



Business Challenge

Organizations are facing **serious problems** when capturing documents, processing Workflows and Tracking correspondence **manually** specially by accessing the huge number of **correspondences**.

Managing manual correspondence is a very **slow process, unsecure, and inefficient**. Users may **lose track** of correspondences which results in **losing time, effort and money**. This will be subject to **human error**, valuable correspondence could be **lost or misplaced**, and the level of productivity and growth will be low, thus **reducing profitability**.

Correspondence Workspace System for Open Text (CWS)

Correspondence Workspace System by MGS is a unified, secured and integrated solution for managing physical or electronic correspondences. CWS is built on top of Open Text Content Server system and Automation Anywhere, the leaders in automation and robotic capture and processing.

CWS Role

CWS enables organizations to manage complex correspondences and large volume of content across the enterprise easily and smoothly, using robotic capture, machine learning, advanced content and collaboration system.

CWS delivers secured, centralized, personalized and interactive correspondences, as well as an automated processing and archiving at any stage of the correspondences lifecycle. CWS can capture, track, manage, monitor, index, save, and link various types of correspondences which can be accessed at any time. Correspondences information can be a collection of letters, mails, faxes, Internal, External, incoming, outgoing communications in addition to physical correspondence.

Product Features and Function

CWS has a simple, friendly, smart and customizable user interface with several languages, including Arabic and English. It uses Intelligent Robotic Capture - IRC system with robotic and machine learning tool to capture incoming correspondence documents and automatically classify and initiate a process. CWS runs on top of Open Text ECM and uses OpenText Connected Workspaces capabilities by aggregating content, data, people and tasks related to a common business project or task, as well as inviting participant to collaborate and manage correspondences based on set of rules and permissions. CWS uses the native features provided by content Server such as Smart View as Web Page, Browsing Folders, Workflow Maps, Workflow Forms, Search and edit Pre- built Templates, Categories and more... It integrates as well with third party application: Microsoft – Outlook, Office 365, SAP, Salesforce and others ... CWS also integrates with Right Fax, Electronic Signature, Documents, mails, and other applications.



Easy conversion with integrated imaging

With CWS, physical correspondences and faxes could be converted to electronic correspondences eliminating business errors such as losing physical documents...Users can receive correspondence either electronically via file or system integration or through scanning any paper correspondence directly to the system, capture and rearrange all the types of correspondences easily and conveniently, recognize content using OCR, and edit them with annotations, and seals.

Automatic Reference Generation

Each correspondence that is entered to the system and created will instantly get a reference number, can be searched, viewed, automatically classified, added to the correspondence folders and checked for current status.

Smart UI

Through the smart user interface, you can create, design your own workflow and decide the next assignee and due duration.

Accessibility and Relations

User can also track the lifecycle of a correspondence, attach and add/remove relations between correspondences. The relation allows to refer to an existing content or workflows during the execution of the assignment.

Powerful Enterprise Viewer

CWS has a powerful enterprise viewer, viewer can add electronic signature of your document easily, comment and respond to correspondence, as well as the features of social networking programs, including @ Mention. Also users can view all correspondences related to the current correspondence being linked with each other's.

Barcode Generation

User is capable to create a barcode to label documents, track them and seal the barcode on the scanned documents.

Flexible Reports

The interface shows correspondences and tasks through flexible reports with their updated status in a simple graphical and statistical way which help users to follow up easily on their assigned tasks.

Instant Notification

User is immediately notified of new tasks through his inbox. He can also configure the inbox refresh rate to control when new assignment will show in his interface.

Analytics tool

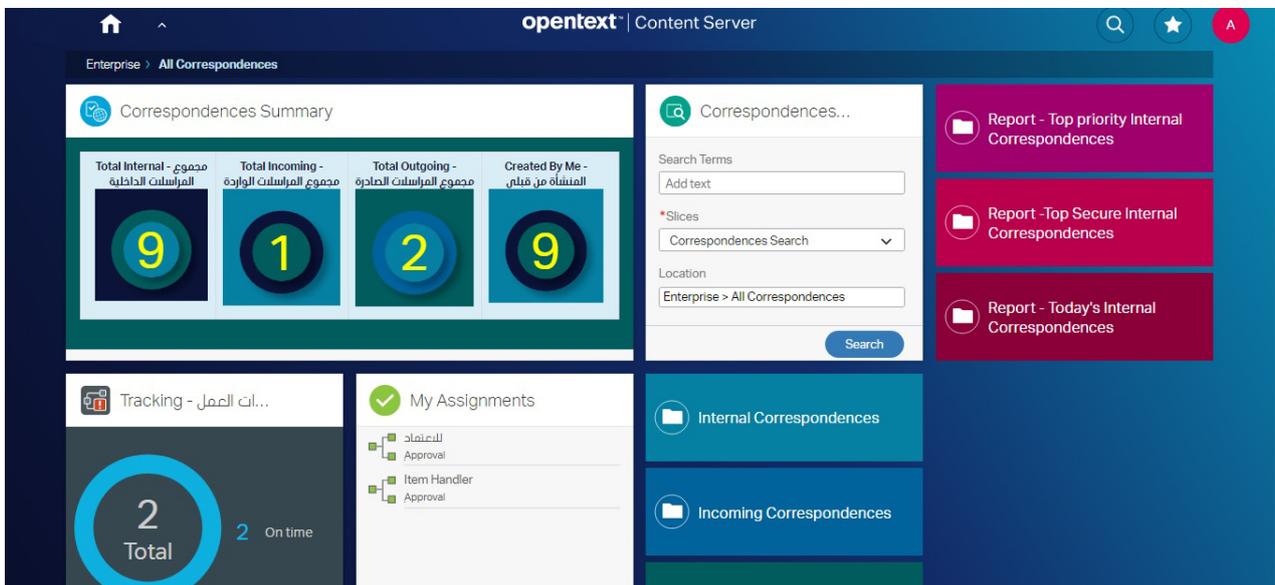
Key performance indicators provides facts about running and completed work, late and executing assignments to be able to compare results.

Powerful SE

With CWS powerful search engine, user can search for saved or archived correspondence.

Physical Content Circulation

Correspondence may include a physical package, you can track the movement of the correspondence and print delivery and receipt reports.



Cloud flexibility

CWS cloud flexibility allows you to work on a variety of browsers and devices. You can manage your business without the need to be in your office, and access it through phone, tablet or computer. CWS can be deployed on Premise, Cloud or Hybrid environment.

Customized Workflows

User can easily create and design his own workflows, he can decide the next assignees and due duration.

Cloud Control

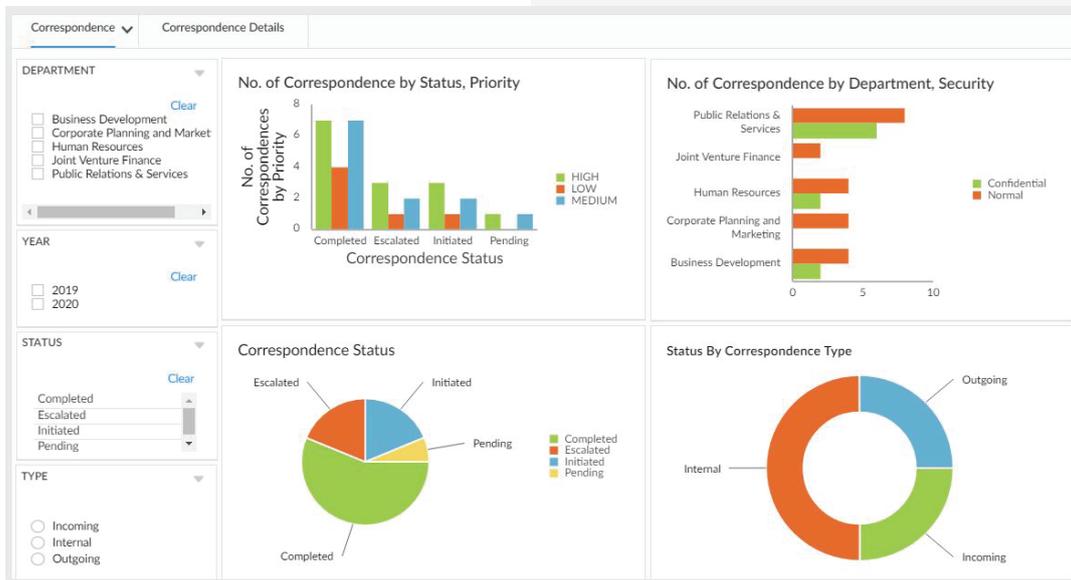
CWS cloud control your correspondences content to save and store them on Open repository.

Monitoring employee task

CWS assures a monitoring employee task, Managers can stay informed about every employee activities, assignments and set reminders for team members with priorities for all business tasks/actions that must be accomplished. With CWS, you can control the level of users by distributing their roles, assigning tasks and giving them the level of access.

Automatic Escalation

The system administrator can configure the automatic escalation rules, including the idle time the system should wait before escalating late tasks through the system or SMS notifications. Administrator can provides as well the convenient level of security to keep control on the sensitive correspondences, including document expiry, password and accessibility.



Value Proposition

Leverage Open Text Content Server capabilities and invests heavily in creating a **simple, responsive and creative UI** so that there's **less training required** and **more productivity and growth**.

Improve administrative processes and the **quality of collaboration and communication** by automating processes between different departments and managing the approvals in effective manner.

Deploy a **robotic capture and artificial intelligent technology** which allows **less manual involvement and human errors**, paperless environment, and digital transformation.

Support compliance with assurance to regulatory compliance and consistency with secure tools for dealing with the **confidentiality of correspondences**.