



strategic
knowledge
solutions



Hillcrest Computer Services
**Computer Software Developers and
Consultants**

SKS Document Centre

What is SKS Document Centre?

SKS Document Centre is one of a suite of software products that are targeted at improving business management practices, improving access to corporate information (underpinning better decision making) and ultimately supporting public sector accountability.

SKS Document Centre is an 'easy to use' business solution for creating, saving, storing and retrieving electronic corporate documents. SKS Document Centre accommodates a wide range of document formats including (but not limited to) the full suite of Microsoft Office, Microsoft Project, Visio, PDF, WMV, JPEG and TIF.

SKS Document Centre handles the full cycle of document management (from creation to archiving) as well as easy integration with corporate databases and task management. SKS Document Centre is the end result of optimising and integrating a range of intelligent Microsoft (and network) functionality including:

- ⇒ Document templates;
- ⇒ A Document Centre toolbar to manage the document life cycle;
- ⇒ Document profiles capturing metadata;
- ⇒ System managed corporate standards for naming conventions and folder structures;
- ⇒ Business focussed search and retrieval tools for a range of scenarios (including full text indexing and leveraging metadata);
- ⇒ Behind the scenes automation enabling users to manage security; and
- ⇒ A structured approach to archiving, while ensuring that old documents remain at your fingertips

Outcomes of implementing SKS Document Centre include:

- ⇒ Improved productivity (through easy creation, finding and sharing);
- ⇒ Improved access to corporate information;
- ⇒ Capacity for improved client service (through better access to information – in terms of scope and speed);
- ⇒ Consistent application of corporate standards (in terms of styles, format, presentation);
- ⇒ Compliance with relevant legislation.
- ⇒ Capacity for integration with corporate databases.

What technology platform is used?

The solution is application and web based and uses a Microsoft standard platform (.Net2/SQL).

Where an agency does not have access to SQL, a version to accommodate other situations is also available.

Why are our solutions different?

Strategic Knowledge Solutions (SKS) and Hillcrest Computer Solutions work largely with client groups that are almost entirely public sector based. The systems that we develop target public sector processes and business requirements and look for opportunities to streamline and integrate.

The SKS range of software is comparatively easy to implement. For example a recent installation of the Document Centre and Records Centre for an organisation with 1000 staff was largely completed in a total installation period of 3 months. We are aware that comparable installs of other solutions have taken up to 2 years (significantly increasing costs – consulting and development) – with inherent additional costs associated with drawn out implementations.

Our solutions focus on productivity and ease of use. Our solutions look for opportunities to streamline and integrate. Our solutions have been designed and developed by people who have had to create, store and find documents as part of their daily routine. They are focussed on user needs but still deliver compliance with legislation – indeed their ease of use, makes them more compliant!

What other integration is available?

SKS Document Centre can integrate with a range of other software including:

- ⇒ SKS Records Centre;
- ⇒ SKS Data Centre;
- ⇒ SKS Ministerials Manager;
- ⇒ SKS Task Centre;
- ⇒ SKS Risk Manager; and
- ⇒ SKS Complaints Manager.

What does it cost?

Our licensing arrangements are simple and pricing is capped (all prices are ex GST)

	Server	User	Installation
SKS Document Centre	\$20,000	\$250	\$15,000 est.
SKS Records Centre*	\$20,000	\$100	Included above
SKS Task Centre*	\$20,000	\$150	Included above

* when purchased as a package

How can I find out more?

Ring Peter Duffy, Director, Strategic Knowledge Solutions on 0417 178 771; or

Ring Rohan Salt, Director, Hillcrest Computer Services on 0417 093 269; or

Visit our Website at www.strategicknowledge.com.au

SKS Document Centre – Our Checklist

	Requirement	Comments	SKS DM
1.	Application Functionality	<ul style="list-style-type: none"> Streamlining creation (intelligent templates, footers); Easy saving (automatic generation of metadata, useful naming conventions); Easy finding (i.e. when you know "where" something is AND when you don't – full text and full metadata searching); Simple searching (using text and metadata) and complex searching (i.e. "google" like); Capability to handle all major document types (doc, xls, ppt, mpp, html, pdf, tif, wmv, wav, avi etc.) including email (maintaining email integrity); Access to old/archived documents; Locking documents; and Protecting documents. 	<input checked="" type="checkbox"/>
2.	Access	<ul style="list-style-type: none"> Local; Regional; Remote (i.e. in a hotel in London); and Offline access to synchronised store (i.e. on a plane) 	<input checked="" type="checkbox"/>
3.	Security	<ul style="list-style-type: none"> Individual; Org Unit; PA; Random groups. 	<input checked="" type="checkbox"/>
4.	Integration	<ul style="list-style-type: none"> Telephone system/Active Directory, Email system, Records Management system (access docs from either Records or DMS) Corporate databases 	<input checked="" type="checkbox"/>
5.	Ease of Use	<ul style="list-style-type: none"> So that staff WILL use (and not store outside the system compromising 6 and 7 below) 	<input checked="" type="checkbox"/>
6.	Productivity	<ul style="list-style-type: none"> Leverage existing corporate information Easy sharing (tools to send links, Easy business tools (tools to embed in databases, tools to take bulk actions) 'single click' philosophy - use 'remembered values' where possible in metadata Portability (sit at any computer and have access) 	<input checked="" type="checkbox"/>
7.	Performance and stability	<ul style="list-style-type: none"> Fast saving, fast indexing and fast retrieval – stable environment with guaranteed access to documents in (extreme) remote circumstance where system is not available 	<input checked="" type="checkbox"/>
8.	Compliance	<ul style="list-style-type: none"> Business requirements, State Records Act., FOI 	<input checked="" type="checkbox"/>
9.	Preservation	<ul style="list-style-type: none"> Capacity to lock records – Mail is included. 	<input checked="" type="checkbox"/>
10.	Deployment and Stability	<ul style="list-style-type: none"> Must be low administration – deployment must be seamless 	<input checked="" type="checkbox"/>
11.	Transition	<ul style="list-style-type: none"> Accessing old documents in new world (transition at minimal cost) Integrate within a single searching routine (provide the option of finding using both old and/or new tools) 	<input checked="" type="checkbox"/>

12.	Training Tools	<ul style="list-style-type: none"> • Manuals, User guides, Self help tools (videos) 	<input checked="" type="checkbox"/>
13.	Future Proof	<ul style="list-style-type: none"> • Can it grow – can it be easily integrated/replaced/upgraded? 	<input checked="" type="checkbox"/>
14.	Disaggregation	<ul style="list-style-type: none"> • In the event of restructure/disaggregation of a Department can documents be allocated? 	<input checked="" type="checkbox"/>
15.	Workflow	<ul style="list-style-type: none"> • Routing documents and managing tasks (to be part of contemporary integrated approach to corporate task management) 	<input checked="" type="checkbox"/>
16.	Support	<ul style="list-style-type: none"> ▪ Local access to maintenance (for 'problem/bug resolution') ▪ Local access to developers (for customisation and enhancements) 	<input checked="" type="checkbox"/>