

Case Study: White Pearl Technology Group AB - docEdge Implementation

Internal Document Management Transformation

Organisation: White Pearl Technology Group AB (WPTG)

Solution: docEdge Document Management System

Global Presence: 30 countries (Africa, Middle East, Asia)

Sector: Technology Solutions Provider

Implementation Type: Internal Digital Transformation

Company Background

White Pearl Technology Group (WPTG) is a leading global IT solutions provider empowering businesses across the globe with cutting-edge technology and services. With operations spanning 30 countries, particularly in emerging markets like Africa, the Middle East, and Asia, WPTG has established itself as a trusted partner for organisations seeking operational optimisation and growth.

As both a provider and user of document management solutions, WPTG recognised the need to implement docEdge internally to address growing information management challenges across its diverse business operations.

Implementation Challenges

Information Management Issues:

- Scattered and siloed information across departments and geographical locations
- Difficulty in quickly locating and retrieving documents across global operations
- Inefficient collaboration and version control between international teams
- Lack of secure remote access to documents for global workforce
- Manual and time-consuming processes for document routing and approval workflows

Operational Constraints:

- Growing document volumes across expanding business operations
- Multiple time zones requiring 24/7 document access
- Compliance requirements across different jurisdictions
- Integration needs with existing enterprise systems

Solution Implementation

Strategic Approach: WPTG's internal team collaborated closely with docEdge implementation specialists to customise the solution for specific organisational needs whilst ensuring seamless

integration with existing technology infrastructure.

Implementation Methodology:

- Comprehensive requirements analysis across all business units
- Customised configuration for WPTG's specific operational needs
- Phased rollout across geographical locations
- Integration with existing enterprise systems and workflows

Transformation Benefits

Centralised Document Repository

Enhanced Information Management:

- All documents stored in secure, centralised location accessible globally
- Easy access to up-to-date information for authorised users across all locations
- Significantly reduced time spent searching for documents and information
- Improved information governance and data quality

Enhanced Collaboration

Global Team Coordination:

- Seamless collaboration across departments, teams, and geographical boundaries
- Real-time document sharing and comprehensive version control
- Improved productivity and faster decision-making processes
- Enhanced cross-functional project coordination

Streamlined Workflows

Process Automation:

- Automated document routing and approval processes across business units
- Reduced manual errors and operational bottlenecks
- Faster turnaround times and increased operational efficiency
- Standardised processes across global operations

Secure Remote Access

Global Accessibility:

- Secure access to documents from anywhere, anytime across all time zones
- Improved flexibility and comprehensive support for remote work

- Enhanced business continuity and operational resilience
- Mobile accessibility for field-based and travelling staff

Compliance and Audit Trail

Governance Enhancement:

- Ensuring compliance with industry regulations and international standards
- Comprehensive audit trail for tracking all document actions and changes
- Reduced risk exposure and enhanced accountability across operations
- Regulatory compliance across multiple jurisdictions

Detailed Operational Improvements

Accounting System Enhancement:

- Digital processing became more efficient and time-bound
- Faster, well-structured, and classified processing of accounting documents
- Improved Purchase Order Generation across distribution network
- Enhanced financial document management and control

Document Management Excellence:

- Simplified document tracking and utilisation across all business units
- Easier accessibility for relevant users across organisational network
- Minimal misses and slippages in document handling
- Preservation of important documents avoiding any loss or reproduction needs

Storage and Filing Improvements:

- Well-secured and reliable document preservation systems
- Improved digital filing mechanisms reducing physical storage costs
- Lesser storage requirements across company network compared to manual systems
- Enhanced document security and backup capabilities

Collaboration and Usability:

- Better collaboration between users in sharing and exchanging documents
- Simple and easy-to-use solution, easily adaptable by relevant users
- Very fast and useful document searching mechanism for immediate usage
- Workflow-driven software with appropriate rights and privileges

Technical Integration:

- Future-ready integration capabilities with legacy software (ERP, CRM)
- Easy and useful task management keeping workload updated
- Mobile version enabling document management on-the-go
- Comprehensive indexing and archiving features

Advanced Features:

- Support for all document format types
- External document sharing capabilities when required
- Advanced search and retrieval functionality
- Comprehensive user access controls and security

Strategic Business Impact

Operational Transformation:

- Enhanced global operational efficiency and coordination
- Improved information governance across all business units
- Strengthened competitive position through operational excellence
- Better positioned to serve customers and scale business operations

Technology Leadership:

- Demonstrated commitment to innovation through internal adoption
- Enhanced credibility with customers through proven internal success
- Improved understanding of customer implementation challenges
- Strengthened product development through internal usage insights

Future Development

Continuous Improvement: As the exclusive distributor of docEdge in Africa, WPTG continues enhancing the solution based on internal experience and customer feedback, ensuring ongoing innovation and capability development.

Customer Success: The internal success story serves as a powerful demonstration of docEdge capabilities, inspiring other organisations to embrace digital document management transformation and achieve similar operational benefits.

Conclusion

The docEdge implementation has been transformational for WPTG, fundamentally changing document management practices whilst driving significant improvements in productivity, collaboration, and

operational efficiency. This internal success strengthens WPTG's position as a trusted technology partner capable of delivering proven solutions that scale with business growth.

Project Classification: Internal Digital Transformation

Solution Focus: Document Management and Workflow Automation

Strategic Value: Operational Excellence and Customer Credibility Enhancement