

Client Case Study



Large Medical Insurance Organization

Client Problem Description

Fujitsu Consulting worked with a large supplier of medical insurance to integrate Documentum with PeopleSoft. PeopleSoft and Documentum were required to support all of the aspects of the business from new membership processing, to litigation tracking, to managing technical documentation. The integration work revolved around the integration of the three main PeopleSoft modules, Customer Relationship Management (CRM), Human Resources (HR) and Financials. In addition to the integration with PeopleSoft, Fujitsu Consulting worked to integrate Documentum with other ancillary business support products such as dictation software, scanning and fax image capture.

The integration between PeopleSoft and Documentum was to provide the PeopleSoft user with more robust features than were provided with just PeopleSoft, primarily around storage, reuse, and access to documentation. Based on key attribute fields defined in both PeopleSoft and Documentum, a user could, from within the CRM, HR or Financials PeopleSoft panels retrieve relevant documents from within Documentum. The query results were then displayed within a PeopleSoft panel that provided users the ability to view it's contents and metadata.

Fujitsu Consulting provided a methodology and approach that would allow them to:

- Design an appropriate architecture between Peoplesoft and Documentum
- Accelerate the process to manage the case management within the organization
- Enable close communication with various country authorities to support the earliest approval

Benefits

The client has a fully deployed Documentum application that contains their paper-based, as well as electronic documents throughout the organization. They did not have to invest in the capital, or human assets to manage the system and can rely on a committed partner to help them meet their business needs.

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Headquarters & United States

FUJITSU CONSULTING
333 Thornall Street
Edison, NJ 08837
United States
Tel: +1 732 549 4100
Fax: +1 732 549 2375

Canada

FUJITSU CONSULTING
200 Front Street West
Simcoe Place
Suite 2300
Toronto, Ontario
Canada M5V 3K2
Tel: +1 416 363 8661
Fax: +1 416 363 4739

Quebec

DMR CONSEIL
1000 Sherbrooke Street West
Suite 1400
Montreal, Quebec
Canada H3A 3R2
Tel: +1 514 877 3301
Fax: +1 514 877 3351

