

A POWERFUL ENTERPRISE CONTENT MANAGEMENT SOLUTION



Content control, process efficiency and compliance

- Easy access to business-critical information
- A secure document repository
- Support for legislative compliance
- Intelligent content searching
- Document and records management
- Business process automation
- Increased accountability
- Integration with your business systems

TECHNOLOGYONE ENTERPRISE CONTENT MANAGEMENT SOLUTION

Productivity gains are achieved by reducing the number of lost and misplaced documents, lowering document handling costs, facilitating improvements in customer service, increasing the manageable volume and quality of information available, and improving administrative control and decision-making.

WHAT IS IT?

The TechnologyOne Enterprise Content Management solution enables organisations to easily and efficiently capture, store, manage, publish and dispose of information contained within its business documents, while also making information easier to use for organisational and stakeholder outcomes.

The Enterprise Content Management solution can automate document processing requirements from many authoring environments, including Microsoft Office and TechnologyOne's suite of products, delivering efficiency savings and increased productivity, while meeting information management compliance obligations.

The solution provides the tools to manage the lifecycle of an organisation's electronic and paper-based information. It can be implemented as an end-to-end solution, or with a focus on particular organisational requirements, such as document management, records management or business process automation.

MANAGE THE INFORMATION LIFECYCLE

Create and capture

Overcome the barriers to capturing business knowledge and improve the quality of information contained within your information systems. Capturing documents is easy and efficient because it takes place through interfaces commonly used to manage information, such as Microsoft Outlook, Office and Windows Explorer.

Store

All documents are stored in a single repository, which is structured around your business information management requirements. This means that staff can easily find the information they need from one central location.

Manage

Automation tools aid the flow of documents within the organisation and help to ensure information gets passed to or stored in the right locations. Tracking and auditing of document and task access provides increased visibility of the status of a document in the process.

Publish

Be confident that only approved versions of items such as policies, forms, templates and advices are distributed and accessed within your organisation.

Dispose

Ensure correct and compliant disposal of business documents with specific tools that support your retention and disposal processes.

CHALLENGES

Avoiding information overload and managing the vast quantities of documents within any organisation presents multiple challenges. These include:

- Ensuring document access is restricted to appropriate users
- Accessing documents spread across multiple repositories
- Time spent searching for documents
- Poor version control – no single source of truth
- Difficulty enforcing legislative requirements
- Inconsistent business processes around content use
- Slow response to requests for information
- Lack of accountability and visibility of document review and approval



THE BENEFITS

Centralised information

Store all business documents in a single, central repository that provides staff with the information they need. You'll have one easily searchable repository for every email, letter, fax, call centre contact, photograph, or report, regardless of the format. A coordinated approach to the capture and storage of information allows information to be shared across departments, projects and work groups more effectively.

Document and records management

Functions such as registration, search and retrieval, editing, version control, security, response, and notes provide the ability to work with documents that are saved in the system. Additionally, records functions such as scanning, single and bulk import, hard copy tracking, barcode recognition, retention and disposal, and auditing allow information to be captured and managed in line with business requirements. A flexible security model ensures appropriate access to information at any given stage.

Information classification

The solution's unique index feature allows for a document to be stored once within the system, but accessed from different organisational perspectives. This gives users the ability to work with documents within the context of their organisational activities. A document may be referenced and viewed in multiple ways. Key information captured about each document, such as contact details for customers and stages of completion for projects, allows flexible searching and easy retrieval of relevant documents.

Business process management

Powerful and sophisticated workflow capability can be deployed to enable an organisation to control the flow of information and to ensure all tasks relating to a specific process have been completed. The graphical interface allows business users to define workflow processes without the need for technical or development skills. Using automated workflows means an organisation is better equipped to report against agreed service levels, and to demonstrate process effectiveness to key stakeholders.

Compliance

Managing compliance with legal and government regulations can be complex in today's multi-faceted business environments. The Enterprise Content Management solution supports records management, privacy, legal, and financial compliance requirements. Importantly, most of these functions work behind the scenes to allow the organisation to meet its legislative requirements, while minimising the burden on end users.

Integration

Many organisations face challenges when capturing documents created and received in multiple business systems, including email, word processing, financial and human resource management systems. To help organisations deal with these complexities, and to enable easy document capture and access with minimal user effort, Enterprise Content Management offers advanced integration to your organisation's core business applications.

Our Connected Content concept ensures that documents captured in any TechnologyOne system are profiled to our Enterprise Content Management solution, based on their business context. These documents are then automatically available in all other TechnologyOne systems based on this profile.



OPTIONAL FEATURES

TechnologyOne's Enterprise Content Management solution can be extended to include the following features:

Web enabled forms

Capturing, sharing and managing information across your organisation is key to effective customer service. Webforms enable organisations to gather customer or staff requests and automatically route the data into workflow processes, using dynamic browser-based forms that comply with industry XML standards. Webforms can be built quickly and simply to meet your organisational needs, using an intuitive-to-use graphical form designer. This means that staff can quickly produce intelligent forms that submit data directly to those in the organisation who can act on it appropriately.

Integration tools

A comprehensive suite of APIs provides the tools to extend current functionality by automating integration to other applications or building your own interfaces. This gives you the power to serve documents directly to your intranet, ensuring that your users always have access to the most recent copy of the document, direct from the secure document repository.

Internet publishing

Serve documents, webforms and workflows to a public website without compromising the security of your organisation's document repository. Receive customer requests directly from a website and publish documents without needing to manage duplicate copies. Documents updated in the central store will be automatically updated on the website once approved.



ONE CHOICE, TECHNOLOGYONE

When you invest in a TechnologyOne solution you benefit from a direct relationship with us every step of the way and we call this The Power of One. We do not sell our products through resellers, nor do we use third party organisations to implement our solutions.

We develop, implement and support our own fully integrated enterprise solutions and are therefore always accountable to our customers.

A TechnologyOne solution delivers one committed partnership. One point of contact for all your questions. One consistent interface for all your business tools and one supplier of consistently excellent technology and service. That's our guarantee: the Power of One.

About TechnologyOne

TechnologyOne (ASX:TNE) is a leading enterprise software solutions provider. For more than 20 years we have been providing deeply integrated software solutions for business, government, financial services, health and community, education and utilities organisations. Tens of thousands of people each day use our world class solutions, which we develop, implement and support.

Our organisation wide solution suite, integrated solutions, and custom designed solutions provide world-class services that are based on leading edge technology and are backed up by a substantial R&D program, providing our customers with a long-term, secure and valuable partnership. TechnologyOne employs more than 700 people and has a presence in seven countries.



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