



INDICIUM Correspondence Management makes it easy to capture and control your incoming paper, email, and faxed correspondence. In a manual environment, it can be difficult to track who is handling each item, whether it has been completed or if it's still in process. An even harder task is determining your organization's communication history with the correspondent or finding historical records for other items pertaining to the same topic.

Go beyond just *tracking* your inbound and outbound correspondence - make it *work* for you!

INDICIUM Correspondence Management can help you to capture it all and automatically route it to the right people to respond. Paper shuffling ends at the Capture station, where incoming documents are scanned and queued up, along with electronically imported faxes and email correspondence, for staff to review and process. All items are assigned a log number and the electronic images/files are stored within the system. Electronic routing along predefined paths, or ad hoc rerouting, keeps the documents moving without bogging them down in transit.

Outbound response documents are created using MS-Word templates, and can be routed to a review queue prior to sending. The responses are linked to the original incoming correspondence for quick and easy retrieval. Your staff can retrieve, view, and print a full history of all communications relating to a case or correspondent.

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-related restrictions. Built-in security and auditing provide authorized access assurance and complete visibility of all process participants, showing who accessed what and when.

Benefits:

Improve operational efficiency



Process thousands of pieces of
correspondence per day



Track correspondence throughout
the response process



Research all historical correspondence



Eliminate ALL paper from
both processing and storage



Improve response time to correspondents



Eliminate faxing/emailing documents
between individuals/departments



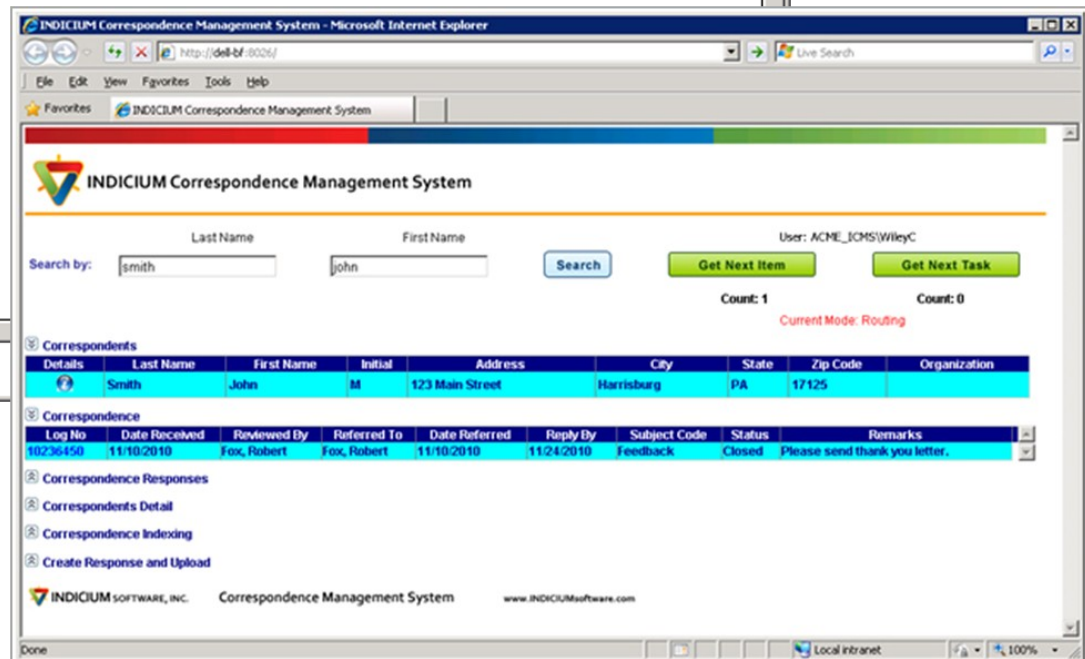
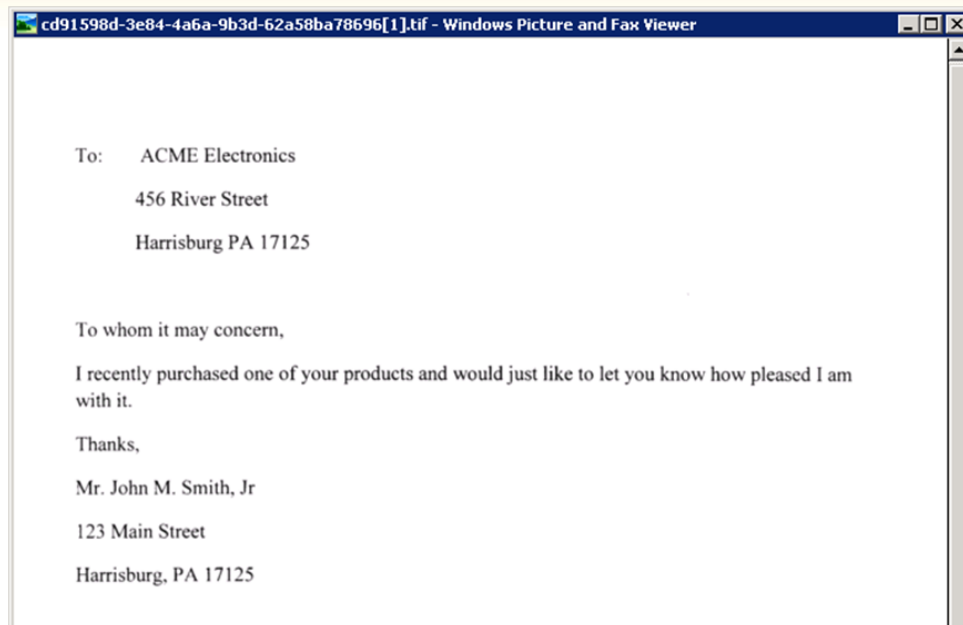
Process all correspondence electronically

Integrated with the robust INDICIUM Document Management (DM) and Workflow software, INDICIUM Correspondence Management enables electronic collaboration across desks, departments, or organizations, with seamless inclusion of all correspondence documents in the repository. The expandable platform can easily grow to support other areas of your organization.

INDICIUM DM Platform Features:

- Point & click access to:
 - ♦ Full auditing
 - ♦ Customizable security
 - ♦ Modifiable business workflows
- Optional full-text search
- Optional advanced document capture with OCR
- Expandable platform can support many business processes
- Support for **MS-SharePoint** as user interface

INDICIUM Correspondence Management



About INDICIUM Software, Inc.

INDICIUM Software, Inc. is a leading provider of document capture, management, and workflow software products to manage documents electronically and automate business processes.

The INDICIUM product suite is distributed through a network of solution providers to clients in numerous industries. For more information, visit www.indiciumsoftware.com, or contact your INDICIUM reseller.

Your INDICIUM Reseller: