



## CUSTOMER

Global Mining Corporation

## INDUSTRY

Mining and Resources

## PROFILE

This premier global giant is a leader in the mining and resources industry and focuses on the discovery and development of natural resources for economic growth.

Counted among the largest resources businesses in the world based on global reported revenue and market capitalization, this company operates in over 20 countries around the world and aims to use its unique assets for sustainable development for the world's economies.

Through its sheer size, the company invariably deals with a large number of paper-based forms and document-centric process and needed a way to make their business processes in these areas more efficient.

This manual process was an acknowledged risk exposure, due to potential inaccuracies in contract and document clauses, and the potential for legal claim and financial loss. Furthermore, the company's ability to respond quickly to change was severely handicapped by manual processes and the resulting work load impact on staff. Minor changes to templates were costly and often would take weeks to amend, causing unnecessary delays, staff and customer frustration, and further impacted business efficiency. In addition, as the business was experiencing significant growth, document volumes were expected to continue to rise and these efficiency impacts were deemed unacceptable.

# MINING & RESOURCES INDUSTRY

## GLOBAL MINING CORPORATION

### Business Environment

The global resources giant specializes in the discovery, development, and conversion of natural resources to stimulate economic growth around the world. The global giant is one of the world's largest mining companies, and has multiple operations around the globe.

The company maintains a large employee base, both full time staff and contractors and in recent years has been expanding operations at a range of sites across the globe. The company also acquires a large range of goods and services to supply and support these operations.

As a result, staff across a number of regional locations manually produced significant volumes of human resources documents and procurement contracts for goods and services.

### Business Challenge

The company imperative was to enhance the production of Human Resource (HR) and procurement documents, and provide centralized management of templates and content to improve efficiency and accuracy. With the company's current approach, staff had to resort to the manual creation of each document drawn from templates that were mainly constructed in Microsoft Word.



**“We needed a long term, sustainable solution to increase our business process efficiency, particularly in the areas of HR and procurement contract generation - which is exactly what the Intelledox system provided us.”**

Global Mining Corporation  
Human Resources Manager

## The Intelledox Solution

The company decided that they needed to automate HR and procurement document generation to streamline efficiency and reduce risk exposure. They also sought a solution that provided centralized management of document templates and content elements. The company went to the market seeking a commercial off-the-shelf (COTS) solutions that best suited their needs, and Intelledox was selected as the preferred solution.

Intelledox replaced the process of manual manipulation of complex employment contracts in Microsoft Word, and facilitated the migration away from the existing in-house visual basic solution used in the production of procurement contracts.

The Intelledox implementation provided a centralized portal accessible to all authorized staff to generate the documents that they require. Users access the portal and invoke an intelligent document wizard that guides them through the document creation process. Once completed, Intelledox generates a document in the desired format containing only the content that the user has designated to appear. The logic, business rules, and content fragments used in the construction of these documents are centrally managed by corporate staff charged with this responsibility. Having the necessary system credentials, these subject matter experts centrally manage document templates and content, thereby enforcing a robust governance framework across the user community. Document designers can create document templates and rules, which are stored centrally in the Intelledox database, allowing for easy maintenance, backup and retrieval. It also allows administrators to define the rules for who can access templates throughout the enterprise. Intelledox provides a built-in content library, capable of centrally storing rich dynamic content for re-use and appropriate business control. Users can take advantage of this rich content directly from within Microsoft's 2007 Office System with the Intelledox Content Library add-ins for Word and Outlook.

All aspects of the Intelledox platform share a unified security model, which enables role-based permissions to be enforced and ensures content is only accessed by the appropriate users.

The Intelledox implementation also supports:

- Multiple templates and data sources
- Complex logic (contract types/clause types)
- Mail merge
- Audit trail of documents generated

## Business Benefits

The benefits of the Intelledox implementation were immediate for the company. The shift to Intelledox allowed the company great flexibility in building their HR and procurement documents and greatly increased the overall efficiency of their document-centric processes. Among the major benefits were:

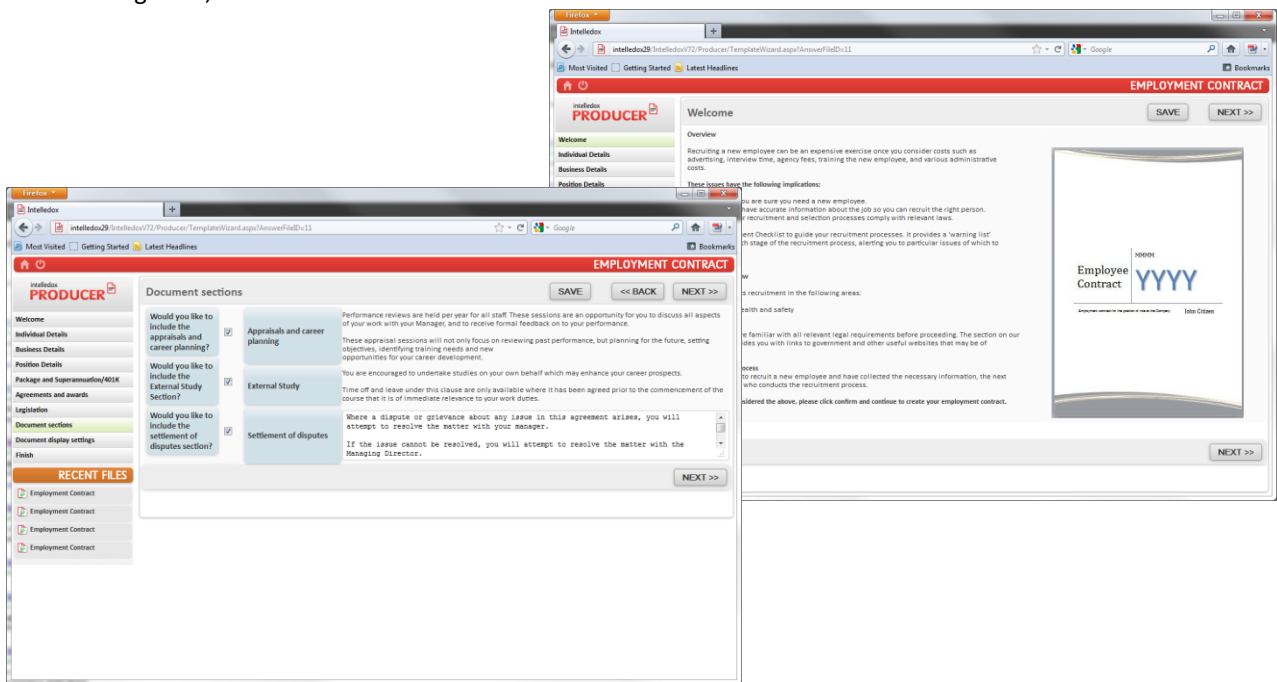
- Business risk reduction through reduced possibility of errors
- Enhanced governance through the authorized control of source templates



**“Intelledox allowed automated document generation capabilities, reducing our business risks and enhancing content governance in our documents.”**

**Global Mining Corporation  
Human Resources Manager**

- Central business tool accessible to all relevant staff
- Increased user control of the document rules and content
- Significant reduction of document generation times
- Enhanced flexibility to enforce changes to documents
- Scalability to produce multiple documents at a time
- Reduced reliance on skilled personnel which allows staff to focus on other important tasks
- Long term, sustainable solution



**ABOUT INTELLEDOX**

Intelledox is a 4<sup>th</sup> generation document creation system and specifically addresses what leading analysts refer to as "content chaos" caused by a lack of a structured and centralized approach to document generation. Intelledox creates significant business advantage through the automation of document-centric business processes. By leveraging existing investment in document management and information assets, Intelledox assists organizations to drive down operational costs, deliver increased efficiency, reduce compliance risk, and improve user experience. Intelledox has delivered high quality enterprise software solutions to a growing portfolio of large corporate and government customers across the globe. Currently some 300 customers and 400,000 users benefit from the solutions developed by Intelledox Pty Ltd. Headquartered in Australia, Intelledox has an international presence across the globe with offices in the North America, Singapore, and the United Kingdom.

AUSTRALIA	NORTH AMERICA	UNITED KINGDOM	ASIA
<b>Intelledox Pty Ltd</b>	<b>Intelledox North America</b>	<b>ATEB Solutions</b>	<b>Intelledox Pte Ltd</b>
8 Wiluna Street Fyshwick, ACT, 2609 Australia	Eaton Center 1 Dundas St West Suite 2500, Toronto M5G 1Z3	2 Stoneyhurst Road West Gosforth, Newcastle Upon Tyne, NE3 1PG	6 Serangoon North Ave 5 #04-02 Singapore, 554910
<b>P +61 (0)2 6280 6244</b>	<b>P +1 416 642 1669</b>	<b>P +44 191 645 1150</b>	<b>P +65 6603 9226</b>

**INFO@INTELLEDOX.COM | INTELLEDOX.COM**