

# World Chambers Competition 2005

## Application form

Send your dossier with the attached form by Email  
(in a format compatible with Microsoft Word or Acrobat Reader)  
to [wcf@iccwbo.org](mailto:wcf@iccwbo.org)

All applications must be received by 1 March 2005

### Category (check only one)

- ☐ Best small business project
- ☐ Best chambers management and financing project
- ☒ Best IT project (including internet)
- ☐ Best unconventional project

### General information

#### Chamber of commerce:

Kuwait Chamber of Commerce & Industry

I hereby confirm that the information provided is accurate. I certify that I have familiarized myself with the eligibility criteria and rules of the World Chambers Competition, and I undertake fully to comply with the latter.

Saud Kh. Al-Zaid

Name of the person in charge of the applying chamber of commerce (please print)



Signature

Date: 20-Feb-2005

- 1 Date chamber was founded: 1959
- 2 Number of employees: 120
- 3 Number of members: 74000
- 4 Membership system
- ☐ Mandatory basis ☒ Voluntary basis
- 5 Chamber type
- ☒ Local/Regional ☐ Sectorial

### Description of project

#### Name of project

e-Search

#### Name of contact person

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#### Please attach: (total answers must not exceed 10 pages)

- Briefly, describe how your project originated. How did the idea come about, what needs were identified and why?
- Describe your project based on the category selected.  
(Context, innovative character, invested resources, difficulties met.)
- What have been the results and influence of this project?  
(Short and long term impact, measurable data, benefits.)
- Can your idea be applied in other parts of the world?  
(Please explain how and why.)
- Why do you feel your project should be selected as a finalist and presented at the 4th World Chambers Congress?



#### World Chambers Federation (WCF)

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## **World Chambers Competition 2005**

### ***1. Briefly describe how your project originated. How did the idea come about, what needs were identified and why?***

The Computerization and Office Automation (COA) of Kuwait Chamber of Commerce & Industry (KCCI) was initiated immediately after the Gulf war in 1991. KCCI was under pressure from the business community to offer its services to tens of thousand of companies, who wanted to participate in the rapid process of rebuilding the Kuwaiti economy. Furthermore, KCCI was receiving many inquires from abroad to export goods and services.

The COA started with the Registration Department, in which the member database of KCCI and all services to them were provided efficiently. Soon after the successful completion of the Registration department, many application systems were developed in different platforms using various development tools, to meet the requirements of every department.

After the completion of COA in all departments of the chamber, KCCI has decided to integrate all the applications into a single powerful **Knowledge management and Document Workflow system** called **e-Search**.

### ***2. Describe your project based on the category selected.***

#### **2.1. Context**

From our vision ***To Create An Electronic Chamber (eChamber) That Enhances The Knowledge Available Among Employees In Order To Improve Services To Our Members.***

We began to draw our eChamber road-map, to enhance decision-making process at all administrative levels.

**In 2000**, we studied the requirements needed to build the application:

- A software development team was created to analyze the requirements of integration and to develop the application.
- A team of technical support staff to train KCCI staff and to overlook the implementation of the application.
- A network management team to analyze the requirements and supervise the application and the staff on the network.

**in 2001**, KCCI started the development and the integration of all applications.

**Mid of 2002** the Knowledge Management System was implemented and the results were outrageous.

**Early 2003** the Document Workflow System was implemented in parallel with manual workflow procedures till an internal memo was passed by the Managing Director on **Jul 15<sup>th</sup> 2003** to cancel all the manual procedures and **GO PAPERLESS**.

***A Brave decision Changed the way work and serve.***

## **2.2. Innovative character**

Because e-Search is the base for on-line services for our employees, members and Website members (local none

members & foreign companies), the innovative character of the application as related to:

**Chamber:**

- 2.2.1. System is bi-lingual Arabic / English
- 2.2.2. User can search and explore **e-everything** (28 systems) in the Chamber from one search field, similar to Internet search.
- 2.2.3. User can access a Single / Multiple application systems.
- 2.2.4. System will give us an opportunity to deploy easily any of the applications on the web.
- 2.2.5. Users can manage their mail from anywhere 24 x 7.

**Members:**

- 2.2.6. On-line membership renewal
- 2.2.7. System can Issue a membership digital certificate
- 2.2.8. *System allows our members to publish their tenders to other registered KCCI members **B2B**.*
- 2.2.9. *It allows our members to Publish their job opportunities.*
- 2.2.10. *Chamber events posted directly to member's In-box*

**Website members:**

- 2.2.11. Can benefit from the business Center services, for example, Trade & economic statistics (country, item ...), member verification.

**2.3. Invested resources**

The major investments are classified into 2 categories.

### **2.3.1 Manpower**

Manager to supervise the project plan to make sure that the project will be completed according to schedule.

Senior Analyst to understand, analyze the ways of integration of all applications and responsible for the proper design of the systems.

Programmers to develop the application and build the necessary software for the integration of applications.

Quality control manager to monitor, audit the system and train new users of the system.

### **2.3.2 Technology**

Software: After studying and analyzing the requirement of the project, the team has decided to purchase ORACLE database and the programming tools (JSP, JAVA) to develop the system.

Hardware & OS: We use ORACLE Application server with multiple Intel based servers for Testing & deployment environments. Currently we have 13 servers to support the project. Please see the attachment of server network diagram.

## **2.4. Difficulties met**

2.4.1 Supporting the bi-lingual concept of (Arabic / English) forced KCCI to spend more time, studying different tools and analyzing the requirements.

2.4.2 Integrating Databases – We have five ***different kinds*** of databases to integrate. We tested with all possible connecting drivers, not all were working properly. In those

cases, we have built our own patches to work with the system efficiently.

2.4.3. Managing Arabic content – The special characteristics of the Arabic language makes the Arabic word to be written in many different ways.

One example of that would be Compound names with and without space in the middle of the word gives the same meaning. ***For example 'Abd ullah' (with space in the middle of the word) is the same or equal to 'Abdullah'.*** Our team has spent long time studying and analyzing the ways to overcome most of these issues in the Arabic language.

### ***3. What have been the results and influences of this project?***

#### **3.1. Short and long term impact**

In the short term, the system has made and will make an impact as related to Chamber:

1. The information became widely available to every one.
2. The employees have the ability to look into other departmental information (with the proper security and rights)

In the short term, the system has made and will make an impact as related to the business community:

1. faster results more ***than 60 times***
2. Customer satisfaction

In the long term, the system has made and will make an impact as related to Chamber:

1. Transparency
2. Creating knowledge
3. Paperless office
4. Ready for e-Government
5. Ready for e-Business
6. Service with Know how

In the long term, the system has made and will make an impact as related to the business community:

1. Creating knowledge
2. B2B tender publishing
3. B2C & C2B job opportunities
4. e-Business
5. Kuwait e-Marketplace
6. Customer satisfaction

### **3.2. Measurable data**

#### **Financial:**

1. Savings in more than 30% of stationery items
2. Savings of 70% on papers
3. Saving on the Postal cost of 80,000 letters/yr
4. Sold the e-Search source code to Kodak Agent in Kuwait.

#### **Membership:**

1. Expected to get 3% growth from the new on-line website membership. (2004 we have 25,000 members)

### **Business and job creation:**

1. 30% of our members expected to use Kuwait e-marketplace in our site to market their businesses.
2. we expect 60% of the university graduates, other educational institutes, job seekers and our members to use our on-line ***B2C & C2B job opportunities***

### **Participation Rate:**

1. 100% of KCCI staff uses e-Search
2. And expect the same participation rate from our members in the next three years

### **People involved:**

1. KCCI staff (please refer to section 2.3.1)
2. IT venders (for servers, network and Database)

### **Other measurable data:**

1. System currently has more than 1.9 million records, from 40,000 in 2002.
2. The effort spent on locating information from departments dropped from 1/2hr to a maximum of 20sec.

### **3.3. Benefits**

The major benefits of e-Chamber are as follow:

1. Knowledge organization.
2. Paperless office.
3. Servicing with know how
4. Fast responding time to all inquiries.
5. Closer to our members.

6. Customer satisfaction.
7. The ease of migrating current applications to web.

**4. Can your idea be applied in other parts of the world?  
(Please explain how and why.)**

YES it can be applied in any organization in the world, especially chambers.

To apply the concept of Knowledge Management and Document Workflow as we did, the following should be considered:

1. Identifying the areas of the organization with a lot of information, example of that would be Library and Administration memos.
2. Develop/Buy the applications to store and retrieve the information. (*please note if you are buying the application you must have the right to access the Database not only from the same application, but from others as well*)
3. Analyze the workflow of your internal memos and external correspondents.
4. Develop/Buy the Document scanning and the Indexing system with access to the database rights
5. Integrate all the application's Databases into one environment.
6. Analyze the common link between all databases to create new knowledge triggers, example of that would be related dates, country origin or activity of company as related to exhibitions, import and export statistics, other competitors.
7. Make it available for others to use.
8. Work on enhancing the Knowledge Management and Document Workflow System.

Why our idea could be applied in other parts of the world?

1. It would build **Knowledge Sharing Culture** within an organization.
2. It would lead to a **Paperless Office**
3. It would create **Transparency**
4. It would make any organization **Service with Know How**

**5. Why do you feel your project should be selected as a finalist and presented at the 4<sup>th</sup> World Chambers of Congress?**

- Because KCCI was the first to implement the concept of Knowledge Management and Document Workflow in the Arab world, KCCI was able to create general awareness in the region of this concept.
- The invention of e-Search and the proposed E-Commerce law by KCCI have given the private sector a lead role in the E-Government initiative. In addition, e-Search created more efficiency in responding to our local and international inquiries after the liberation of Iraq.
- The frequent requests and visits of GCC Chambers, Government institutional organizations to KCCI and the purchase of e-Search by Kodak Agent in Kuwait leads us to believe that **KCCI has set a new standard in Knowledge Management & Document workflow** in the region.

## ESearch Server Process Diagram (Multiple Databases)

