

Russian civil servants enjoy OPTIMA-WorkFlow

Russia has lagged behind in computerisation, for good for worse. Now it is catching up with the rest of the world in leaps and bounds, skipping some phases and suffering from growing pains.

The hundreds of Russian systems integrator companies have been gaining experience for years now, and evidence of their growing proficiency are hundreds of LAN- and WAN-based IT systems implemented in Russian public organisations at the federal and local level.

But after the initial universal euphoria at owning prestigious and expensive IT toys came a justified desire to gain more value for money, i.e., some serious organisational, managerial, security and economic benefits from the fancy systems.

One of Russia's leading systems integrators OPTIMA understood that all too well years back.

OPTIMA's impressive customer base includes among others the Russian Ministry of the Interior, the State Statistics Committee, the Russian Power Networks, etc.

Drawing on its first-hand knowledge of the IT head-aches of the Russian federal and local government agencies, OPTIMA identified the urgent need.

To borrow the Xerox catchphrase every governmental agency is a 'document company'. And so most of its IT requirements boil down to document management capabilities.

Driven by customer satisfaction philosophy, which is gaining popularity in Russia, OPTIMA set its sights at giving the Russian public sector and commercial companies a superb workflow product fine-tuned to the peculiar Russian conditions. The product had to be extremely user-friendly, incorporate Russian traditions of document management, and be fairly inexpensive.

A good opportunity presented itself in 1995, with the coming of a new family of Microsoft products, notably Microsoft Exchange Server.

These Microsoft products appeared to be an ideal basis to build on.

With its status of Microsoft Solution Provider and several Microsoft Certified Professionals, Microsoft Certified Systems Engineers, Microsoft Sales Specialists on its staff, OPTIMA was well equipped for the task.



OPTIMA-WorkFlow

is a good Microsoft

Solution for Russia.

We've supported it

all the way



**Olga Dergunova
Country Manager
Microsoft Russia**

The intervening years have seen much analytical and programming work. But the success of the effort would have been impossible without help from Microsoft Russia.

The effort produced a brainchild christened OPTIMA-WorkFlow, the only workflow and document management system in Russia so far that is totally based on the latest Microsoft products.

Much effort went into making the package easily adaptable to the peculiar conditions of Russia's public agencies. This was extremely important for Russia, with its legislation, norms, regulations and standards changing by the day.

OPTIMA-WorkFlow incorporates a number of useful features that immediately took the fancy of civil servants at various organisations.

Needless to say, OPTIMA-WorkFlow has been thoroughly tested at various federal Russian agencies, by groups of independent experts and members of the public who could download successive versions of the product through the Internet.

Tests have demonstrated the product's robustness and reliability, user-friendliness and security.

Opinion polls revealed positive responses throughout the cross-section of a governmental organisation. Executives admire the unrivalled possibility for them to track down any single document and its earlier versions and exercise rigid control over the whole work flow process.

On-site systems engineers liked the product's simplicity of installation and management, its scalability, compatibility with all Microsoft applications, all major data bases, and hardware platforms.

OPTIMA-WorkFlow grows with the organisation. Its remote capabilities make it ideal for distributed situations, of which there are many in the huge territory of Russia.

The high quality of the product is specifically attested by the fact that Microsoft Russia are considering bundling OPTIMA-WorkFlow with Microsoft BackOffice Small Business Server in the Russian market. Many major distributors and VAR's have shown interest in the package.

OPTIMA has now an efficient support programme in place for the product. It includes a hot-line, a Web-site, and an array of seminars.

Work is already under way on new versions and localisation of the product for non-Russian markets.