



docuTRAK



docuTRAK is designed to provide comprehensive Document and Human centric Correspondence and Case Management functionality to facilitate the execution of correspondence and e-Service processes. docuTRAK is designed to enable organizations to publish and monitor staff awareness with their internal policies and procedures.

docuTRAK will keep records of valuable document assets in a secure Registry.

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Solution Overview

October 2020





What is docuTRAK

docuTRAK is an out-of-the-box Enterprise Web-based Documents' Centric Correspondence and Case Management Solution which is scalable to serve thousands of users. docuTRAK is a bilingual (Arabic & English) solution that features:

- Management in real-time of the complete life-cycle of document registration, distribution, processing and tracking
- Application of organizational structure rules on the collaboration of staff at all levels while maintaining absolute integrity, security and accountability
- Visibility for managers and supervisors within the organization through comprehensive monitoring tools on status of workflow cases and their history
- Creation, distribution, and monitoring of internal policies and procedures with the ability to monitor staff acknowledgment of the distributed information

Correspondence Registration

RECORDS module provides out-of-the-box records registration functionalities to register and manage the life cycle of document records registration. It enables record registration by any authorized user within the organization utilizing automatically generated & configurable reference code schema managed by the central records office. The RECORDS module supports the creation of several Registry Centers within the same organization.

Incoming/Outgoing Records

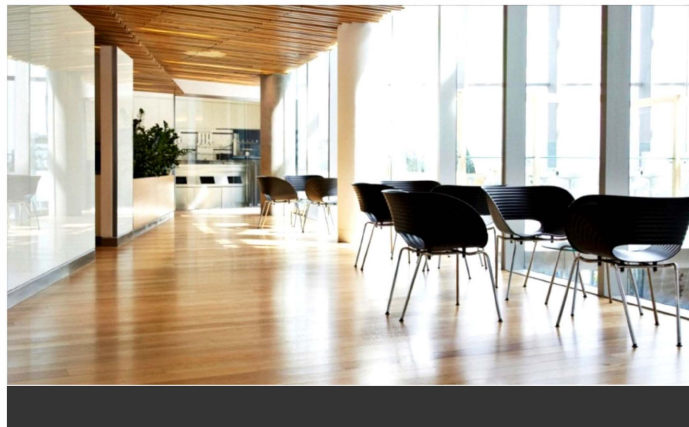
- Filling in correspondence metadata and generating a registration Code
- Printing the document with a pre-designed Stamp or Bar Code
- Scanning the Printed Document
- Submitting the Record as "Registered"
- Sending the record into a Workflow case

Correspondence Routing

Comprehensive Ad-hoc **WORKFLOW** functionalities to manage the unstructured nature of the document centric correspondence processes and track the process throughout its life cycle with a secure and tamper free history journal.

Workflow Cases

- Initiate, Route, Assign, and Consult actions based on non-structured workflow. A case can be initiated based on a registered record, a previous workflow case, or just as an internal memo
- Track case status with a detailed tamper-free history log for every step and executed action
- Supervisors can access their sub-ordinates inboxes and perform actions on cases or assign cases to other subordinates
- Form Committees and maintain confidentiality of workflow exchange among committee members
- Escalation capabilities on workflow tasks to ensure work is delivered on time



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Solution Benefits

- Management Visibility and History Tracking
- Interactive Dashboard gives at a glance a wholistic view on all outstanding tasks
- Connect all users regardless of location through organization-wide collaboration
- Maintain High Quality of Service for both Internal Users and External Clients
- Internal Audit Enhancement through accountability on actions
- Maintain Organizational KPI's through large variety of Reporting and Monitoring views
- Secure Mobile access keeps staff as well as external clients active by taking actions on cases and digitally signing documents while on-the-go
- Ensure higher awareness and reduced business risks through automated publication of all organizational policies and procedures
- Provide External Clients with the facility to engage with the organization through an e-Service Portal with tracking on their cases

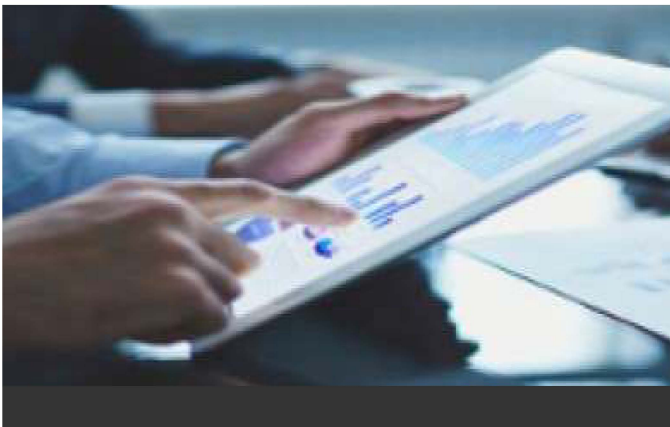
Document Broadcast

BROADCAST module enables automating the distribution of regulatory or general reference documents based on pre-defined distribution rules with the facility to set a Due Date and an Expiry Date for each broadcast. Users receive the relevant documents to their Job Position rather than to their user name.

- Keep track of all distributed documents tagged with Category, Due Date and Expiry Date
- Real-time monitoring capabilities for the broadcast initiator to track the status of distributed documents
- User Acknowledgment records are maintained
- Recipients are provided with personalized Document Library for future reference to acknowledged broadcasts
- Users can ask for Help to explain broadcast contents

External Users

External Users can register to actively engage with your organization to submit e-Service Requests through your organization's Portal. External Users can track the status of their requests and can also receive distributed documents through the Broadcast Module. docuTRAK Mobile App is also available for easier access by external users.



Mobile App

Secure Access and Electronic Signature

Once you use docuTRAK Mobile App you will never want to receive a paper document again

docuTRAK Mobile App interface provides an immensely intuitive approach for executives and general staff to receive, review and approve Workflow Cases on any **iOS or Android** Mobile device and inscribe their electronic signature on the document

- Download the App from Apple Store or Play Store, register with the organization and immediately start working Online on docuTRAK
- Reply to received workflow cases, and add your comments on the case
- Receive and view distributed documents and your own Broadcast Document Library
- View the attachments of any kind, starting from Office documents to PDF files
- Intelligently control where and how your signature will appear in the document
- Your Electronic Signature is secured through a secure PIN and the signed document is tamper-free through encryption

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