

INSIGHTS AND BENEFITS OF ERP & ECM INTEROPERABILITY



Combine Questys Enterprise Content Management (ECM) with Enterprise Resource Planning (ERP) software to meet the needs of departments across your government.

This white paper is to help readers understand ECM today, business drivers and adoptions, the importance in achieving productivity, cost cutting and compliance.

We've broken it into four parts:



**Questys
ECMx**



**Why Records
Management
is Important**



**Integration
with third party
applications,
specifically ERPs**



**Common
use cases**

Communications, data, transactions, agreements, processes, interactions and compliance are changing and trending towards complexities not seen before. We experience on premise, cloud, mobile and social interactions and for this organizations are rethinking their data and records management challenges, especially when it comes to managing the complete lifecycle of information.

Enterprise information is on our servers, virtual in the cloud and on mobile devices, and it's even being created outside traditional company walls on platforms like social media. With the rapid growth and movement of data, organizations struggle to manage the information lifecycle, from creation through retention to destruction, without either missing important data or erring on the side of over-retention.

> Questys ECMx

There are numerous factors driving businesses to adopt and expand Enterprise Content Management (ECM) solutions today, such as the need to increase efficiency, improve control of information, and reduce the overall cost of information management for department and the enterprise. Questys Enterprise Content Management applications (ECMx) streamline access to records through keyword and full-text search allowing employees to get to the information they need directly from their desktops in seconds rather than searching multiple applications or digging through paper records.

ECMx enhances record control to help businesses to comply with government and industry regulations such as HIPAA, Sarbanes-Oxley, PCI DSS, and the Federal Rules of Civil Procedure. Security functions including user-level, function-level and even record-specific security options protect your most sensitive data. In fact, even information contained on a specific document can be masked using redaction features, so the rest of the document can be shared without compromising individual identity or key data. Every action taken within the system is tracked and reportable for auditing purposes for a wide variety of regulations.

ECMx can reduce storage, paper and mailing needs, make employees more productive and efficient, and results in better, more informed decisions across the enterprise—all of which reduce the overhead costs of managing information. Questys Cloud services can convert expensive capital outlay for servers and network equipment into a monthly operating

expense, while also reducing the IT resources required to manage enterprise records.

ECMx takes into consideration the strategies, methods and tools used to capture, manage, store, preserve, and deliver content and documents related to organizational processes. Questys covers the management of information within the entire scope of an enterprise whether that information is in the form of a paper document, an electronic file, a database print stream, or even an email.

The Questys ECMx platform is the umbrella which enables document management, search, collaboration, records management, digital asset management (DAM), workflow management, capture and scanning all from one solution. ECMx is primarily aimed at managing the life-cycle of information from initial publication or creation all the way through archival and eventually disposal. Today it is also built for the data driven enterprise.

The new Questys ECMx platform is delivered in three ways: on premise software (installed on the organization's own network), Software as a Service (SaaS / in the cloud) (web access to information stored), or a hybrid solution composed of both on premise and SaaS components.

Enterprise Application Integration (EAI) and Service-Oriented Architecture (SOA) are playing an important role in the implementation and use of the Questys ECMx platform.

As Questys products have evolved, new components have and will continue to emerge. For example, as content is checked in and out, each use generates new metadata about the content, to some extent automatically; information about how and when the content was used can allow the system to gradually acquire new filtering, routing and search pathways, corporate taxonomies and semantic networks, and retention-rule decisions. Email and instant messaging are increasingly employed in decision-making processes; ECMx can provide access to data about these communications, which can be used in business decisions.

Solutions can provide intranet services to employees (B2E), and can also include enterprise portals for Business-to-Business (B2B), Business-to-Government (B2G), Government-to-Business (G2B), or other business relationships.

The Questys ECMx platform has five key core components and technologies (capture, manage, store, preserve, and deliver) and will continue to improve to make **People More Productive**.



Offering enterprise-class functionality including Document Imaging, Document Management, Microsoft Integration, Email Management, Computer Output, Record and Report Management, and Advanced Content Lifecycles (Retention) in an innovative suite, Questys ECMx is different in that it is comprehensive, integrated and different from other pieced together ECM solutions.

Questys ECMx is an advanced software solution that overcomes the challenges organizations face in storing, securing, protecting, and sharing critical business content and compliant information. Built specifically for the Microsoft environment on .NET 4.x, Questys ECMx leverages technology and standards such as XML, SOA/Web Services and Microsoft Office 2007/2010. Questys ECMx substantially enhances the user experience and organization of content resources, so you can manage all types of business information regardless of changes to your processes and business operations.

> Why is Records Management Important

Is the records manager in control of the data and records?

Records managers need to take a step back and ask two seemingly simple questions:

1**What is a record?****2****Where are these records stored?**

Pieces of a record are being created dynamically, by various programs. They can come from an email, or a text or a database, third party application update as part of a work process. Cities today are using enterprise content management (ECM) systems to help insure a semblance “Trust” by using centralized management.

A strong ECM system can ensure that your departments and enterprise are complying with privacy and accountability requirements, as well as other measures that are specific to government offices. ECM guarantees that access to records is restricted to all but authorized users. Audit trails can be established so that you have an indisputable record that demonstrates which files were accessed and who accessed them. Record retention and destruction schedules can be configured electronically in compliance with the timeframes for which they are mandated.

To make your operations even more efficient, older records—those that are no longer in the active stage of the document lifecycle—can be automatically migrated to a less-expensive storage medium. Older records will still be electronically accessible when they are needed; at the same time, migration will ensure faster retrieval for records that are still current. An ECM system lets you specify when to move specific files, when to purge files, and how many files to move at any given time.

> Categorization

One of the functions most important to records management is categorization, or the grouping of similarly purposed documents into predefined "buckets" to facilitate their control and disposition.

Accuracy and consistency are available to help achieve these goals:



Easy indexing

Efficient search has become core to the records management function. This feature facilitates the proper and consistent tagging of records, which is key to effective records search and retrieval.



Auto-classification

Solid records management puts documents into categories automatically. This feature expedites the identification of incoming documents as specific record types.



Metadata management

As business changes, metadata may need to reflect new categories or other descriptors. This feature enables instant updating and migration of records descriptors and categories in case a merger, acquisition or other business change requires it.

> Management

Here is where the rubber meets the road; where policies and procedures meet the road of compliance and accountability.

Organizations need core features at a minimum:



Policy creation, revision and versioning

Companies need to adopt rules regarding their records; this capability lies at the heart of governance. These procedures outline how records are governed. Critical specific capabilities include the ability to place records on legal hold and to respond to e- discovery directives.



Retention/disposal schedule development

These features are critical to storing the right amount of data for the right amount of time. Such schedules codify the lifecycle milestones of hard-copy records and documents and those that are electronic, including multimedia files (e.g., call center recordings) and social media postings (Tweets, blogs, texts, etc.). All formats (doc, PDF, MP3, AVI, etc.) should be addressed, and adoption of an industry or corporate standard (say, PDF/A) may be desirable.



Tracking and auditing

Another key feature of records management is about tracking documents' status as well as those who interact with them. Tracking and auditing features keep tabs on specific records, who touched them, when and why. Part business intelligence and part workflow, the objective here is to be able to reconstruct the activities that affect any record or record set.



Archiving, disaster recovery, backup and restoration

Making copies of records on a regular basis in case something happens to the originals is a smart and well-established practice. But many organizations surprisingly still overlook the need to ensure that these backups are stored in a secure off-site facility so business can resume quickly should a natural disaster - or a misfiring automatic sprinkler system - destroy the primary repository.

> Implementation

Implementation may be considered the "muscle" of records management; with it, the system enforces the policies and procedures in effect.

Here are the must-have features for this category:



Security and access control

One cannot underestimate the importance of security provisions for records. These records management software features protect the integrity of records and their associated metrics and metadata.



Interoperability

Increasingly, records management needs to work with other corporate content repositories, such as Enterprise Resource Planning (ERP), Customer Relationship Management (CRM) and Human Resources (HR) systems.



Usability

Finally, a common hurdle to effective records management is poor usability. This feature ensures that the system is straightforward to use and navigate by administrators and users alike. Otherwise, people will work around rather than through the system.

Best practice is to incorporate the features outlined above into your chosen records management as part of your ECM solution and sooner rather than later. The good news is that many of these features are likely already in place as part of your organization's other IT stacks. If they're not, or if they haven't yet reached the records group, be sure to put them on your list for 2014.

> Integration with Third Party Applications, specifically ERPs

Cities today are using ECM to drive revenue generation and protection, provide better constituent service, and compliance ensuring activities. Using ECM to create flexibility by automating and sharing content is part of a content driven process strategy and is a best practice in local government. In addition to automating and sharing, control is critical and that is where governance and security come in.

Integration of ECM into the line of business, extends functionality, this is an example of whole is better than the sum of the parts. Integrating ECM into other systems creates greater value.

1

Content and process go hand and hand

2

ECM brings all the tools together, Document Management, Record Management (critical), Workflow and Interoperability

3

Flexibility (automation) and Control (security, governance and compliance)

Enterprise Resource Planning (ERP) and Enterprise Content Management (ECM) systems integrate internal and external management of information across an entire organization facilitating information flow between all internal business functions.

Pair your ERP with Questys ECMx to maximize your investment. ERPs move governments forward by managing data in diverse processes. The system manages everything from accounting and procurement to grant management and HR. You can extend your investment in the system by giving users access to transaction documents as well as data. Questys captures and manages related documents and makes it available to users right from the ERP transaction screens. You can even auto-index documents with ERP data and automatically attach them to ERP screens.

Get a bigger return on investment (ROI) from your ERP by pairing it with Questys ECMx. Documents are routed between systems automatically so you don't need to invest in custom coding or additional ERP licenses to get a bigger return.



Watch productivity rise by integrating Questys ECMx with your ERP system; the documents that support your ERP transactions are right there, right when you need them. Instead of searching through folders, flipping between applications or asking a co-worker, staff has instant access to documents to get their job done.

Questys acts as a central repository, intelligently linking the documents and data within Questys to the transactions and activities in other applications.

> Benefits include



Eliminate switching between screens to find the right information

Your users gain instant access to related content stored in Questys without leaving their business application.



Ease the transitions to the new software

Because your users can access Questys content directly from their other applications, Questys becomes a natural part of their chosen application.



Reduces manual data entry

Questys can instantly update your business applications as soon as it receives information, and in turn, your other applications can update the information stored in Questys.

> Integrate without custom code

Questys Connect, an easy-to-use integration tool, provides a seamless application level integration with your business applications, with literally just a few mouse-clicks. Instead of weeks or months, most customers complete integrations in a matter of hours. And because there is no custom coding needed, you can upgrade your other business applications without worrying how it will affect Questys.

Don't let the simplicity fool you. Questys Connect is about more than just accessing documents. Using information on the application's screen, Questys can automatically fill out E-forms, launch workflows, print barcode cover-sheets for scan jobs, dynamically compose documents (such as offer letters and policies) and more.

One long-time customer integrated Questys with 12 different applications in just a few days!

> Software Development Kits (SDK)

Every organization is different, and unique business problems often require unique solutions. What if you could completely customize your solution to make it exactly what your users need? Unique problems, unique solutions – through the Questys SDKs.

Questys SDKs give you that flexibility. Your programmers are provided with access points to create custom applications and integrations with Questys documents and automated processes. Because programming interfaces are provided for industry standard languages – Web Services, .Net, COM, Java – your developers won't have to struggle learning yet another proprietary platform.

> Web Services

Do you need to provide real-time information to customers, business partners, and systems outside of your organization? Do you need to provide your remote offices with system information?

Documents and automated process information can be delivered through internet-based connections using Questys Web Services. Questys also has the ability to call web services to obtain data from external systems. The result: two-way, real-time integrations between systems – ensuring that current, complete, and accurate information exists in both systems.

> Common Use Cases

Accelerate Accounts Payable (AP) department approvals and payment cycles

Paper documents, such as invoices, packing slips and POs, are captured electronically as soon as they arrive – whether by mail, fax, transfer, email, etc. – so they are immediately available for automated processing. Then, Questys automatically routes documents through approvals, accelerating the payment process while informing organizations where all of their payments are at any given time. Electronic documents stay tied to your system, leveraging your ERP investment. Users simply click and all related documents open up.



**Increases visibility
into your payments**



**Reduces cost
per invoice**



**Eliminates late
payment penalties**

Streamline Procedures in Accounts Receivable (AR)

With Questys, AR departments store all documents in a single electronic repository that can be linked directly to ERP screens. Employees instantly access needed documents without leaving their familiar environment.

Automated workflows also speed approval processes, shrink collection time and reduce days sales outstanding (DSO). Audit trails, instant reporting and executive dashboards provide additional real-time insight into processes so organizations have a better handle on cash flow and reduce the risk of misapplied cash.



Improves DSO and accelerates cash flow



Reduces risk of misapplied cash



Enhances customer service and resolves disputes faster



Identifies and records discounts and deductions

Planning Departments

Integration for Accela, SunGard, Tyler and other third party applications. Clients provide instant, secure access to drawings and documents for developers, engineers, inspectors, project managers and more, allowing them to complete projects on time or ahead of schedule.

A fundamental role of government is to track work orders and manage the maintenance of sidewalks, parks, roads and other property. By integrating with Cityworks applications, clients associate work orders and service requests to related content stored in Questys. This allows Cityworks users to access work orders and supporting documentation directly from the maps they work with every day, helping them complete projects, faster.

By integrating Questys with third party applications, public works departments:



Provide users with instant access to information when it's needed



Connect related systems and processes, eliminating paper and manual processing



Increase document security and automatically manage retention

Take Control of your Contracts

With Questys, all contracts are stored in a single, central database, reducing time spent hunting down paper documents and managing the lifecycle. Do you have hidden liabilities because you are not using ECM record management capabilities?

Since security is vital to contract management, Questys allows restricted document access to only those who need it. Specific groups or individuals can also have different levels of access.

After contracts are finalized, Questys automatically routes them for approval. Once the final review is complete, the approver digitally signs it to execute the document.

Questys automatically retains contracts for a specified amount of time and purges contracts or contract types when designated. Without the using the lifecycle management capabilities, cities can be sitting on millions in liabilities, should they there be legal action taken against the city.

- ✓ **Centralizes storage with secure, permission-based access and edit rights**
- ✓ **Schedules alerts for document review, renewal and deletion**
- ✓ **Shortens lengthy audits by automatically tracking all document modifications**
- ✓ **Promotes efficient collaboration with automated approval processes**

Boost Performance in Human Resources (HR)

From recruiting and on-boarding to payroll, pension, retirement, credentials and records management, Questys manages documents and processes so HR can focus on the people – not the paper. With secure electronic employee folders, HR stores all of an employee's information in one place. Improving compliance, staff identifies missing documents at a glance and retains documents for the proper period of time. Questys also integrates with your HR systems so you get the most out of your existing software.

- ✓ **Lets you hire the best candidates faster than competitors**
- ✓ **Meets diverse compliance standards with ease**
- ✓ **Ensures accurate payroll processes while integrating with HR systems**

Increase Efficiency throughout the Financial Close Process

By focusing on the closing process's human side, the Questys Accelerated Financial Report Management (AFRM) solution helps you streamline your financial close process from start to finish. Questys replaces manual entry and tracking by capturing close documents and assigning employee activities for each month, quarter or annual reporting cycle.

Questys delivers real-time management of close processes, adapting to a company's unique reporting and closing activities. With a dashboard of the entire process, managers know exactly where processes are at any given time. You have a clear view of how all tasks fit together and can make continuous improvements to the close process.

- ✔ **Reduces errors and post-close adjustments**
- ✔ **Provides visibility and control with the management dashboard**
- ✔ **Supports continuous improvement through an adaptable framework**
- ✔ **Processes and validates documentation for training, auditing and Sarbanes-Oxley compliance**

> Summary

Combining Questys with ERPs like SunGard, Tyler, PeopleSoft, SAP or Lawson meets the needs of departments across your government. Supplement business processes and data with Relevant documents to leverage existing systems and protect your organization's knowledge.



Access data, transactions and supporting documents in a single view



Improve decision making and process transparency



Increase self-service for employees and constituents

With Questys integration SDK, you get more value out of your existing IT investment. You also make it easier for planning teams to access documents and find answers so projects run faster and more efficiently.