

Atkins Improves Service and Ensures Compliance with Imaging and Process Management System

Atkins
Surrey, England
www.atkinsglobal.com

Industry:
Engineering & Construction

Annual Revenue:
US\$2.786 billion

Employees:
15,900

Oracle Products & Services:
Oracle Imaging and Process Management

Oracle Partner:
SIG Consulting Ltd.
www.sig-cons.com

Key Benefits:

- Enhanced customer, employee, and supplier satisfaction
- Accelerated invoice processing
- Reduced costs
- Improved productivity and increased time savings
- Eliminated manual administration processes to reduce errors
- Provided employees with remote access to data
- Ensured compliance with document archiving requirements

“We are very happy with the way that Oracle Imaging and Process Management is running and the benefits it provides for our organization.” – Pam Linton, Atkins

Atkins is the largest engineering consultancy in the United Kingdom, the largest multidisciplinary consultancy in Europe, and the world’s third largest global design firm. Atkins was running a number of disparate administrative systems—which were slow and prone to human error—across its 190 sites in the United Kingdom. As a result, employees, customers, and suppliers often had inconsistent experiences depending on their location.

Atkins launched an initiative designed to bring many of the organization’s core services under a shared services department. As part of this effort, Atkins identified invoice and expense claim processing as two business functions that could benefit from standardization. It selected Oracle Imaging and Process Management, previously known as Stellent Imaging and Business Process Management, to help it achieve its standardization goals.

Streamlining Content Management

Atkins uses Oracle Imaging and Process Management to streamline invoicing, expense claim processes, and document archiving. It is enjoying the benefits of a centralized, consolidated system, faster processing, and a better experience for customers, suppliers, and employees. Full integration of the system with Atkins’ JD Edwards enterprise resource planning (ERP) platform from Oracle enables the company to run just one core Web-accessed system.

With more than 22,000 invoices to process each month across the organization, Atkins reduced administrative staffing and improved processing speeds with its Oracle imaging and process management system. It also has elevated levels of customer and supplier service by allowing Atkins to present a consistent face to external organizations. For example, standardized payment terms largely eliminate problems such as duplicate payments, missed

discounts, and late payment charges on missing invoices. As important, employees receive their pre-approved expenses within just 10 days, improving staff morale.

Atkins also leverages its Oracle imaging and process management system to effectively and efficiently meet document archiving requirements. With Oracle, Atkins can now scan and store documents using sophisticated indexing that enables employees to quickly refer back to and retrieve stored information quickly online. Authorized employees can now access documents such as contracts or photographs at the touch of a button. Employees also can remotely access data that was previously held only in physical files. These capabilities help to streamline compliance and reduce time spent searching for paper-archived documents.

“We are very happy with the way that Oracle Imaging and Process Management is running and the benefits it provides our organization,” said Pam Linton, for Atkins Group IS. “As is evident in most IT projects, there are those who are not satisfied with electronic replacements for long-standing manual procedures. However, we have recognized the benefits of the system and are constantly taking into consideration suggestions for improvements in the future. We have built a solid professional relationship with Oracle’s partner, SIG Consulting Ltd., and hope to continue that into the future.”

Implementation Process

Atkins originally implemented Oracle Imaging and Process Management in 2000 as part of the company-wide shared services initiative. Since implementation, Atkins has worked with SIG Consulting to complete a series of upgrades to the initial project.

Atkins initially installed the system on a thin-client basis operating on 40 Citrix servers. With the help of SIG Consulting, Atkins transferred the system to a Web platform with a clustered front-end—improving performance for end users.

The system grants access through the company’s intranet, and a sophisticated Web process search facility and tool bar enable straightforward searching and processing. Tight integration with Atkins’ JD Edwards ERP system has also been a major component of recent upgrade projects.

Today, Atkins feeds every invoice through Oracle Imaging and Process Management and into its JD Edwards system, allowing authorized users to interrogate the content management system from within the company's JD Edwards system.

SIG Consulting ran a number of workshops to determine what Atkins wanted and needed from the highly configurable Oracle content management system. It refined these requirements during a number of project iterations until the system was running exactly as Atkins required.

Following development, Atkins carried out initial user testing before bringing in an external organization to conduct stress testing. Performance of the new Web-based system was a major concern as it needed to support large numbers of simultaneous users.

“We completed the most recent upgrade to the Oracle system in July 2006. Within just one day of opening up the system to all business users, transaction levels equaled pre-upgrade statistics, with no negative effect on system performance,” Linton said.

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