



workFile: A Business Overview



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1. Overview

This document gives an overview of the business problems / requirements that the workFile product suite is designed to solve. In addition this document will illustrate how the workFile product suite, and its individual modules can be used to increase efficiency, security, data integrity, service levels while saving time and money within a business.

This document is split into a number of key business issues, these are:

- Data storage and archive
- Image Management
- Document Management / Content
- Records Management
- Case Management
- Customer Relationship Management (CRM)
- Business Process Management (BPM) and workflow
- Integration
- Compliance

Use this document and its individual sections to see if your business requires these types of solutions and how workFile would benefit your organisation.

For more information on an individual module, or the product suite as a whole, please contact a member of one degree consulting staff, they will be more than happy to answer any of your questions. Please use the following contact details:

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2. Data Storage and Archive

Does your business store and utilise large amounts of electronic data (such as Word documents, PowerPoint presentations, Excel spreadsheets, database backups, audio and visual files, CCTV etc). Increasingly businesses are using up more and more electronic storage space; this is partially due to ever growing use of computers within the workplace and the increase in compliance legislation regarding electronic data / information. This increase in demand for electronic space has seen great use of such technologies and solutions as SAN, NAS, EMC Centura, Grau Data storage.

These technologies provide vast storage space for such electronic files to be stored. However when dealing with such large volumes it becomes increasingly hard to locate desired files, backups etc no matter how structured your hierarchical archive is. It is this requirement to quickly locate access and use files located in large archives / data storage devices that has seen a steady increase in data storage and archive software.

The workFile product consists of a module, storage, which was designed purely to deal with data storage volumes, data archive and quick and easy location / access to these files while increasing security on such files and data. The storage module utilises such technologies as SAN, NAS and Grau Data Technologies. It stores the data / files within these solutions but utilises its own encrypted space on these servers. This data encryption ensures space is maximised as the files are also compressed allowing a greater volume of information to be stored maximising the usage of the storage unit. The encryption also means files cannot be access and viewed outside of the workFile product.

The workFile storage module allows quick access to files by allowing structured data (index fields / properties) to be assigned to the file and the file type. File classifications are created that consist of properties / index fields that can be used to locate that type of file. There is no limit to the number of file classifications you can create, allowing all your file types to be classified.

For example if a letter was to be stored / archived for a customer who had purchased an insurance policy, the customers policy number could be used to quickly locate that file / files. Any type of information can be stored against files and there is no limit to the number of properties / index fields that can be used to store and locate a file.

Below are some of the benefits of the **workFile storage** module are shown in bullet point fashion below:

- Provide a logical store for electronic file formats and data
- Provide a secure and robust storage / archive platform
- Access and interact with files within the storage / archive solution in seconds
- Maintain legal admissibility of files
- Meet and exceed compliance issues
- Manage file lifecycles including retention periods
- Allow easy use for agents and users through a web interface (can be web or intranet)
- Storage and archive solution that contains provisions for future requirements / scalability requirements and storage demands of the future.
- Be able to store all types of media, including:
 - E-Mail
 - Documents
 - Scanned files

- Faxes
- Back-up files
- Video footage
- XML and other structured file formats
- CCTV footage
- Audio files
- Pictures
- Micro-fiche
- Etc
- Allow classification of different file types
- Allow index fields / properties to be assigned to file classifications
- Apply strict security policies to classifications of files and individual files themselves
- Take advantage of cross platform and application integration, allowing other applications to access / display relevant files to users and agents quickly and efficiently
- Share data within your business in a quick, structured and secure fashion

3. Image Management

Image management addresses the business requirement of storing static unstructured data, typically found in customer correspondence, written documents, system print outs etc. Image management stores files in a static state, they cannot be changed or modified and usually they should not be done so for legal reasons.

Image management has been invested in heavily by many large organisations over the past 20 years. It's a solution that is greatly utilised for organisations who deal with a lot of physical paper. In many forms image management is the first, and in some ways, biggest step towards a paperless office.

A traditional image management system captures data from un-structured sources. An un-structured data source can be a written letter from a customer, an eMail, Fax, phone message etc. Image management allows this data to be captured, stored and maintained. Written letters / faxes are scanned and stored as 'images' within the system, effectively allowing access to that letter from your PC.

Un-structured data is often the type of data that can prove to be the hardest to share / gain access too. Ironically it is often this un-structured data that is required to carry out good timely decision making. It is often customer's letters that trigger other processes within an organisation, such as a compliant or a statement of intent from the customer e.g. Please disconnect my mobile phone.

The workFile storage and archive module can be used as a complete image management solution. Utilising its file classification capabilities and index field / properties capacity, the storage module allows files to be stored statically and found based on the properties of that file.

A workFile image management solution utilises Kofax Ascent Capture to scan written letters and faxes. Kofax Ascent Capture provides such facilities as OCR and ICR, allowing the system to intelligently recognise the type of document, correspondence and pre-populate the workFile index fields / properties for that file. Allowing correspondence / un-structured data to be quickly captured and placed within workFile. Other capture applications can be utilised, such as Input Excel, Nuerascript etc. Intelligent release scripts from these capture packages allow them to release the captured images and structured file identifiers (property / index field values) and insert these into workFile.

Once in workFile such 'images' / correspondence etc can be quickly located and viewed, therefore removing the need to file papers, locate them, push them around the office. The workFile storage module is a big step towards a paperless office.

In addition workFile storage allows, through its powerful integration API layer, other line of business applications to access these files. For example a CRM solution could utilise the customer correspondence stored within workFile, therefore giving the CRM all the up-to date data it requires to help service and maintain a good relationship with the customer.

Some of the image management benefits of **workFile** are shown in bullet point fashion below:

- Access un-structured data in seconds
- Quickly capture and assign key retrieval information
- Automate the post room

- Allow the system to sort your post
- Store all customer correspondence etc electronically
- Manage customer data retention periods
- Shred paper and save space
- Maintain legal admissibility of images / documents
- Store multi format files / images
- Allow file type and image classifications
- Allow clear index / retrieval keys to be built
- Secure your un-structured data and correspondence
- Take advantage of security models for sensitive images / classifications
- Display documents, correspondence, 'images', files etc on the desktop anywhere in the world
- Support timely decision making
- Share data quickly and easily and within a secure fashion

4. Document Management / Content

Document Management is increasingly becoming more and more important to organisations wishing to take control of their internal documentation, contracts, templates, publications etc. Document Management and the workFile content module allows businesses to do just that.

Again by utilising classifications and properties / index fields within those classifications, workFile allows electronic documents (e.g. Word) to be stored, managed, versioned, maintained, published, shared and archived. The workFile content module provides a central repository where all electronic documents / files can be stored, giving a single point of access to all your un-structured data, documents and much more.

All businesses utilise electronic documents, if only to store marketing literature, internal procedure documentation etc. Document Management gives you great control over these documents. Take for example a contract. A typical contract template can be stored within the workFile content module. This is then used to create the basis of a new contract. A contract / any new document often take some time to put together. In this time the file is stored and backup securely. Each increment / development of the document is tracked and maintained allowing a complete history of the document to be stored and reviewed. Once finished the document may go through numerous iterations / versions, some of which may be minor or major revisions. Again all of these are stored within workFile. Finally the document is ready for publication; the document is then published and rendered into PDF. The workFile module then allows access to both the original document and now its published version. This then allows published documents to be revised, and re-published.

The workFile content module and document management allows documents to be shared, worked on, monitored, maintained all from a single point, saving vast amounts of time in locating files, tracking changes, sharing the document with other staff members and of course enforcing only the right staff have access to this document.

The workFile content module allows users to copy documents locally to their machine, allowing them to work on them remotely / disconnected from workFile. When they reconnect, the file can be 'checked in' to the repository. The repository also ensures only one person can modify a document at a time, this is done through 'checking out' the document. Collaboration can be achieved on a document, however it is still 'checked out' to an individual user. This allows workFile to monitor and track exactly who made what changes, when and where. This gives great power to the organisation in maintaining document / file standards.

All versions of a document can be reviewed and re-displayed, however it is only the most recent version of the document that can be modified. This is also true of published documents; all published versions of the document can be reviewed. Published documents can not be modified; they are simply created from the parent document. To create a new published document, the user need only modify the actual document (word document for example). A publish document is available allowing the document to be published, and therefore a new published version to be created.

The workFile content module doesn't just allow documents to be versioned, published / released etc. Due to the flexibility of workFile, the content module allows any content / data to be versioned, published / released. This could be for example backups from databases, new versions are created with each new backup. Audio sound tracks, video, graphics, web pages etc could all be stored and maintained from the workFile content module, giving the whole organisation secure control over all of its data and content.

Some of the benefits of **workFile content** are shown in bullet point fashion below:

- Store multi format electronic files
- Allow file type classification
- Allow clear index / retrieval keys to be built
- Allow quick and easy access to content in seconds
- Provide a quick process to allow the adding of content to the repository
- Take advantage of security models that allow types of documents to be secured and individual documents to be secured.
- Manage the complete lifecycle of content, from creation to publication to deletion
- Manage and automate retention periods
- Allow content to be versioned under a controlled environment
- Store multiple versions of the same file
- Allow Major and Minor versioning of content
- Allow documents to be copied locally
- Allow working off-line from the system
- Provide publication / release version of content
- Quickly find all versions of a document / type of content
- Take advantage of numerous search tools to locate content in the desired manner
- Display content quickly through workFile
- Maintain legal admissibility
- Meet and exceed compliance issues
- Take advantage of efficiency gains in utilising a single storage / management repository

5. Records Management

Records Management is relatively a new term used within Business. At one degree we term records management as the storing and managing of data, typically held as a record. For example a customer record would consist of their name, address, date of birth etc. In addition a record would also consist of other information on that customer, for example how long they have been a customer etc.

The workFile records module allows a complete record definition to be created. From this sub records / related records can also be created and maintained, records may be linked and they can also refer to other data stored within workFile, such as customer correspondence, outgoing letters etc.

The workFile records module allows all types of structured data to be created and managed across a complete enterprise if required. This allows records based / structured data based systems / problems to be quickly modelled within workFile and implemented rapidly therefore increasing ROI on any structured solution implemented through workFile records.

In addition the workFile records module is so flexible it is used internally within workFile to store such things as interactions with the system, audit trails, internal events and rules. The workFile records module is also used as the foundation behind workFile CRM and BPM modules, both built using the records module.

Some of the benefits of **workFile records** are shown below in bullet point format:

- Allow records / all data to be classified, captured / created
- Allow sub records / information to be stored against a parent record(s).
- Link structured data from distinctly different departments, sections etc
- Take advantage of rapid search facilities locating complete records in seconds
- Provide a secure environment for each record
- Integrate records / structured data based solutions with image and document management solutions easily and quickly
- Manage and maintain a variety of structured records in different formats across the complete enterprise
- Store interactions / system audits for each record as sub record information
- Take advantage of rapid MI functions and audit functions. Accessing and reporting on records, interactions, audits, trends etc in seconds.

The workFile records management module can be used for any number of systems within an organisation, many of which could be seen as traditional database solutions, others as contributions to a complete 360 degree view of data stored within an organisation.

Some example uses of workFile records are shown below in bullet point fashion:

- Customer details
- Customer interactions (Customer Relationship Management)
- Supplier and stock information

- Patient records
- Contact Management
- Sales
- Supply chain management
- Legal management
- Marketing
- Human Resources
- Accounting
- System integration / integrator solution
- Etc

6. Case Management

Case Management is a popular solution used by organisation wishing to manage individual pieces of work (case). Case Management allows work to be identified and managed as a single case. A case could consist of smaller items of work that when all completed complete the case. It's important not to get case management and workflow or Business Process Management confused.

Case Management does not have any concept of process; by this the solution does not understand that to carry out a piece of work, certain steps have to be performed. A case management solution only knows that a piece of work has been captured and within it possible sub items of work. Traditionally a case is managed by a department and an individual within it. However, cases can be worked on by different people, referred to other agents or departments.

The workFile case module provides a complete case management solution for an organisation. Allowing any type of work to be captured and then comprised into a case. Each case in-turn can contain sub items of work, tasks or issues. Only once these tasks / issues have been resolved may the system allow the completion of the case. Individual tasks to the case in whole can be assigned automatically through system configuration service level agreement time frames. This can help ensure a good service is provided by the department and allows management staff to identify 'bottlenecks' / problem cases / staff.

Auto allocation of tasks / issues can occur based on the case type, this speeds up the process of identifying work. The workFile case module also allows items to be attached to a case / referenced to a case. This could be in the form of records stored within the records module, archived files from the storage module, or documents / correspondence from the content module. In addition the case module can communicate and utilise templates, content and features within the content module. Allowing letters to be generated based on versioned templates within workFile.

All interactions with regards to the case are capture and stored as sub records of the case. This allows management staff and administration staff to quickly and easily monitor staff / department performance and conduct. In addition it allows any staff member / agent viewing that case / working on it, to have all the knowledge they require to work the case at their fingertips.

The case module within workFile really can save organisations time, effort and money through raising its efficiency in processing work. Especially when the type of work requires data to be brought together from other systems to allow the department and individual staff members to access the data in seconds to allow them to get on with their job of processing / completing that piece of work.

Some of the benefits of **workFile case** module are shown below in bullet point fashion:

- Allow work to be captured and identified
- Allow a case container to be created
- Allow types of work to be created / associated within a case (break the case down into small items of work)
- Auto allocate sub items of work to a case
- Auto allocate SLA's to individual tasks / issues and then calculate an SLA for the case
- Refer work to other agents

- Take advantage of cross departmental working
- Take advantage of auto allocation of work. Allow cases to be routed to the people with the right skills to deal with the case
- Take advantage of internal diary features to allow work to be re-activated after a given time period (cooling off periods for example)
- Take advantage of case merging / re-activation based on an event (e.g. cannot proceed until the customer has sent us some details in writing. Once the system receives these, the details are attached to the case and it re-activated)
- Merge cases together
- Quickly find or allocate work / cases
- Maintain strict service level agreements on types of work
- Track how work is done and by who
- Compile a full systems audit for each piece of work
- Find problem areas / departments
- Take advantage of interaction with other systems, typically image management and document management solutions giving a complete 360 degree view of the case
- Share knowledge and data required within the case immediately
- Identify workloads and bottlenecks.
- Re-distribute work to increase / maintain system efficiency
- Identify trends / loading
- Predict staffing levels based on trends and forecasts
- Ensure data / information is not lost
- Take advantage of quickly reviewing cases / statuses, allowing staff to keep customers informed and up to date with their case
- Allow customers to track their case through the web / hand held PDA.
- Allow customers to add interactions to a case if required directly through the web.

7. Customer Relationship Management

Customer Relationship Management (CRM) has increasingly become important to all businesses wishing to provide a good level of customer service and customer satisfaction. It is customer satisfaction at the end of the day keeps customers from using other competitors.

CRM in its purest form deals with managing customer details, maintain information of when they have contacted your company, when you have contacted them and giving a view of the relationship / interactions between the company and the customer.

The workFile CRM module takes this to the next level by providing standard features which are often branded as separate modules to a CRM solution. The workFile CRM module allows customers to be targeted, marketing campaigns managed, and interactions stored with potential customers including correspondence sent to them, phone conversations etc.

In addition present customers are stored and complete customer details, customer history, all interactions; all pieces of correspondence for all incidents are accessible in seconds through the CRM module. If a potential customer is captured within the system and then becomes a real customer their original marketing correspondence is still maintained ensuring that staff / agents have access to all the information possible that can help understand the customer better. This is increasingly important when following up on promotions, or maintaining a good customer service, especially when dealing with queries or complaints.

When used to target potential customers or customers who may be interested in an additional product or service, workFile CRM can help you identify the customers / potential customers on the system who may be most interested in your new service / product. This allows greater focus on your targeted audience and will increase the effectiveness of any marketing campaign. In addition it will not have a negative impact on your customer base by sending irrelevant information to them; in addition this focusing of a campaign provides savings on administration and postage costs.

The workFile CRM is often used as a central point of action. The CRM module can tie together all your customer related data, allowing access quickly to them from a single application, giving the user a single desktop experience. Such an experience saves time and money on training, administration and support. Use workFile CRM to pull together all your customer records, customer correspondence, customer based templates, all customer based / marketing based content both structured and un-structured, review all interactions and utilise the CRM module to provide a better quality of service.

The workFile CRM when used in conjunction with workFile case or workFile BPM allows organisations to fully maximise the workFile experience, streamline internal processes, save money, raise efficiency and provide a better quality of service.

Some of the benefits of workFile CRM are shown in bullet point fashion below:

- Store customer details
- Store additional details that relate to the business for a customer
- Capture and store interactions between your business and your customer
- Allow quick access to the actual customer interaction (This could be a written letter, fax, phone call, eMail etc)
- Track customer activity / trends
- Provide a method of capturing pieces of work generated by a customer interaction

- Create, maintain and run marketing campaigns
- Create, maintain and run events
- Target / focus campaigns and audiences to maximise effectiveness
- Provide a single point of access for all customer based information
- Review a customers history
- Track who interacted with the customer, when and how
- Report on the effectiveness of campaigns
- Plug in additional information / types of interactions. (For example capture when a customer visits your web site, the pages they looked at and store this as an interaction within workFile CRM)
- Take advantage of the flexibility of workFile case and allow other applications to raise interactions within the system, ensuring no interaction between your organisation and the customer is lost.
- Utilise templates to generate marketing literature
- Take advantage of workFile content to seamlessly manage and produce marketing / customer letters in a secure, controlled and versioned environment
- Quickly locate a customer and have instant access to all their data stored within your organisation (including un-structured correspondence etc)
- Seamlessly join front office (customer facing staff, for example a call centre) and back office staff, actions, interactions and details.
- Identify customer trends, interests etc
- Take advantage of other workFile modules seamlessly to give a complete 360 degree view of your customer
- Take advantage of workFile case management or workFile BPM to streamline internal processes and enrich the customers experience
- Interact with other Line of Business applications (for example Billing, Accounts)

8. Business Process Management

Business Process Management (BPM) and workflow can be viewed as the same process. At one degree consulting we do not try to distinguish between the two as the similarities are too great.

BPM and workflow allows organisations to model and maintain an electronic interpretation of their internal processes. By doing this work can be monitored, pushed, pulled, reviewed, and carried out all within the structured process.

The workFile BPM module allows work to be captured and assigned to a particular work-stream. A work-stream is a process that a particular piece / type of work must follow. A process can be made up of lots of small steps, or sub work-streams and processes. Each step in the work-stream can have a number of tasks associated to it; these must be completed at this stage of the work-stream before the work-item can move on to the next step.

Rules can be built into work-steps allowing for example the item to be diarised (awaiting more information, or a cooling off period where the item will re-activate after a given time period), Held (temporarily held while the agent does something else), referred to another agent (the work would be better done by another person, and is therefore referred to them), referred to another department (the item of work needs to be looked at by a different department), or the item can be split (allow another person / department / work-stream to work on part of this piece of work at the same time as me).

Each step can also contain a set of instructions, guiding the agent in carrying out this piece of work. This type of instruction can often ensure tasks are not overlooked, and more importantly correct procedures are followed.

Each step within the work-stream can have a SLA assigned to it. This allows detailed SLA's to be created and complete work-streams to hold an overall SLA. Such SLA's allow management staff to maintain a quick and efficient service, therefore boosting the customers experience with your organisation. SLA flagging can also be used to show items that are taking too long to process, or bottlenecks in the system (a bottle neck could be a process flaw, or a group of staff members / individuals).

Milestones can also be allocated to the system, raising an event when a particular piece of work hits that milestone / step in the work-stream. This is very useful for the tracking of work-items, and allows management staff to then review the item. Milestones can typically be used as a quality control point. The workFile BPM maintains all interactions that have occurred with the work-item giving management staff a complete 360 degree view of the work-item, who has been dealing with it and how it has progressed. They can also review the route the item may have taken through the business flow.

The workFile BPM module can be used to map any process, allowing your organisation to take advantage of pushing items of work through processes. When used with Kofax or other intelligent data capture software, the system can auto index, and automatically create work-items within a work-stream. This speeds up the whole process of allocating work to staff members. Items of work can be created manually by a user selecting to start a new item of work in a particular work-stream. Work can be automatically inserted into a work-stream based on its type or information associated with it. Finally items within the workFile storage or content can be assigned to a particular work-stream.

Once work has been created / generated within the BPM module, staff members are then notified of the incoming work, be it through an eMail or through their BPM in-box.

Staff can receive work in a number of ways, they can have their work pushed to them as an individual based on their skills and availability, or receive work as part of the group and they must grab the item to work it. Finally work can be assigned to a queue, this queue can be accessed by staff members (only those holding the correct privileges) and they may pull their work from that queue.

When a staff member has completed a step in the work-stream, the system will automatically route the item to the next step, this could be back to the same user or onto a different user or department.

When workFile BPM is used with workFile content, storage or CRM, the system seamlessly takes advantage of these modules. For example if work is generated by an incoming piece of correspondence (eMail or written letter that has been scanned), the actual piece of correspondence will be attached to the work-item and will be accessible to the steps it is required for. Access can also be gained to the CRM module giving staff members all the information they need to complete a particular step at their disposal in seconds. Such integration and flexibility raises efficiency within your existing processes and can identify areas that can be streamlined further.

The workFile BPM module ensure that no work is overlooked, that it is processed as quickly and as efficiently as possible while sticking strictly to the rules put in place within the process. With the use of instruction sheets, the system also aids in guiding and training staff members in carrying out their work. All of this raises efficiency within the organisation, increases cost savings and provides a better service to your customers increasing the likelihood of them staying with your organisation in the future.

Some benefits of the **workFile BPM** module are shown below in bullet point fashion:

- Allow flexible and easy modelling of all your business processes
- Allow new processes to be modelled quickly and easily
- Version control your processes
- Assign groups, individuals and tasks to particular steps / points within a business process or workflow
- Employ a secure environment for each step / point within a process or workflow
- Take advantage of workFile flexibility in identifying and assigning work to a particular process / workflow
- Fully automate some tasks / steps
- Partially automate steps that still need some human interaction
- Identify milestone steps
- Monitor and track work fully
- Identify process issues / problem staff or departments
- Set service level agreements for individual points / steps within a process or workflow
- Assign service level agreements for a type of work or completion of a process
- Ensure processes meet compliance issues and be confident that that process is the one being used
- Give full accountability and system audit information on items within processes or workflow streams
- Allow integration of other system data

- Drive all processes, even those that do not require any data from workFile
- Take advantage of application integration with such systems as CRM, Image management, document management. Allowing staff members to have instant access to all the information they require to complete a step
- Map all areas of a process, including cooling off periods, waiting for other correspondence etc
- Allocate, refer, diary, hold, re-activate, complete, add, merge, track and monitor work all from a single step (if desired)
- Drive all other business applications from workFile BPM ensuring all work carried out within the organisation conforms to management processes and compliance issues

9. Integration

Integration of applications and systems is something that in the past was often overlooked. With greater demand on cross departmental information sharing, compliance issues and the requirement to provide a better service, many organisations have spent vast amounts of money on trying to integrate systems.

With multiple platforms available (such as Windows, UNIX, LINUX etc) and with solutions being implemented in different technologies (.NET, COM, Java, Cobol etc) it is often hard to integrate the systems fully to give users all the information they require to carry out their work.

The workFile product suite was designed with system integration in mind. It is implemented in .NET (Microsoft's newest technology) and contains a fully open .NET API. In addition to allow applications that are not implemented using .NET, workFile comes with a complete fully open XML Web Service API.

The API allows any other application to interact with any of the workFile modules. It allows other applications to locate, retrieve and display files within workFile storage or content. The API allows data to be extracted from workFile CRM, records or BPM modules. In addition the API also allows other applications to insert data, such as interactions, files, documents etc.

When utilising the XML Web Service API layer, workFile can be integrated cross platform and cross system, solving all your I.T staffs integration nightmares.

The workFile product suite is designed and implemented to scale and hold all your enterprises structured and un-structured data, to map all of the enterprises processes and provide staff with the single experience they desire to do their jobs quickly and efficiently with technology helping them to its up most. However, workFile can also be used to fit a niche business requirement and has the flexibility to share and interact with any of your other applications and solutions.

The workFile product suite is at the end of the day, designed to work for you and how you want it too.

10. Compliance

Compliance issues are becoming increasingly important to all businesses, small and large. It is now believed by many analysts that if a business implements a good document management and BPM / workflow solution, that most of the organisations compliance issues will be met.

The workFile product suite was designed with compliance at the centre of its core functions. By utilising and taking advantage of workFile and its various security levels, data and content are secured within the repository. In addition the workFile encryption and compression algorithms and storage configuration add to the security of organisations data. All data and files stored within workFile can only be accessed via workFile and / or it's API. This ensures that no data or files can be tampered with by hackers or abusive staff members.

In addition to the workFile security options, when utilising such recommended storage units that allow WORM (Write Once Read Many) integration, workFile maintains full file legal admissibility, as all files are written to WORM media and cannot therefore be modified. In this case the actual file can be submitted in a court of law for reference.

The workFile product suite also internally keeps a full Audit log. This allows management staff and / or system administrators to report on activities of users with the system. All file writes, reads, modifications (if possible) are stored within workFile. This gives a complete log and view of the system, all its interactions and the data that has been utilised by which user.

By utilising workFile BPM your organisation can ensure that it meets all its compliancy issues with regards to processes and SLA's. When used with workFile storage, content, CRM, records or case, workFile provides the compliance abilities to not only meet all your compliancy issues across the complete enterprise, but to meet the compliancy issues and future demands of your business.