



A Partner Solution for Cross Industry

A Rich Internet Application Framework Using the Adobe Flex 2 Platform

IBM **Information Management** software

## Integranium PaperWork

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### Partner Solution

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■ **Target Industry**

*Cross Industry*

■ **Business Applications**

*Case Management*

■ **Products**

*IBM FileNet Business Process Manager*

*IBM FileNet Content Manager*

### Business Challenge

Be it a Claim, a Loan Application, or a Service Request, one of the biggest challenges companies face is storing, tracking and processing incoming documents and managing client case files. It's crucial for companies to provide good customer service by being able to track the processing status of every 'Case' while providing an easy to use yet productive user interface for the case workers. Workers need to be able to easily update case data, add notes, add supporting documents and process the case through a workflow in an efficient manner.

Smart companies have begun linking more of their content to industry-specific, human-centric processes, such as insurance claims handling, or supporting research on new drug development. This approach usually means building the content-enabled vertical applications (CEVAs) on top of enterprise content management (ECM) platforms. CEVAs typically help to automate complex business processes that previously required workers to manually sort through paper documents and other forms of content (in effect, a way to manage down costs of exception handling) and optimize the remainder of the work.

Companies today spend a tremendous amount of money and time writing custom code, providing ongoing development, maintenance and support — often in independent projects that lead to redundancy. These costs could be significantly reduced by companies using a generic case management application that doesn't require IT resources to develop, configure or update business applications.

### Solution

Integranium offers "PaperWork", a Case Management solution that enables organizations to roll out a solution just in a few days instead of several months, saving enormous amounts of time and resources it normally takes to develop custom applications.

PaperWork addresses case tracking and processing issues by offering the following capabilities:

- Search and maintain data and lifecycle of a case
- Track case history
- Make notes to a case



- Maintain supporting documentation for the case and apply version management for documents
- Automatically move the case through the appropriate process and activities



PaperWork enables zero-click deployment of a generic Case Management application framework. PaperWork is a J2EE Web Application with an Adobe Flex based UI, runs either in a web browser with a Flash Player plug-in or as a desktop application using Adobe AIR for better desktop application integration like drag and drop of desktop resources. PaperWork's rich and productive user interface provides an AJAX style of application design that eliminate multiple page navigations for users while working on case.

With the current release 4.0, PaperWork offers social networking capabilities such as integration with Facebook and Twitter. This will enable companies reaching out to their customers in a social network set up.

### Value Proposition

- Fast time-to-market
- Quick ROI on FileNet P8 investments
- Roll-out of departmental and vertical enterprise content management solutions
- Leverage IBM FileNet Content Manager and Business Process Manager
- Improve processes with P8 BPM backbone
- Eliminate Custom Development
- Enable customer participation in the business process through social networking.

### Company Description

Integranium, Inc. is a Portland, Oregon. based IBM ECM ValueNet partner providing FileNet based services and solutions to private and public entities in the Pacific Northwest and in California. Incorporated in 2005 We believe in Smarter, Faster, and Easier Software Development with a huge emphasis on Rich User Interfaces.

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