

Legal Document Management

Improving the lifecycle of legal documents across a multi-person department

Although Komatsu started marketing its products in the 1960's in the United States, their North American operations were established in 1970. Today, Komatsu America is the second-largest, fully-integrated manufacturer and supplier of construction equipment in North America with a reputation for reliability that's second to none. They have built a network of manufacturing plants and parts depots with approximately 2000 employees who manufacture more than 90% of all Komatsu America equipment in the United States.

Komatsu America Corp. (KAC) manufactures and markets a full line of integrated construction equipment from the smallest compact construction size to the largest mining size. Their product line includes hydraulic excavators, wheel loaders, crawler dozers, off-highway trucks, motor graders, skid steer loaders, tractor loaders and backhoe loaders.

Business Challenge:

Komatsu America's legal department consisted of 10 users; attorneys, paralegals, support staff and an administrator. Each person maintained their own electronic legal documents, applying a different filing structure and version control to those documents. Document back up was also maintained at an individual level.

Archived information was maintained in the form of paper files stored in a large file room. Requests for discovery and compliance documents required search of both electronic documents across 9 different drives on multiple computers and a manual search in the file room. There was no ability to do a single search to identify the requested documents. Search requirements included the ability to search by date, last edited date, document title, author, full text and full indexed searching. Significant time was spent looking for documents



Solution:

The solution featured IBM Content Manager and Document Manager for Komatsu America's legal department, providing the ability to manage the entire lifecycle of its various electronic documents including centralized storage and availability. The search facilities enable quick location of and access to created/stored documents to enhance knowledge sharing and minimize time spent searching for created documents.

This solution also allowed for future extensibility should Komatsu America want to include support of other content types (example: imaged documents) as well as extension of document management capabilities to other Komatsu departments.

Solution features -

- ▶ Centralized repository, replacing 9 different drives across multiple computers
- ▶ Standard file structure
- ▶ Full text searching of repository
- ▶ Document version control
- ▶ Integration with email client
- ▶ Secure access to document
- ▶ Smart folders for automated document retrieval

Product(s) -

IBM Content Manager
Document Manager

Results:

Komatsu America realized improvements with business information use, workflow, and customer service. Specifically:

Effectiveness, efficiency and productivity

- ▶ Reduced cycle times for workflow processes
- ▶ Elimination of non-value added activities such as paper file maintenance
- ▶ Secured and backed up data, elimination of lost info
- ▶ Significant reduction of time spent maintaining paper files
- ▶ Reduced needs for paper file storage and associated costs
- ▶ Improved response time to compliance and discovery requests
- ▶ Ease of use through integration with email client

Company Description

The Dayhuff Group specializes in delivering fast, focused, high-quality yet cost-effective Enterprise Content Management solutions. Our range of experience, the scope of our expertise, and our delivery model makes Dayhuff Group a special breed in the technology services field. We put those attributes to work in order to guarantee our clients short-cycle project completion with real-world budgets. The result: innovative, problem solving technology services that improve efficiency, reduce costs, and increase revenues.

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