

Records Management System



Define and Enforce Records Classification, Retention and Disposition Policies

Record Management System manages Physical and Electronic documents and records from their creation, use, storage, and maintenance to eventual destruction or permanent preservation while retaining integrity, authenticity and accessibility of corporate records. The application manages the complete life cycle of both Physical and Electronic records as per Records Management policies laid down by the organization and those required by law.

Business Benefits

→ Comprehensive end-to-end Record Lifecycle Management

- All types of content (Physical, Electronic, Email, Social Record)
- Enables cost effective long-term storage of content
- Improves the record management policy for long term archival

→ Ensure Compliance and Reduce Risk

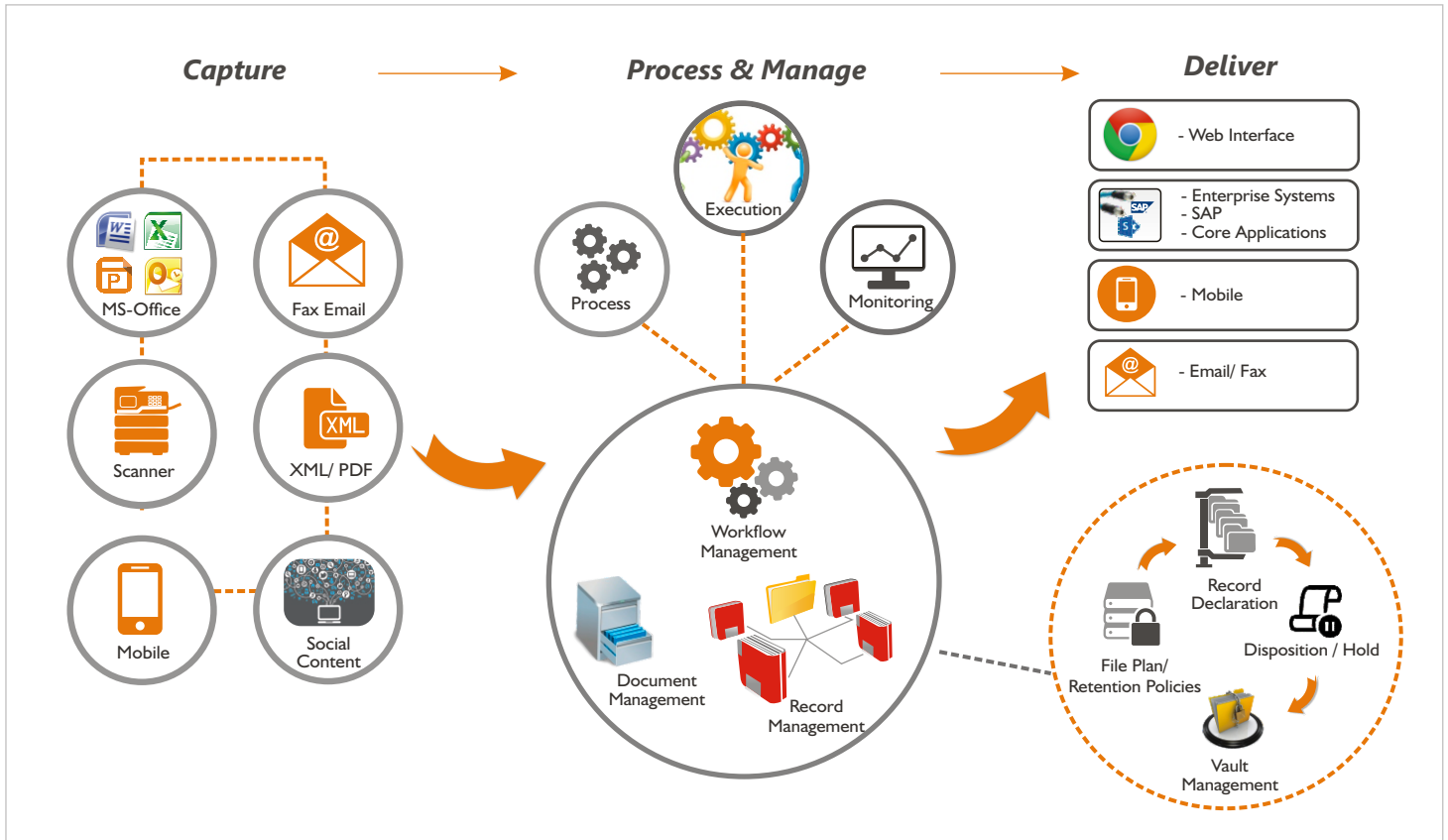
- Meets regulatory requirements and demonstrates compliance
- Manages mission-critical records
- Prevents accidental deletion of documents
- Minimizes corporate risk and enhances accountability

→ Track Physical Document Movement

- Provides complete tracking of physical movement of documents among different facilities
- Provides ability to find the location of records in the warehouse
- Highly efficient reports and audit trails

→ Easy Manageability using a User-Friendly Desktop

- Simple user interface for end users to add and index documents, search a record and ask for a physical copy
- Provides easy and point interface for Record Officers to manage 'Assign to File Plan' operation and end user requests



Record Life Cycle

Overview

We recognize the need for high-level of security for management of Organizational Records. A business needs various security and access control functionalities to facilitate compliance to corporate information security guidelines. The Records Manager facilitates document acquisition from multiple sources, arranging these in a predefined hierarchical file plan, indexing, archival and search and maintaining integrity of the records by not allowing modifications to documents marked as records. It helps define filing and retention rules for keeping records active for a predefined period of time including rules for naming, storage and hierarchy management (cut-off) etc.

Administrators can define the lifecycle of all Physical and Electronic Documents. The system facilitates definition of rules for tracking and movement of the records across users, and setting rules for record archival and final destruction.

Records Management can be defined as:

"The planning, controlling, directing, organizing, training, promoting, and other managerial activities involved with respect to records creation, records maintenance and use, and records disposition in order to achieve adequate and proper documentation of the policies and transactions of the Federal Government and effective and economical management of agency operations."

- 'US Dept. of Defense'



Records Acquisition, Movement, Retention and Disposition

Records Manager enables an organization to manage all forms of organizational records like Physical and Electronic Documents according to laid down organizational Records Management policies.

Feature Highlights:

- Maintain integrity of the records by not allowing modifications to documents marked as records
- Define filing and retention rules for keeping records active for a predefined period of time
- Allocate rights for access control to different users and groups
- Facilitate tracking and movement of the records across users
- Rules for record archival and final destruction

Support for Multiple Record Types

OmniDocs Records Manager supports management of all record types such as:

- Physical - Physical records and boxes through bar coding and/or numbering put on these records and boxes.
- Electronic - All types of electronic records like doc, ppt, xls, pdf, pdf-a, tiff, jpeg etc.
- Emails & Social Records

Records Classification Scheme

Records when classified in an organized manner can be quickly searched and used successfully to help in the decision making process of workers and management.

Feature Highlights:

- Classification and indexing in terms of Classes, File, File Parts and Records
- Location of electronic as well as physical records for easy and efficient retrieval till record level
- Functional security for users through extensive rights management and audit logs
- Bulk Operation to create Classes, Files, and File Parts using an Excel sheet

Automate Record Management Policies

OmniDocs Records Manager is a versatile system taking care of both Physical & Electronic records for acquisition, movement and storage. The system enables definition of multi stage storage processing for both physical and electronic records. For physical records, storage rules define the movement of records from one physical location to another, while for electronic records storage rules define the movement of electronic records from one server to the other.

The Records Manager provides Policy Management using various rule definitions:

- Cut-Off Rollover Rule Definition
- Retention Rule Definition
- Storage Rule Definition
- File Numbering Policy

Manage Loan and Return of Physical Records

It becomes very tedious to track and manage the records that have been requested out of the facility of the organization. Hence, the system enables users to request for records through the administrator or to loan the records directly from the current borrower through a predefined sequence of steps. In case there is a delay, system will send an automatic email reminder to the borrower when borrower period is overdue.

Barcode based Consignment Preparation and Tracking

OmniDocs Records Manager supports bar coding of physical records. This provides a fast and accurate method of checking physical files in and out of the Records Room. Bar codes can be attached with the physical files that are stored in different boxes in the Records Room. Using these barcodes, files can be tracked when they move from one location to the other.

Feature Highlights:

- Tacking of physical movement of documents among users of the branch
- Transfer Note generation and tracking for sending documents to central location
- Accept/Reject documents attached with the Transfer Notes

Vital Records Management

Vital Records are those records which in the event of a disaster are essential for the recovery of vital operations and resuming business. Records Manager provides various functions for management of vital records. It facilitates identification of vital records critical to continuity of operations and manages the periodic review of the vital records.

Email Archival

Today, email is the most prominent mode of business communication. And, managing these email records has become a critical need for organizations. OmniDocs Records Manager allows to easily manage email records in accordance with statutory regulations and organizational guidelines. It allows to securely archive, manage and retrieve email contents by efficiently archiving emails to a centralized repository for long-term archival.

Feature Highlights

- Secure archival of emails in a centralized repository
- Ensure easy access and faster retrieval of email records
- Monitor internal and external email content
- Integrate with MS Outlook for selective and rule based archival
- Allow for email backup and disaster recovery
- Ensure adherence with Email Retention Policies
- Manage Litigation and Legal Discovery

Legal Hold

Multiple Legal Hold function is supported, where multiple users can simultaneously suspend a single filepart/ record. When a user releases a record/filepart, it is released from his/her control only and does not go for destruction processing until all holds are released, hence preserving relevant information.

Easy Search and Retrieval

Function specific search can be configured and assigned to users. For example, a search can be configured for retrieving Employee Records and can be assigned to HR users. Similarly, search for Invoices can be configured and assigned to Accounts. This simplifies record retrieval for day-to-day operations.

Feature Highlights:

- Search based on Record's General Properties such as record name, author, date etc.
- Search based on Meta Data associated with the records, documents and folders



- Full Text search on the entire content
- Perform frequently used operations such as Assign to FilePlan, Search Record, View Record, View Properties and Request Record in a user friendly manner
- Advanced search based on Barcodes, Borrower, Transfer Number etc.
- Box search to allow a user to search for the boxes based on box properties as well

Comprehensive Reports

OmniDocs Records Manager provides general purpose administrative reports for easy and efficient management and administration of the entire system. Three types of reports are generated by the Records Manager:

- Administrative Reports -
 - Borrower Overdue Report
 - Dispose Report
 - Document Report
 - FilePlan Report
 - Request Return Report
 - User Activity Report
 - Group Privilege Report
- Transfer Activities Report
 - Exported and Imported Records
 - Due for Transfer / Transferred to FRCs
- Accession Reports
 - Transferred to NARA

Enterprise Wide Security

The system offers various security and access control features for managing Organizational and Governmental records, as per policy.

Feature Highlights:

- SSO support for LDAP based authentication
- Access rights on File Plan, Records, Request/Return requests, overdue items and administrative functions like Generate report, Create location, Define rules etc.
- Support for Digital Signatures & PKI Encryption
- Maker checker support in Class creation

Standards and Compliance

The system is certified by DoD 5015.2 Standard, and by National Records and Archives Authority (NRAA) of the Sultanate of Oman. Also, it is compliant with VERS & ISO 15489 – 1.

Seamless Integration with OmniDocs Enterprise Content Management

OmniDocs Records Manager seamlessly integrates with OmniDocs ECM and manages all types of content formats - emails, electronic and scanned documents etc. The integration allows the Record Manager to be deployed across locations, facilitating seamless conversion of documents into records and their subsequent management as per the policy. OmniDocs Server Architecture provides framework to extend/ customize behaviour of standard XML based APIs.

Social Records Management

Social Media is an increasingly important tool for enterprises to engage with customers. Due to the dynamic nature of social media content organizations require holistic lifecycle management of content at an enterprise level. Recent Regulatory mandates from National Archive and Records Administration (NARA) direct all US government agencies to manage social media records in accordance with the standard record management policies. Newgen has extended its DoD certified records management system to provide comprehensive management of social content, right from capture, processing to archival.

Feature Highlights:

- Monitor social media pages (Facebook, Twitter, and LinkedIn etc.) of a company and enable viewing and replying to social messages
- Segregate posts into different categories like complaint, request, profanity etc
- Archival of social messages as records in a given classification scheme
- Retention and disposition policies for social records
- View and search social media conversation threads
- Specialized handling of social media content for size





About Newgen

Newgen Software is a vendor/provider of Business Process Management (BPM), Enterprise Content Management (ECM), Customer Communication Management (CCM), Document Management System (DMS), Workflow and Process Automation software. The company has a global footprint in over 60 countries with large, mission-critical solutions that have been deployed in Banks, Insurance firms, BPO's, Healthcare Organizations, Government and Telecom Companies.

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