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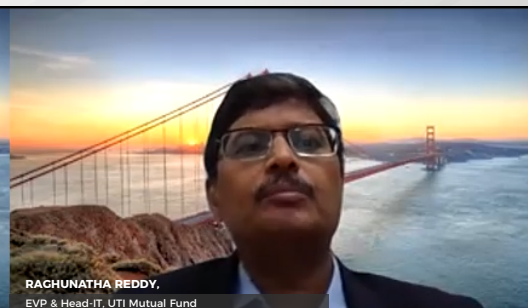
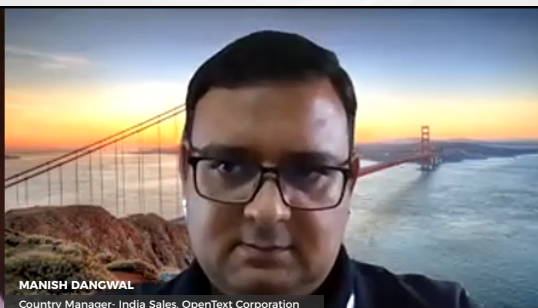
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**DATAMATICS**

# HOW PAPERLESS OFFICE IS HELPING PSUs EMBARK ON THEIR DIGITAL TRANSFORMATION JOURNEY


**WEBINAR REPORT**

28th July, 03:00 PM – 04:00 PM



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## **Raghunatha Reddy, Executive Vice President and Head-IT, UTI Mutual Fund**

### **Digital Workplace Solutions at UTI Mutual Fund**



**RAGHUNATHA REDDY**  
Executive Vice President  
and Head-IT,  
UTI Mutual Fund

The current challenges that we face at UTI Mutual Fund, I assume that resonates with most of the organisations especially in the public sector as well as the large corporate where decision making is done at multi-level. The first challenge that we face faced in continuing with the email and paper-based work culture is getting go ahead as our approvers are

spread across geographical locations. We have a footprint of 160 locations across the country. This is pertaining to the decisions that are not part of any business application.

Typically in our case, a physical form was required, created on an excelsheet or word document and a printout was taken to initiate a series of approvals. Since this paper has to move from one location to another where someone is physically involved in moving the paper from one desk to other, it resulted in a lot of time delays. Also, as the process involves circulation of the document from one desk to other there are chances of loss of the document in transit. To avoid this kind of situation, the originating office makes a copy of those documents. So, you have one original set and a second copy. Other than these decisions, we also make a lot of payments within the organisation that are to be made through the centralized system. Here too we faced similar challenges that were involved with the movement of physical documents and hence the risk of missing critical payments is a worry.

As physical circulation of payments and documents generates a lot of supporting documents, the cost of storage space for these documents both at regional and head offices attracted a lot of cost. So, you have to store the document atleast for eight years. However, destruction of the documents after completion of eight years is also challenging. So, I have never seen any department in my organisation of anyother PSU following this practice of destroying the documents and they finally end up having a pile-up of documents.

## What made UTI AMC to adopt Digital Workplace Solution

We wanted to make our processes independent of place. The moment you talk about accessing a physical document, you need to be at the place of the document. So, we wanted to come out of the mandate of physical availability. In case of a physical document, there is also a need to follow the office timings of the place where the document is located. We were looking at a solution which could help us get over time bound dependency. In addition to this, we also wanted a solution that could help in omitting the need of a device in generating the document.

Keeping all these factors in mind, we went ahead with the Digital Workplace Solution.

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## Key processes that will benefit immediately under lockdown

When we implemented Digital Workplace Solution, we wanted the whole process to be carried out in a digital manner. So, that the user can send the digital document for approvals. He can create the document on his laptop or mobile and it to his supervisor for approval. The supervisor can then send it to the higher authority for clearance and all the involved authorities get the information digitally just after the approval. This solution ensures higher transparency, agility due to parallel decision making and faster collaboration of feedback and opinion.

In terms of payments processes, the digital note would process after the invoices are released. Those digital invoices would then be run through for the particular location and then it is pushed to the accounts department for release of payments and then moved to ERP for the audit purposes. These are the two processes that we implemented using Digital Workplace Solutions.

## Implementation of Datamatics' Digital Workplace Solution

We use Datamatics' Digital Workplace Solution as our implementation partner. We went through an elaborate process of identifying the product as well as the implementation partner. So, we looked at all the leading platforms as well as service providers. However, we choose Datamatics as our partner based on their experience of the product we went ahead within. We have chosen open text as a product. Datamatics has vast experience in implementation of Open Text across large organisations. So, we choose this product based on both conceptual and implementation process which got completed in 3 to 4 months. The whole project went through during pandemic times. We only had very low physical interactions during the implementation.

When you are deploying Digital Workforce Solution, start with small workflow process that is used by many employees. Then, gradually expand to large and complex processes to leverage the momentum. Ensure Access on mobile fir faster adoption by senior employees and select a solution that offers good security and encryption.

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## Some tips to be taken care of prior to deploying Digital Workplace Solution

1. Go within time tested solution.
2. Select a product that is a market leader in ECM.
3. Choose an implementation partner with proven experience for faster implementation.
4. Consider all invisible costs during business case preparations.
5. Solution should be cloud ready and scalable.

## Amit Sharma, Software Delivery Head, Datamatics

### ABOUT DATAMATICS

We are a Mumbai headquartered company with about 10,000 employees, spread across six different companies. We have Global Delivery Centres across four regions and have over 200 customers worldwide. Datamatics as an organisation specializes in building intelligence solutions for data driven businesses. The goal of Datamatics is to enhance the productivity through customer centric solutions for customers and their end users. We offer

services and solutions in four distinct areas and since we are heavily focus on Artificial Intelligence and intelligence automation as the core of the organisation. This touches upon each of the quadrants that we focus upon. In IT solutions, we focus upon Application Development and Management Services, Cloud Services, Digital Experiences, Robotic Test Automation, Enterprise Content Management and workflow solutions, Intelligence Process Automation and Digital Consulting.

In Big Data and Analytics, we offer Research Analytics, Advanced Analytics and Data Sciences, Business Intelligence and Data Visualisation, Big Data and Data Lakes and Enterprise Data Management.

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**AMIT SHARMA**  
Software Delivery Head  
Datamatics

## DIGITAL WORKPLACE SOLUTION BY DATAMATICS

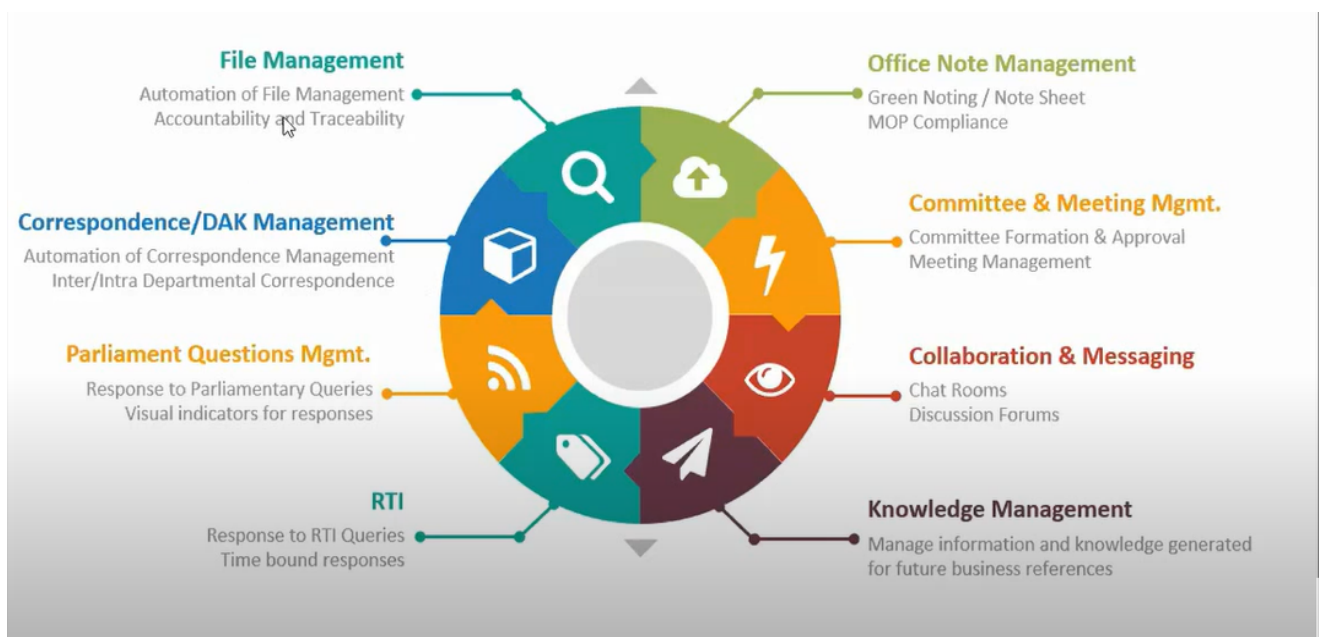
### What is a Digital Workplace?

Digital Workplace often called electronic office or Digital office is an office solution that automates all day-to-day functions within an organization. It can also be considered as a powerful set of integrated modules that together help in optimization of business processes achieve higher operational efficiency across office transactions.

## Why does an organisation need a Digital Workplace Solution?

A lot of organisations face the challenge of cluttered files due to manual intervention as essentially these processes are carried out by human beings. This causes a lot of delay in decision making and there is a need to ensure traceability for auditor's requirement. Need to come up with the relevant information right of time from the past documents at the time of some legal proceedings also push the need to deploy Digital Workplace Solution.

## FEATURES OF DIGITAL WORKFORCE SOLUTION BY DATAMATICS





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