

THE CHALLENGE

Ensuring the effective capture, response, storage, and management of paper and electronic correspondence is a major administrative challenge facing today's increasingly interactive Federal Agencies. As both the volume and diversity of this correspondence grows, agencies are increasingly outgrowing the capabilities of traditional tools and processes.

THE RESPONSE

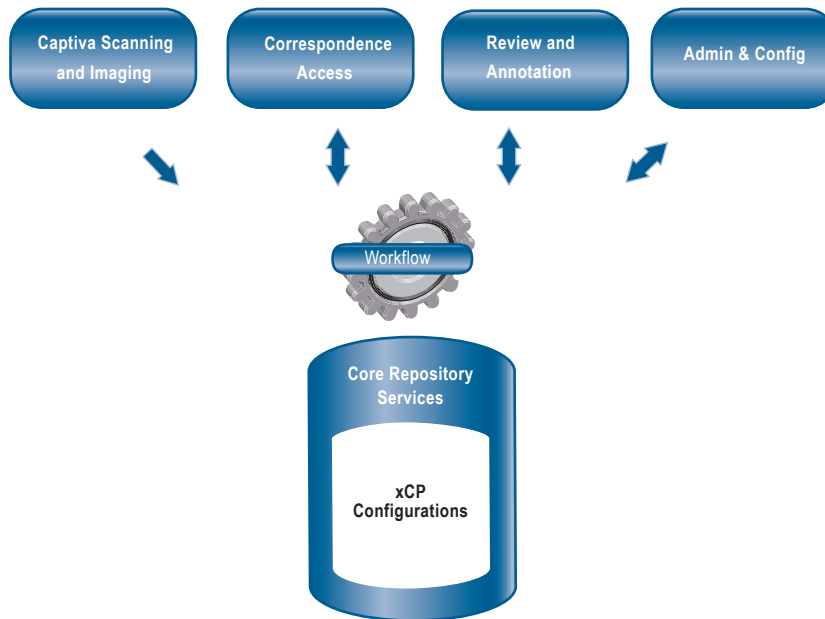
The Flatirons Solutions Correspondence Tracking offering is a set of modules and pre-built configurations to the market leading Documentum 6.x Content Management System used to capture, prioritize, process, and retain email, web site submissions, paper-based mail, or facsimile correspondence. With best practice workflows for the routing and processing of correspondence, reporting and dashboard features for process visibility, and extensible templates for providing higher quality responses more quickly, the Correspondence Tracking module provides features that include:

- Streamlined scanning, OCR, and tagging of inbound paper documents
- Capture of emails and faxes
- Prioritization of correspondence
- Automated or manual assignment options for respondents
- Tracking of all responses
- Review, edit and approval of responses
- Assigning of appropriate records retention policy
- Standardized response templates and workflows

The major components of the Correspondence Tracking module include:

- **xCelerated Composition Platform (xCP):** Enables you to rapidly build and deploy case-based solutions at a lesser cost and with fewer resources. Documentum xCP sets the new standard for rapidly building case-based solutions by providing a single platform with a complete, fully integrated set of technologies Documentum Content Server: Documentum Content Server v6.5, which manages the content repository that stores content objects and related metadata and provides content management services such as version control, security and access control, etc.
- **Captiva:** Provides document image processing and OCR / ICR data capture from paper and electronic documents and interface into EMC workflows and document repositories.
- **PDF Annotation Services:** Rich functionality to allow reviewers to annotate (comment) PDF renditions in Adobe Acrobat Standard or Professional, and have the annotations stored in the repository associated with the objects being reviewed. Using this module, multiple reviewers can comment on the same document simultaneously.

LOGICAL ARCHITECTURE



BENEFITS FOR GOVERNMENT AGENCIES

By automating the capture, processing, and discovery of paper-based and electronic correspondence, the xCP Correspondence Tracking module by Flatirons Solutions helps:

- **Automate the capture of inbound correspondence** for both paper based and electronic content
- **Standardize and speed responses** via an extensible template library and response workflows
- **Gain reporting visibility** into processing and ongoing management of correspondence
- **Provide more responsive service**-to corresponding stakeholders
- **Ensure regulatory compliance** for all managed content, with retention policy and DOD 5015.2 RM support

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