

DIGITAL DESIGN

SOFTWARE + SERVICE IN PRACTICE

Customer Cases

October 22, 2009

DIGITAL DESIGN PROJECTS

- 1000+ projects completed:
 - complex enterprise management systems,
 - systems for sales and marketing,
 - Business Intelligence (BI) solutions,
 - Customized software solutions,
 - IT infrastructure management,
 - Management of IT processes (ITIL/ITSM).
 - Electronic workflow and automation of business processes
 - IT systems support and service
- 17 year market experience
- Successfully cooperating with such international companies as: Heineken, Johnson&Johnson, Tetrapak, Ford, Volvo, Cubio, Stora Enso, Lindab, as well as with many leading Russian companies, small and medium-size enterprises.

CUSTOMER CASES FOR S+S STEPS

Web-enabling

- URALSIB Financial Corporation, Russia
- Prince's Trust, UK

EAI/Process Integration

- SSC - Siberian Services Company, Russia
- Tetra Pak, Sweden

Maintenance

- Custom systems maintenance for Swedish customer
- Custom billing system maintenance for Cubio\SuperTel

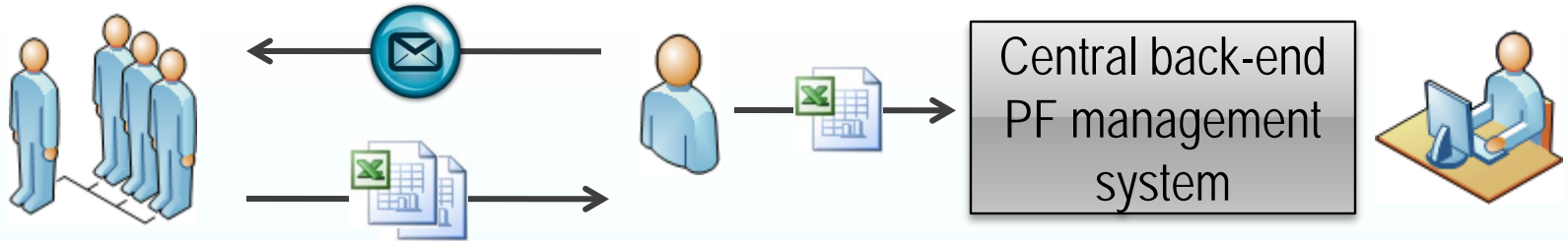
S+S + Hosting

- Docs Vision Live – Document management service
- Partners Portal – Partners' shared workspace service

WEB ENABLING: URALSIB – PENSION FUND MANAGEMENT SYSTEM

About the company: URALSIB is the national level finance and banking corporation providing services in asset management, commercial and private banking, leasing and manages a pension fund

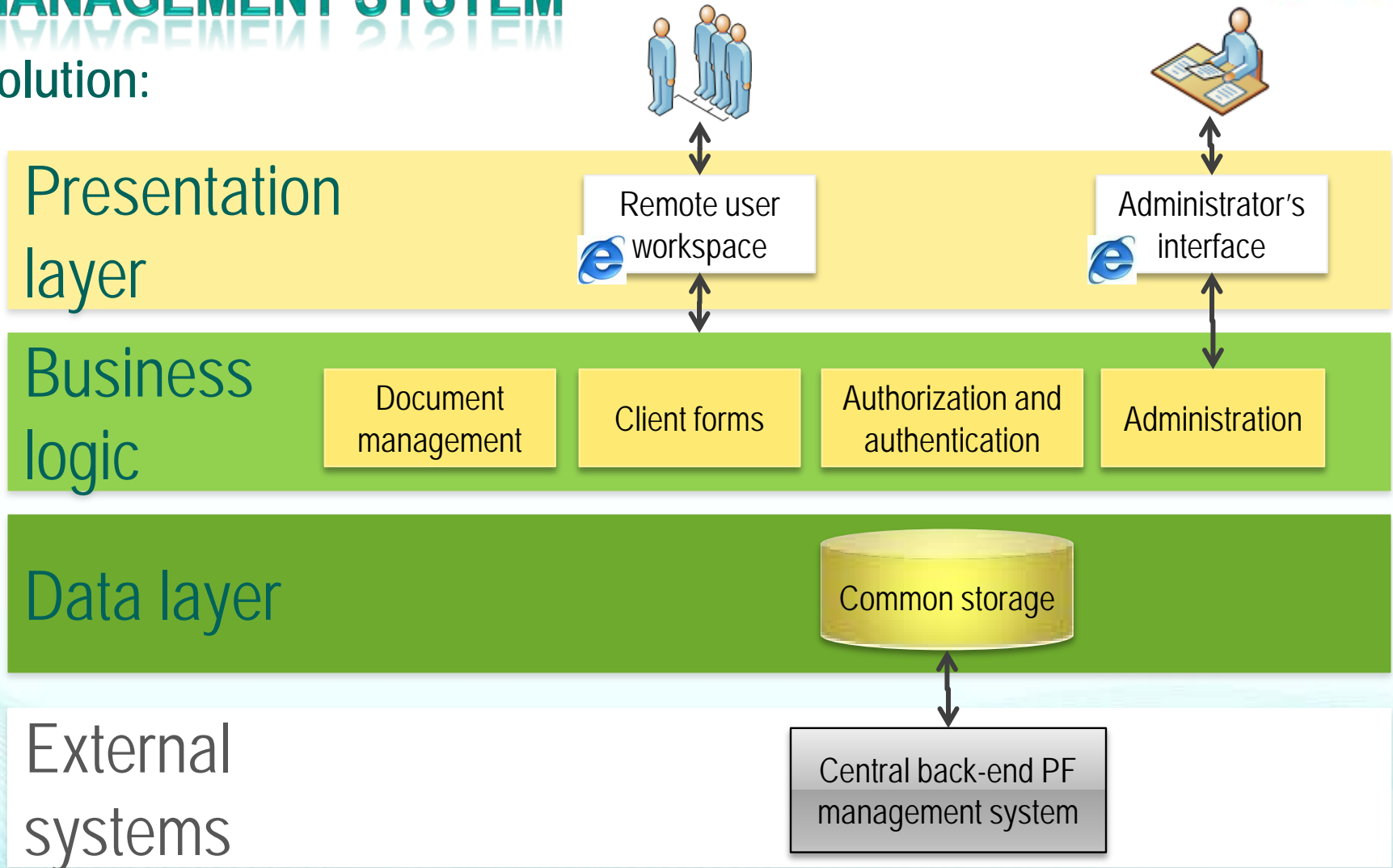
Initial state:



**300 regional offices
and over 450
responsible operators**

WEB ENABLING: URALSIB – PENSION FUND MANAGEMENT SYSTEM

Solution:



WEB ENABLING: URALSIB – PENSION FUND MANAGEMENT SYSTEM

Issues to be solved:

- Routine manual operations, performed by the employees, took too much time and cost too much for the company
- Information from regional offices usually was not received in time
- Information was incomplete or inconsistent as verification was done manually

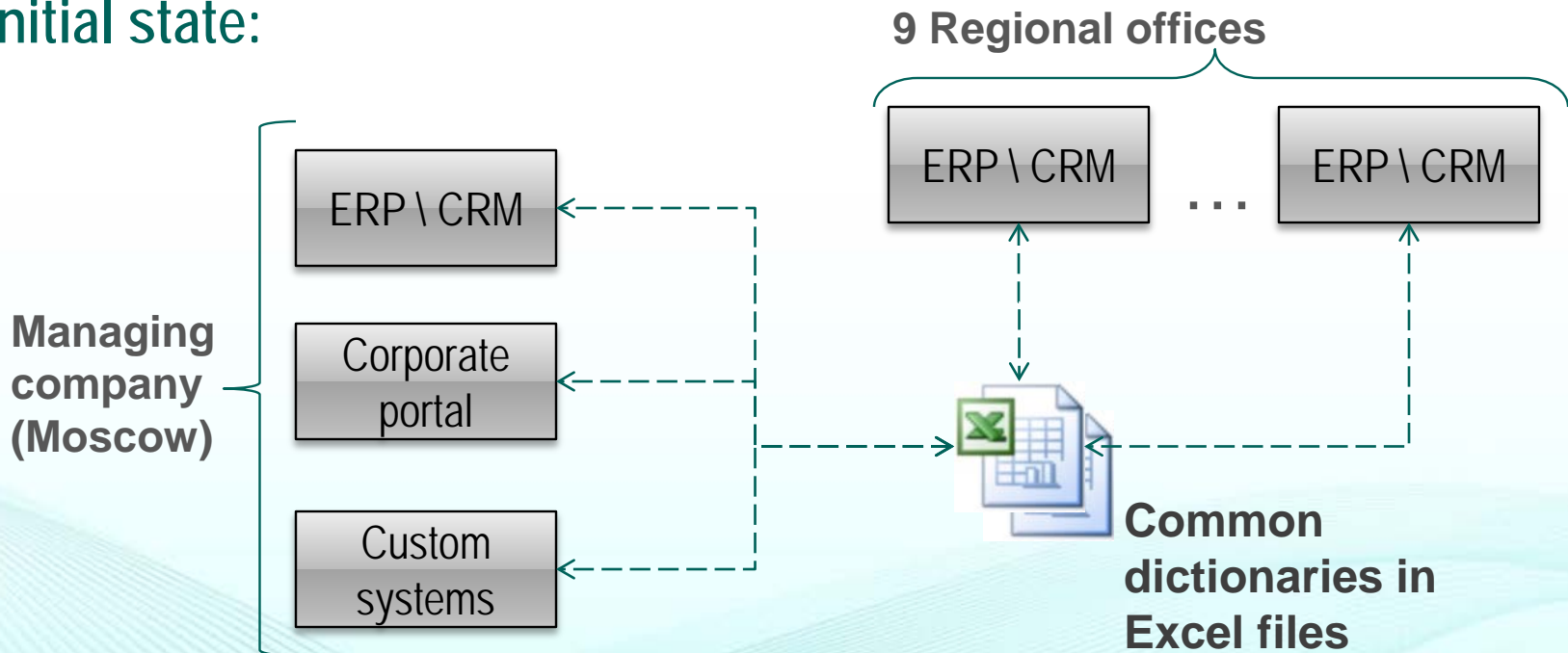
Advantages of the new solution:

- **Usability:** regional users now upload the data to the system directly through the web-interface
- **Time and cost saving:** no need in manual input or copying to the Excel files and subsequent manual verification
- **Data accuracy:** data is now verified automatically for completeness and consistency.

INTEGRATION: "SIBERIAN SERVICES COMPANY" SINGLE MASTER DATA MANAGEMENT SYSTEM

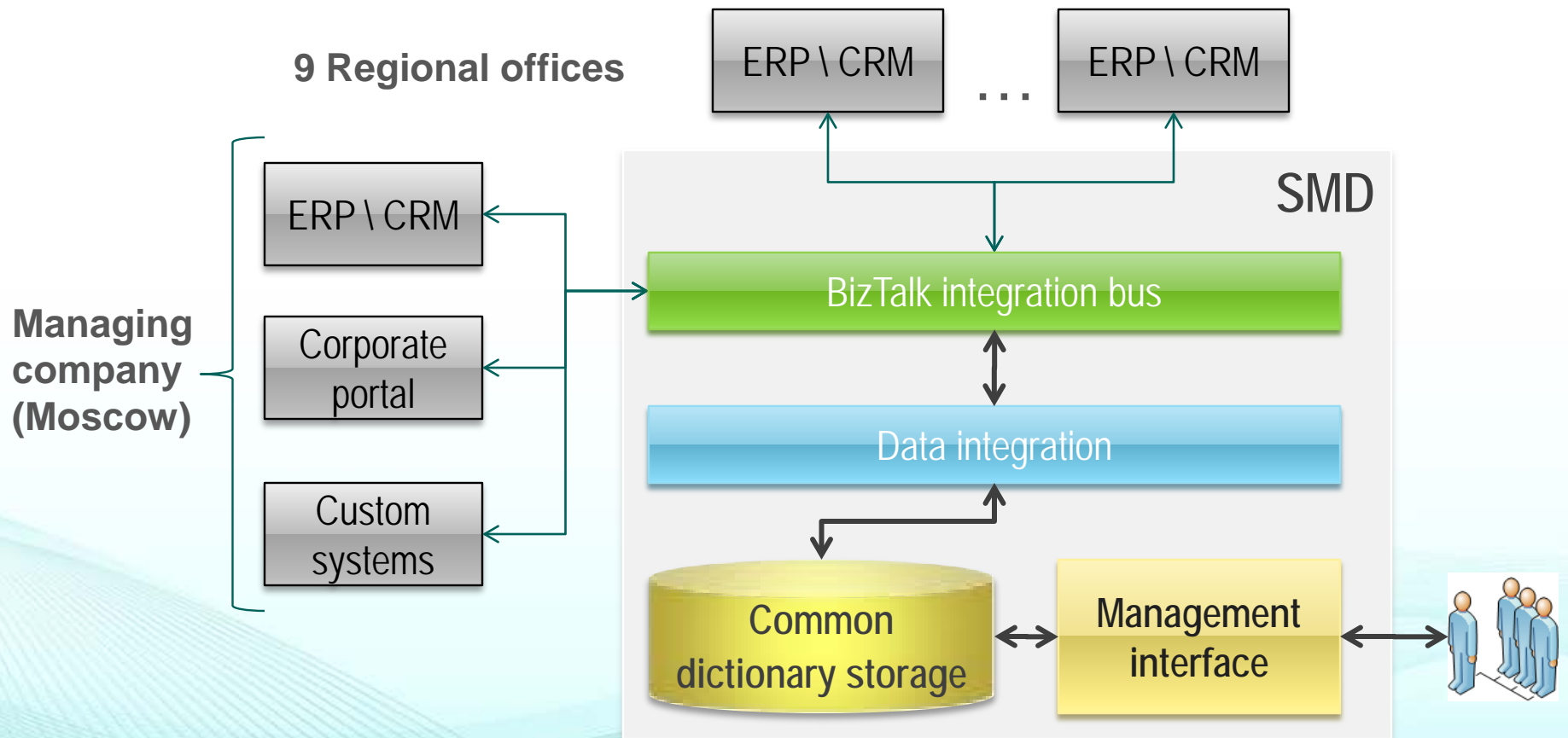
About company: a major drilling contractor providing services to leading Russian and foreign Oil & Gas companies

Initial state:



INTEGRATION: "SIBERIAN SERVICES COMPANY" SINGLE MASTER DATA MANAGEMENT SYSTEM

Solution:



INTEGRATION: “SIBERIAN SERVICES COMPANY” SINGLE MASTER DATA MANAGEMENT SYSTEM

Experienced problems:

- **Data duplication:** the same information stored in different systems was processed in different ways
- **Time losses:** time-consuming operations of synchronization of data in different systems
- **Data inaccuracy:** duplicated and incongruous records make the reliable statistics impossible

Advantages of the new solution:

- **Usability:** common interface for all dictionaries
- **Time and cost saving:** all modifications to the data are now should only be done once – to the common storage
- **Data integrity:** reports can be built based upon the unified dictionaries.

INTEGRATION: TETRA PAK – INTEGRATED MASTER DATA MANAGEMENT (MDM) SYSTEM

About company: one of the largest suppliers of processing and packaging solutions for food

- **Problem** – difficulties of data consolidation, no possibility to adopt unified business practices for corporate customers.
- **Project synopsis** - Providing a mechanism to maintain business data, distribute the data among local Tetra Pak companies, and synchronize the data with other platforms and systems.
- **Integrated systems** - Scala, SAP/R3
- **Benefits:**
 - Consistent and accurate data
 - Access both to global and country-specific data
 - Improved services and increased customer satisfaction

MAINTENANCE OF LEGACY SYSTEMS

Problem – there are existing systems, actively used and requiring renovation

Content –

- Problem solving
- System monitoring and preventive maintenance
- System modification according to user requests
- Documentation and architectural analysis

Benefits –

- SLA
- Established process
- Defined responsibility

- **About product** - DocsVision is a .NET based document management and BPA platform which was created by Digital Design's partner DocsVision
- **Project name and synopsis** - «Live» version of DocsVision - accessible over the Internet version of DocsVision.
- **Problem** - on-line management of data required
- **Project synopsis** - One of the first S+S projects in Russia. Development of DocsVision Live service was supported by Microsoft and carried out in cooperation with our long-term hosting partner Parking.ru
- **Benefits:**
 - On-line access to the application data
 - Low cost of ownership
- **Used technologies** - SharePoint Server

