

The arrival of workFile

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The one degree creators of workFile have finished the first stage of implementation. A multi-module product, of immense significance in today's increasingly digital world, where timeframes are truncated while expectations grow and where business agility is key to both success and survival. In the last 10 years, many organizations have gained control of their data and now use IT seamlessly in their data management – workFile provides a way for other companies to overtake such competitors with one multifunctional product. workFile can be applied to accounts, inventory management, customer service and many other functions.

The I.T industry has an array of 'must-have' acronyms which cause bewilderment in boardrooms up and down the country. Let's get behind the hype and explore the substance of such acronyms and terminology, and their relationship to workFile.

Enterprise Content Management (ECM) describes the technologies tools and methods used to capture, store, manage, preserve and deliver content across an organization. workFile incorporates ECM into even its most basic modules. This means that workFile allows the management of organizations unstructured information – letters, e-mails, reports- rather than simple databases or accounting systems, which contain structured information. workFile capabilities manage traditional content types (images, office documents, graphics, drawings) with the new electronic objects (Web pages and content, email, video). The most important thing is how you apply workFile to your particular business processes. one degree's enterprise technical architects will develop a dedicated roadmap for every individual business, allowing them to manage their content at various stages of its lifecycle, from creation to either long-term preservation or deletion.

So what comprises a complete workFile ECM solution?

Capture

Aggregate a combination of data inputs from different creations and categorize into logical groupings, based on content. This can include scanned paper, e-Mail, Fax, E-forms/Web forms – forms designed, managed and processed completely in an electronic environment which is then followed by forms processing – the ability for software to accept scanned forms and extract data to populate databases. Intelligent Document recognition automatically identifies document types from the layout and structure of the document. XML (eXtensible Mark-up Language) facilitates document construction from standard data items, and is also used as a generic data exchange mechanism.

Store

Audit trails can log who changed what and when for accountability, while ensuring that only one person at a time works on a document (if required). workFile content module gives the capability to manage and track the location of, and relationship among, content within a repository. workFile storage module allows electronic collection of records stored in a central file and accessible by many users for many applications, plus collection of data elements within records or files that have relationships with other records or files. Retrieval is the process for searching and extracting database records or content from within the storage repository.

Manage

Collaboration tools allow multiple users to work on the same content in a common environment. workFile case and content allow document and records management. Document management is software that controls and organizes documents through an enterprise. A record is not necessarily the same as a document – all documents are potential records but not vice-versa. Documents are containers of working information, records are static documents.

Web content management, part of workFile content, is a technology that addresses the content, creation, review and approval and publishing processes of web based documents. workFile case allows real cases to be created and managed, passing these to appropriate skilled teams or individuals instructing how the work / task / action can be completed. Case management and workFile case gives a one stop workflow solution that is flexible to meet any business requirement. workFile bpm is an automation of business processes, in whole or in part, where documents or information are passed from one participant to another for action, according to criteria. A business process is a logically related set of workflows, work steps and tasks.

Preserve

Increasingly electronic records are forming part of the information assets in organizations. Research in 2003 showed that many organizations are not yet capturing electronic records for management as part of the collective memory of the organization. The workFile product suite makes this possible. These records may be vital for ensuring statutory and regulatory compliance and may also be vital for ensuring good governance. It is now estimated that more than 60% of business communication is by email and effective management of email should be an integral part of any preservation activity.

Deliver

All workfile modules are delivered to the client PC through a standard web browser allowing the delivery of content in the same way. Files are digitally encrypted and compressed and managed through the workFile security services giving highly scaleable and secure content delivery.

However, workFile isn't just about technology; and the numerous acronyms and terminology explored here. It means managing business processes; improving efficiency and reducing cost; and complying with statutory and regulatory obligations. Ultimately, it's about taking control of your business to ensure effective performance, and competitive differentiation, workFile delivers on all these aspects.