Asseco Business Correspondence
Content Services Platform

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Pools of information fuel customer-oriented business, but overflows of unmanaged data strain the business processes, causing lack of efficiency. Expenses may rise, and compliance becomes questioned, threatening any organization's success.

Large amounts of data from various channels, in digital and physical formats, challenge processing and storage. Scattered data in multiple files and locations make searches and updates unreliable. The way the content is handled becomes critical.

A decision to invest in content services platform means to take back control over the strategic business processes.

In the new approach, organizations are aware that the content is the key to efficient business processes, and thus use Content Services Platforms (CSPs). Focusing on services, new content management solutions share the agility and future-proof flexibility of service-oriented architecture. When users and teams in the enterprise, or partners and contractors can collaborate and create, share, and transform stored content, it becomes effective. This is the mission of a holistic, secure, content-focused services platform.

Which industries are most challenged to manage content? Effectively handling the growing content for customer-centered services, and optimizing the business processes are beneficial to all industries. In addition, compliance to legislation or regulations in sectors such as public and government, financial, healthcare and other makes content management critical. The legislation also encourages digitalization of the office administration and archives.

Asseco Business Correspondence (ABC): The Solution

ABC is a Content Services Platform (CSP) that helps organizations empower the content and improve processes management, through content services approach.

> Supporting business flexibility, ABC suite is vendor-neutral and fit for deep integration with adjacent business-centric applications. Service-oriented architecture shapes up the ABC as enterprise-grade, scalable software solution for content services. It is employed on-premises or in cloud.
>
> Distinctive security services and data insight support business continuity, while data integrity in its own repository simplifies the reliable processes. Regulations and structural hierarchy can be applied. The solution relies on the leading standards and open protocols.

ABC is built for both storing content and preserving archived information. ABC supports identity and roles management, granular content access and visibility, and actions history for deep dive audit, featuring:
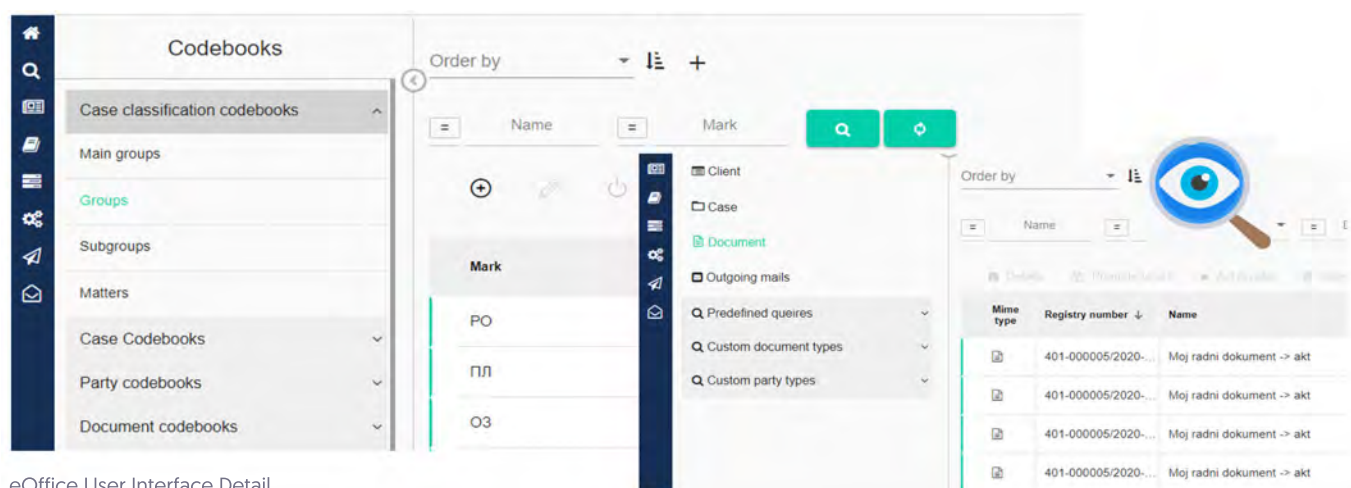- Rich out-of-the-box configuration and customizations
- Built-in Business Process Management (BPM) engine
- Adaptable in configuration to any type of business process
- Full range of integrations through the powerful RESTful services
- Modularity based on micro-services architecture
- Rapid deployment thanks to container-based design and integration
- Securely stores the data and protects it from unauthorized access
- Powerful searches and data insight
- Multi-tenancy support
- Simple, easy to use, and responsive user interface
- Multi-languages support

Asseco Business Correspondence Suite

The ABC expands the reach of traditional document management systems, evolving to content services and processes management solution, enabling fully paperless business. Integration with business centric applications provides full content lifecycle. ABC software suite offers a powerful platform with ABC eOffice, ABC eArchive and ABC WebScan applications. The platform is upgradable for future modules and feature sets.

ABC eOffice

ABC eOffice application is a fully digital case management solution. It helps to optimize, re-design and automate structured or ad-hoc business processes, such as work procedures, decision making, opinions gathering, or approvals.

eOffice User Interface Detail

The case management feature streamlines case registration, tracking and reporting, and consolidates the information into a central repository, keeping an up-to-date source that can describe on-going cases.

Key features:

Case registration:
- Registering new cases via form or digital channel
- Case submission through integration with other systems
- Embedded scanning of the documents
- Data indexing and case classification
- Assignment of cases to responsible department and personnel

Case management:
- Collaboration on cases
- Tasks assignment
- Request approvals
- Set and track deadlines
- Attach documents to cases
- Create documents from templates and documents versioning

- Digital signing and timestamping of documents
- Linking of related cases
- Review case actions history

Search and reporting:
- Advanced search
- Standardized reports
- Dashboard

Access and control:
- Role-based access
- Department-based access
- Individual users-based access
- Audit

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ABC eArchive

ABC eArchive application is a state of the art digital archiving solution. Daily business creates two types of documents that require archiving. The traditional – paper ones, and originally digital documents.

Paper archive is costly, rigid and labor intensive. On the other hand originally digital content also needs to be archived properly.

ABC eArchive supports a new paradigm of archiving, providing highest level of control over the archived content for both origins. ABC eArchive guarantees for no option of deletion or change to the content during the retention period.

Regain control over archived data from business and compliance perspectives with a single solution

The ABC eArchive application provides reliable universal archiving of digitalized or natively electronic documents, images, web pages, emails, and more, as well as tracking of documents in a physical archive. The eArchive can be implemented as a stand-alone or integrated application with other ABC applications, and fits small sized companies to enterprises.

Key features:

- Indexing of natively digital documents and physical documents
- Digital signing and timestamping of documents
- Advanced search capabilities throughout the archive
- Configurable retention period and security policies of documents
- Approvals for time-limited, read-only or read-and-download access to document
- Selective purging after retention period expiry
- Integration within dedicated archiving storage platforms or cloud storage over S3 protocol
- REST API interface for integration with external systems

ABC WebScan

ABC WebScan application is a modern web-based scanning application, that features processing of documents with rich options to manipulate and enhance the scanned document. The ABC WebScan can be implemented within the ABC, integrated to third-party solutions, or as a stand-alone web application.

Key features:

- Massive scanning or import of previously scanned documents
- Support for various digitalized document formats (PDF, PDF/A, JPG, TIFF)
- Rich options for scanned documents manipulation and enhancement
- Automatic or manual separation of documents
- Barcode based documents processing
- Adding information related to scanned documents (indexing)
- Reports, audit, logging, and statistics
- Support for any TWAIN-based scanners
- Multi-language support

ABC Platform Infrastructure technology stack

Containerization platforms: Kubernetes, OpenShift

DBMS: MS SQL, Oracle database, PostgreSQL

Content repository platform: CMIS protocol-based solutions (e.g. OpenText Documentum, Alfresco CE/EE), S3 protocol-based storage (dedicated devices or cloud storage), Oracle WCC, Hitachi Content Platform HCP®

Public cloud platforms: Compatible with MS Azure, AWS, Google

We support our clients' success through consulting, software development, delivery of complete solutions, configuration, implementation, integration, training, after-sales services, audits and upgrades.

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