opentext™

COMPUSMART SYSTEMS
C S S

PARTNER SOLUTION

Target Industry: Cross Industry

Business Application: SmartWork for Correspondence Management

Products: OpenText Content Server, Enterprise Scan, Enterprise Connect

BUSINESS CHALLENGE

Managing correspondence content has become a challenge for all companies that either implicitly and/or mandated by regulation must respond to correspondence requests within deadlines. Nowadays, companies find difficulty in managing the huge number of correspondences physical or electronic while considering the priority, dependency and dynamic routing as main drivers to complete work in timely manner. Correspondence information can be a collection of emails, electronic documents, physical media or papers. Regardless of the correspondence format, a unified system shall be in place to manage the tedious relation inside this collection. In order to track the full lifecycle of correspondence, organizations should leverage an integrated system that embeds document and records management in addition to a workflow engine. It is also required to ensure that the proper security protocols are in place to handle confidential correspondence information. In addition, lot of organizations are under pressure to comply with laws and regulations that dictate moving to a paperless environment. Finally, companies are always challenged to deploy a solution that helps working on assignments in easy and efficient way. The user interface (UI) is critical to the success of the solution as well as to satisfy the user experience; user adoption should be made more willingly. Customers demand a simple and easy way by which to perform daily assignments and it is imperative that all transactions are conducted in a friendly user-interface.

SmartWork®
Correspondence Management

SmartWork is a solution driven by market requirement it enables organizations to capture, track, manage and control all types of correspondence across the enterprise securely and efficiently. SmartWork® invests heavily in creating a simple and creative UI so that there's less training required. SmartWork® provides a responsive interface so OpenText Content Server users can work on their assignments using a variety of browsers and devices. SmartWork® leverages OpenText Content Server native capabilities and embeds Value Proposition features designed to easily track electronic and physical correspondence.

PRODUCT FEATURES

Responsive Interface
The UI reacts to the amount of available space and tempts to think about just your desktop, phone or tablet

Barcode Generation
You can generate barcode to label documents and track their circulation across the organization. You can also stamp barcode on scanned content

Integrated Imaging
You can edit scanned content and add a variety of annotations; scan additional pages, re-organize pages, recognize content (OCR) and mark-up your document with shape annotations and rubber stamps
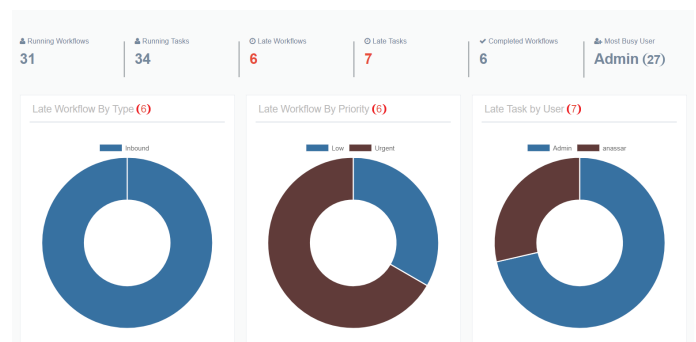
Automatic Classification
The user assignments and managed workflows are automatically classified by their type whether Incoming, Outgoing, Memo, etc…

Instant Notification
You will be instantly notified about new assignments coming to your inbox. You can also configure the inbox refresh rate to control when the new assignments will show in your interface.

Embedded Analytics
Key Performance Indicators provide facts about running and completed work, late and executing assignments and you can compare results on the fly

Running Workflows	Running Tasks	Late Workflows	Late Tasks	Completed Workflows	Most Busy User
31	34	6	7	6	Admin (27)

Late Workflow By Type (6) — Inbound

Late Workflow By Priority (6) — Low, Urgent

Late Task by User (7) — Admin, anassar

Dynamic Intake
Power users can design the workflow package and map using Content Server. Users will be able to consume the predefined configuration such as task dispositions, task permissions and assigned attributes and forms

UI Enhancements

Type-ahead for user fields. You can select users to distribute assignments with autocomplete preview as you type the name of the user. User can use preconfigured data filters to quickly retrieve their assignments.

Dynamic Data

You can select the display layout based on your interest. The SmartView allows you to populate specific data columns based on the workflow type.

Flexible Reports

You can use a variety of prompts or filters before you run a report. The administrator can assign what reports you can run.

Relations

You can add/remove relations between correspondence. The relation allows to refer to an existing content or workflows during the execution of the assignment

Physical Content Circulation

Correspondence may include a physical package. You can track the movement of the correspondence and print Delivery and Receipt reports
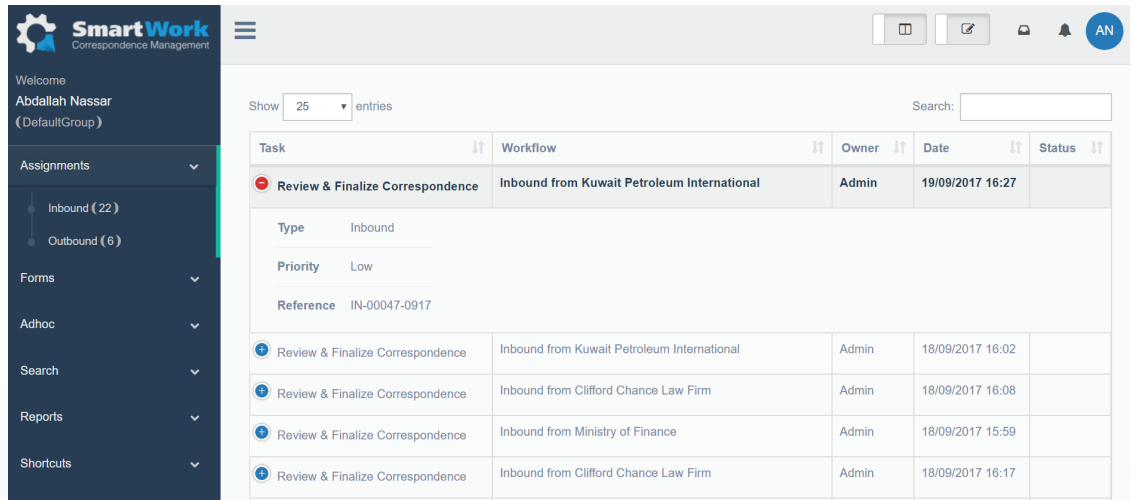
Automatic Reference Generation

The solution can generate a unique reference for each instantiated process using pre-configured settings. Prefix and suffix can be added to the reference to make it more comprehensive

Automatic Escalation

The system administrator can configure the automatic escalation rules. These include the idle time the system should wait before escalating late tasks and the tasks that should be escalated

Ad-hoc Workflows

You can easily create your own workflows and decide the next assignees and due duration. You can design your workflows on the fly using smart wizard interface

Security Clearance

Based on granted privilege, you can select the security profile predefined by your organization. The Security Clearance replaces existing content security and grants custom access to groups

Content Server Integrations

Integrated with Enterprise Scan, Electronic Signature and Brava! You can use native features provided by the Content Server such as View as Web Page, Browsing Folders, Workflow Maps, Workflow Forms, Search Templates, Categories and more…

Dual Language

You can use English or Arabic interface. You can default the language you prefer to use and it will accompany you on whatever device you may use

VALUE PROPOSITION

SmartWork improves the management, visibility consistency and control of correspondence, enabling organizations to:
• Improve productivity and responsiveness by helping growth through improved administrative processes and collaboration which should in turn lead to more effective and responsive service
• Enhance the quality of communication by automating processes between the different departments using a web-based interface and managing the approvals in effective manner
• Reduce risk and operational costs by reducing the amount of time spent on training and by deploying a technology which allows less manual involvement and redirecting resources towards more high-level, profitable activity
• Support compliance with assurance to regulatory compliance and consistency through the effective use of workflow templates among the different directories and departments

ADD-ON MODULES

• SmartWork for Microsoft SharePoint allows access to Content Server assignments and workflows from SharePoint web page. The add-on adds Single Sign On (SSO) capability.

ABOUT CSS

CSS is a dynamically growing company and leader in providing specialized enterprise business and IT solutions and services. CSS focuses on the development of customized solutions to enrich ECM & BPM context, innovate end-user interface and adds industry specific functionalities. The range of services we offer, from classic consulting services to implementation and operational support, provide great benefit to our clients.