



A Partner Solution for Cross Industry

A Business Process Framework for Expediting Deployments
Across the Enterprise

IBM **Information Management** software

enChoice (fka ICI Solutions, Inc.) KwikWork® .NET and Java Editions

Partner Solution

■ **Target Industry**

Cross Industry

■ **Business Applications**

Accounts Payable

Claims Processing

Customer Service

Financial Records

Human Resources

Legal Records

Permit Processing

Underwriting

■ **Products**

IBM Content Manager

IBM Content Manager OnDemand

IBM FileNet Business Process

Manager

IBM FileNet Content Manager

IBM InfoSphere Enterprise Records

Business Challenge

In today's challenging business climate of tough competitors, strict regulations, and an increasing customer demands, organizations need every advantage; speed, innovation and agility are paramount. Aside from increasing productivity, organizations also need to reduce operational costs — all while enforcing guidelines for corporate best-practice execution and regulatory compliance.

Knowledge workers, entrusted with mission-critical and day-to-day business decisions, need to work cohesively and strategically. To this end, enterprise content management (ECM) solutions are critical to streamline the information gathering, analysis and work processing that helps improve work place productivity.

ECM systems have proven to generate hard returns in terms of cost savings and process efficiencies. For many organizations, they remain out of reach primarily due to a lack of IT resources that are required to deploy and manage traditional ECM systems.

Additionally, while ECM systems can dramatically enhance access to information, they also need to be easy to use. The objective is to enable users to get up and running quickly

while also restricting access as necessary to comply with today's security and regulatory requirements.

Solution

Based upon the IBM ECM suite of products, KwikWork is a configurable, out-of-the-box solution that provides a highly responsive, integrated and event-based environment for work processing that can be rapidly deployed. The solution integrates people, processes and content via a customizable user interface that is so easy to use, even novice users are up and running with minimal training.

The solution features:

- Push and pull/route and hold processing
- Business rules and route automation
- Automated letter generation and turnaround document management
- Process reporting (inventory, status, etc.)
- User-, queue- and role-based security
- Search capabilities enable users to locate documents and work status quickly and easily
- Diary function for notes and collaboration
- Event tracking and history



- MS Word document aggregation (e.g. contracts/RFP processing)
- Bulk Operations (Index Update, Content Export, Printing)
- Redaction
- Digital signature
- Document upload and workflow launch
- Scan-on-demand automation
- Database lookups (index or work item properties, form letter fields, etc.)
- Easy-to-use interface featuring drag-and-drop functionality;
- COLD for IBM FileNet P8
- Conversion tools (Image Services/Content Services to Content Manager)



Value Proposition

enChoice has built a solid reputation as a leading solution provider of IBM ECM across multiple industries. KwikWork presents users with all the needed data – including documents, email, and letters – according to their role in the organization. KwikWork, built on the IBM ECM platform, also provides workflow and routing capabilities that automate processes and reduces manual paper handling while improving cycle times.

The KwikWork solution helps organizations increase productivity by streamlining information gathering, analysis and transaction processing. This reduces operational costs and enforces the use of guidelines for corporate best-practice execution and regulatory compliance. The solution enhances access to information, yet is easy to use so users can get up and running quickly – enabling organizations to achieve a fast ROI.

Company Description

Uniquely and distinctly, enChoice is a leading mid-market, cross-brand solution provider and integrator for IBM Automation & Security, eBusiness and Enterprise Content Management solutions. As an IBM ECM ValueNet Business Partner with 130+ certifications, 200+ implementations, a world-class Support Services organization with over 80 long-term customers, an award-winning ISV with Kwikwork® “Universal User Interface”, and over 100 combined years of experience across the leadership team, enChoice embodies and delivers success. We achieve this through our holistic approach, innovative solutions, real-world experience, and superior maintenance and support in the IBM ECM, WebSphere, Lotus and Tivoli arenas.

Headquartered in Chandler, Arizona, enChoice maintains a regional office in Miami and nationwide sales coverage from locations in New York, Massachusetts, North Carolina, Indiana, Texas, and California.

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