

OpenText Correspondence Tracking

With OpenText Correspondence Tracking, organizations can:

- **Improve customer service** with quick action and informed responses
- **Increase productivity and reduce cost** through automated processes, increased transparency, and improved response capability
- **Reduce risk and assure compliance** by eliminating missed deadlines through increased controls
- **Guarantee security and privacy** of information at all levels of your organization
- **Decrease operating expenses** by eliminating the need for physical storage of documents

OpenText Correspondence Tracking helps both public and private sector organizations track and improve coordination and communication for incoming correspondence. The solution gives organizations a central place to manage communications that can be integrated with processes to incorporate all people involved in a response. They can use this solution to ensure that the necessary response has been made, determine how long it took to respond, and what the response contained. With OpenText Correspondence Tracking, correspondence is easily incorporated into each process to ensure efficiency, expedience, and compliance.

From the private sector to the public sector, customer satisfaction is based on prompt service. Delivering timely responses to incoming correspondence is critical in fulfilling mandates to serve both internal and external stakeholders in the most efficient and cost-effective way. Most offices receive hundreds, if not thousands, of pieces of correspondence each day. As organizations continue to make their services available online—and create additional channels for correspondence—their biggest challenge is responding to the enormous volume of requests each agency receives.

Internal office correspondence is crucial to day-to-day operations at any business or government institution. And all this correspondence requires analysis, storage, categorization, and coordinated responses. Often, office staff works with other offices to provide expedient replies to all inquiries. In many cases, responses require the expertise of multiple people dispersed throughout the organization, and must follow specific processes to meet regulatory requirements.

Organizations require a solution that will provide an easy-to-use, automated process for receiving, tracking, and responding to incoming correspondence in a way that provides timely responses, reduces backlog, and provides a full history of all interactions. OpenText Correspondence Tracking helps organizations effectively track and improve coordination and communication for any incoming correspondence, whether it is internal or external.

OpenText Correspondence Tracking: Expediting the response process

OpenText Correspondence Tracking ensures the effective capture, response, storage, and management of paper and electronic correspondence. It is a pre-packaged toolkit that helps organizations track and control business correspondences from a variety of sources, including scanned letters, email messages, faxes, electronic documents, and hand-written notes.



The solution provides a framework that allows public and private sector institutions to fully automate, standardize, and enforce business processes using workflows and forms. Incoming correspondence is entered, scanned, and imported into a central location. Automated business processes route incoming correspondence to appropriate staff to meet response deadlines, while adhering to government compliance standards.

OpenText Correspondence Tracking is highly configurable, incorporating incoming and outgoing correspondence tracking processes into a single automated workflow, which includes the processes needed to obtain proper reviews and secure authorized signatures. Outgoing correspondence is generated using editable Microsoft® Word® templates. Preconfigured report templates provide information on current or historic correspondence. Critical information is consolidated into a single dashboard that can be used to manage all incoming correspondence responses making it easier for employees to access, manage, and track correspondence.

Fully extensible, the OpenText Correspondence Tracking solution can be expanded to support additional Enterprise Content Management (ECM) requirements. OpenText Correspondence Tracking's open architecture provides direct integration points for additional components, including OpenText Records Management, as well as OpenText and third-party scanning solutions, and existing legacy systems.

Improved productivity and performance gains

In many offices, incoming correspondence is processed manually or via email and the process is very labor-intensive. Across different content types, from email to fax to regular mail, it can be difficult to efficiently distribute the correspondence to the appropriate person or department for filing. Because correspondence travels in different formats to different recipients, it is also often difficult to track the status of a correspondence. Organizations find it extremely challenging to locate any historical records of other items pertaining to the same topic. OpenText Correspondence Tracking enables organizations to manage incoming correspondence significantly faster with fewer resources. Any correspondence-related information is captured in a self-service dashboard, where it can be easily accessed and managed, making it easier to find, track, and expedite correspondence through to resolution.

Consolidating all correspondence-related information into a single dashboard reduces a duplication of information and ensures that all content is secure. A central storage location for all correspondence, responses, and other kinds of related documents—along with the ability to share knowledge and collaborate on this information—allows employees to accelerate the response process, avoid duplicated efforts, and significantly reduce email traffic. Any information related to an incoming correspondence can be effectively cross-referenced in the system. Metadata is assigned to each item, adding a level of granularity that makes accessing information easier. OpenText Correspondence Tracking supports the parallel coordination of office participation in the response process, helping employees collaborate more effectively to move a correspondence through to final response.

Multiple correspondences can be managed simultaneously with notifications informing users of where they are in the response process. Fully configurable instructions accompany each step of the process, further reducing error and facilitating user adoption. The end result is an increase in productivity for employees and overall improvements in efficiency in often under-resourced departments. A streamlined approach to correspondence tracking makes any organization's services more accessible, effective, and responsive to the needs of both internal and external stakeholders. Combined information and processes allow for the simplification of administrative tasks, elimination of red tape, and a reduction in paperwork and duplicated efforts—all of which serve to dramatically improve service delivery.

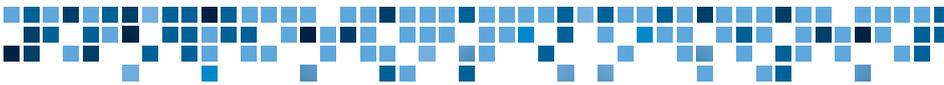
Streamlining correspondence for efficiency gains

Most organizations deal with a substantial volume of incoming correspondence—from both internal and external stakeholders. Each correspondence requires a timely and accurate response, but some response generation processes can be slow and cumbersome, involving lengthy and error-prone manual-based processes. Tracking correspondence using a stove-pipe system or spreadsheets can result in poor version control and compromised communications. Because the system is ad hoc, roles are often poorly understood with employees not having a clear understanding of whose responsibility it is to address a particular correspondence. The outcomes can often be negative based on long waits for a response, critical information that is lost or even missed steps in a manual process.

Organizations that use OpenText Correspondence Tracking realize improvements in operational efficiency through an automated and standardised response that relies on workflows and letter templates for all outgoing correspondence. The labor costs associated with paper-based filing systems are reduced. Any actions related to an incoming correspondence are automatically routed to the appropriate employee. All communications and activities between the agency and correspondent are tracked, and a correspondence can be prioritized or escalated based on predefined criteria.

Improved visibility and transparency

OpenText Correspondence Tracking manages all aspects of the correspondence response process, from receipt through to response, tracking all metrics needed for reporting. Automated workflow and work queue management enable supervisory staff to monitor the process from end to end, adjusting workloads as necessary to avoid bottlenecks. Alerts and notifications warn of any delays in processing, aiding in compliance with time-sensitive restrictions. Security and auditing provide authorized access assurance and complete visibility of all process participants, showing who accessed what information and when. Preconfigured report templates provide information on current or historic correspondence—all the information needed to track, manage, and respond to all correspondence. As a result, management is able to anticipate when potential issues can arise during the response process, and is able to react accordingly to increase employee effectiveness and constituent satisfaction.



Fully extensible to support the enterprise

OpenText Correspondence Tracking is built on OpenText Content Server™ giving it the ability to use features like workflow, document management, records management, scanning, user management, and access controls for a more comprehensive enterprise solution. OpenText Correspondence Tracking seamlessly integrates with Content Server modules to maintain consistent Content Server user interface and to leverage existing functionality. As part of a fully integrated solution, organizations can easily apply records management, for example, to official correspondence records.

State-of-the-art, streamlined technologies and services

Made up of a set of secure and fully integrated technology components, OpenText Correspondence Tracking combines the following technology services:

- **Digital Document Management:** Manage correspondence information digitally and increase its distribution via mobile and web technologies.
- **Search:** The solution provides a searchable, central repository for all correspondence and responses so that task assignees can reuse existing materials.
- **Workflow:** Automatically route incoming correspondence to appropriate staff for management, enabling them to provide more accurate and informed responses in less time. Supervisory staff can monitor the process from end to end, adjusting workloads as necessary to avoid bottlenecks. Alerts and notifications warn of any delays in processing.
- **Integrated Scanning Solutions:** Manage scanned documents in the system. Text created by Optical Character Recognition (OCR) is stored and indexed with the scanned image, allowing for full text search of scanned images.
- **DoD 5015.2 Records Management:** Available for managing incoming and outgoing correspondence as official records.

OpenText is currently helping over 9,500 public sector customers around the world respond more quickly in the face of operational and global pressures. Using our solutions, organizations are increasing service delivery to citizens, businesses, and international stakeholders while managing a complex fiscal situation and driving value for investment on behalf of all constituents.

For more information, visit: <http://www.opentext.com/2/global/solutions/sol-gov-home.htm>

Proven Solutions: Health and Human Services Office of Civil Rights

In the U.S., federal civil rights laws and the Health Insurance Portability and Accountability Act (HIPAA) Privacy Rule protect each citizen's fundamental rights of nondiscrimination and health information privacy. The Health and Human Services' Office for Civil Rights (HHS OCR) enforces the HIPAA Privacy Rule; the HIPAA Security Rule, which sets national standards for the security of electronic health information; and the confidentiality provisions of the Patient Safety Rule, which protect identifiable information being used to analyze and improve patient safety.

Like many other offices in the public sector, the HHS OCR was inundated by an increasing volume of daily correspondence. Realizing their current system of customer communications was outdated, labor-intensive, and ineffective—and compromising their services and levels of stakeholder satisfaction—HHS OCR used OpenText Correspondence Tracking to help automate and manage the process.

OpenText Correspondence Management provided HHS OCR with a modernized solution to streamline the correspondence tracking process, improve the overall effectiveness of customer communications, and integrate with their current technology strategy. Because it is an out-of-the-box solution, OpenText Correspondence Management could be rapidly deployed. Fully configurable, it was also tailored to support both head office and geographically dispersed regional offices. Using the solution, HHS OCR has been able to significantly improve customer and other stakeholder communications. Making modifications to correspondence—such as adding new policy information—is fully automated, and using the system, HHS OCR has been able to comply with government regulations as they change.

www.opentext.com

North America	+ 800 499 6544
United States	+1 847 267 9330
Germany	+49 89 4629 0
United Kingdom	+44 0 1189 848 000
Australia	+61 2 9026 3400