



Microsoft .NET Customer Solution Case Study



Overview

Country or Region: Slovenia

Industry: Postal Services

Customer Profile

With more than 550 branch offices, Pošta Slovenije delivers postal services across the country. In addition to its primary mission, Pošta Slovenije has also established itself on the market as an e-service provider

Business Situation

Due to an increasing demand for the outsourcing of digital document storage, Pošta Slovenije decided to offer their digital document storage solution to other business users.

Solution

The E-Arhiv solution is available through secure and scalable web services deployed in a secure data centre, which enables simple integration with other systems and different client types.

Benefits

- Improved user experience
- Enhanced functionality
- Legal validity
- High level of security
- Lower costs



E-arhiv - a service oriented architecture

Although it is heterogeneous, Pošta Slovenije's IT system is based on Microsoft's technologies, so the choice of which platform to use was clear.

[Branko Godec, Head of IT Services in Pošta Slovenije's IT Department](#)

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In their search for a suitable solution, they were looking for a powerful, efficient and reliable long-term software solution that would seamlessly integrate with end-user systems. To ensure simple integration with Pošta Slovenije's IT system, the electronic archiving solution is based on Microsoft's .NET framework 3.0/3.5 platform.

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Matevž Gačnik, Head of Application Development, Gama System

Situation

With more than 550 branch offices, Pošta Slovenije delivers postal services across the country. In addition to fulfilling its primary mission, Pošta Slovenije has also established itself on the market as a provider of a number of e-services, including digital document backups. The company began developing the system as a response to their own needs for storing large amounts of business documents and to enable the migration to paperless operation. Working with Gama-System, a Slovenian software company, Pošta established the E-Arhiv system, which provides high levels of security, reliability and usability, and ensures simple connectivity with different systems.

Due to an increasing demand for the outsourcing of digital document storage, Pošta Slovenije decided to offer their digital document storage solution to other business users. By building on the software + services concept, they wanted to enable integration with the existing services and provide services to companies that do not have their own archiving infrastructure. When they implemented the comprehensive e-archiving system, a system was needed that would ensure seamless transmission of information between the client's document generating applications and the archiving system at Pošta Slovenije.

"We needed to connect several systems and the service is intended for a large number of clients using different applications, so we had to ensure system interoperability," said Branko Godec, Head of IT Services in Pošta Slovenije's IT Department. At the same time, we needed to ensure uninterrupted access to the system for clients' authorized representatives. This is why the service-oriented solution needed advanced software and hardware that would ensure a high level of security and availability. "In addition, the comprehensive digital document and

archiving solution had to meet regulatory requirements," he added.

Solution

In their search for a suitable solution, they were looking for a powerful, efficient and reliable long-term software solution that would seamlessly integrate with end-user systems. Since no suitable solutions were available on the market, Pošta decided to develop the service themselves in cooperation with a credible partner. They turned to Gama System, a Slovenian software company, which had already developed systems that were suitable and represented a reliable foundation for further solution development.

"The software + services concept required that the solution be developed in-house," said Matevž Gačnik, Head of Application Development at Gama System. "To ensure secure and reliable document flow from end-users to the document system and Pošta Slovenije's backup system, we had to use the most advanced technologies. Seamless integration with client systems is therefore of key importance."

To ensure simple integration with Pošta Slovenije's IT system, the electronic archiving solution is based on Microsoft's .NET framework 3.0/3.5. "Although it is heterogeneous, Pošta Slovenije's IT system is based on Microsoft's technologies, so the choice of which platform to use was clear," said Godec.

Pošta Slovenije will introduce a document management system for internal and external use, accessible through secure and scalable web services. The services will be implemented in their secure data center, which will enable simple integration with other systems and different clients, such as SharePoint servers, Windows clients and

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Branko Godec, Head of IT Services in Pošta Slovenije's IT Department

Office application system. The electronic archive is available as a service and is connected through the same services with other IT systems.

"Gama System E-Arhiv meets all the customer's basic needs, including the ability to customize the service business model by implementing priority mechanisms to ensure service quality, providing storage on fast/slow media and billing based on the number of logical or physical documents or used disk space," explained Gačnik.

Gama System E-Arhiv runs on IIS servers and ASP .NET 2.0 and Windows Communication Foundation technologies that ensure communication services. The document pipeline uses MSMQ servers, while other document services run as Windows Server 2003 system services. The fast storage media is implemented using an SQL data server. The solution runs on clustered servers on two geographically separate locations.

A desktop client is used for administering the E-Arhiv solution. Modular design and high levels of software and service availability enable users to access E-Arhiv from their applications using a desktop application or a web browser. The electronic archive also supports integration through standard service interfaces.

Benefits

When the project is complete, Pošta Slovenije will have a comprehensive electronic document management and archiving solution for internal as well as external use, based on state-of-the-art service-oriented architecture. Connecting user applications and web services by leveraging the software + services concept enables a more intuitive user experience, customized to the needs of individual users. They can benefit from all the functionalities and the responsive client

software, at the same time using the advantages of web services, such as simple data sharing and access from anywhere.

One of the key advantages is that Gama System executed and documented object libraries (APIs) in the form of Gama System E-Arhiv SDK, which enables other providers to build different applications on top of the archiving services by using Visual Studio, and provides simple integration with various specific applications.

"The main benefits of the solution are the legal validity of documents and the high level of document security from the time they are created or enter the company, to archiving and electronic document management," said Godec. We will implement a state-of-the-art document management system that will reduce operational costs by eliminating unnecessary printing and manual distribution of documents. The SharePoint portal will become the starting point for monitoring the work of Pošta Slovenije employees, and will enable more efficient services. Service marketing will be simplified thanks to a competitive business model.

"By offering the electronic archiving system as a service, we provided automated document transfer and integration with different IT systems, and we also adapted to ensure support for various service clients and meet the different user needs," concluded Godec.

For More Information

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For more information about Pošta Slovenije products and services, visit the Web site at: www.posta.si.

For more information about Gama System products and services, visit the Web site at: www.gama-system.com.

Microsoft .NET

Microsoft .NET is software that connects people, information, systems, and devices through the use of Web services. Web services are a combination of protocols that enable computers to work together by exchanging messages. Web services are based on the standard protocols of XML, SOAP, and WSDL, which allow them to interoperate across platforms and programming languages.

.NET is integrated across Microsoft products and services, providing the ability to quickly build, deploy, manage, and use connected, secure solutions with Web services. These solutions provide agile business integration and the promise of information anytime, anywhere, on any device.

For more information about Microsoft .NET and Web services, please visit these Web sites:
www.microsoft.com/net
msdn.microsoft.com/webservices

Software and Services

■ Products

- Microsoft SQL Server 2003
- Windows Server 2003

■ Technologies

- Microsoft .NET Framework 3.0/3.5
- Microsoft ASP.NET 2.0
- Windows Communication Foundation