

ENTRA HAS A COMPLETE OVERVIEW WITH 360° FOR BUSINESS

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“At Entra we chose 360° as our case and document management system because it is a standardized and thoroughly tested system that is both user-friendly and intuitive. 360° is built on a cutting-edge technological platform and has excellent options for customization alongside Entra’s other professional systems. Employees can safely store all information in one place, regardless of source or file format, and can find it quickly, easily and at any time.”

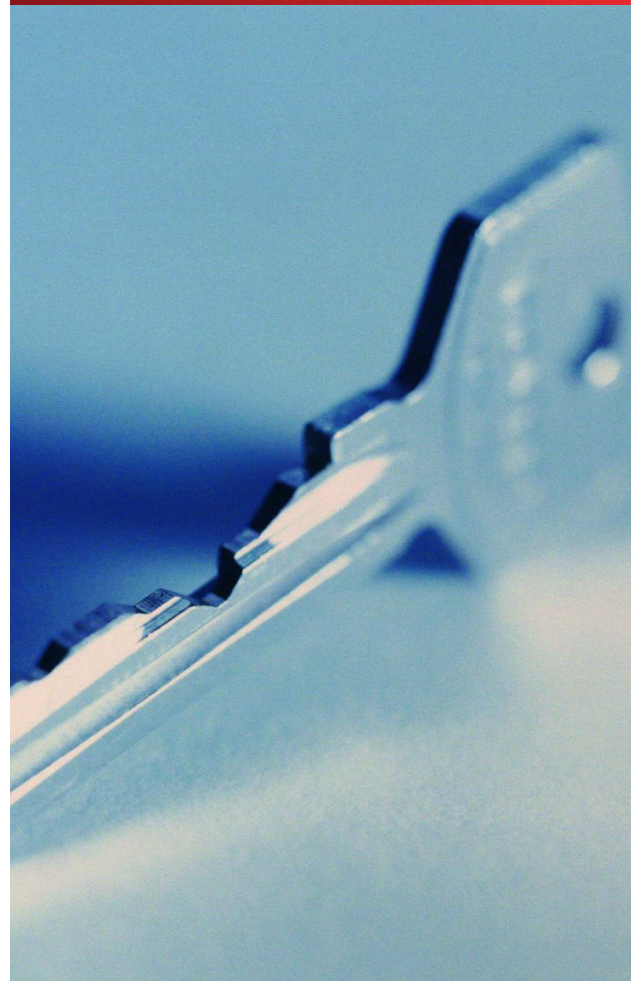
Shkoza Banjska Kabashi, Systems and Records Management at Entra Eiendom

No more information silos

At Entra, employees handle large volumes of information and documents that relate to the company’s many properties, including rental contracts, quality documents, email correspondence, purchase orders, meeting documents and other information related to tenants and suppliers.

“Employees used to save information in different file areas. It was difficult to locate information, because it was unstructured and not easily accessible, and because it was dependent on the individual user instead of being available in the system,” says Shkoza Banjska Kabashi, who is in charge of systems and records management at Entra Eiendom.

Product: 360° for Business
Bransje: Real Estate / Public limited company



About Entra:

Entra Eiendom AS handles the leasing, management, operation, sale and purchase of real estate. The company is owned by Norway’s Ministry of Trade and Industry and operates competitively in the Norwegian private property market. Entra has a total property portfolio covering 1,150,000 square meters and owns property worth in excess of €2.5 billion. With headquarters in Oslo and regional offices in Kristiansand, Bergen and Trondheim, Entra employs 170 people.

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Requirements:

- Gain control of the large volume of documentation
- Replace the storing of information in different file areas with a more secure and efficient system
- Collect important information in one place, in a system that can be accessed by different users
- Give order and structure to information and documents
- Reduce the use of paper to meet the company's environmental targets
- Faster and better searches and location of information
- Integrate professional systems in a single shared application

Fast and secure access to information

"All of our records management now takes place in 360° and we no longer use the old file areas," says Kabashi. "360° is a secure and efficient application where employees can store all information in a single place, regardless of source or file format. All our business critical documents and emails are now stored there in a clear way, with quick and easy access and optimal control as well as functionality for version management and tracking of changes."

Advanced search options in 360° make it simple to find, share and re-use information. 360° can also be included as part of larger search packages, creating a range of options for different types of enterprise search.

"The search functionality in 360° is both fast and precise. It only takes a couple of seconds to locate a specific document or an email. Our employees can save a lot of time."

Structure and overview

With a large number of properties and tenants to manage, it is crucial for Entra to have control of information in order to be able to maintain and strengthen customer relationships.

"All information related to different properties is gathered in one place in 360°," says Kabashi. "This includes correspondence with tenants and suppliers, tenancy agreements, damage or operational reports, quality documents, purchase orders, contact data and any other relevant information. This means we have a structured and complete overview and can improve quality and efficiency in all areas."

The contract management center in 360° enables Entra's employees to control the numerous framework agreements and tenancy contracts managed by the company.

"With over 300 active framework agreements, including operation and cleaning contracts that are continuously reviewed, we needed a good system for contract management. In 360° we can set deadlines for renegotiations and notifications when a contract is nearing expiry. All information related to the contract is accessible in one place and it is easy to keep track of different contract versions as well as all involved parties," explains Kabashi.

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Application:

Entra chose 360° for Business as a shared application for information and document management within the company. 360° is a standard application built on Microsoft SharePoint. 95% of Entra's employees now use the application on a daily basis.

Entra currently uses 360°'s modules for:

- Document management
- Case and records management
- Contract management
- Property management

Entra is considering expanding 360° with additional modules.

User focused

Employees at Entra have been involved in and have had ownership of the process of implementing 360°. The various departments have held workshops evaluating the different requirements and routines for information management, including in the project and development, marketing, operation, administration and finance departments.

"We have defined new routines and processes for information flow in each department. This has been an extremely beneficial activity that has created more efficient work processes, allowing us to work in a smarter way. We have focused on the training and follow-up for users, including a blog on which they can share tips," says Kabashi.



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Familiar interfaces

“Employees now using the system think it is user-friendly and intuitive and they have seen quick results when using 360° in their daily work. The integration with Microsoft Office means that employees work in familiar interfaces – and the imminent upgrade to Office 2010 will make document and email management directly through 360° even smarter and more efficient. We are also integrating 360° with our data storage system, so that information from 360° is re-used as much as possible.”

“We want to invest in modern technology that will support our future needs – this is something we have found in 360°.”

An application for the future

As it continues to become more environmentally friendly, Entra is trying to reduce paper usage. 360° enables electronic document and case management, meaning that companies can reduce time and costs related to printing and distributing documents.

“We hold a large number of board meetings in relation to our 16 subsidiary companies and the volume of paper used is staggering. We are now considering using the Board and Council Management Module in 360° to manage agendas, delegates and case document digitally. Instead of paper documents, delegates will be able to view the agenda on an iPad, as well as read meeting and case documents. It is an application for the future,” says Kabashi.



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