

ABBYY Recognition Server Delivers Unmatched Scalability for TNB Malaysia, the largest electricity provider in the country

ABBYY's Server-based Recognition Technology Delivers Great Benefits to its "Early Bird" Customer in Malaysia.

Background

TNB Malaysia (Tenaga Nasional Berhad Malaysia), is the largest electricity utility in Malaysia with more than RM67.0 billion in assets. It has a total installed generation capacity of about 11,200 MW. In Peninsular Malaysia, TNB contributes to 55 per cent of the total industry capacity through six thermal stations and three major hydroelectric schemes. TNB's distribution network is managed through a comprehensive distribution system, customer service centers and call management centers.

TNB relies heavily on OCR for 10 millions of documents which need to be uploaded into EDMS. To be able to better handle vast document loads across multiple locations, ensure data safety and automate processes, TNB had asked FCS International Sdn Bhd, ABBYY's partner in Malaysia, to provide the most reliable and cost-efficient technology. FCS suggested ABBYY Recognition Server – a robust and powerful server-based OCR solution for automating document conversion processes across a corporation.

Alex Lim, Account Manager at FCS commented: *"TNB had opted for Recognition Server 2 CPU unlimited PPM license with PDF support. Implementation took 1 week only, and it included testing. We are glad that our customer was satisfied with the scalability and ease of use even at the implementation stage."*

Solution

Incoming documents come from 2 sources: scanned papers and electronic images, and are ultimately saved as searchable PDFs and indexed for EDMS.

For conversions of hardcopy documents, TNB Malaysia had set up 36 units of A4 Size Avison Scanners and 3 units of A3 Size Avison Scanners in its 13 locations throughout 9 states. Numerous .tiff files of several hundred pages each are created upon scanning. They are uploaded to an in-house ftp server that is constantly monitored by Recognition Server installed at the TNB Headquarters. As images arrive to assigned ftp-folders (varying per division and per document type), the software picks them up and delivers recognition results to corresponding output folders automatically.

The indicative moment occurred while processing non-ordinary .tiff files at testing stage. It became evident that Recognition Server weren't quite stable to handle numerous .tiff files with more than 600-pages per file. FCS relayed this issue to ABBYY's support team, where this situation was quickly taken under control, and all the necessary corrections were made. As a result, the requirement of TNB to OCR extra-large multipage files were 100% fulfilled. The timely response and vendor's efficient support further convinced TNB to commit to ABBYY Recognition Server.



About TNB Malaysia

Tenaga Nasional Berhad (TNB) is the largest electricity utility in Malaysia with more than RM67.0 billion in assets. The Company is listed on the main board of Bursa Malaysia and employs approximately 28,000 people to serve a customer base of over seven million in Peninsular Malaysia and Sabah. TNB plays an integral role in the national, economic and social prosperity of the country by providing reliable and efficient services.

The Company has earned a reputation for outstanding performance, regionally and globally. TNB is the only Asian energy company short-listed as one of five finalists for the "Power Company of the Year" in the 2007 Platts Global Energy Awards. For more information, please visit www.tnb.com.my

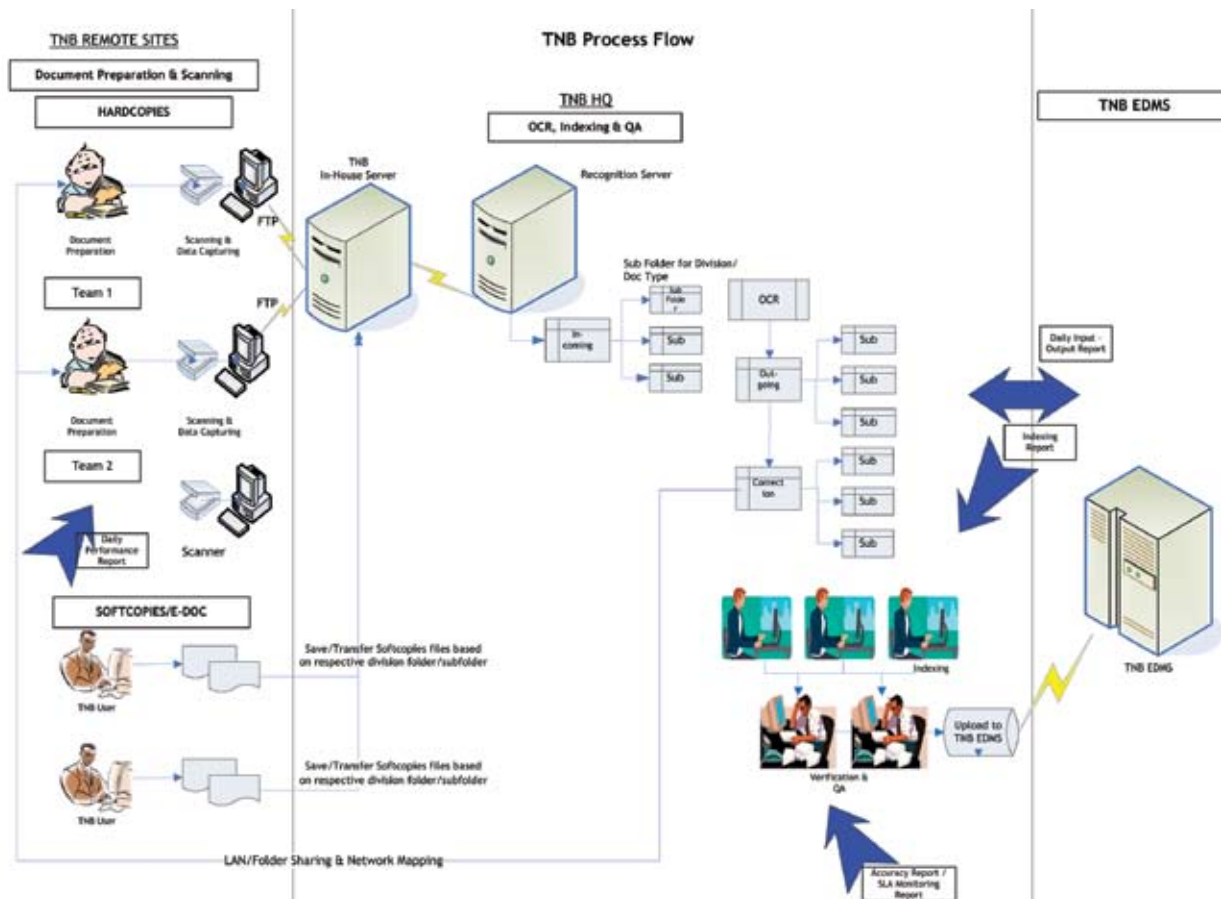


About FCS International Sdn.Bhd.

FCS International Sdn.Bhd. is a registered company in Malaysia, was formed in year 2005 and has been the leading provider of Information and Content Management (ICM) Solutions, Scanning and Digitizing services, Imaging Enabling Component and Depository. For more information, please visit www.fcs-my.com

For conversions of softcopy documents, additional user workflows had been setup in Recognition Server. Immediately, it became evident how advantageous using Recognition Server is. What may be thought of as a highly sophisticated and complex process, is seamless and can be done by any employee. There is no need for special knowledge or skills to be able to use Recognition Server. All that is required to do is place an image in an input folder (which has restricted access only to the particular person who handles the file), and, a few minutes later, retrieve the processed file from the output folder (also restricted to that person). Therefore, there is no threat to confidentiality, and each one of TNB's 28,000 employees has the ability to perform hassle-free OCR whenever necessary.

The process flow at TNB is depicted in the diagram below:



Results

The project timeframe is 6 to 9 months, in which 7 to 10 million hardcopy document conversions will take place. Additionally, thousands of softcopy files also being OCR'd and transferred into EDMS on a daily basis.

"ABBYY Recognition Server is giving TNB tremendous help. Not only over 30 thousand documents (not including those in electronic formats) are processed each day, but also it is done in the most efficient way possible," commented Alex Lim, *"TNB employees do not even have to have an OCR background to be able to perform large-volume, high-quality document conversions."*

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