

CorrMan is a low cost enterprise wide Web 2.0 correspondence and case management system designed to manage communications materials for complaints, comments, feedback, enquires and FOI requests. The system allows your organisation to capture, organise, locate and share items of communication in a secure, integrated and intuitive, web-based environment.

CorrMan offers a powerful, flexible and scalable e-GIF compliant solution to cost effectively control and manage all types of correspondence including emails, documents, memos, letters, web forms and telephone conversations.

### PAPER DOCUMENTS

Paper based correspondence is scanned and subjected to Optical Character Recognition (OCR) using CorrMan's in-built facilities. Multiple scanned pages can be collected together into a single searchable PDF document within the repository that can be retrieved by full text searching. Additional notes can be entered using data entry forms.

### ELECTRONIC DOCUMENTS

As well as being able to store any type of electronic file, CorrMan also interacts directly with your eMail server permitting seamless integration between incoming emails and the repository. Users can easily view, delete and commission any email correspondence as it arrives from multiple email addresses and servers using a familiar web mail style screen.

### WEB FORMS/TELEPHONE CALLS/AD-HOC ENQUIRIES

Information from web forms and telephone calls can be automatically fed into the data repository. A service entry form also allows users to record relevant information during or after telephone conversations with a correspondent. Such data is then easily codified and stored in the system.

### WORKFLOW

CorrMan workflow allows correspondence to be allocated to individuals or to specific teams within an organisation. The system allows the transfer of cases between people and groups to take into account such things as holidays, annual leave, etc. Visual indicators and email alerts ensure that mandatory deadlines are met and that users are immediately aware of their responsibilities. Individual cases can be located by key fields including 'classes', 'campaigns' and 'keywords'.

### MONITORING & REPORTING

Log files and email alerts allow CorrMan to run with very little administrative intervention. In addition, its rich user interface contains a system ticker that keeps administrators continually informed of system status information. CorrMan contains a number of standard reports as well as an extremely sophisticated Jasper Reports interface that allows the use of open source tools to create/customise your own reports. In addition, it is fully compatible with commonly available reporting tools such as Crystal and Business Objects.

### SYSTEM INTEGRATION

CorrMan fully integrates with any existing LDAP/SSO environment to allow automated synchronisation of user details and a single point of authentication. The system can be configured to read any type of information object contained within the LDAP repository.

## KEY FEATURES

Enterprise wide, totally secure solution integrated with existing infrastructure - including Single Sign-On (SSO), email, reporting tools, Web Services, Directory Services, etc.)

Minimal training requirements through the use of familiar web metaphors

Skin-able user interface to suit the needs of individuals (DDA compliant/High Viz, etc.)

Immediate access to all forms of correspondence using sophisticated search criteria including 'full text' index

Improved document and records management reduces administrative tasks

Complete and auditable process can be defined to suit an individual organisation and its deadlines

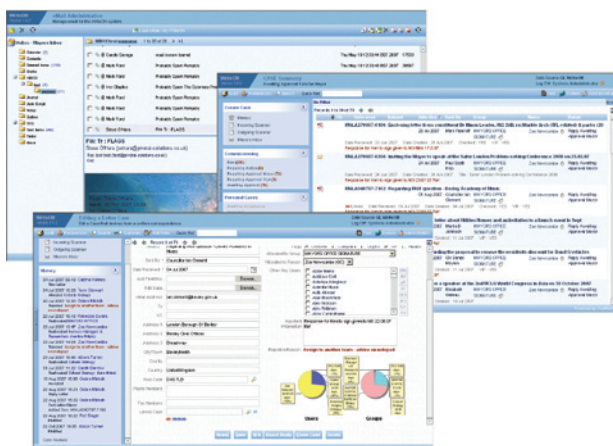
Elimination of paper record system. All documents available in PDF direct to the browser

Facilitates greater in-house and customer communication through online collaboration

Low total cost of ownership – completely web based architecture using industry standard tools

## TECHNICAL DETAILS

- Easy to use fully e-GIF compliant Web 2.0 interface; simple to access and no complicated client installations
- J2EE architecture; CorrMan is server and client platform neutral (Windows, Unix and Linux). No client deployment costs
- Completely secure repository for all correspondence using state of the art Open Text Livelink Collections Server
- Centralised, searchable indexed store for all correspondence; all media types can be stored (document, emails, sound recordings, pictures)
- Full text searching of all case fields and document types
- Immediate access to related items of correspondence using intelligent automatic linking of possible related cases
- Sophisticated ad-hoc reports on demand via open source reporting tools based on the popular Jasper Reports; built in management reports and support for third party commercial reporting tools such as Crystal and Business Objects
- Low maintenance with no hidden costs; CorrMan is self administering. No requirement for a dedicated Database Administrator ensures minimum Total Cost of Ownership (TCO)
- Ability to create groups of linked cases; this feature permits cases to be logically grouped to give the user extra reference material
- Reusable letter templates can be created to ensure standardisation of responses to meet organisational policies
- Real-time enforcement of User/Group/Policy changes
- Complete Audit Trail of user activities and actions
- Configurable levels of system logging and email alerts
- Screen alerts allow administrators to communicate immediately with online users
- REST Web Services interface allows information to be shared seamlessly with other applications
- Integrated post code lookup gives reliable address data entry
- Fully integrated and configurable single sign-on (SSO) and authentication capability
- Interactive and automatic archiving facility with configurable retention schedules
- Server based, interactive, multilingual spell checking on all input forms



## SYSTEM REQUIREMENTS

### SERVER

J2EE Servlet 2.4 compliant container (Tomcat, OC4J, JBoss, etc.)  
Java JDK 1.4.2 or greater  
Supported hosts: Windows 2k/2k3, Linux (RedHat/SusE), IBM AIX, Sun Solaris, HP-UX

### CLIENT

Internet Explorer 5.5/6.x/7.x (Windows/Mac)  
Firefox 2.x (Windows/Mac)  
SSL is supported

### SCANNING

Browser distributed Java Applet with native Windows DLLs;  
Java Plugin 1.4.2 or greater  
Internet Explorer 5.5/6.x/7.x (Windows only)  
Firefox 2.x (Windows only)  
Any TWAIN compliant scanner

### DIRECTORY SERVICES

LDAP v2/v3 compliant (Active Directory, OpenLDAP, Novell, etc.)

### EMAIL SERVICES

SMTP/POP3/IMAP/IIS (MS Exchange, etc.)  
Secure or un-secure

## CONTACT DETAILS

For further information call us on:

Tel **020 86607288**

Email [sales@pivotal-solutions.co.uk](mailto:sales@pivotal-solutions.co.uk)

[www.pivotal-solutions.co.uk](http://www.pivotal-solutions.co.uk)