

International Monetary Fund

Takes content mobile with SeeUnity

SeeUnity
CASE STUDY

SeeUnity Mobile provides ECM access from the iPhone and iPad

Identifying both challenges and opportunities presented by tablets and mobile devices, the International Monetary Fund (IMF) takes a proactive step to provide their global team with better mobile tools, while ensuring enterprise content remains secure.

Mobile devices create opportunities and challenges

Recognizing the benefit of tablets in the workplace, the IMF's CIO instituted a standard around Apple's iPad device. Synchronized email, contacts and calendaring brought immediate benefits. Users soon sought ways to share more data – including enterprise content from their OpenText eDOCS and Microsoft SharePoint systems. Without direct iPad access to this content, there was a potential risk of employees duplicating documents, attaching them in emails or using third party apps to store them on their devices. These activities could introduce security concerns, compromise records management, and affect version controls. It was clear that mobile users required access to internal enterprise content, and that such access required stronger controls.

"Mobile users challenged our content standards," said Herve Tourpe, Advanced Technology Team Leader at the IMF. "They also challenged our status quo; if you've got on-demand access to everything else – why *wouldn't* you want the same access to enterprise content?" Mr. Tourpe and his team began researching solutions that would "delight users and keep content secure."

Finding the right mobile enterprise content app

The app search returned a frustratingly short list of candidates. "We found apps that could extend iPad access to either eDOCS or SharePoint," says Mr. Tourpe. "Unfortunately, these apps seemed more likely to annoy users, rather than empower them." It was during this search that the IMF consulted SeeUnity, the developer of their existing eDOCS and SharePoint integration products. SeeUnity was in the early stages of developing a tablet integration product for the iPad and iPhone. "We knew they had the technical expertise," said Massoud Roostaie, IT Officer at the IMF. "SeeUnity was very receptive to engaging us as early adopters, leveraging our requests and feedback to accelerate development."



About The International Monetary Fund

The IMF is an organization of 188 countries, working to foster global monetary cooperation, secure financial stability, facilitate international trade, promote high employment and sustainable economic growth, and reduce poverty around the world. It is located in Washington, D.C. with approximately 4,500 employees, contractors, and on-site vendors, most of whom are located at its Washington, DC facilities. The IMF has additional staff in various offices worldwide. The IMF's environment has high service levels and requirements for uptime and availability.

- Industry: Financial (Government - International)
- Member Countries served: >188
- Employees: >2000
- Repository size: >100,000 documents, 35GB
- Website: www.imf.org
- SeeUnity products used:
 - Enterprise Integration for SharePoint
 - Enterprise Search for SharePoint
 - SeeUnity Mobile



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Building SeeUnity Mobile

The IMF helped SeeUnity better understand user demands and behavior. One of the first features introduced was checkout for offline editing, solving many challenges caused by working in areas with intermittent connectivity. Content can be proactively checked out and synchronized when connectivity is restored. With mission teams travelling and working globally – offline checkout was a critical requirement.

Dynamic folders provide a valuable new way to organize and deliver content. The “folders” actually contain the results of a predefined search against connected content sources. For users, any documents (from one or many repositories) relevant to that search become immediately accessible in a *single*, “dynamic folder”. Dynamic folders can also be associated with a user ID for additional personalization.

SeeUnity Mobile delivered a tiered security model including, but not limited to, authentication, encryption, and server-side security features. The project moved quickly; iPad and iPhone versions of SeeUnity Mobile were delivered to the IMF in less than three months.

Leveraging enterprise mobility

“SeeUnity Mobile is exceeding our expectations. We’ve delighted our users without compromising data integrity,” affirms Mr. Tourpe. IMF analysts, advisers and economists report preferring the iPad and iPhone experience to their laptop counterparts. Robert Bell, Information Technology Officer at the IMF, reflects on the broader impact of mobility solutions for the IMF. “I remember our couriers hand-delivering documents to mission teams; it would take days to obtain information. Over the past 15 years, I’ve watched laptops revolutionize information access. The iPad and SeeUnity Mobile represent the next important step forward. Being able to use and act upon content in the field – without a bulky laptop, virtualization, or even constant connectivity – that’s a capability we’ve never had, and it’s going to improve upon how we can serve our member countries.”

About SeeUnity

SeeUnity is a leading provider of Enterprise Content Integration and Migration solutions. Our products enable short and long-term content coexistence strategies that increase the value of your Microsoft SharePoint and ECM investments. For more information about SeeUnity, visit www.seeunity.com.

The views expressed herein are those of the authors and should not be attributed to the IMF, its Executive Board, or its management.



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