



VPI International Sdn Bhd

EMC helps BPO service provider meet growing demand for outsourcing document management

VPI International Sdn Bhd (VPI) is the only business process outsourcing (BPO) service provider in Malaysia that offers a complete suite of services, including data processing, paper document processing, document imaging and data capture, electronic and physical document distribution, archival and retrieval, PC and information lifecycle management, and records management. VPI also provides crucial document digitization, management, and archival services to many industries, including banking, finance, insurance, as well as telecommunications, media, and entertainment industries; and the company serves several ministries and government agencies.

As part of its Ninth Malaysia Plan, the Malaysian government is emphasizing the enhancement of the accessibility, effectiveness, and productivity of public services. This economic blueprint is making companies like VPI well-positioned to take advantage of the move toward outsourcing and shared services.

With exponential data growth chronically plaguing organizations, recovering it quickly becomes an even greater challenge if the information is recorded on paper-based forms. Many of VPI's customers have mountains of accumulated documents stored in tens of thousands of cartons in multiple rooms or even entire warehouses. Managing massive amounts of paperwork results in labor-intensive and costly storage management, expensive document transportation, security issues for protecting physical documents, and slow document retrieval—all impacting customer service levels and revenues.

VPI anticipates that many organizations will choose outsourcing because they will be unable or unwilling to keep up with the escalating cost of unmanaged storage. Outsourcing enables them to focus more on their business strategies and take advantage of the economies of scale that VPI offers as their document management needs increase.

To deliver world-renowned, best-in-class document management solutions to its customers, VPI chose EMC® Centera™ content-addressed storage and EMC Documentum® ApplicationXtender® software for its state-of-the-art BPO facility. Now, all existing documents are digitized, organized, and delivered using EMC Documentum ApplicationXtender and archived on EMC Centera for quick retrieval from almost anywhere by authorized staff.

“With our experience in providing outsourced and insourced physical document management services, we knew our clients needed our help in transitioning to a more efficient, paperless environment,” says Shaik Aqmal Allaudin, managing director.

Centera and ApplicationXtender deliver best-in-class document management solutions

EMC Centera is the online enterprise archiving standard for virtually any application and data type. It provides a simple, scalable, and secure storage solution for cost-effective retention, protection, and disposal of a wide range of regulated and non-regulated fixed content including X-rays, voice archives, electronic documents, e-mail archives, check images, and CAD/CAM designs.

“We chose EMC because its products support a large number of concurrent users with a proven track record in archiving technology,” says Shaik. “EMC Centera ensures total content authenticity and intelligently recognizes duplicate copies and saves only one copy, ultimately reducing future storage costs. This self-healing and virtually maintenance-free system enables us to focus on the business process management services instead of technology maintenance.”

“EMC handled every aspect of our investment. EMC’s team of experts led the implementation process and they advised us how to further improve certain aspects of the system. EMC has also been very responsive on support issues. This is imperative to us as we must uphold customers’ service-level agreements.”

Shaik Aqmal Allaudin, Managing Director

EMC Documentum ApplicationXtender electronically stores, organizes, and manages documents, files, and other business-critical information, and provides fast, security-controlled access to information from Microsoft Windows or Web-based clients.

“EMC Documentum ApplicationXtender enables greater control over documents, offering peace of mind to our customers that their information is secure and unalterable,” says Shaik.

Together, these two solutions enable VPI’s customers to eliminate the time-consuming and costly process of retrieving an original paper copy from a warehouse. Instead they can quickly reproduce a replica of the original document from its digitized version. This capability significantly improves productivity, reduces operational expense, and even boosts customer satisfaction levels. For example, authentic digital facsimiles, which are more credible than plain printouts, could be provided to a bank customer for use as supporting documents in an application with a third party, such as for loans.

Recently, VPI helped one of its customers reduce its turnaround time from three days to just one, and its weekly turnaround time from eight to four days for data and document processing work.

A strong alliance

VPI’s positive experience with EMC has helped reinforce the strategic partnership between the two companies and opened doors for future collaboration.

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Customer Profile

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