



How a system 'tune-up' improved performance and **increased productivity**

Neocol brought in their leading consultants to quickly resolve problems with PGMS' underperforming content management system, resulting in huge time savings and increased productivity across the business.

“ We were extremely impressed with Neocol's expertise, in fact dealing with them made us realise that our previous suppliers were far from the experts they claimed to be.

Richard Acland, PGMS (Ireland) Limited

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The Business Problem

The PGMS IT department despaired of the slow running and inefficiencies of their content management system. Unfortunately they were also unhappy with the expensive and complicated solutions suggested by their existing suppliers. As content management specialists with proven expertise, Neocol were brought in for a second opinion.

Our Solution

Our expert team was able to conduct a site analysis and identify configuration problems at the first visit.

This expert analysis and the cost effective solution suggested were a perfect match for PGMS' needs and we were commissioned to upgrade their IBM ECM system to the latest levels.

Neocol was able to perform the upgrade operation, keep down-time to a minimum and help the company roll out the relevant IBM Content Manager system to the user community. PGMS saw an immediate benefit and feedback from the 80 users was excellent.

Project Successes

The easy-to-use and reliable system has meant that:

The dramatic increase in system performance has resulted in time savings and rising productivity across the business. For instance, from taking over a minute to locate, files can now be opened in a matter of seconds.

Neocol has since been contracted to support the entire IBM Content Manager and Kofax Ascent capture system.

About PGMS Ireland

Part of the Pearl Group, PGMS Ireland provide administrative services for financial services companies.

About Neocol

Neocol is a highly innovative global systems integrator, dedicated to the design, delivery and support of Enterprise Content Management and Business Process Management solutions. Established to meet customer demand for an intelligent approach to information build-up, Neocol offers highly-skilled ECM and BPM experts to solve content management problems; turning unstructured content into valuable and realisable assets.

Since 2003, leading brands have been turning to Neocol for our ability to build, integrate and support business-led systems that add measurable competitive value to their day-to-day operations - and to their bottom line. Neocol is a single source of understanding, expertise, technology and skills designed to deliver the right ECM strategy to your enterprise.

