

# eCASE<sup>®</sup> CORRESPONDENCE Framework

## Key Benefits

### Adaptability

eCase's "Configure, don't code" design quickly adapts to new correspondence types, policies, and requirements

### Quality

Assignment tracking, standardized review and approval, and document management reduce error

### Accountability

Task assignments, triggers and alerts, and audit log

### Transparency

Report on all actions and data within the system, share standard reports, configure new reports, and auto-deliver reports to managers

### Collaboration

Discussion threads and portals facilitate communication internally and with the public

### Efficiency

BPM and workflow, letter templates, and form automation significantly speeds the correspondence process

### Security

Establish permissions to correspondence types, documents, and cases

## The Challenge of Incident Management

Large businesses, regulated industries, and government agencies receive and must adequately handle thousands of forms of correspondence. Responding appropriately and within time constraints is increasingly becoming a major concern for organizations. This problem is magnified by the wide variety of correspondence organizations receive, all of which must be processed according to their unique requirements, standards, and workflows.

## An Adaptive Correspondence Solution

eCase Correspondence and Incident Tracking addresses a broad class of challenges, ranging from the need to control and produce high-quality official correspondence to the need to manage responses to complaints, as well as track issues and actions through to resolution. Each of these challenges involves assignment of tasks, collaboration, decisions or approvals, communication internally and externally, maintenance of audit trails, and closeout. The eCase Correspondence Solution is especially beneficial to Management and Administration, Executive Secretariats, and IT groups.

## Solutions

- > Controlled/Executive
- > General/Public
- > Internal Correspondence
- > Complaints
- > Inventory
- > Action & Issue Tracking
- > Configure Your Own

## eCASE<sup>®</sup> CORRESPONDENCE



Executive



Public



Internal



Complaints

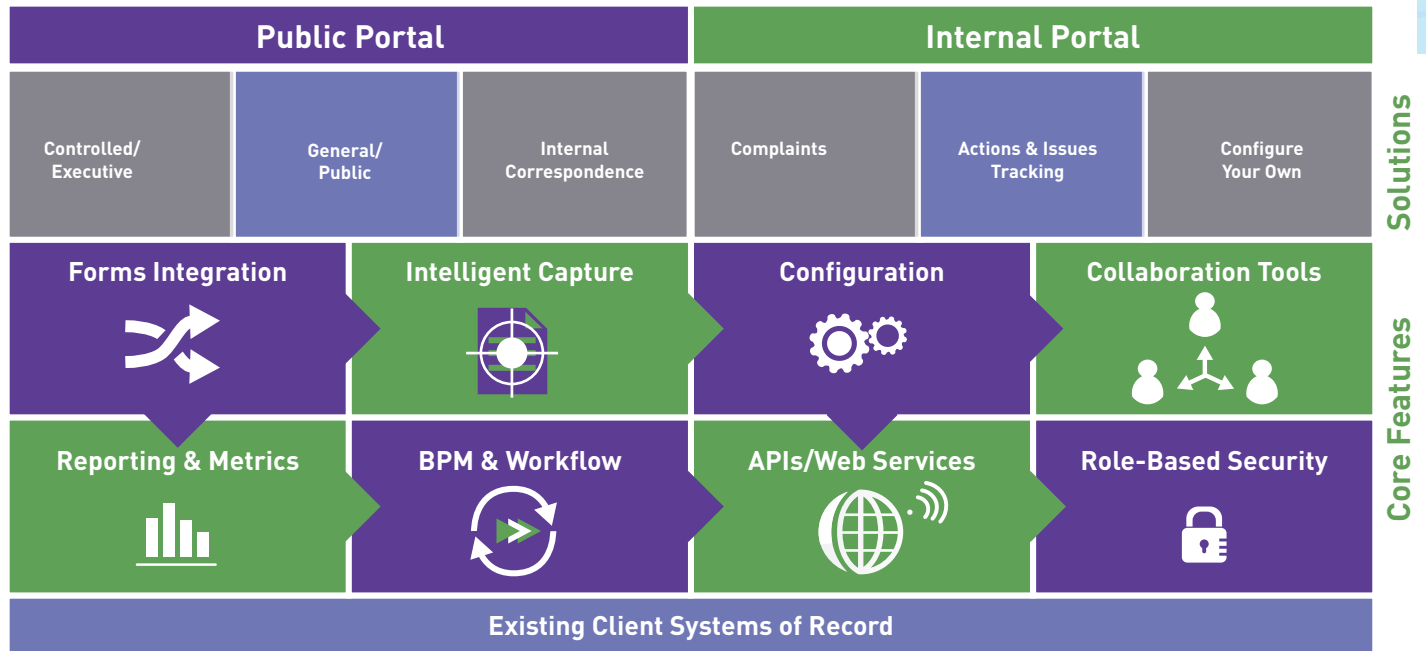


Action & Issues Tracking



Configure Your Own

## eCase Correspondence Framework



### Configuration

Build and modify applications without coding, saving time and money

### BPM & Workflow

Enables complex structured and unstructured processes and data

### Forms Integration

Design and integrate forms to meet user interface needs

### Collaboration

Improve decision-making and quality via discussion threads and review tools

### Reporting & Metrics

Report on all data and actions, view dashboards, and schedule reports

### Role-Based Security

Configure user and group permissions to all system features

### Intelligent Capture

Scan and OCR for paper capture to replace manual processes

### Portals

Access all applications on the platform through internal or external portal

### API/Web Services

Connect to internal and external systems including systems of record

## Certified Case Management



## About AINS

AINS was founded in 1988 and has vast experience developing COTS Enterprise Information Management products and providing innovative IT services to the Government. We have 350+ COTS case management installations for areas such as correspondence, Freedom of Information Act requests, investigations, human resources, and audits.