RS Computer Associates
control*CORR*

Partner Solution

- ■ **Target Industry**
  Cross Industry

- ■ **Business Application**
  Correspondence Management

- ■ **Products**
  IBM FileNet Business Process Manager

  IBM FileNet Capture

  IBM FileNet Content Manager

  IBM Content Manager

  IBM InfoSphere Enterprise Records

Business Challenge

Organizations receive complaints and inquiries, in both hard copy and electronic form, that must be responded to in a timely and secure manner. These communications include legal and legislative inquiries, escalated customer complaints, executive correspondence and ombudsman inquiries.

In handling this correspondence, the documentation and logging of actions is vital to support or thwart possible litigation and additional inquiries. The process of managing these inquiries has historically been inefficient since email is often the primary tool used to manage the internal coordination of responses.

Companies need to provide their employees and associates an easily accessible and useable solution to address the entire process of responding to controlled correspondence. This means being able to collate the original correspondence, investigation report and research, and the final disposition and response letter into one unified file. Organizations need the ability to streamline the processing of all inquiries, view work in progress, locate documents quickly, capture history for audit trails, and declare documents as records.

The Solution

RS Computer Associates (RSCA) has created control*CORR* for companies faced with managing critical correspondence. When correspondence is entered into the system, the solution dispatches a correspondence work package. Based on the type of inquiry, the appropriate workers are automatically notified of their new assignment either by email or when the work is placed in their work queue. With control*CORR* workers are able to quickly create a virtual case that binds the original request, supporting material, and the final response letter together to present all relevant information necessary for final resolution.

The solution ensures approved processes are followed while providing the flexibility of staff assignment and interactive collaboration. Because control*CORR* leverages the IBM Enterprise Content Management (ECM) suite of products, every document undergoes a complete review cycle, thus reducing the opportunity for error. With every correspondence action tracked within the solution, internal and external auditors have a secure and controlled environment to review the history of every communication.

The correspondence that comprises the full case may become records that must be managed once the response is complete. control*CORR* streamlines

this effort by collecting the information necessary to declare a record and managing this process during the document creation process. The solution transitions these documents from a "complete" status to "record" status with minimal effort.

Value Proposition

The control*CORR* solution addresses the need for standardized process control, improved productivity, and compliance. The solution ensures standardized process control since each inquiry becomes part of a workflow and the process is tracked so the exact status, assigned personnel, and timeline for completion are known.

Productivity is enhanced through tight integration with MS Office, as well as by the ability to drag, drop, cut, and paste from inside and outside of the ECM system to the correspondence package. Timers and highlighting are used to ensure service goals and timelines for response and completion are met.

Additionally, all actions associated with each inquiry are tracked and logged to support compliance requirements and as support data for audits or legal action. The final correspondence package can be automatically attached to a records schedule for automated records management throughout the document lifecycle.

Clients using control*CORR* have realized the following benefits:

- streamlined and automated routing and tracking of inquiries;

- improved collaboration and updating of documents associated with tasks;

- improved risk mitigation through maintenance of an auditable system; and,

- reduced system maintenance requirements.

Company Description

RS Computer Associates, LLC (RSCA) is an IBM FileNet value added reseller and system integrator with over 17 years of success. Its team is certified in system architecture, development, installation and level one support. RSCA's headquarters is located in Newark, California, with additional operations based in Sacramento, California. RSCA has saved clients millions of dollars through delivery of innovative solutions.

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