JITENDRA BANTHIA

Senior Architect/Project Manager – Supai Systems

Professional Summary

- 11+ years Open Text Livelink ECM
- Versions 8.0 to CS 10
- Requirements analysis, design, and application development
- User community support and troubleshooting
- System upgrades
- Advanced system administration
- LAPI and OScript programming
- Extensive knowledge of Livelink database schema and Livelink architecture
- CIS modeling
- Search configuration and customization
- Secure Extranet Architecture (SEA Servlet) implementation
- Brava module integration
- Transmittals Implementation
- Oracle JDE integration with Livelink Enterprise server
- Design and development of Livelink Form templates, Form Views, and Workflows
- Report development using LiveReports and WebReports
- Development using servlets, JSP, Tomcat Web Server 4.1/5.0, WebLogic 7.0, Oracle 8i and 9i
- Excellent leadership, communication, and interpersonal skills; client relationship management, and liaison
- Extensive onsite experience in USA, Canada, and Africa

Employment Summary

- Livelink Practice Head, Supai Systems, 2008-present
- Livelink Project Manager, TechRP, 2006-2008
- Livelink Team Lead, Wipro, 2004-2006
- Livelink Module Lead, Satyam, 2002-2004
- Livelink Team Member, Intertec, 2001-2002

Livelink Training

- Knowledge Fundamentals
- Email Archiving and Management Administration for MS Exchange

- Workflow Design I, II, and III
- Email Monitoring Administration for MS Exchange
- Livelink Forms – Design and Implementation
- Builder Fundamentals, Workflow Customization
- LAPI Fundamentals
- Advanced Schema and LiveReports
- Advanced WebReports Workshop
- System Administration
- Configuring & Customizing Livelink Search
- Troubleshooting and Supporting Livelink
- Architecture & Security Workshop

Technical Skills

- Programming Languages
  - ✓ OScript
  - ✓ Visual Basic
  - ✓ SQL
  - ✓ Java
  - ✓ HTML, JavaScript
  - ✓ XML, XSL
- Frameworks
  - ✓ LAPI
  - ✓ Struts
  - ✓ JSP
- RDBMS
  - ✓ Oracle
  - ✓ Microsoft SQL Server
- Operating Systems
  - ✓ Windows
- Internet Services/Web Servers
  - ✓ BEA WebLogic
  - ✓ Apache Tomcat

Education

- B.Tech/B.E. (Computers)
- MBM Eng. College(JNVU), 2000

Content Server Upgrade

July 2013 – Till Date

United States Steel is the fifth largest steelmaker in the world. USS uses Livelink to manage drawings, images and other documents. USS also has ASP application integration with Livelink.

Mr. Banthia worked remotely/onsite on following –

- OScript Module upgrade

- Livelink 9.1.0.3 to Content Server 10 Update 11 Upgrade

- ASP application integration with CS10

Content and Physical Records Migration

Mar 2012 – June 2013

CenturyLink is leading provider of Internet. CenturyLink uses Livelink to store Physical Records and Electronic documents. This project involve migration from RecMan Legacy system, RiMC and W. Monroe spreadsheets to Livelink 9.7.1 system called Doc-Share.

Working through AliTek, Mr. Banthia worked remotely developed following –

- Extended LAPI application to generate control files for Electronic Documents as well as Physical Records from RecMan Legacy system which was running on Livelink 9.2. These control files were fed into Livelink 9.7.1 using Object Importer from OpenText.

- Java program which takes spreadsheets generated from RiMC Documentum system and creates Control Files that were fed into Livelink 9.7.1 using Object Importer from OpenText.

- Java program which takes W.Monroe spreadsheets and creates Control Files that were fed into Livelink 9.7.1 using Object Importer from OpenText.

Utilities and Workflow Development

Jan 2012 – Mar 2013

Devon is a Canadian integrated energy company focused on development and production of oil and natural gas. Devon uses Livelink to manage controlled engineering records, primarily using the ADN module and Customization around it.

Working through IBM, Mr. Banthia worked remotely on multiple Livelink projects for the customer –

- Operation Vault utility

- Undo utility to change Revision Type and Status

- Document Review and Publishing Process

Workflows, CERLL and Reporting

May 2012 – Dec 2012

Suncor is a Canadian integrated energy company focused on development and production of oil and natural gas. Suncor uses Livelink to manage controlled engineering records, primarily using the CER modules from OpenText and vdR Group.

Working through IBM, Mr. Banthia worked remotely on multiple Livelink projects for the customer –

- DMS Workflow development using OScript programming, Form Views

- Workflow Statistics WebReport and Stored Procedure development

- Bulkloader Watcher workflow development using OScript Programming

- Production support, troubleshooting and defect fixing of issues pertaining to the Controlled Engineering Records for Livelink (CERLL) that had been implemented for the customer by OpenText and vDR.

DailyECM Upgrade

September 2012 – October 2012

DailyECM is Supai Systems Content Server implementation which they use to maintain all the customer records and their internal documentation. Mr. Banthia guided Supai team to perform this upgrade.

Workflow Development and Content Server Upgrade

November 2011 – May 2012

North West Redwater Partnership (NWR) is building a refinery in the Alberta industrial heartland, using Livelink as the document package. NWR selected Supai Systems as the implementation contractor to move its Livelink system from Quebec to its approved data center in Calgary, Alberta, upgrade the Livelink system from 9.7.1 to CS10 and build a document review workflow.

Mr. Banthia worked on-site and remotely. In addition to coordinating the efforts of the remotely located development team, he conducted meetings with the customer to gather functional requirements and was deeply involved in application design.

Ms. Banthia has performed the following key functions in this project –

- Upgrade of custom modules from 9.7.1 to CS10

- Database verification of 971, identification and resolution of issues

- UTF-8 conversion of the 971 database

- Installation and configuration of CS10 system

- Upgrade of database from 971 to CS10

- Brava implementation and Integration with Document Review Workflow

- Transmittals Implementation

East Coast Tag Generation

July 2011 – October 2011

Suncor is a Canadian integrated energy company focused on development and production of oil and natural gas. Suncor uses Livelink to manage controlled engineering records, primarily using the CER modules from Open Text and vDR.

East Coast Tag Generation is done through OTCS workflows. It involves very complicated forms development which includes 18 types of tags and sub tags i.e. Electrical, Instrumentation, Cable, Piping, Telecom, Heat Trace etc. It uses ADN module to generate Tag Number.

Thumbnail Product Development

Oct 2010 – Apr 2011

Livelink user experience is greatly enhanced when containers display thumbnails of documents. Users are able to more easily decide which documents they need without downloading them first. Supai Systems built a module that creates thumbnails of images and documents and stores them as renditions in the Livelink system.

Mr. Banthia was actively involved in the development of the first version of the product which was called PreviewPlus. He wrote OScript code and designed and developed WebLingo files for the product's presentation layer. He also built custom agents for the module that dropped files into input folder for the PreviewPlus Server and picked up processed files (thumbnails) and uploaded them in the Livelink system as renditions.

Structured Views

June 2010 – June 2011

Suncor is a Canadian integrated energy company focused on development and production of oil and natural gas. Suncor uses Livelink to manage controlled engineering records, primarily using the CER modules from Open Text and vDR.

Structured views is a huge product built for the oil sands capital projects that eventually will be implemented across all business units. It gathers and presents documents from many locations together according to complex template views and rules. The product includes a server-side rules engine, enterprise search capability, and search results filtering by name, title and category metadata.

For this and the following two projects, Mr. Banthia was the lead technical architect for design, development, testing, troubleshooting, and bug fixing. He conducted in-depth requirements exploration and analysis with the on-site team, built several WebReports, designed workflow maps, wrote OScript, and installed all components on multiple instances. He maintained status reports and change orders. A specific challenge in this project was the fact that development was split between on-site and offshore, requiring constant interaction and sensitive attention to clear communication.

CERLL Utilities

February – May 2010

For Suncor, CERLL utilities were built to change revision type and status for existing drawings.

Obsolescence Workflow

September 2009 – January 2010

For Suncor, this complex workflow maintains the end-of-life processes for engineering drawings. It improves drawing control productivity by automating documents being obsolete and documents to be obsolete to. Documents can be obsoleted to existing drawings or New Drawings can be generated on the fly to which drawings can be obsoleted to.

Livelink WebReports

April – September 2009

Landmark Structures is the largest constructor of composite, elevated water tanks in the United States and uses Livelink extensively for managing documents, collaboration and project management. Landmark wanted to improve the user experience of its Livelink system. This project entailed design and development of several WebReports.

- Collaboration Area: display items of a specific type that reside within sub-folders of a root container that satisfy certain metadata information criteria
- Budget Estimation: enable department heads to prepare their budgets, based on historical and project information culled from Livelink Project objects resident within the Enterprise Workspace
- Dashboard: enable users to see at a glance what they need to work upon immediately, their documents, tasks and reminders.

WorkflowPlus, Livelink After-Market Utility Module

October 2008 – March 2009

The Livelink workflow engine is a powerful utility that allows development of workflow applications for process automation. Supai Systems has developed a suite of new workflow components that add considerable punch to the out of the box Livelink workflow functionality. This suite includes new components or workflow step types such as Send Email, External WebService, and Properties.

Mr. Banthia's contributions included the following:

- Application architecture and design
- OScript module code development

- Application integration, testing and issues fixing

WebReports for Workflow

July 2008 – September 2008

Resonate KT (RKT) is an independent software vendor that develops, markets, and sells the WebReports product for Livelink. RKT wanted to create a WebReports component for the Livelink workflow engine. This component would enable execution of WebReports in workflow steps, and also provide a new step type called WebReports that would greatly enhance the capabilities of the workflow engine.

Mr. Banthia analyzed functional requirements, prepared detailed design specifications, coded, tested, and deployed the new WebReports workflow step type that equipped the Livelink workflow engine with WebReports configuration and execution capabilities according to a flexible set of parameters, as specified by the client.

Livelink Workflow Implementation

March 2008 – June 2008

Volkswagen Credit Inc. (VCI) provides vehicle financing and co-branded financial services to Volkswagen customers in the United States. VCI purchased Livelink, through the new and inexperienced Open Text partner Utopia, to automate several financial business processes, including purchase request and invoice approval.

Mr. Banthia designed and built HTML Form Templates and complex Form Views, designed workflow maps, and programmed workflow customizations. His specific deliverables included:

- Form Template and HTML Form Views
- Workflow event scripts written in OScript
- Test scripts
- Workflow maps

Livelink Upgrade

October 2007 – February 2008

A Ministry of the Canadian provincial government of Alberta uses Livelink Enterprise Server as a mission-critical Electronic Document Management repository.

Mr. Banthia worked on-site at the Ministry upgrading Livelink from version 9.2 to 9.7. He built environments, upgraded Livelink, and performed troubleshooting. The implementation includes Records Management and CAD drawing integration which necessitated a shift from Cimmetry to Brava! Extensive work with Livelink Eloquent Media

server was required in this project. Mr. Banthia planned and executed the upgrade, performed System Administration duties including user management, coordinated Livelink governance, and communicated extensively with Open Text support.

Livelink Upgrade

June 2007 – September 2007

Lawyers' Professional Indemnity Company (LawPRO) is an insurance company that provides professional liability and title insurance. LawPRO use Livelink workflows extensively to track internal work packages and have complex interfaces to external applications. The current version, 9.1, was outdated and reaching the end of its vendor-supported lifecycle.

Mr. Banthia worked on-site building environments, upgrading Livelink, and trouble-shooting the system. He planned and executed the upgrade; performed user administration; coordinated Livelink governance; and communicated extensively with Open Text support personnel as required. He also ensured that all the active workflows from the 9.1 version of Livelink were ported to the new version, 9.7.

Livelink Assessment and Recommendations

Period: September 2006 – May 2007

The National Social Security Fund (NSSF) of Uganda, the national provident fund, undertook a major overhaul of a Livelink-JD Edwards integrated system using biometric authorization to enroll and make payments to recipients in a nationwide social welfare distribution system.

Mr. Banthia worked onsite and re-architected the entire implementation of Livelink. Load balancing and Admin server separation were included. He redesigned Livelink workflows and general system integrations achieving 500% performance improvements, and over 1000% improvement in system reliability.

Livelink Upgrade for ConocoPhillips

June 2006 – August 2006

ConocoPhillips is the third-largest integrated energy company in the United States, the fourth-largest refiner and the sixth-largest reserves holder with nongovernment-controlled companies with operations in more than 30 countries. An operating division in Jakarta, Indonesia,k needed to upgrade Livelink from an operations from version 9.1.0.1 to 9.5.1.

Mr. Banthia planned and executed a detailed plan which resulted in the following accomplishments and deliverables:

- Work breakdown structure
- Upgraded Livelink application and database
- Upgraded Oracle database to version 10g, release 2
- Installed and configured two instances of Livelink:
  - ✓ Instance #1 for the user interface
  - ✓ Instance #2 for indexing, search request processing, notifications and agents
- Applied the most recent cumulative monthly patches to both instances
- Configured indexing and search processes
- Rebuilt index
- Upgraded a custom module to work in Livelink version 9.5.1
- Installed and configured Directory Services
- Installed and configured the Object Importer module
- Tested and resolved issues
- Trained users on new functionality in Livelink 9.5.1

Remote Cache Implementation and Livelink Upgrade

April 2006 – May 2006

S. A. Armstrong, a manufacturing company in Toronto, Ontario, Canada, upgraded Livelink 9.1 to 9.5. Their implementation included many optional modules including Doorways, Atlas, and Livelink Explorer. Mr. Banthia worked on-site, building environments, upgrading Livelink, and troubleshooting the system. He facilitated communication with an off-shore support team throughout the project and implemented Livelink Remote Cache server to improve system performance across the enterprise.

Included in the upgrade were database upgrades, planning, custom module upgrades using custom OScript code, LAPI program upgrade, and testing.

Livelink Workflow Enhancement

December 2005 – March 2006

Digene Corporation required enhancements to business-critical workflows in an FDA- validated enterprise documentation management system.

Mr. Banthia worked on site building environments, upgrading workflows, writing custom OScript code and LiveReports, testing, and

troubleshooting. He managed an offshore support team and fulfilled 131 user requirements. He planned and executed the upgrade, performed user administration, Livelink governance, and communicated with OpenText support as required. All of these activities required a sound knowledge of pharmaceutical industry regulations as they relate to documentation management and control.

Validated System Architecture

October 2005 – November 2005

Jazz Pharmaceuticals needed to improve its Livelink system information architecture (taxonomy) and technical architecture in order to meet the demands of 21 CFR Part 11 compliance requirements for electronic records and signature in an FDA-validated system.

Mr. Banthia worked onsite, and not only reviewed and improved the structure of folders, categories, attributes, and workflow map design for e-signature compliance, but also reviewed and made improvements to the physical and application architecture.

E-Mail Archiving Implementation

July – September 2005

Landmark Structures needed to create to manage a controlled repository of corporate e-mail traffic. As a current user of Livelink ECM, Landmark elected to deploy e-mail archiving from Open Text.

Mr. Banthia assessed the size and scope or the e-mail archiving problem, installed e-mail archiving products (formerly from IXOS, a company acquired by Open Text) and performed configuration and testing.

Custom Workflow Step Development

May – June 2005

USAA Real Estate Company needed to deploy Livelink workflow to e-mail work packages using logic beyond the standard capabilities of the Livelink system.

Mr. Banthia analyzed all the associated business processes involved and translated business requirements into new product features.

Mr. Banthia managed a team that designed, coded, tested, and deployed a new workflow step type that generated and sent attachments via e-mail according to a flexible set of parameters, including workflow attributes, as specified by the client.

Loan Folder Structure Creation

March – April 2005

Republic Financial, a financial services firm, uses Livelink as a "virtual deal book" for complex transactions involving electronic and physical records.

Mr. Banthia proposed and implemented a solution that included a complex workflow map (with customizations) that automates the creation of a complex folder structure. Mr., Banthia managed a team of three during this consulting engagement.

Specific deliverables included:

- OScript custom module to remove categories from folders based on user settings and workflow attribute values
- Item handler step configuration and customization
- OScript module to perform extensive error-checking, including roll-back functionality.

HR – Legal Access

December 2004 – February 2005

Mr. Banthia built modules which restrict unauthorized access to HR documents. Specific deliverables included:

- HR Permission – Apply an access control list (ACL) to folders, sub-folders and documents based on category attribute values. Documents and folders without certain document types are not visible to specified groups of users.
- HR Browser – This module is used with Adobe Capture to load scanned documents into Livelink folders. The application applies permissions and creates folder structures.
- PeopleSoft Loader – Create personnel folder for new employees in Livelink based on data ported from PeopleSoft. Create folders and subfolders in contextually accurate locations in the system based on department id.

Projects prior to December 2004

Paperless Office Scanning

Mr. Banthia provided a complete information capture solution with methods for coordinating, validating and assimilating incoming documents. Application included scanning of hardcopy documents, conversion into PDF format, then export. The solution integrated Input Accel (Captiva) with Livelink.

GC Reports

Mr. Banthia built a Livelink report application using a custom module written according to multiple requirements from multiple client departments. The resulting application enhanced the process of sharing information whereby a single repository was provided where colleagues can find, share and reuse valuable information. Mr. Banthia's module included 11 custom reports and four LiveReports using standard Livelink capabilities and SQL.

Webops

Customer/Requester can use the web-based Customer Request Form to request a new application and/or enhancements to an existing application.

Automated submittal, approval and routing of new Customer Requests eliminates manual processing and routing and ensures that all Requests are handled accurately and efficiently. Requesters can easily monitor the progress of their requests as they move through the approval and routing process.

This process forces a collaborative approach and allows the Requester(s) and their colleagues to take a more active role in completing the Customer Request data. Automated routing of the Customer Request ensures that the Requester and their manager and any additional stakeholders are informed of progress as the Customer Request moves forward. Built-in security ensures that users can view the progress of their Requests and that those people involved in approving and moving the request forward are informed of all required actions.

Quote to Book (Q2B)

Applied Materials has customers in multiple locations that have had difficulty receiving reliable quotations for complex purchases.

A set of workflows allowed customers to request quotations and vendors to handle them all on one common platform. The customer can place orders and check status from anywhere s/he can access Livelink. The entire life cycle of the order is automated.

Payment Authorization Process

Sundaram Auto Finance implemented a payment authorization process that routes a work package through approval levels based upon Livelink user inputs via customized Livelink workflow.

Mr. Banthia gathered requirements, designed workflows, and developed customizations using Web Forms.

Knowledge Management

Client SISL is the leading software company of the Siemens group. The company is involved in SAP implementation and software development.

Mr. Banthia built forms and reports using OScript, SQL, XML, and XSL (in Livelink 9.1), Web Forms, JavaScript, OScript, Oracle8i, and Windows NT.