

### The Company

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### The Challenge

The legal division was employing simple email attaching and forwarding to accomplish its needs. Due to the large amount of documents being sent by email among legal staff, the amount of storage space consumed by such email attachments in Outlook was increasing tremendously.

### The Solution

Netways proposed Microsoft Office SharePoint Server 2007 as the platform for the solution.

### The Benefits

- Enhanced employee communication
- Efficient content management and information sharing
- Boosted employee productivity
- Tightened information security
- Unified corporate vision

BankMed chooses Netways to restructure the operation of their legal department and provide efficient management and sharing of legal cases.

## The Company

One of oldest banking and financial groups in Lebanon and the region, BankMed was originally established in 1944 as a credit institution. Since then, it has grown and flourished to become one of the country's largest financial institutions, with assets constituting around 8% of the total of the Lebanese banking sector. Constantly thriving to meet the ever more sophisticated clients' needs by rising efficiency, the group has embarked on a restructuring, reorganization and re-branding campaign, merging the three banks previously under GroupMed into one entity: BankMed, with a consolidated network of 48 commercial branches in Lebanon, one branch in Cyprus, in addition to the Bank's private banking subsidiary in Switzerland (BankMed Suisse) and a representative office in Brazil.

## The Challenge

BankMed was looking to implement a portal system in their legal department to facilitate communication and manage cases. The Enterprise Portal should enable BankMed Legal Department employees to communicate, share, search, and publish information around their services, while giving their employees personalized access to selected BankMed corporate information. Furthermore the solution should deliver communities for BankMed divisions, facilitating the process of collaboration, project teaming, and initiatives through a personalized dashboard.

BankMed's legal department has the vital need to collaborate and share legal documents for reviewing, updating, versioning, and tracking changes within the bank and between the legal department and legal partners worldwide. The division was employing simple email attaching and forwarding to accomplish its needs. Due to the large amount of documents being sent by email among legal staff within the bank and worldwide, the amount of storage space consumed by such email attachments in Outlook was increasing tremendously. Not to mention the redundancy in documents and absence of a central data repository to store these documents.



The legal department deals with strictly confidential and sensitive matters. Consequently, the need for utmost security methods, namely authentication and access rights, was essential.

When it came to document management, the legal department considers it necessary to perform mass mailing and in turn keep copies of sent documents including legal documents, emails, and letters. Additionally, the legal department needed a solution to standardize their documents according to document templates containing predefined text as opposed to pasting this text every time a document is to be authored. Finally, the legal division needed to keep track of, not only the reviewing changes, but also the number of legal documents arranged according to cases and sorted by sequencing numbers. Such a process needed to be automated to the farthest possible extent.

## The Solution

Netways proposed Microsoft Office SharePoint Server 2007 as the base for the solution. MOSS 2007 brings various technologies into a single unified platform for easy access. The big picture behind implementing such a solution would be to boost organizational efficiency through making knowledge and information sharing intuitive and easy. Enterprise content can be reused and controlled in a trouble-free and risk-free environment. Thanks to the interconnected features of MOSS, data can be analyzed in such a way that enables insightful and confident decision making.

After deployment of Microsoft Office SharePoint Server 2007, the issue of heavy email traffic no longer existed; SharePoint contains a document library feature that could be seen as a central data repository. It solved major legal department problems by providing sophisticated document sharing, collaboration, and versioning techniques. Each document library has its own group of members with defined security access levels and roles.

## The Benefits

### **Unified corporate vision**

Microsoft Office SharePoint Server 2007 was able to provide all BankMed employees with a shared vision, direction, and objectives across the enterprise as a whole. This helped streamline employee efforts into the BankMed mission in order to achieve the business value.

### **Enhanced employee communication**

The intranet portal solidified the BankMed internal communication strategy both across and within its various subsidiaries by building a communication culture within the enterprise. This communications strategy will prove to be effective through periods of managerial or organizational change.

### **Efficient content management and information sharing**

MOSS 2007 made it easy for the BankMed business units, and teams to contribute their knowledge and experience to the enterprise, as documents, data, and other information items. By establishing an effective information architecture that adapted to the business model, facilitated by powerful search capabilities, the intranet portal provided employees with an intuitive and dynamic experience.

### **Boosted employee productivity**

Because SharePoint provided employees with necessary tools where they needed them and when they needed them, these employees spent less time on administrative overhead and more time on actual work to deliver. In other words, an hour of an employee's time now produces much more output.

### **Tightened information security**

SharePoint provides role-based access to users; meaning that each user has a role that permits only a list of privileges. In addition, document libraries containing legal documents had user-trimmed security. In other words, if a user does not have the privilege of reading a document, it would not be even visible in the list for that same user.



# Technologies used

- Microsoft Office SharePoint Server 2007
- Microsoft SQL Server 2000
- Windows Server 2003

# Who are we?

Netways is a Microsoft Gold Certified Partner with competencies in Information Worker and Business Solutions. Our solutions target a wide array of enterprise and small and medium size business challenges. In addition to our partnership with Microsoft, Netways has a well-built alliance with Captaris for providing fax automation, document management, and business process automation solutions. By leveraging our deep industry and technical expertise, Netways is able to provide customized end-to-end solutions for clients based on worldwide standards. The services we provide include consultancy, development, implementation, outsourcing, and training.



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