

First Certification of MoReq2

Fabasoft has set a new benchmark



Initial Situation

The administration of electronic records has become a regular fixture in daily working lives at both public institutions and private sector companies. The requirements for such work processes have been steadily increasing in the last few years. In particular, it is users of Electronic Records Management Systems (ERM systems) who are dependent on high quality and highly-developed functionality of the deployed software to complete their daily business. The producers of such systems have reacted to this with a „proof of compliance“, which exactly demonstrates that their products fulfil all requirements. However, in the past this was just the area where the biggest problems occurred: The requirements on the software products were extremely country-specific and had little standardization. The vendors had to keep facing up to the challenge of making sure that their products complied with the various different tender specifications. A few years ago, the market itself finally had the chance to speak up about this situation: Led by the European Commission and with the involvement of the European national archives and the vendors of ERM systems, a European standard, MoReq, was created to standardize and integrate all the requirements for these systems. To make it possible to check these requirements, MoReq was expanded to become a comprehensive test framework. The result was the launch of MoReq2 in 2008 as the internationally recognized standard for ERM systems.

Task Definition

The company Fabasoft has for many years been one of the leading vendors of standard software for e-government, enterprise content management, compliance, and information governance. Fabasoft was quick to recognize the added value of using MoReq2 for its own products.

In particular, MoReq2 is a perfect fit for the product „Fabasoft Folio“, a standard solution for enterprise content governance and business records management. For this reason, Fabasoft decided at an early stage to carry out a MoReq2 certification with imbus AG.

The added value of MoReq2

Karl Mayrhofer, Managing Director Fabasoft Distribution GmbH: „Effective, stringent corporate governance on the basis of standardized, consistent, and properly kept business documents and records is a significant factor for the long-term competitiveness of a company, especially in a difficult economic environment. A complete overview of business relevant documents, updated daily and specific to particular cases, creates a basis, armed with the right internal and external information at all times, to be able to correctly understand and weigh up business situations extremely rapidly, and to derive consistent decisions from this. For company managers to function effectively, they need optimized software solutions - and that's just where MoReq2 comes in. MoReq2 defines a requirements catalog that stipulates the exact software product functionalities required to manage business documents correctly (records management), and then carefully tests these functionalities in the course of a comprehensive test program.“



The first step was to invite imbus, as the first accredited MoReq2 Test Centre, to begin the process of certifying the product „Fabasoft Folio“ by conducting the initial meetings and discussions.

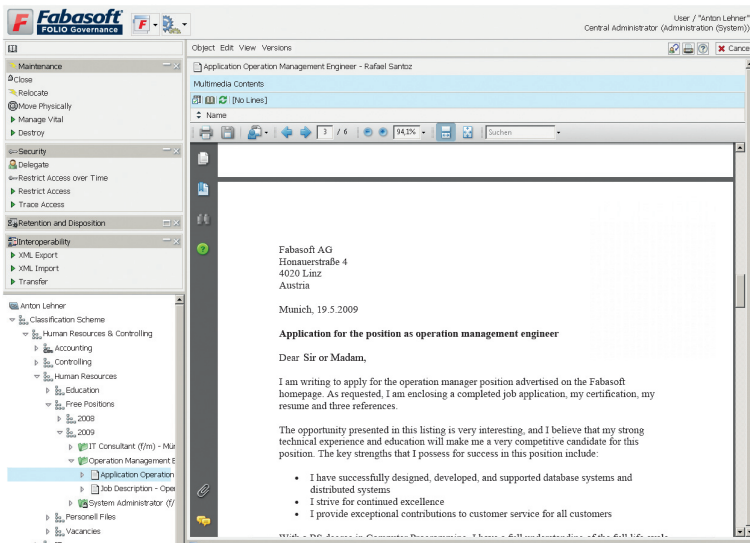


Realization

To lay the foundations for a successful certification, the next step was to make intensive preparations for the actual certification test.

Here an essential component of the process was the MoReq2 pre-verification. During this one-week workshop, imbus executed targeted spot checks in order to reveal any discrepancies between the software product and the MoReq2 requirements.

The knowledge gained from the pre-verification was then transferred to Fabasoft in a comprehensive presentation of results. In addition, a formalized list of deviations from MoReq2 conformity and a detailed test plan were handed over to Fabasoft. These formed the basis for the commissioning of the actual certification service. Fabasoft could use the results it received to decide whether or not to commission a certification in the near future.



Fabasoft Folio 2009

Thanks to the thorough preparation and the comprehensive result documents, Fabasoft was perfectly prepared for the actual certification test. The previously submitted test plan, including comprehensive scheduling, facilitated the targeted provision of all the necessary resources. That meant that despite the considerable number of MoReq2 options to be tested, the certification could be executed as planned in just two weeks.

It was possible to successfully complete the entire certification procedure in July 2009, and this led to a comprehensive test report and the awarding of the official MoReq2 certificate. Fabasoft is now the first vendor worldwide with a MoReq2 certified product.

The ideal preparation for a MoReq2 certification

Karl Mayrhofer: „The care taken during the testing and certification procedure is particularly noticeable with the prescribed MoReq2 test cases, which took two weeks to work through with intensive product testing every day.

A significant success factor was working together with the imbus Test Centre on the execution of a pre-verification, with which we were able to make a timely and well-founded estimation of the certification potential of our product Fabasoft Folio, which ensured a much higher chance of success for the actual certification test.“

Summary

MoReq2 has thus proven itself to be a recognized quality feature for ERM systems. The fact that Fabasoft passed this demanding certification test straight away is a clear and impressive indication of the high quality and the level of product development that „Fabasoft Folio“ demonstrates. The successful outcome of the test also shows that the thorough preparation that was made for the pre-verification paid off immediately for the actual certification. This first for Fabasoft creates new opportunities for them, not only in the heterogeneous European market, but also worldwide. In future it will be possible to respond to invitations to tender from those countries that make MoReq2 conformity a prerequisite and exclude any other software products from the process. The added value that „Fabasoft Folio“ has gained from the certification is demonstrated not only in the form of the newly-acquired competitive edge, but also the clearly measurable effect it has on ROI. Thanks to MoReq2, Fabasoft has created a significant advantage over its competitors, who are not yet in a position to demonstrate any such proof of quality.

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