



IBM **Information Management** software

IMC DocPro Correspondence Tracking and Management System

Partner Solution

■ **Target Industry**

Cross Industry

■ **Business Application**

Correspondence Management

■ **Products**

*IBM FileNet Business Process
Analyzer*

*IBM FileNet Business Process
Manager*

IBM FileNet Capture

IBM FileNet Content Manager

IBM FileNet eForms

IBM InfoSphere Enterprise Records

Business Challenge

Managing correspondence information is an ongoing challenge for companies that – either implicitly and/or as mandated by regulation – must reply to incoming correspondence requests in a timely manner. There is an enormous volume of correspondence that, by its very nature, requires the expertise of multiple people dispersed throughout the organization.

Correspondence information resides in both paper and electronic form; making the creation of a unified, master document a challenge. All too often, relevant information resides in and arrives from disparate sources at various times – making integration, accessibility and control of this information difficult. In order to track the history of correspondence with an individual or a specific topic over time, organizations must track the status, or move/store/organize these communications in accordance with records management requirements.

There is also a need to ensure that the proper security protocols are in place to handle confidential correspondence information. Finally, many organizations are under added pressure to comply with regulations and laws that dictate moving to a paperless environment.

Solution

The IMC DocPro™ Correspondence Tracking and Management System solution provides comprehensive, centralized and cost-effective

capabilities enabling organizations to capture, track, manage and control all types of correspondence across the enterprise. Providing a holistic view of the current state of correspondence at any point in time, the solution features a central correspondence repository for efficient enterprise-wide lookup and retrieval, with granular access control to secure confidential correspondence.

The solution also supports workflow automation, records management compliance and eDiscovery, via automatic indexing and classification of incoming correspondence. Added benefits are the integrated “Zero-Click” records declaration and out-of-the-box integration with the IBM eDiscovery, classification, performance analysis, simulation and optimization tools.

IMC’s Correspondence Management solution enables:

- faster lookup and retrieval of correspondence through a centralized repository;
- early-warning and proper escalation for due and high-priority correspondence;
- tracking of correspondence requests, status, and related content;
- advanced response collaboration;
- reporting by topic, correspondent, entity, type and more;



Smart People. Smarter Solutions.

- improved audit trail and historical data retention; and,
- a comprehensive executive view of correspondence.



Value Proposition

The IMC DocPro Correspondence Tracking and Management System solution improves management, visibility, consistency and control of correspondence, enabling organizations to:

- improve productivity and responsiveness;
- enhance the quality of communication and customer satisfaction;
- reduce risk and operational costs; and,
- support compliance.

Based on the integrated IMC DocPro framework, IMC's DocPro solution suite can address correspondence management needs as well as contract lifecycle management, AP invoice processing and records management. Easy-to-implement, the solution offers a friendly and intuitive user interface, and seamlessly integrates with existing line-of-business platforms.

Company Description

IMC is an award-winning company with a 27-year history of providing custom and packaged information technology solutions to government agencies, commercial businesses and scientific organizations. IMC assists organizations with improving quality, maximizing cost savings and improving general capabilities in areas including content management, compliance, reporting systems, web-based and enterprise-level solutions. To learn more, visit www.imc.com.

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