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the nec group
birmingham



The National Exhibition Centre (NEC Group), the busiest exhibition centre in Europe, staging more than 180 exhibitions each year, have implemented an integrated Electronic Document & Content Management system from Hitec Laboratories.

Up to four million people visit the NEC, based in Birmingham, each year. With 20 halls totalling 190,000 square metres (two million square feet) it is also the biggest exhibition centre in Britain and seventh largest in Europe. The NEC Group Comprises of a number of venues, including the National Exhibition Centre (NEC), the NEC Arena, the International Convention Centre (ICC), the National Indoor Arena (NIA) and Symphony Hall.

At the end of 2002, the NEC Group tendered for an Electronic Document & Content Management system to be installed within the Group Services Business Departments.

Due to business expansion at the NEC, paperwork had increased at a substantial rate causing :-

- Increased administration overheads
- Time for retrieval and access to files to take too long
- Requests for copies of documentation resulting in high volume photocopying and manual faxing
- Lack of facility to access office based documentation remotely
- Security - tighter controls needed to prevent misplaced copies and provide back-up copies. Also, statutory requirements specify the need to retain documentation for 6+ years
- Contingency Planning - Potential risk to current physical storage, i.e., fire, flooding, etc.,

The major objectives of the project was for the integration of Document Management within Group Services Business in order to reduce the time spent manually filing, photocopying and faxing, which tied up a huge amount of resource.

The NEC Group received a large response to the tendering process, and eventually reduced the potential suppliers to five, all of which were well established, financially stable reputable companies, with proven track records.

After a lengthy evaluation, the NEC Group selected Hitec's DataStore[®]32 product. Hitec Laboratories is a leading international supplier of Electronic Document & Content Management (eDM) solutions, has been established for over 10 years, and has a growing client base of 600+ implementations Worldwide, addressing Customers across all industry sectors. The range of modules available within DataStore32 met the criteria to address the specific requirements of the Customer. NEC were particularly impressed with Hitec's ability to quickly integrate DataStore[®]32 with their Sage accounting systems and felt that Hitec's product portfolio, incorporating ds32.cold/erm, ds32.image, OfficeStore[™], ds32.workflow together with the XML browser (thin client), matched their requirements.



DataStore[®]32 provides secure capture, storage, viewing and management of all types of content, providing easy browser-based access to all corporate information, irrespective of source, across the enterprise.

The system licensed included a 75 concurrent user system for ds32.cold/erm, ds32.image and OfficeStore, and a 20 user ds32.workflow system.



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Implementation within Group Services has already generated considerable benefits such as :

- Immediate access to information
- Fast and efficient transfer of documents
- Improved operating processes
- Reduced administration costs
- Multi-user access to documents
- Improved security
- Increased Employee Productivity
- Contingency Planning / Disaster Recovery

Eventual roll-out at The NEC Group will include a number of departments across the organisation including Finance (Payroll), Group IT, Human Resources, Company Secretariat (Legal) and Purchasing.

Sam Edgar the Business Project Owner from Accounting Services within NEC Group Finance commented, **"After considering various eDM systems from several suppliers, our selection team were convinced that Hitec provided the most appropriate solution to meet our requirements, offering a combination of quality, performance, service and price."**

"In particular, we were impressed with Hitec's ability to quickly integrate with our current Sage cs/3 UNIX based system. We have developed a close working relationship with Hitec and look forward to working together with them to maximise the benefits of the DataStore32 system within the NEC Group".



HITEC LABORATORIES is a leading developer of Electronic Document & Content Management software solutions, specifically designed to address the demanding requirements of a modern organisation - the secure storage and fast retrieval of business critical information.

The focus of the DataStore product suite of solutions is to help organisations:

- enhance Customer Service Levels
- adhere to Compliance & Regulatory requirements
- increase Employee productivity
- enhance Continuity & Disaster Recovery plans
- improve Business Processes & Document security
- reduce costs

Hitec's Headquarters are in the UK, and have a branch office in North America. Together with our worldwide partners, we provide a range of Marketing and Support Centres throughout Europe, Africa, Middle East and Asia Pacific, establishing a large customer base in 48 countries. Customers and solutions cross all industry types and geographic borders.

**To discuss your requirements
call now on 01753 583000**

**or visit our website at
www.hiteclabs.com**

Hitec Laboratories Ltd.,
Trent House, Waterside Drive,
Langley, Berkshire, SL3 6EZ, UK
Tel: +44 (0)1753 583000
Fax: +44 (0)1753 593322
sales@hiteclabs.com
www.hiteclabs.com

Hitec Laboratories Ltd.,
Paragon Towers, 233 Needham Street,
Newton, MA 02464-1502, USA
Tel: +1 (617) 928 3082
Fax: +1 (617) 928 3083
sales@hiteclabs.com
www.hiteclabs.com