



Enterprise Content Management at the “Raiffeisen” Bank Groups Upper Austria, Tyrol and Carinthia

windream is the document management and archiving system of the bank groups in Upper Austria, Tyrol and Carinthia

“Right from the beginning, the easy system handling and the performance were positive criteria with which windream had persuaded us”, emphasizes Michael Wagner, responsible project manager for DMS and archiving at the “GRZ” IT group, at the beginning of our interview. Handling, performance and functionality – these aspects were also the requirements he had already demanded in September 2006 when visiting the DMS Expo fair in order to find a suitable Enterprise Content Management System for the Raiffeisen banks in Upper Austria, Tyrol and Carinthia.

The main objective of this complex ECM-project was to establish a central storage system for the Raiffeisen banks, in which critical data could be saved securely and which could be accessed by any branch of the banks. In order to reach this aim, the GRZ IT group decided to use the windream ECM-system in connection with the windream Proxy Servers. These two components should manage the data traffic between the Raiffeisen branches distributed all over the country with their ECM-clients

and the windream central server situated at Linz, and with specific consideration of some



The data processing center at Linz

narrow-band network cable connections in Tyrol.

How it all began – the realisation of a complex project

The IT center of the central data processing unit at Linz, founded in 1971 as the data processing center for Austrian banks, nowadays counts amongst the biggest processing centers all over Austria. The range of products and services of the GRZ IT Center Linz GmbH



GRZ – interior view

– which is the official name of the institution – reaches from the operation of high performance processing computers, servers and networks of any type over application service providing up to the development of individual IT-solutions for enterprises and banks like e.g. for the Raiffeisen bank groups in Upper Austria, Tyrol and Carinthia and for the “Hypothekenbanken” situated in Upper Austria and in Salzburg.

The main business sector is the operation of data processing centers and the operation

of decentral hard- and software structures for banks in order to manage their specific business processes. For this purpose, the GRZ is a co-operator of Austria’s largest private data cable network via which the online connections of the banks are established for transactions. The main customers in the business sector “data center operation” are the Raiffeisen bank groups Upper Austria, Tyrol and Carinthia.

In the context of this strongly growing data traffic between the branches of this bank groups, a software solution was demanded which – on the one hand – could administer the complete document volume of the banks centrally on one single platform, but which – on the other hand – would also allow access to the central archive from any branch without delay.

Decision making

First of all, Michael Wagner of the GRZ IT Center Linz and Engineer Constantin Mayr, who is responsible for the project at the Innsbruck based Racon West Software GmbH – a company of the GRZ IT enterprise group in Tyrol – and being an expert for groupware and archiving solutions, studied the current publications of the

German Business Application Research Center (BARC, Würzburg) to get more information on currently available DMS-products. The internationally renowned BARC-publications are well known as a valuable information source on international level for enterprises and institutions being in search of a suitable ECM- or DMS-solution.

Precisely defined requirements

After having studied and compared the systems which were tested in the BARC-laboratories, Michael Wagner and Constantin Mayr



Responsible project managers at the GRZ IT group: Constantin Mayr (l.) and Michael Wagner (r.)

recognised that the circle of suitable “candidates” could be limited to a small number of suppliers very quickly, as their requirements were expressed precisely and restrictively. The two IT-experts point out that they “defined four aspects which had to be fulfilled. First: Complete Windows and Explorer integration. Second: Access to data must also be possible via narrow-band cables of the branches. Third: The consumption of resources must be reduced to a minimum. Fourth: A reliable support must be available at any time.” Indeed, these were no criteria which could be fulfilled by any system supplier “by the way.” And: Only one criteria which could not be fulfilled would immediately lead to exclusion.

After having visited the DMS Expo fair in autumn 2006, it still took some time until a final decision could be made. Further talks with the supplier were followed by windream presentations, evaluation phases, but also by setting up test scenarios which were accompanied and supported by windream

GmbH, until the GRZ IT Group decided to buy and install the windream ECM-system in December 2007. It is remarkable that the developer team and the IT-specialists of the GRZ IT Group managed the complete installation and configuration process completely on their own.

Central DMS

Besides the option to use the windream Proxy Servers for data exchange, windream should also be used as a document management system in order to establish a central document storage system at Linz. Until that point of time, electronic documents had been saved on several separate servers.

The GRZ IT group decided to use the “Centerra” hard disk storage system for archiving all data of the windream Server. Simultaneously, the data center also uses the windream archive system on Storage Attached Networks (SAN) for archiving documents. All connected storage systems are controlled by the information lifecycle system (ILM) integrated in windream without further software components. This concept allows users to move documents between different storage subsystems on the basis of self-defined rules. This way, e.g. editable documents are saved in a quickly accessible storage, whereas already archived information which is needed not so often is placed in a “slower” archive storage.

Key facts:

- windream as a central storage system for all branches of the Raiffeisen banks in Upper Austria, Tyrol and Carinthia
- Quick access to the central archive by all branches
- More than 300 Proxy Servers
- Five central windream ECM-Servers
- About 11,500 connected workplaces (January 2010)
- Replicating Centerra storage systems including windream replication monitoring

With the powerful windream storage technology, which controls the complete ILM-concept in this context, a most efficient storage architecture has been established.

Proxies as windream substituors

The basic principle of a windream Proxy Server is based on a fast cache memory for windream documents. If a document is requested from a windream client of a Raiffeisen branch, the client will address this request to the next Proxy Server. This Proxy will check whether the current version of the document is already existing in the cache storage. If the document is available there, it will also be made available to the associated client application. At the same time, it will be locked on the central server at Linz to prevent a competing access by several clients. This way, the Proxy Server efficiently avoids possible inconsistencies of data without any further manual interruption by the bank staff. This – at first sight – time-intensive process is processed by windream very quickly and without any delay.

If the requested document is not available in the cache of the windream Proxy, the Proxy will request it from the Server based at Linz. The document can now be opened with its associated application as usual, and it will be locked on the Server at Linz for the time period it is edited. After being edited, the Proxy Server will make the document available again to other users on the windream Server by unlocking it. At the same time, the document is cached for further access by the Raiffeisen branches. An intelligent business logic assures that the documents in the cache are available any time and synchronously to the data available on the Server based at Linz.

Generally and with its Proxy Server technology, windream creates a transparent document management environment in all associated branches. Each authorised member can access relevant information directly “on location” and at any time – even if specific documents have only just been captured at another branch. “Right from the beginning”, says Michael Wagner, “we didn’t have any problem at all. The Proxies work – and they work really well.” Thus, the first expansion stage shall include 700 Proxy Servers to be established all over the net of branches. 200 of them (July 2009) are already in productive use.

Versatile usage

Constantin Mayr points out that the use of the windream ECM-system is not restricted to specific types of documents. Even objects of a Lotus Notes environment – especially e-mails – are administered and archived with windream quite comfortably and can be viewed quickly with an integrated document viewer. The application required for this task has been developed by the GRZ IT group itself.

Actually, Michael Wagner’s and Constantin Mayr’s team of IT experts is very creative, if specific adjustments of the windream ECM-system get into focus. They have developed different add-on solutions and tools on the basis of the open and completely documented windream Server interfaces, and especially the requirements of the Raiffeisen banks have been considered very carefully in this context.

Future prospects

As windream has only been installed for the Raiffeisen banks so far, the windream ECM-system has not been used within the GRZ IT group itself until now. However, a respective installation has already been planned. “How can it be that only customers of the GRZ use windream, but the GRZ IT group does not?” Wagner and Mayr add with a wink. During the complete project phase, they were also supported by Norbert Fischer, Managing Director of the Austrian windream project partner Pronobis in Vienna, and they especially point out his competence in this sector.

What must still be done? – There are sufficient ideas and wishes that Constantin Mayr and Michael Wagner would like to fulfill in cooperation with windream GmbH. Because: “windream is a powerful document management and archiving system. Its performance and easy handling are outstanding. We also like the competent and reliable support.” Does this mean that future plans are made with windream? Reply: A clear “Yes”.

windream GmbH

Wasserstraße 219
44799 Bochum
Germany

Phone: +49 234 9734-0
Fax: +49 234 9734-520
E-Mail: info@windream.com

www.windream.com