

## Hydratech Industries Pte Ltd

### Case Study



## Ahead of the Competition with Document Management

**Giving their customers a clear competitive edge by always staying ahead of the competition: that's the motto of Hydratech Industries. For the internal management of their documents, this Singapore-based company relies on professional document management. Their digital archive provides quick access to all sales documents and also helps with version control and release of important documents from their Research & Development and Quality Assurance teams.**

Since 2003, Hydratech Industries has specialized in high-pressure hydraulic solutions. Their systems are used in several industries, such as oil/gas, defense, aerospace and energy supply.

The company is involved in the development, production and implementation of industrial systems and also offers its customers complete project management for custom solutions. A clear focus on securing their own competitive advantage has given the company a considerable market presence in the entire Southeast Asian region.

### Hydratech Industries Pte Ltd

**Industry:**  
Manufacturing

**Location:**  
Singapore

**Departments:**  
Quality Assurance, Research & Development,  
Sales

**Application Areas:**  
Construction, Production, Sales, Virtual Project  
Room

# Requirements and General Environment

Prior to using a professional document management system (DMS), the company had been placing files in a simple folder structure on the server. Over the years, a huge number of documents had accumulated from their Development, Quality Assurance and Sales departments. This included production records, technical drawings, email and contracts – which were partly in English and partly in Chinese. Since individual project groups each organized their own storage on the server, the folder structures and access rights varied greatly. Even employees from the same department didn't always know where they could find important documents. This all meant that long search times or inquiries to colleagues were the order of the day.

The storage structure in Windows folders was also a big problem for efficient version management. In Development and Quality Assurance, project documents are constantly updated and changed. Instead of properly managing the versions of existing documents, files were often simply overwritten or duplicated, without recording the changes made beforehand. If documents needed an approval by a supervisor, a lot of data was often sent back and forth by e-mail. Team members wouldn't learn about new versions of important documents until much later (or never!).

When it became clear that their situation was no longer viable, the Southeast Asian company began looking for alternatives for their document management. Apart from the ease of use and scalability of the solution, they were also looking for a multilingual user interface and on-site support in Singapore. From various references given to them by their local DocuWare Partner, Hydratech Industries finally became aware of DocuWare – within a few weeks, they opted for their DMS.

## The Solution

A major challenge when moving to the central document pool was transferring several hundred gigabytes of data from the folder structure into the digital archive without having to touch individual files again. Thanks to the seamless integration into Windows Explorer, however, this task was just a matter of drag & drop: the DocuWare file cabinets were set up with index fields that mirrored the folder hierarchies of their original file structure on the server. Afterwards, the folders were transferred into the central document pool with a mouse click. The files contained were automatically indexed and stored, without need for manual intervention by the users.

Today, about ten employees work with the central document pool every day. The DocuWare rights system regulates the various authorization profiles. For example, colleagues from the Sales department have read-only access to certain Development documents. With the help of various index terms, documents can be accessed with a few mouse clicks from the file cabinet.

The integrated version management works just as easily: if a user creates a new production plan, the document is first checked out for editing. After completion and once the document is checked back in, DocuWare then automatically forwards the new plan to a project manager for approval. A complete history of all documents can always be called up via the versioning function. For example, you can always see which colleague made which changes and at what time. DocuWare also notifies the entire project team by e-mail when important changes are made.

## The Tasks

- Central document pool for various document types
- Transfer of existing folder structures
- Version management
- Quick approval processes



## Modules in use

- Task Manager

# The Benefits

Thanks to the purely web-based interface of the DMS solution, the company's central document pool is available to authorized colleagues at any time, from anywhere. At Hydratech Industries, this is especially beneficial for the well-traveled sales staff, who now have access to important customer documents from the road. Inquiries are answered quickly. The company has been able to significantly increase its sales productivity.

The impact of the DMS solution, though, is particularly clear when working together with documents: they have reduced mistakes by making sure that the latest document version is being used. Quick approval processes allow the Asian high-pressure specialist to complete projects more quickly overall. All of this has helped improve the company's competitiveness, which they are happy to pass along to their customers...thanks to electronic document management.

## The Benefits

- Boost in operational productivity
- Significant error reductions
- Better customer service
- Improved competitiveness



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