

Managing business correspondence

Genis® e-Office software solution



Up-to date solution for managing received and sent mail expands the use of information in operation and increases productivity.

Advantages of e-Office solution

Standard arrangement regarding the type of the documentation

Electronic communication instead of paper one

Uniformed access and perfect clearness of the business content

Security of information and electronic archive of documentary material

Assigning matters to be solved by defining terms and people responsible

Overview of matter solving according to different measures

Overview of documents and including new ones into the matters.

Managing business communication and content is necessary for increasing productivity and quality of operation. Introduction of e-Office information solution for combining business correspondence represents the start of paperless operation and gradual automation of business processes.

e-Office informational solution does not only enable better control of input and output mail but also improves communication and information flow in the entire company.

It contributes to operation improvement on the following ways:

Simple electronic capture of received mail means optimization of the operation already at the input of tasks and information into business processes.

Fast digital correspondence transmission to employees in charge even if they are at a remote location.

Automation of operation through automatic filing of received documents into work flows and simultaneous informing of employees about the received documents regarding their roles in the processes – according to business rules and strategies.

Transparent responsibility distribution:

e-Office enables the organization to establish fundamental matter solving record based on collected documents. Matters, including the corresponding documentation, are collected in electronic matter folder. e-Office enables simple tasks assigning to employees according to their role in the business process which speeds up the work and ensures confidentiality of the information.

Employees have the information always at hand, when they need them for work, and at the same time they are always up to date about relevant business events. Fast information flow additionally increases productivity in business groups or companies with dislocated units.

Cheaper operation: e-Office decreases extent of external and internal paper mail, telephone conversations and fax messages; be it at operation with business partners or dislocated units and connected companies. Needs for photocopying, printing and courier services also reduce.

Unification and optimization of information infrastructure: team work with document spaces decreases the extent of e-mail and unified document system reduces demands for data capacity and increases exploitation of information resources investments.

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Capabilities of e-Office solution

- Managing business documents
- Scanning of paper documents
- Standard classification of received, sent and internal mail
- Controlled circulation of information across the company
- Managing electronic folders of matters with all the related documents
- Overview of user activities
- Assigning matters to responsible coworkers and monitoring their solving process
- Systemic authentication of users
- Managing user rights and privileges
- Confidentiality and security of the data
- Clearness and quick access to original documents
- Audit traceability with notes of all changes and accesses to individual documents
- Electronic signature
- Built-in capabilities for documents and information distribution (e-mail, SMS, instant messaging)
- Electronic documents archives

Reducing risks

e-Office solution introduces legally conformed digitalization of paper documents and electronic archives. Legal validity of the digitalized documentation is enabled by perfect audit traceability and clear input and output mail log keeping. Constantly accessible information units and documentation reduce chances for business loss occurrence due to opposite agreements or vital information loss and improve decision taking. Organized and standardized way of operation and business processes control and work assignments contribute to successful implementation of ISO standards of business excellence.

Harmonized administration

e-Office accelerates received and sent mail and internal documents handling. The solution significantly cuts time from the receiving of the mail to receiving of the information at the workplace. It enables fast information input and automated commence of individual activities within business processes based on built-in rules and procedures.

e-Office enables efficient capture and collecting of documents in electronic folders with work orders which accelerate and simplify browsing of documents and their control.

Standardization of operation

e-Office solution is accordant with ISO standards thus helping to accelerate the implementation of mentioned standards into the organization. Greater clearness and efficiency of work is enabled by preparing the documents in the form of standard forms. e-Office solution can be swiftly adjusted to specifics of certain operations, mostly in legally settled business environments. Documents can be included in other Genis information solutions folders, such as e-Office, which brings the highest level of business processes automation.

Confidentiality of the information

Access to individual documents is protected by security scheme with defined browsing and signing privileges. History of changes can be written under

the document, so it is audit traceable. And legal validity is ensured by electronic signing.

Optimization of work in dispatch centre

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the size and organizational structure of the company. As a contemporary solution for managing the business correspondence it upgrades the system for input and managing of communication information with capable system for documentation management. It enables the employees of the dispatch centre to work efficiently and it enables department offices quick access to data and information related to their assignments.

Authorized users, usually working in the dispatch centre, take care of the documents input. e-Office supports integral business documentation capture, from received mail to e-mail and fax messages. All paper documentation is first digitalized by the users with optical scanners and than detailed record data is entered. Digitalized document can be permanently saved in the electronic archive e-Archivist after the input of the meta-data.

e-Office supports recording of received, sent and internal documents according to standard procedures and forms, depending on the content and the type of the document. Classification of matters in need of keeping records of is determined internally. At installation the procedures can be adjusted to existing business rules or procedures or standard classification, meaning best practice, can be used. Thus it is possible to precisely control what will happen to a certain type of documents and who will be using it. With that e-Office enables automated documentation arrangement



into individual work procedures and business processes. External and internal documents in electronic folder are recorded chronologically thus overview on the history of communication is ensured. Received and sent mail log is being generated automatically upon regular input of business communication which enables the employees to have an overview of the document's circulation. This means the authorized can see the entire chain of documentation and events related to certain matter or project.

e-Office presents integral workplace to employees. Employees perform their activities on electronic folders and meta-data, while copies of original digital document are at their disposal in the archive. All accesses and changes are tracked with the original document, thus enabling the total audit traceability of all versions in uses of the

documents.

Communicational means, such as e-mail or instant messaging system, take care of informing of new business events and activate reminders for execution of tasks in due time. Users or receivers of documents in business processes can be assigned deputies who perform tasks in the case of their absence.

Technology

Genis' innovative solutions for e-business run on the IBM Lotus platform. All databases, email and control of document processing are maintained by the IBM Lotus-Domino server. IBM Lotus Notes combines comprehensive abilities for handling documents and databases, e-mail and simultaneous messaging. Users get web-based access to all systems, except administration, using standard web browsing tools such as Internet Explorer.

More information

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System requirements

Genis' innovative solutions for e-business run on the IBM Lotus platform. All databases, email and control of document processing is maintained by the IBM Lotus-Domino server. IBM Lotus Notes combines comprehensive abilities for handling documents and databases, e-mail and concurrent messaging. Users can access all systems, with the exception of the administrator rights, on the web, using standard web browsing tools such as Internet Explorer. Most of Genis' solutions have been implemented on client systems based on IBM Lotus R6, with some clients having upgraded to IBM Lotus R7. At Genis we ensure the functionality of new versions of our programs, as well as complying with IBM Lotus technology developments; thereby reducing security and business risks for our clients. Genis continues to provide software and technical support for IBM Lotus R5.

Minimum system requirements for IBM Lotus Notes 7.0.2

Operating system: Microsoft Windows 2000 Professional, Microsoft Windows XP Professional and Microsoft Windows XP Tablet PC Edition 2005 or Red Hat Enterprise Linux 4, Update 3 and Novell SuSE Linux Desktop 10.

Support for Citrix: Citrix MetaFrame Presentation Server 3.0 and Citrix Presentation Server 4.0 on Windows 2003 Server Enterprise Edition with ICA user client.

Hardware requirements: Intel Pentium processor, RAM najmanj 128 MB RAM minimum, 256 MB or more preferred, minimum 275 MB free hard drive space, colour monitor.

System requirements for Domino Administrator Client and Domino Designer

Operating System: Microsoft Windows 2000 Professional and Microsoft Windows XP Professional or Red Hat Enterprise Linux 4, Update 3 and Novell SuSE Linux Desktop 10.

Hardware requirements: Intel Pentium processor, RAM 128 MB RAM minimum, 256 MB or more preferred, minimum 275 MB free hard drive space, colour monitor.

System requirements for Lotus Domino Server

Microsoft Windows Platform

Operating System: Microsoft Windows 2000 Server and Microsoft Windows 2000 Advanced Server, Microsoft Windows 2003 Server Standard Edition or Microsoft Windows 2003 Server Enterprise Edition.

Hardware requirements: Intel Pentium or equal capacity processor, 256 MB RAM minimum, 256 MB for Windows 2000 or 512 Mb RAM for Windows 2003, more preferred, disk: minimum 1.5 GB per partition, colour monitor.

IBM AIX Platform

Operating System: IBM AIX 5.2 in IBM AIX 5.3

Hardware requirements: PowerPC processor, RAM: minimum 512 MB per processor, disk: minimum 1.5 GB per partition, any standard monitor.

IBM i5/OS Platform

Operating system: IBM i5/OS V5R3 and V5R4

Hardware requirement: IBM iSeries server with PowerPC processor, RAM minimum 288 MB RAM per processor - 512 MB or more recommended, disk minimum 1.6 GB - 2 GB or more recommended, any standard monitor.

Linux

Operating system: Novell SuSE Linux Enterprise Server 8, Novell SuSE Linux Enterprise Server 9, Red Hat Enterprise Linux 4 (32- and 64-bit).

Hardware requirement: Intel Pentium or equal capacity processor, minimum 512 MB RAM per processor, disk 1.5 GB minimum, any standard monitor.

*For variations of Lotus Notes and other platforms the system requirement differ. Further information can be obtained on the following web pages: <http://www-306.ibm.com/software/lotus/>