Case Study
Global Life Sciences company

The Problem

This company had built up a number of silo Content Management systems over the years to handle Regulatory documentation, Quality documentation, Sales and Marketing materials, and contracts. All the documents were dependent on each other in some way but with multiple systems, there was duplicate and inconsistent data and no "flow" of information throughout the whole process

The Solution

CARA was selected as the single application for all content management, and to date has been implemented on 4 different business cases within the company.

The Benefits

Duplicate data entry is reduced, saving cost and raising compliance through reduced errors. Time is saved referencing content from one system to another, and the amount of user training and IT infrastructure / skills overhead is greatly reduced, leading to lower costs

Case Study
Global Insurance company

The Problem

This company faced difficulties organizing unstructured content (documents and emails/attachments) related to insurance cases in a more sophisticated manner than the file server and personal email folders do. Due to this, there was little information sharing, enforcement of company retention policies and tracking / reporting.

The Solution

The company implemented CARA to allow users to drag and drop emails from Outlook / Lotus directly into the repository, automatically extracting and relating attachments, extracting email information to populate metadata, and inheriting metadata to ease the data entry requirements for email and documents.

The Benefits

The time involved in processing cases was dramatically reduced as the information was available to all users with easy searches, and this ensured also a consistent approach to case resolution and a lowering of data duplication and errors resulting from that.

![CARA logo]

Case Study
Global Television Shopping company

The Problem
The company had difficulties in documenting and comparing competitor offerings in a consistent way, and thus making decisions on pricing or product availability. They also lacked a way to track / report / analyse data across products and departments to ensure constant improvement and turnaround times

The Solution
CARA was implemented to capture and store all relevant product and competitor information, and also to enable detailed workflows which provided to-do lists and resulted in metrics on performance that could be track and improved

The Benefits
The company was able to dashboard all the statistics, including workloads, time to air, and pricing, which streamlined the processes and also gave a business case for hiring additional staff to deal with unrecognized workload

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