ARKET
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TECHNICAL MANUAL

GLOBE®

Document Intelligence

Version 4.3

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Introduction

This technical manual is written to help technicians and application administrators in the configuration and usage of **"Globe 4" Document Management System (DMS)** product.

Before starting it is necessary to understand the general concepts underlying a DMS.

A DMS is a set of computer programs used to track, store, manage and organize electronic documents and to facilitate the collaborative creation of documents or other contents.

It is usually capable of keeping track of the different versions modified by different users (history tracking).

The traditional documentation management, characterized by a high importance of paper documents and manual processes, presents costs in each stage of a document life: unnecessary and expensive duplications, wrong archiving or unnecessary recoveries.

The management of digital documents becomes one of the tools necessary to optimize and increase the efficiency of business processes.

Document Management System provides storage, versioning, metadata, security, indexing and retrieval capabilities.

The contents of documents created while working constitute the main source of information not only for the company, but also for all those who somehow interact with it from the outside.

The purpose of digital documents archiving is the simplification of documents management, that consists in an easy consultation of information contained into documents by any person who needs to do it.

Globe Design Methodology

The purpose of this chapter is to define a standard design methodology to implement a "Globe project" with an hypothetical customer.

The implementation of a Globe project can be usually considered quite simple, but it can become complex when the customers' needs are complex, or more frequently unclear.

The Project Manager must be smart and understand the real needs of the customer, trying to simplify where it is possible and trying to propose simple solutions to problems that can also be complex.

This methodology is the result of several implementation projects and it should help to understand the customer's needs, thus helping also the Project Manager in the analysis phase of the project.

Analysis: Understanding the Customer's Needs

Before starting any project it is important, first of all, to have clear ideas about what you want to accomplish, focusing only in a second moment on how to achieve it.

This is the reason why usually in a "Globe project" the first days are dedicated to the analyses.

In these analyses, we have to understand the reality of the customer, its implementation priorities, its document flows, how he manages or intends to manage contacts, and last but not least its sensitivity to the privacy of the documents.

This is not the place to go into implementation details, but rather it can be useful to briefly explain to the customer the available functions to treat the topic.

This way of operating often involves the customer in the research of the best solution, and often convinces him to remove those activities that don't add value and that are often found in the management of paper documents, overcoming the classic response "we have always done so!"

Implementation Perimeter and Priorities

One topic that needs to be discussed with the customer concerns the implementation perimeter and the relative priorities.

This allows to start in the right way the project and to avoid the creation of wrong expectations.

So you will need to clarify and define an implementation priority perimeter of the following topics:

- Single-Company or Multiple-Companies implementation (and in case of Multiple-Companies if you want to work sequentially for each company or in parallel)
- The security management
- The contacts management (used for single and massive document sending)
- The flow of documents, in particular if you first want to start with the active cycle flow or with the passive cycle one or with other manual flows like projects management, practices management, etc.
- The dossier that the customer want to implement (for example the Business Partner, the Item Master Code, the engineering to order code, the SN, etc.)
- The external integration (for example if the customer wants to open the documents directly from the ERP,CRM, others)
- The reports that the customer expects to have
- The workflows that the customer expects to put in place
- The Legal Archiving (conservation)

If the customer doesn't have particular priorities needs, a suggestion could be to implement first the active cycle and later the passive one, and also to implement the workflows in a second moment of the project, when the customer has a better idea of the capability of the Globe product.

Single-Company or Multi-Company

Understanding Globe Companies

Globe is a multiple-company product, and often a Globe company reflects the real customer fiscal situation (that means one company for each VAT code); moreover, to fit the customer's needs, the usage of Globe companies can also be different from the fiscal or ERP situation of the customer. In exceptional cases, when the customer is organized by divisions we can also have multiple Globe companies with a single VAT code.

So in complex scenarios like those of multinational companies, to decide the Globe configuration you first need to understand how the customer want to manage his documents; after this it will be simpler to take a the decision about how to configure the Globe companies.

You have to pay attention on this step, because even if you can change your choice in a second moment this could request a big configuration/modification work.

To help you taking a decision you can think that a Globe company is the sharing of the following concepts:

- Document Templates
- Business Processes
- Documents Processes
- Work Flow Processes
- Security (same Active Directory Domain)
- PEC Profile

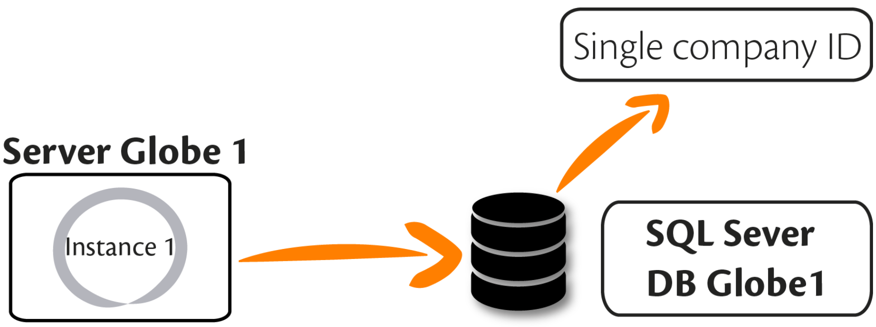
So if the previous concepts are not shared, probably it will be necessary to configure Globe in multi-company mode or even in a fully separated environment (two physical databases).

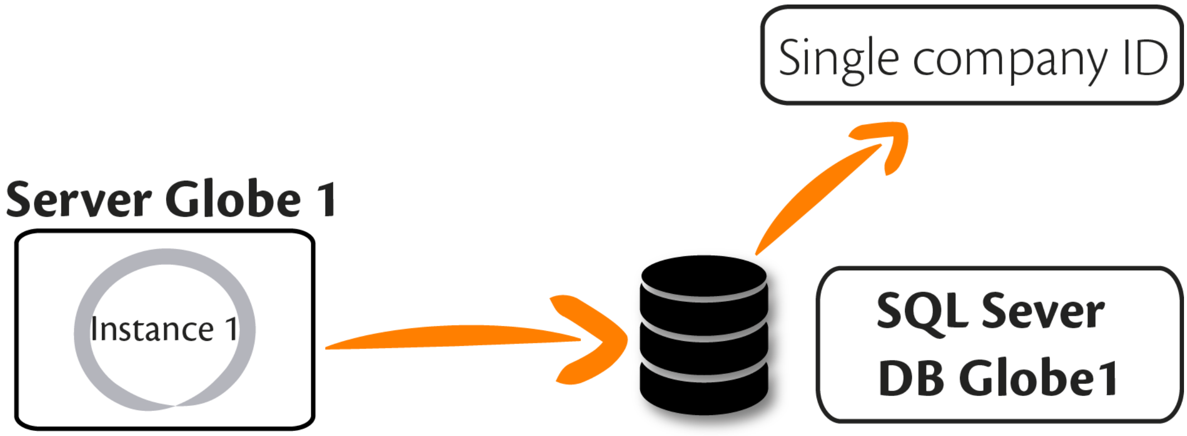
If you are configuring Globe in single-company mode for a customer with different financial companies, the best practice is to put the company code in the first key K01 of each document template.

Single-Company

The simplest and the most common scenario is a Globe single company configuration.

In this situation the best practice is to have a single Instance of Globe service with a dedicated database.

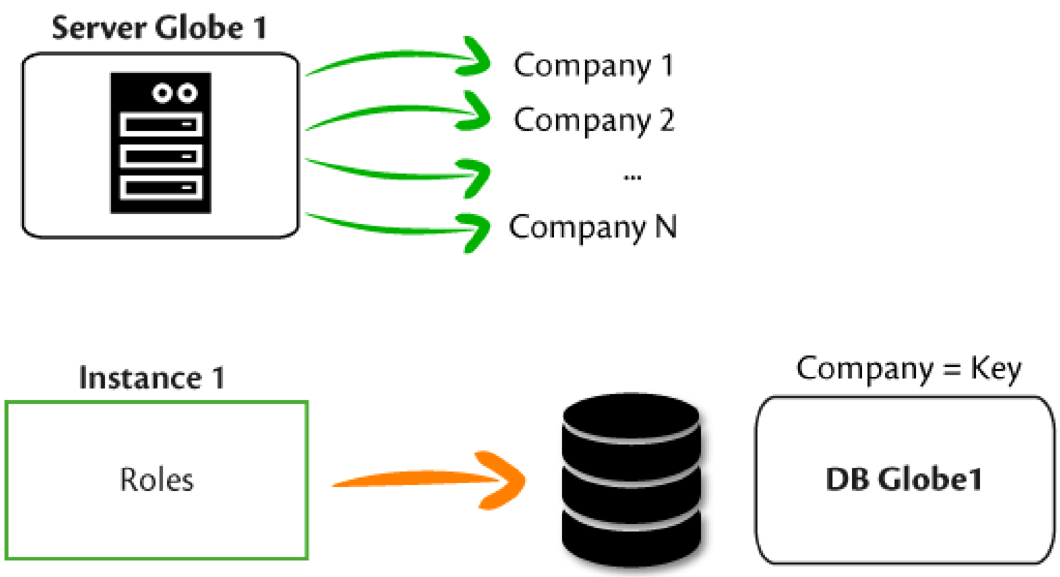




Multiple-Companies with shared Database

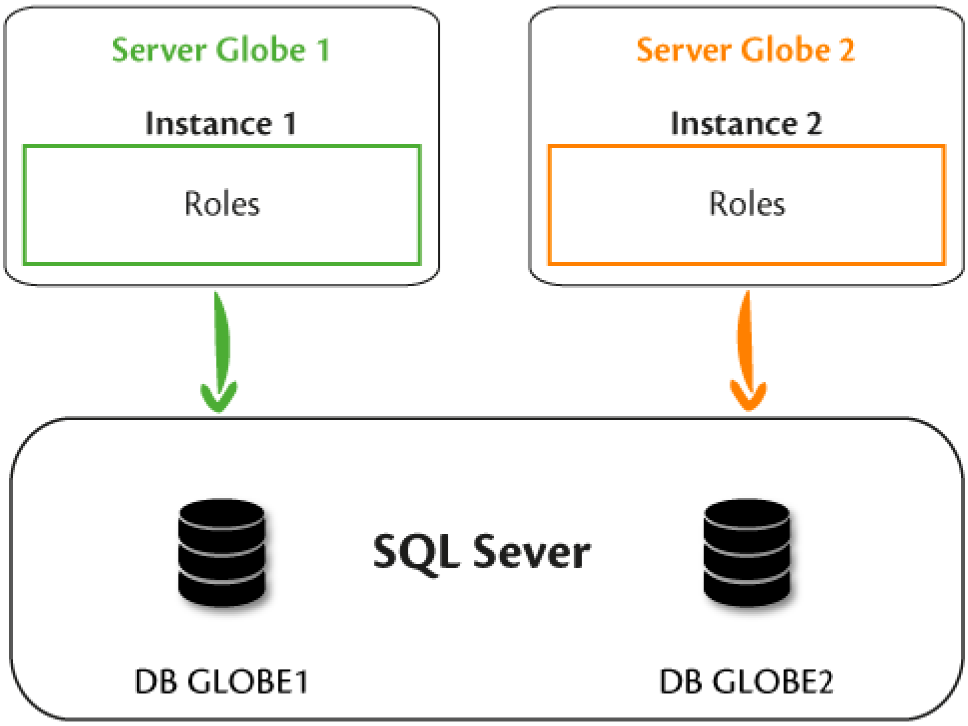
In a multiple-company scenario, when you have shared information between different companies, you have two possibilities:

1. Configure different Globe companies in the product (the SQL database is shared between the companies). In this case also the contacts are separated and if you are enabled you can switch from one company to another, but you cannot see documents from different companies in a the same single grid.
2. Configure a single Globe company and add a specific company key in each document template (the SQL database is shared between the companies). In this way also the contacts will be shared between the companies.



Multiple-Companies with separated Database

In a multiple-company scenario if you don't have shared information at all, you can configure Globe in single-company mode but you can choose if you want to share the same servers.



Security Management

The security management is another topic that is necessary to approach at the beginning of the project. In this stage it is not necessary to go into deep,
but we have at least to clarify with the customer the organization chart, and for each organization the type of documents that they expect to see.

Globe allows to set the permissions by Users, Permission Groups and Organization Groups and to distribute the permissions to a group of documents (using Templates, View and Custom System Key) and also to single documents (using the document owner, the special key Author / Reviser).

The best practice is to set the permissions to groups of documents using "Permission Group" that are linked to "Organization Groups", that reflect the real organization of the customer. After that you can set the single document permissions to manage special cases.

Users should be members only of "Organization Groups" to maintain the retro-compatibility with Globe3, or if the customer doesn't want to use the "Organization Groups" it is possible to configure that users as members of "Security Groups".

The following principle diagram should clarify this concept:

Contact Management

One of the Globe features most frequently used is the manual or automatic sending of documents to different contacts.

In the analysis phase it is important to understand if the customer have inside the ERP or other applications the management of the contacts related to business partners.

Inside Globe a Business Partner (BP) is a Fiscal Entity, normally a company but even a person.

With the Contact Types Menu you can classify your BP, for example, in Prospect/Customers or Suppliers, and with Contacts Names Type you can classify your BP contacts, for example, in sales/ after sales or purchase.

In this way, with the Templates Categories, you can set the right contacts for an automatic sending: for example, if you have a Purchase Order, usually you will need to send this document to the BP supplier, and specifically to the contact that you have classified for the purchase.

Globe allows you to manage the BP and contacts manually with the Windows Client, or you can decide to import the contacts from an external ERP or other applications.

There is also a last option: you can decide not to manage the BP and contacts in Globe, and in the sending event, with a script, you can retrieve from an external application the right destination addresses.

Flow Of Documents & Dossier

In the analysis phase the main part is to clarify with the customer which are the documents that must be imported in Globe, how to retrieve them and which are the research criteria.

The best practice is to start with the active cycle, to understand for each type of document (sales offer, sales order, delivery note, invoice, etc.) how to retrieve it (automatic or manual flow), and if there are specific keys to add, comparing the generic document template provided in the default database.

After that you will need to make the same thing for the passive cycle (request of purchase, purchase order, supplier delivery note, supplier invoice, etc.) and for other types of documents that the customer wants to import inside the DMS, like documents of production, documents of quality, documents of marketing, human resources documents, documents of R&D, other finance or fiscal documents, correspondence documents, etc.

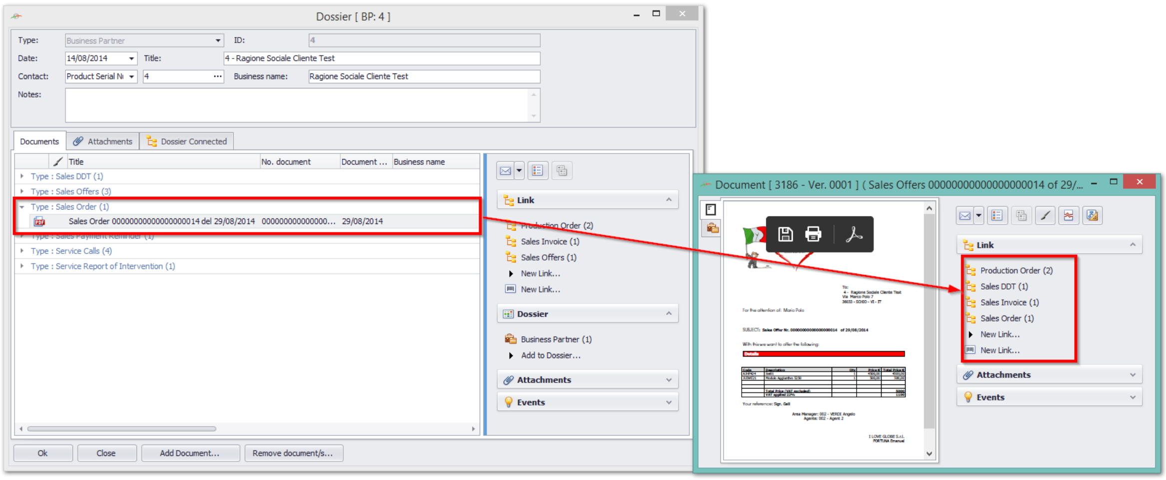
This is the moment to understand how to retrieve the automatic link between the documents (for example how to link the offer with the relative order, or the delivery note with the relative invoice), and also if the customer would like to implement the dossier concept.

A dossier can be viewed as a group of heterogeneous documents united by a common point of view (for example the Business Partner, the Item Master Code, the Engineering to Order Code, the SN, etc.).

The following image should help:

Image Dossier Business Partner and link between documents

Sometimes the customer doesn't have the internal "Know How" to retrieve automatically the keys from the ERP database: in this case this analysis can be used as specification document to have the right SQL statements from the ERP consultant.



External Integration

It is often in the interest of the customer to integrate the DMS with external applications, typically the ERP.

Globe allows different ways for the retrieval of documents:

- through Web Services to download a specific document, typically to put in place an integration with an external web portal
- through Globe Windows Client Agent that can be called from external Windows application or with specific RPGLE codes from the Iseries World
- through an internal engine of 5250 screens mapping

This part of the project often involves also the ERP consultant, and this is the reason why it is important to consider this topic in the analysis phase, in order to have the time for the external support.

Reports

It is often interesting to have reports related to the keys of the documents or linked to external information.

Globe allows two ways of having reports:

- with an embedded graph based on the keys of the document templates (for example you can have quickly a graph of the invoices amount in a specific time period or by a specific key

like the Agent or the Area Manager)
- with the Data View configuration, that allows you to retrieve information also from external Data Sources, and to combine them in different graphs linked to a grid of data (for example to compare the invoices amount to a sales budget)

This is a topic typically discussed in the analysis phase, in order to understand if reports have to be part of the project perimeters or not.

Work flows

One of the main advantages of a DMS is the possibility to implement workflows that follow the business processes and allow to automatize and to control the different steps of the flow.

The work-flow can be simple (for example the approval step of a purchase request) or complex (for example different steps for the release and check of a new product release).

Globe allows to define simple and complex work-flows, with or without users interaction. This definition can take few hours or different days accordingly with the complexity or the un-clearness of the process.

This is typically a topic that you can introduce during the analysis phase, but the advice is to draw first a flow-chart of the needs, trying to simplify the steps where it is possible.

Normally it is convenient to start the work-flow implementation in a second step of the project, when the main part of the documents are already inside the the DMS.

Legal Archiving

Globe is a DMS focused on the business processes and the user experience. In the working model the legal archiving is natively supported thanks to an integration with certified external providers.

Globe supports the possibility to enable the Legal Archiving for each template, and it allows to send documents by lots to the external provider with a send event,
and to retrieve the archiving information from the provider with an on check status event.

This part of the project often involves the legal archiving consultant, and this is the reason why it is important to consider this topic in the analysis phase, in order to have the time for the external support.