



IBM **Information Management** software

## enChoice Enterprise Links for HR

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### Partner Solution

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#### ■ **Target Industry**

*Insurance*

#### ■ **Business Applications**

*Human Resources:*  
- *Benefits*  
- *Health and Safety*  
- *Policy Management*  
- *Staff Management*  
- *Training*

#### ■ **Products**

*IBM FileNet Business Process Manager*

*IBM FileNet Capture*

*IBM FileNet Content Federation Services*

*IBM FileNet Content Manager*

*IBM FileNet eForms*

*IBM FileNet Image Manager Active Addition*

*IBM Records Manager*

#### **Business Challenge**

One area that can greatly impact a mid-sized insurers struggle to grow is the ability to control, manage and streamline the information-intensive processes found within the human resources (HR) department. Functions such as staff management, benefits, health and safety, policy management and training – all require information to be captured, updated, shared and ultimately approved. Paper intensive processes, managing multiple software applications, the manual tracking of information and the lack of policy controls all inhibit an organization's ability to process information in parallel. All this prevents timely and responsive service to employees and candidates.

Organizations are responsible for handling ever increasing volumes of information (e.g., applications, time slips, benefit changes, expenses) from a variety of channels (e.g., hard copy documentation, fax, email, Web, etc.). Invariably, information begins to accumulate in isolated pockets, creating information security, employee service and compliance challenges. This scenario slowly undermines the organization's efforts to grow and expand.

In addition, organizations grapple with trying to ensure information is properly managed according to records management procedures. They also struggle to ensure access is given to only the individuals and only for as long as the need dictates. Regulations such

as the Gramm-Leach Bliley Act, HIPAA, and SAS-70 all underscore the necessity for controls and lifecycle policies.

#### **Solution**

To position for growth, mid-sized insurers need to embrace technology that streamlines HR operations. The solution must be easy to deploy, use and maintain. In short, they need a version of the same powerful and scalable tools available to the larger insurers, but packaged to be affordable for the mid-market.

Designed to address the needs of mid-sized insurers, Enterprise Links for HR streamlines processes from the point of receipt of information to final approval. The solution delivers the appropriate features, functions and information based upon the user's role within the organization. The solution can be configured to consume information via the polling of network folders or email addresses, as well as by using familiar "drag-and-drop" capabilities that are available from the user's desktops.

Leveraging IBM's Records Manager software, the lifecycle management of all records is managed and/or purged according to government and company record retention policies and procedures.

Based on the nature of the information being addressed, work processes are launched, or the information is



automatically associated to work already in process. Enterprise Links for HR can be configured to push work to the appropriate person in the organization, or allow for work item selection.



As work is delivered, the end user is presented with the primary work item, all of the associated information (e.g. employment verification, W-9, diploma, etc.), the metadata descriptions and the instructions based upon the user's role. Ancillary functions are also available such as: redaction, database lookups, letter generation, diary review, update of file notes, work item launch, new content updates, as well as standard work item actions ( Complete, Hold, Route, etc.).

Work is automatically moved through the defined and approved process. Employees have the option of manually routing work as required for exception handling. Built-in triggers and alerts ensure exception processing is immediately identified and proactively managed.

### **Value Proposition**

IBM and enChoice bring this optimum mix of expertise and technology to deliver a workflow solution, specific to the HR needs of midsized insurers. Enterprise Links for HR offers advanced functionality, including workflows which are based on best practices of the world's leading insurers, at a price point that is affordable for midsized insurers.

The solution's ease of deployment, scalability and flexibility can support a phased roll out, where the solution can be deployed on a department or workgroup level and then expanded to other business areas as needed.

With Enterprise Links for HR, all employee or candidate related information is consolidated into a single source of record, enabling organizations to secure and control information in accordance with records management initiatives and regulations.

Automation yields process efficiencies and enables staffers to focus on more value added activities such as finding the right candidates for the right role. More accurate and consistent processing expedites staffing and HR administration, supporting improved compliance and decreased risk of litigation.

### **Company Description**

enChoice® is the leading provider of end-to-end enterprise content management (ECM) solutions and services. The company designs, develops and deploys solutions encompassing business process management (BPM), records management, monitoring, and data protection, complemented by unparalleled single-point-of-contact support.

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