

EVALUATING AN EDMS: A CASE STUDY OF AN  
ENGINEERING DESIGN COMPANY

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## **ABSTRACT**

Electronic Document Management System (EDMS) is a system that is commonly found in organizations that deal with a lot of documents. It is the application of technology to reduce paper utilization, expedite communications and increases organization's performance and productivity. Leveraging information technology to manage document is one of the most important challenges for organizations since most of the valuable information in the organizations is in the form of letters, contracts, agreement, memos, reports, notes of discussion, meeting minutes, policy statements etc.

The manual processes usually required to be re-engineered for computerization purposes. The availability of technologies provides more and better solution for the development of EDMS. Thus, real benefit will result not just from automating these processes but also from re-engineering them to take advantage of the advance technology that is available (Kind, J. and Eppendahl, F., 1992). EDMS causes changes in work routine across the organisation (Mathias Hjelt and Bo-Christer Bjork, 2006). Therefore, the main challenges are in the psychological factors to utilise the EDMS comprehensively and to overcome the mental resistance (O'Brien, William, J., 2000). This factor has caused the users to continue using the EDMS according to the processes that were defined and not to further improve it.

If users realize of the benefits that are offered to the organization following the adoption of the information technology, probably this could encourage the users to be more participative in using the EDMS. There are tangible and intangible benefits offered to the organization by adopting information technology (Irani & Love, 2001) such as EDMS could improve the efficiency and effectiveness of the role of documents (Ralph H. Sprague, Jr., 1995) . The effective management of technology needs to be reviewed and evaluated. This feedback is necessary for organizations to learn from their experiences or mistakes. The findings will provide an opportunity for the organization to further improve the EDMS.

However, evaluation that could not identify the benefits can obscure bad investment and could encumbered subsequent evaluation (D Targett, 1999). Hence, the purpose of this thesis is to show the value of the technology for managing document. This thesis will conduct a case study and evaluates EDMS implemented in a company.

Using qualitative method, this study explores the importance of the EDMS and the benefit and business value that the organization gained by implementing the EDMS. Hence, the study will also evaluate the effectiveness of EDMS against current requirement of document management.

At the end of the paper, we will recommend areas for improvements in the scope of EDMS implementation.

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