



IBM **Information Management** software

PT – SI doc.com

Partner Solution

■ **Target Industry**

Communications Service Provider

■ **Business Application**

Claims Processing

■ **Products**

IBM FileNet Capture

IBM FileNet Image Manager

Business Challenge

As organizations grow and segment their markets, it is common for customers to be referenced in multiple systems within an enterprise. This results in difficulty locating and updating records, and leads to poor customer relationship management (CRM) practices. Adding to this, when there is no automatic data capture for those documents, there is a long delay between when a written request arrives and when it is eventually processed. By compiling and aggregating disparate customer records into a single CRM system, organizations can have a singular view of individual customers, and a more efficient system for tracking and managing those records.

Solution

PT-SI's doc.com solution allow the aggregation of multiple customer records into a single view and facilitates the streamlining of space and access through a paperless environment. The solution is governed by automatic data capture, document routing and document archiving rules. Any request arriving by fax, letter or email from a customer is classified and aggregated to its account by querying the common customer database. The document is automatically interpreted, classified and archived within IBM's

Enterprise Content Management (ECM) suite of products. A business process starts several semi-automatic workflows and, when all issues are resolved, a response to the customer is generated by letter, fax or email and archived in the same system. In addition, the solution allows for the creation of split-aggregate workflows to manage multiple issues from the same customer.

PT-SI's doc.com solution is based on three different components: a CRM application, a middleware framework and document repository and capture functionality based on the IBM ECM suite of products. Since its inception, doc.com has advanced to the point where it is able to interface with more than 15 enterprise applications. PS-SI's doc.com solution has the capacity to enable 2,000 users, process more than 40,000 documents per day and support 220 remote capture stations and 500 fax lines.

Value Proposition

PT-SI's doc.com solution delivers the following benefits and competitive advantages to customers:

- Enhanced customer interactions
- More effective management of back-office teams



- Accelerated resolution of issues
- Greater customer satisfaction
- Single customer database
- Efficient record updating
- Central repository for customer documents



Company Description

PT-SI (www.ptsi.pt) is one of the largest and most complete Portuguese companies in the Information Systems Consulting and Integration sector. With approximately 90 million euros in Operational Returns in Services and Integration, PT-SI manages more than 840 highly qualified professionals.

PT-SI is part of the largest private group in Portugal. PT-SI is the first Portuguese company (in volume) offering IT services in the Portuguese market, according to IDC. PT-SI mission is to contribute to competitiveness, efficiency and quality of companies and organizations with which it has partnerships. For more information, please go to www.ptsi.pt.

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