



DIGITAL SOLUTIONS

■ ■ ■ FOR EFFICIENT OFFICE

DIGITAL OFFICE WITH INFOLINE-EDICT

Business environment is focused on the creation and manipulation of documents. Whether handwritten, typed, electronic or printed, documents are the lifeblood of enterprises in every industry around the world.

Infoline-Edict Workflow has been designed to provide a clear and user-friendly methodology by which all documents can be digitally managed. Offering a central document repository, tracked movement of documents and transparent routing of documents across various work centers, Infoline- Edict Workflow can improve productivity, enable faster decision making reduce costs and increase customer satisfaction. With **Infoline Edict Workflow**, enterprise and knowledge workers enjoy outstanding benefits, including:

- Round the clock access to business-critical information
- Increased productivity
- Lower overheads from reduced photocopying, printing and physical storage
- Enhanced, more granular information security
- Increased recoverability from catastrophic events such as fires and earthquakes

Infoline Edict-Workflow takes advantage of the standards-based characteristics of the Intel platform to help its customers simplify and save, reducing operating costs and capital expenditure, both during the implementation.

Information within easy reach!

The key business challenge in any enterprise setting is to make information available to business users whenever required. Only this way can an organization reduce the valuable time that users traditionally spend on non-productive tasks, such as looking for documents or waiting for documents to reach their desks.

Naturally, in today's high-threat environment, it's crucial to provide the peace of mind that can only come from comprehensive document security. Infoline-Edict Workflow has been designed to enable the movement of documents between multiple users, while offering robust levels of security that exceed those offered by the physical manipulation of documents. By changing the behavioral patterns of workers in this way, Infoline-Edict Workflow ensures ready accessibility to information while effectively reducing operational costs.

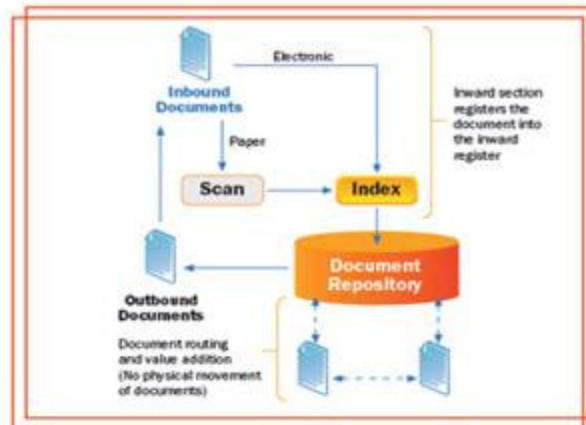
BUSINESS VALUE

Solution Framework

Infoline-Edict Workflow has been designed to streamline and simplify document driven business processes, such as the processing of loan applications by financial services.



The following diagram illustrates the simplicity that Infoline-Edict Workflow can bring to such business operations.



Business Value Propositions

While the actual benefits experienced by users are unique to each enterprise, it is possible to surmise substantial cost-savings in the cycle time of processing a document with Infoline-Edict Workflow.

For instance, assuming that the movement of a document takes at least two minutes to move from one work centre to another, a document's physical movement alone would take 10 minutes on an approval chain of just five people. With Infoline-Edict Workflow this time lapse can be reduced to practically zero!

The elimination of this time lapse can be directly translated into cost savings and enhanced profitability, as staff efficiency improves and the number of documents being processed increases. In most business settings, conservative estimates suggest that Infoline-Edict Workflow can deliver at least a 10% increase in productivity.

TECHNICAL VALUE

Solution Features and Architecture

Infoline-Edict Workflow has been developed using Microsoft Visual Basic 6.0, Microsoft Exchange Server 2003, Microsoft Office Outlook 2003 and Microsoft SQL Server 2000. The application leverages and API model for all document management functionality.

Using Outlook forms with Microsoft Exchange Server, business processes are streamlined and automated to incorporate workflow and document management.

The document tracking and routing engine uses Microsoft Office Outlook 2003 and Microsoft Exchange Server 2003 to track documents and all tracking and routing data is stored in Microsoft SQL Server 2000.

Solution Description

Infoline-Edict Workflow is structured as an add-on facility to the multi-dimensional functionality of Microsoft Office system.

It's clear use of forms and hassle free document management means that it can be effortlessly integrated with established business processes.

The familiarity of Microsoft Office system also enables users to quickly and easily utilize the full benefits of the solution.

Benefits Unlimited

- Precise in-warding of documents for registration
- Established processes for scanning documents received in hardcopy
- Processing of documents by value addition, including notes/remarks and annotations
- Provision to add reference documents
- Secure filing of documents in an organizational file structure
- Digital signature security
- Organizational chart to help define the organizational structure
- Departments, sections and employees with authorized designations can be defined to help create an organizational structure
- Routing of documents using pre-defined routes
- Comprehensive document tracking from the point of entry of the document until it is filed/terminated/completed
- Transparent audit trail of each and every operation done at every level
- Holiday listing- a routing and reminder setting checks the document against a defined holiday list before processing
- Customizable forms to meet the specific operational needs of each enterprise.

About Infoline

Infoline LLC, a Joint Venture of Bahwan CyberTek, Omantel and PEIE (Public Establishment for Industrial Estate) is a Business Outsourcing Service Provider offering turnkey solutions to diverse business verticals. Being one of the prominent ITES (IT Enabled Services) organization across the Middle east, its portfolio of services include Contact Centre Services, BPO, Electronic Document Management Services, IT Support and Help Desk services, Contact Centre Services, Turnkey Training solutions and IT Managed Services.

Our proficiency in Document Management along with its robust infrastructure facility, strategic partnerships and alliances, and competent team assures the best of the breed solution in Electronic Document Management across a variety of industries and market verticals.



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