improved return on investment** by allowing users to perform document management tasks in ways that are familiar and consistent with the way they work
- > **Increased organizational effectiveness** with greater control over management of unstructured information
- > **Leveraging existing IT investments** from the seamless integration with Windows desktop environment and tight integration with common e-mail and authoring applications



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