



Context

CAT is the prime contractor for the NICE project (New Convergent Evolutive IT), the common information system of the Regional Banks. As such, it ensures:

- The design, manufacturing, maintenance and operation of the banking system
- The added value to and innovation within the solutions
- The quality and performance of the delivered services.



Mission

d²X Expertise intervenes within the MOA of the internal IT services department, in order to ensure:

- Management of the Documentation project for the IT services plan 2015, the objective of which is to respond to the problems related to this subject,
- Mapping of the internal IT services tools,
- Support of the MOA on the comitology of the operational committees.



Issues & Goals

Due to the recent merger of numerous EIGs, CAT faces a lot of variance of the documentary practices within the company.

The challenge is to define simple document management rules, in order to:

- Save time for the users,
- Reduce storage space,
- Make practices homogenous,
- Ensure accessibility and the conservation of documents.
- The strategic coaching towards change is the primary stake of this project.



Benefits

The intervention of d²X Expertise allows CAT:

- To improve productivity and team collaboration,
- To satisfy users by providing answers to the documentation related issues,
- To communicate internally in an accurate manner on the perimeters and the assignments of the stakeholders.