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## SteelDoc - Case Study

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### Client requests for logs and other documents

*Provides relevant information to our clients, anywhere and at any time. We save a lot of time handling such requests from our clients.*

The clients of our customer are spread across the geographies. They needed constant updates about the project like drawing status, complete drawing logs. Since the clients were in different time zones, all these requests were sent to the customer at very odd hours.

Some of these requests were very critical in nature to the business of the clients and most of the times the customer was not able to provide a quick turnaround with the required details. Many requests took more than 24 hours to resolve.. The reasons varied from holiday or long weekend or a key employee on vacation or requests being made in out of business hours.

If the required documents were large, it required co-ordinating with IT specialist at odd hours to upload the documents via ftp servers.

The clients were dependent on customers all the time to avail all required details. The customer was required to provide availability of employees working for each client. This manual effort was becoming a pain point for both the customer and their clients.

With SteelDoc clients are able to access any detail at any time by logging into SteelDoc. SteelDoc provides a powerful Dashboard for each project accessible only to respective clients. Today the clients are able to generate and download Complete Drawing Log with a single click.

The dashboard provides projectwise access to

1. The Drawing Status
2. RFI Status
3. Extra Hours and
4. Project Folders (see figure 1 below) provides one click access to all project drawings, files, logs etc.

Design Drawing	Red Lines	Drawings For Approval	Drawings For Fab
All NC1 Files	All DXF Files	All EJE Files	All KSS Files
FabSuite/FabTrol	3D Model	QC Logs	Field Bolt Summary
Advance Material List	Drawing Transmittal Log	Complete Drawing Log	RFI Log
Extra Hours Log	Project Pictures and Videos	Other Files	Submission

SteelDoc has completely eliminated the manual intervention and dependency on customer availability for their clients. Critical business needs are met instantly.

This automated process has ended the nightmares of our customer, not needed to be available round the clock for client request.

SteelDoc has definitely improved the overall process and improved the relationships of Customer and clients.