



IBM Information Management software

enChoice (fka ICI Solutions, Inc.) KwikWork® for PR

Partner Solution

■ **Target Industry**

*Cross Industry
Compliance*

■ **Business Application**

New Business Processing

■ **Products**

*IIBM FileNet Business Process
Manager
IBM FileNet Content Manager
IBM InfoSphere Enterprise Records*

Business Challenge

When integrating physical (paper) records into document management processes, businesses face a number of challenges, not the least of which are the time and cost of digitizing paper documents. As such, many businesses have instituted a “go-forward” strategy for capturing content, in combination with “convert on demand” or “point in time” conversions.

This strategy can become costly and time-consuming due to the extensive human resources required to oversee physical records management, the requirement to maintain charge-out/charge-in procedures, and the obligation to destroy paper records in adherence with document retention rules. In addition, “paper silos” in geographically dispersed offices or departments can create the inconsistent application of records management policies and procedures. In these cases, files exist in duplicate and triplicate, making it nearly impossible to determine the document of record and creating significant compliance hurdles and litigation nightmares.

To this end, businesses require an integrated solution that effectively manages both physical and digital records. Key objectives include:

- Connecting physical documents to records management. Businesses demand a simple, yet cost-effective

mechanism for managing physical and paper assets.

- Paper File Management. Businesses require a records management solution that can manage physical records in paper format, while supporting the charge-out/charge-in and tracking of files through security and authentication provisions.
- Paper File Requests. Businesses need records management solutions that enable automated requests for paper files to be invoked from any location.
- “Convert on Demand.” Converting files on demand requires scanning, indexing and synchronization to ensure that the paper is disposed of in accordance with document retention rules and that the digitized file accommodates the proper active retention policy.

Solution

To help businesses solve their physical records management issues, enChoice has developed KwikWork® for PR. The solution leverages a bar-coding system that places a universally unique Post-It™ note — containing the bar code — on each document, folder or box of physical records. KwikTag for PR links file descriptors, file location information and other metadata with the physical record and automatically creates a “proxy” electronic document that is



stored within the electronic document repository. This proxy document contains the bar code and the metadata along with a visual display of this document titled "PHYSICAL RECORD," to signify that the actual document is in paper format.



Once the physical document is linked to the digital record, IBM FileNet Records Manager manages the life cycle of the document and enChoice's KwikWork for PR user interface enables an automated charge-out/charge-in procedure for each paper file through kiosk access and using digital signature authentication. In addition, KwikWork for PR supports automated paper requests via templates and applies a business process management (BPM) procedure that prompts the file clerk for retrieval of the file.

With KwikWork for PR, physical records designated for "conversion on demand" can simply be dropped into any office capture device, where the bar-code is interpreted and the existing metadata values are automatically applied, eliminating the need for indexing. Captured documents then replace previously created proxy documents in the electronic repository.

Value Proposition

KwikWork for PR is a simple and cost-effective solution for linking physical documents to the digital world, eliminating the requirement to perform paper-to-file conversion. Once the paper file has been registered and connected to IBM FileNet Records Manager, "convert on demand" scenarios are initiated, saving time and resources. Additionally, tremendous cost savings can be attributed to file request automation, charge-out/charge-in of files procedures and overall paper management. Organizations can also achieve improved records management through the use of a single data repository, to better adhere to compliance and regulatory requirements and reduce potential litigation costs.

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 Software 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.

For more information, please contact:

*Wally Bitaut
+1 888 82-IMAGE x145
wbitaut@enchoice.com*

© Copyright IBM Corporation 2009

IBM
3565 Harbor Boulevard
Costa Mesa, CA 92626-1420
USA

Printed in the USA

08-09

All Rights Reserved.

FileNet, IBM and the IBM logo are trademarks of IBM Corporation in the United States, other countries or both. All other company or product names are registered trademarks or trademarks of their respective companies.

For more information, visit
ibm.com/software/ecm

LEARN MORE!

View a 6-minute Webinar
of this solution:
www.ibm.com/software/ecm/partner/enchoice