

ApiaDocumentum, based on BPMS technology

ApiaDocumentum is a solution though to manage expedients, documents and work flows, supported electronically, with the aim of eliminating the paper support, improving the quality of the service and achieving the transparency and democratization of the information.



ApiaDocumentum allows:

- Supporting the complete life cycle of the documents and their associated flows.
- Integrating new processes and types of documents, where the user can define his own work flows for each documentary form without requiring programming.
- Integrating to any organization and communicating with other systems through the utilization of standards and an architecture directed to services (SOA).
- Facilitating the communication with the different areas inside the organization.
- Incorporating the use of digital signature in each stage of the process allowing the authentication of users and validity of the performances.
- Making queries, starting requests and carrying out performances in a web environment by users external and internal to the organization.

Documents, folders, documentary forms, expedients or procedures are tools of wide use in the public administration. The great flexibility of ApiaDocumentum allows implementing in a few weeks the technology in organizations and divisions of the public administration of all sizes and nature, either in institutions with high levels of digitalization or in those which still handle their expedients in paper. One of the main strengths of this tool is that it is set up on the Apia BPMS, which places it in an unsurpassable position of leadership in relation to its competitors. Apia's facilities are the ones which make the electronic expedient extensible to sophisticated processes of fixed route parameterizable by the user and including documentary management. This allows starting an implementation with the basic characteristics of the system to take the processes to the next level of maturity later in the process of continuous improvement. The tool is designed so that different actors of the environment (operational, administrators, auditors, managers, citizens, representatives) can collaborate in the same process.

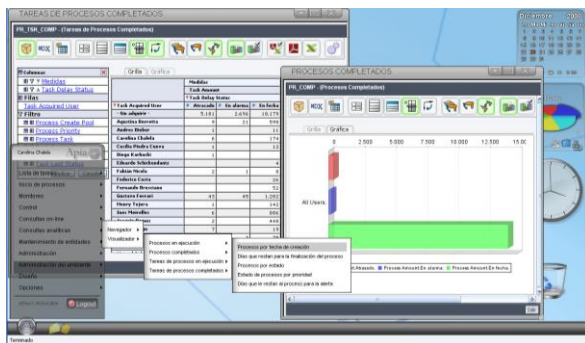
WORK ENVIRONMENT A safe, friendly, intuitive customizable and integrated work environment, 100% web, with an options' menu which depends on the profile of the connected user, suggests a set of work trays completely dynamic of the different offices and staff of the organization. In the in-tray the expedients are taken and their priority, confidentiality, type, subject, number of expedient, office, sender user, sent date, starter area are indicated as well as if they were opened or not. In the out-tray there are the expedients that the user completed and weren't taken by the addressee. There are other trays such as the Group out-tray where there are the expedients which were sent by people who belong to the same groups (sectors, work groups, distribution nodes or offices).

Users can take and work on their documents by making use of a text editor of his own or attaching other documents and images. They can complete them, save the advance, release, delegate or submit them according to the organizational structure. The incorporation of the use of digital signature in each stage of the process assures the authentication of users, providing integrity and validity of the performances. It is also possible to change the priority and confidentiality to the expedients depending on the degree of hierarchy of the person who is working.

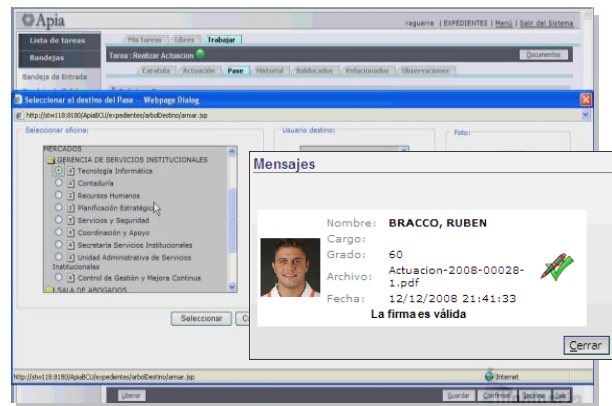
MONITORING, ANALYSIS AND OPTIMIZATION ApiaDocumentum provides a set of queries about preestablished management and audit information such as current situation of a document (location, state, user who is acting, etc.), case and route. Besides, it allows consulting all the actions carried out by a user and the data involved, the actions carried out on a specific document, made queries (which query, who and when did he make it). The results of these queries can be exported to different formats such as xls, pdf, csv, rtf, xml.

The tool has a totally configurable queries' generator which includes filters, columns and actions with the resulting rows always having into account confidentiality of information. The queries' results can be visualized in grids or in graphics.

ApiaDocumentum has analytic models which contain the information of processes and documents. These models are supported in "Business intelligence" technologies and offer cubes and views which contain measures (amounts, terms and averages) and dimensions (processes, tasks, work groups, users, start and end dates, priority) totally configurable by the user. These summaries reflect behaviour and statistics' patterns necessary for a correct decision-taking on the part of managers.



DESIGN ApiaDocumentum has a highly parameterizable module with tools for processes' design, documentary forms of any type and forms, allowing an appropriate management of roles, work groups and organizational structure. The tool allows configuring queries and reports (on-line and off-line) using data handled by processes and by external applications. Furthermore, it has the capacity of automatically generating the documentation which contains the graphics of defined processes and forms, and information about the processes, tasks and business rules.



OTHER FUNCTIONALITIES

- Validation of signatures of forms and documents to check the integrity of the existing information.
- Relation of documents of different forms. For the case of the Joining together of expedients there is a "main" expedient which is the referent and those related to it travel together with it.
- Mode "Out of office" which allows the user to declare himself as absent and decide what to do with the expedients that he has in his in-tray.
- Incorporation of digitalized reports with the aim of eliminating the paper support.
- Configuration of alerts, notifications and delegations.
- Distribution of specific tasks to work groups or people.
- Marking expedients to facilitate their monitoring.
- Use of short message system for communication between people and groups, which include corporative facilities and provide monitoring capacities.
- Generating dynamic of new trays and customization of the existing ones.
- Automatic integration to the organizational structure defined by HHRR.

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