



A secure, integrated solution to manage medical business files globally

The Challenge

With more than 15,000 users worldwide, Merck wanted to replace their existing PDF Annotation service without relying on third-party deployment support or change management. They had three distinct criteria:

1. They required a thin client viewer that could replace Documentum Annotation Services
2. The solution needed to have a natively integrated connector with other solutions used by the company
3. The application was to be deployed across all departments within the organization

The Solution

Merck adopted ARender for easy access to key documents managed on their core applications: Documentum FirstDoc and Documentum Webtop. The solution allowed for fast, streamlined display of large documents (over 1000 pages). With the annotation feature, the company was able to enhance document collaboration across all departments, and users can access any document format from any device thanks to file streaming capabilities. The solution also offers secure, controlled, and auditable access to important documents and sensitive data subject to strict regulations.

Benefits

ARender is used transversely by Merck users for Medical Business worldwide, with a centralized architecture that allows for a more agile, mobile workforce even when dealing with sensitive documents. The rollout procured instantly high user adoption with positive feedback companywide, and without the need for extensive change management services. The company recorded a positive return on investment after a mere 7 months of implementation.

Key Facts



Multinational science and technology company
57k global employees
15,000 users
Needed a Documentum Annotation Services replacement



Documentum FirstDoc and Webtop integration
Fast display of 1000+ page documents
Enhanced collaboration with annotations
Secure, auditable access to sensitive data



Global rollout with high user adoption
Used by all departments
ROI after 7 months of use