

## COMPANY



## BUSINESS



## INDUSTRY



## LOCATION



## DEPLOYMENT



## WHY M-FILES?



## case study

### Tampere Adult Education Centre (TAKK) leverages M-Files for centralized information management

The Tampere Adult Education Centre (TAKK) is responsible for the administration of 15,000 students and has more than 300 staff members that provide educational, financial, IT, secretary and property management services. In 2009, TAKK determined it needed to address one of its most pressing issues, which is a problem that is affecting many organizations: content chaos.

"We had different versions of documents that resided in many of our shared network drives, and this fragmented approach resulted in situations where our staff could not find the files they needed," according to Ilkka Niskanen, Information Service



Manager at TAKK. "Our employees didn't know where relevant documents were stored, who had last modified them, or whether the version they found was indeed the most current one," he continued. "The situation was very challenging and it took a lot of our time to manage this issue."

TAKK decided to address the problem by providing its employees with a solution that centralized information storage, management and access. Of several solutions evaluated, TAKK selected the M-Files enterprise content management system.

When asked "Why M-Files?" Niskanen responded, "In addition to seamless integration with our back-office systems and Microsoft Office programs, the fact that the M-Files interface is based on Windows Explorer made it very easy to learn and use by our staff. When we realized how easy it was to work with the system due to the familiar user interface, we were able to make a decision very quickly."

#### More efficient and effective document management with M-Files

The deployment and rollout of the system occurred quickly, and in a few months, TAKK began training its employees. Since M-Files is based on the Windows interface, TAKK staff were able to get up to speed quickly on the ECM system since it utilized familiar "save as" operations and drag-and-drop functionality. In a mere six months after choosing M-Files, the entire organization was using the solution, and the use of network drives for storing and managing documents became a distant memory.

"M-Files has considerably improved the manageability of our documents, and people can now find the precise information they're looking for much faster,"



## THEY SAID IT



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**ILKKA NISKANEN,  
TAKK INFORMATION  
SERVICE MANAGER**

according to Niskanen. “Also, the document version management capabilities are a significant benefit to everyone. The system has enabled everyone at TAKK to become more efficient and productive.”

After the initial deployment, TAKK engaged with external consultants to further enhance their M-Files implementation with workflows to support and streamline decision making for presentations and applications, as well as a variety of process management capabilities to support the execution of employment-related matters.

### **CRM, contract management and help desk activities managed with M-Files**

“Beyond document management, we quickly realized there were other areas of our business that could be significantly optimized by using the versatile M-Files solution,” said Niskanen. “We were using Microsoft Dynamics for our CRM system, but felt it was too expensive and extensive for our needs; yet M-Files provided all the functionality we needed without having to buy more licenses. As a result, we discontinued our use of Dynamics and switched to M-Files as our CRM platform.”

In addition to migrating to M-Files as its CRM solution, TAKK also began using the flexible ECM platform to manage contracts. M-Files allows multiple people within TAKK to work on contracts simultaneously, while ensuring only one master file version is being accessed and edited. If individuals want to see past iterations of a contract, M-Files maintains a complete version history log. The appropriate individuals are also notified prior to when a contract is set to expire, and staff members can quickly organize and find contracts based on attributes or a simple keyword search.

TAKK has also begun using M-Files for the administration of help desk activities. “We used to manage our help desk by using an external service, but we’ve replaced this service with M-Files to manage our support requests, email client discussions, task reminders and reporting activities,” noted Niskanen. “Our users especially like the M-Files e-mail feature that enables them to take a screen shot, which often facilitates the detection of the problem.”

### **TAKK transitions to M-Files for expense reporting and HR administration**

As in many organizations, TAKK employees were not happy with the usability of its travel expense system because permissions did not work and connections were often interrupted, which resulted in poor system availability. With the positive experiences TAKK saw from transitioning away from its other back-office systems to M-Files, the organization decided to replace its expensive and feature-limited Aditro travel expense system with M-Files.

TAKK is also planning to use M-Files to replace its expensive and cumbersome Aditro service to support the Human Resources department. TAKK is aiming to use M-Files as their main personnel information system, as well as for managing trainings, recruitment and performance appraisals.

TAKK has also been pleased with the M-Files support staff. “M-Files consultants are great, and quickly understand what it is we need. Our assigned consultant knows our implementation by heart and we know we will always receive quick, responsive and effective support,” Niskanen said.

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