The overall objective was to complete, on a time and materials basis, the deployment of an Oracle WebCenter environment with form development and OCR templates to support the scanned documents from a telco satellite office into a digital repository. All the documents (~400,000) were to scanned into the system. The prime contractor had been engaged by Telco to handle the end-to-end delivery of the project starting from planning and requirements analysis, scanning data, development, setup and configuration of the WebCenter environment, and testing, training and transition of solution to end users. This content integration project then tackled the additional requirement of allowing users from various internal communities to have access to this information through the WebCenter Portal in addition to pushing required information to other 3rd party platforms. The prime brought Xeenius in as a niche integration partner to execute this project for them from planning through testing and transition to the customer.

Project Management:

Xeenius is led this project with the prime. It followed our Xeenius Technology Methodology (XTM) to design, develop and deliver this solution for the Empire City Subway (ECS) group of Telco. Basic requirements on digitizing the 400,000 documents had been identified as part of the early project planning phase. There were two tracks for document digitization – Manually scanned documents due to age of the documents/sensitivity of contents and bulk scanning via feeder. The prime accepted responsibility for the leasing of equipment, overseeing the manual scanning of documents, as well as security for the premises to ensure documents were not taken outside the premises.

Xeenius established the following:

1. Identified the key stakeholders at Telco, Prime and Xeenius.
2. Project Charter

Program plan – this included

1. Work breakdown structure
2. Cost and timeline breakdown

Communication protocols and escalation paths

1. Project reporting requirements, reporting structures and SLA's

The second phase of project planning tackled the following goals –

1. Develop detailed project plans
2. Analyze resource needs and on-board subcontractors, if needed

Move into design phase

Communication:

Xeenius had the following responsibilities for communication on this project –

1. Developed detailed plans for systematic reporting to stakeholders on status / risks / issues
2. Issue resolution process

- Communication protocols for the project
  We also had the responsibility for providing updates and managing team communication and larger communication with overall program, onboarding of resources as needed to support the project completion, training Xeenius resources on policies and procedures to be followed on this project.

Design and engineering:

Telco had standardized on Oracle WebCenter Content as the digital content and asset management platform. The primary objective of the first phase of the project was to set up and configure the WebCenter content platform to enable ECS to start importing their digital assets. ECS use the following technology stack for this solution delivery as it fits into the larger goals that the Telco had for their IT ecosystem. The solution design accomplished the following goals –

1. Convert documents to TIF images
2. Convert documents to PDF formats
3. Run recognition scripts to make the content searchable
4. Transfer data from document into digital forms for future use through the use of Optical Content Recognition (OCR) and Forms recognition
5. Store the digitized content in an organized fashion on the Oracle cloud for global consumption
6. Design secure transactions for exchange of sensitive documents

Xeenius developed a solution for ECS users to be able to index, search and expose content through API for 3rd party application consumption.

Integrated systems development:

System deployment:

The Telco ECS standardized on Maven-based build and deployment automation for Oracle WebCenter and Jenkins for continuous integration and validation.

Training:

Users were trained to use OCR for importing content into WebCenter and executing the packages and templates that were developed for searchable content