



CASE STUDY

COMTRAC

## Employing Panton to Enforce Streamlined, Paperless Operating Environment

**D**RB-HICOM subsidiary Comtrac Sdn Bhd is saving time, paper and optimizing operational efficiency through the implementation of a robust project document management solution developed using Panton suite of Business Process Automation tools. It collates and stores within a central repository, various types of data and information that are integral to its operations.





CASE STUDY

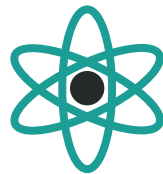
# Overview



## The Challenge

Maintain all documents and information in a central storage location.

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## The Solution

[Panton Workflow](#) - a comprehensive and scalable workflow that provides unparalleled flexibility to streamline its business processes.

[Panton Messaging](#) - an efficient broadcasting tool that enable optimal transparency

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## Results

Streamlined business processes that saves time and provides optimal operational efficiency.

Ability to adhere to strict ISO standards with good project document control in place.



## CASE STUDY

# The Challenge

**R**apid growth in this industry has resulted in the infrastructure and building developer typically undertaking various projects simultaneously. In measures to cope without the assistance of a project document management system, it has previously practiced the culture of photocopying multiple sets of materials for circulation and distribution to project team members. This practice not only required Comtrac to incur high paper usage and cost; inefficiencies in information storage, location and retrieval also began to surface as its business experienced expansion.

As discussions, reviews and approvals form the underlying day-to-day operations at Comtrac, the importance of meeting deadlines for submissions, applications and the likes play an integral role in ensuring that every project can meet its targeted date of completion.



A close-up photograph of a person wearing a high-visibility green and orange safety vest, writing on a clipboard with a pen. The clipboard is held in their left hand, and the pen is in their right hand. The background is slightly blurred, showing what appears to be a construction or office setting.

## CASE STUDY

# The Solutions

**P**anton Project Document Management solution overcame Comtrac's rising need for better information control using Panton core engine **MCRE - a Multi Content Repository Engine** that leverages a patented method of compression, indexing, storage and retrieval to allow tens of millions of structured and unstructured data to be stored in a much smaller disk space than other conventional methods.

In-going and out-going correspondence amongst Comtrac, its suppliers and clients that include documents, spreadsheets, images or files with any digital extension; as well as drawings of various types ranging from architectural, to civil and electrical are digitally captured, indexed and stored in MCRE. By doing so, it is now able to centrally maintain all information in a hierarchically structured manner, according to project names. Indexes generated and assigned by Panton to each record facilitate instantaneous information retrieval, as well as enables Comtrac to easily locate physical project folders that contains all original paper documents.

Further to streamlining the organization of information within Comtrac, the implementation of Panton Project Document Management which employs powerful Panton tools such as Panton Workflow and Panton Messaging have redefined the manner information is handled amongst managers, head of departments and team members, for decision making processes.



## CASE STUDY

# Results

## Meeting needs using Panton Workflow

The Panton Workflow module makes it possible for Comtrac to set within each process workflow, parameters that fulfill its business rules and procedures. As a result, leveraging this powerful tool will ensure that information is routed on time, and to the right people for reviews and approvals. At the same time, it also eliminates Comtrac's prior practice of photocopying multiple sets of information for distribution. Other than realizing significant paper cost savings, this redefined approach of information handling has proven effective because Panton Workflow offers simultaneous sequential and parallel workflow to take place within a single operation.

Comtrac's document control manager Ms. Maisara said that the process of physically delivering documents has been eliminated since the implementation of Panton. "I save a lot of time now because I can route a document to ten different people all at once, without going from door to door to deliver them."





## CASE STUDY

# Results

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Documents requiring amendments can be updated on-the-fly by logging on to the system via a browser. Using the Check-In/Check-Out function, users will first need to check-out chosen documents to be amended, so that other users will not be permitted to make other changes at the same time. She added that this ability will not only ensure that content within each revised document remains synchronized, Comtrac can also be certain that its users can retrieve and refer to the latest document revision because they are now centrally stored.

## Effective broadcasting tool

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At Comtrac, the Panton Workflow module is designed to operate hand-in-hand with the Panton Messaging module, which primarily works as a broadcasting tool that efficiently relays notifications and alerts to team members within the same project. Whenever a document is routed, this action will be broadcasted to the recipient, as well as to the rest of the team. Leveraging this tool, project team leaders will also gain the ability to track and monitor the progress of each team member, making sure that delegated tasks are completed within the set deadlines.



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Further to streamlining its operational processes using Panton, Comtrac also leverages Panton to adhere to the International Standards Organization (ISO) requirements, making sure that its operations achieves continual process improvements. By adhering to predefined business rules set within each workflow, it can be certain that its work procedures will be handled effectively and efficiently. Additionally, other integral functionalities like version control, indexing and audit trails serve as vital controls in assisting Comtrac ensure that all documents are up-to-date and easily retrievable to facilitate its regular ISO internal audit routines.

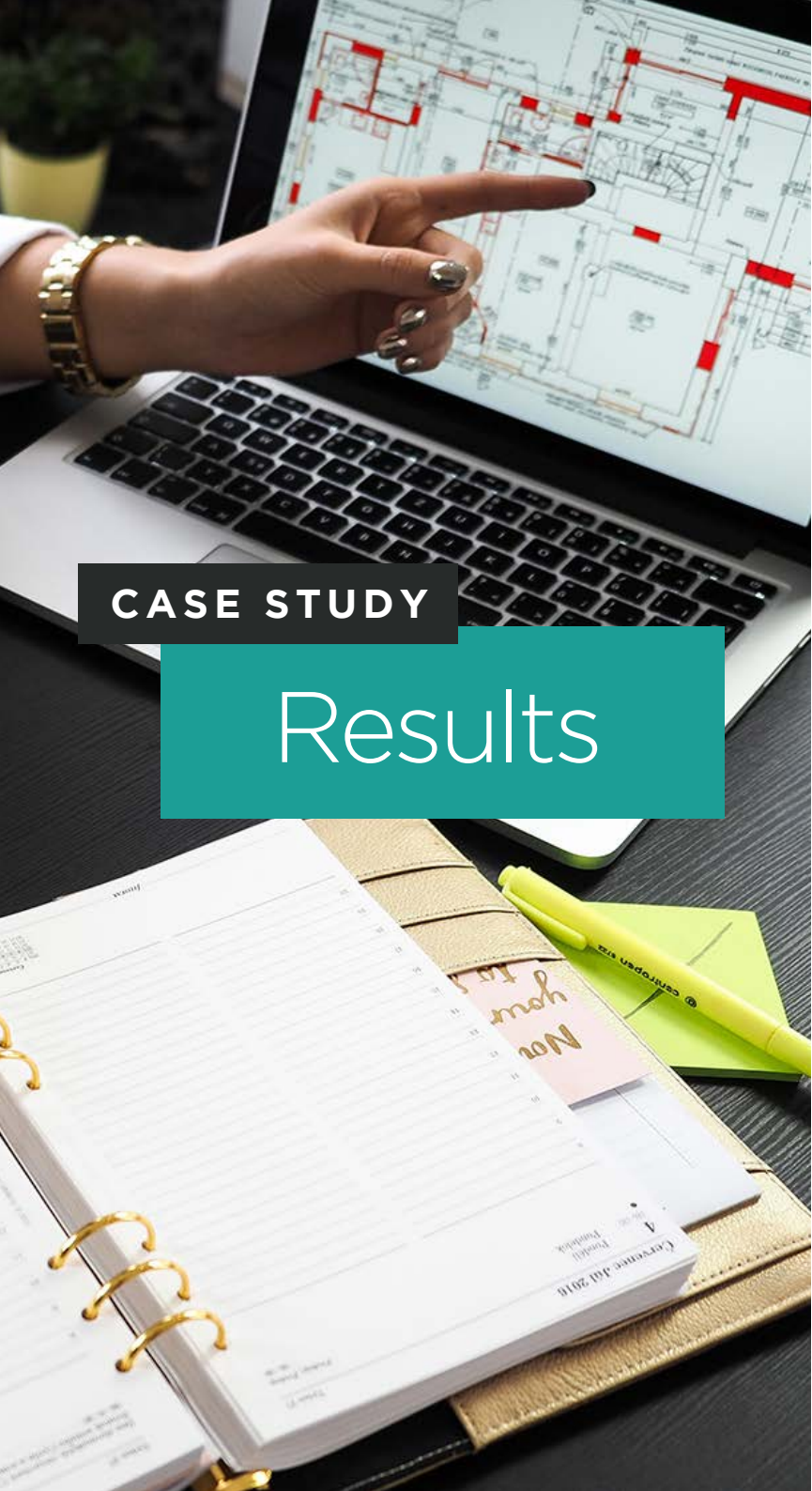
## CASE STUDY

# Results

*“Panton provides a very straight forward and user friendly interface. I believe that our users will be receptive toward using this new system as it only takes a few clicks to navigate and execute a task.”*

Ir. Jot Sang Lee,  
G.M of Construction, COMTRAC SDN BHD





## CASE STUDY

# Results

## Choosing the **right solutions provider**

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From the beginning, Comtrac's General Manager of Construction Mr. Jot Seng Lee - whose desire has always been to successfully implement a system that can streamline Comtrac's unique requirements; identified that Panton would be able to meet its business needs because of the passion and dedication he saw in the Panton team who relentlessly strived to provide the most effective solution.

According to Mr. Jot, "Panton provides a very straight forward and user friendly interface. I believe that our users will be receptive toward using this new system as it only takes a few clicks to navigate and execute a task." He also shared of his goal to one day see operations at Comtrac not being limited to geographical regions. "I look forward to the day when our counterparts in Thailand or Indonesia can liaise with our office for pricing of raw materials as if we were all working in the same office."





Panton

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