Excellence in Investigative Case Management with ECM for SAP®

OpenText Extended ECM *for SAP Solutions* offers improved document management and case processing

Caseworkers face a rising flood of unstructured content—such as emails, forms, reports, contracts, and photos. This content is often stored haphazardly on desktops, shared drives, or stand-alone applications, which makes it easily lost to your organization, along with its context.

With OpenText Extended ECM *for SAP Solutions*, public agencies can collect, organize, and store unstructured content to maximize its value. The information can be associated with the relevant case—whether that case involves the courts, law enforcement agencies, or emergency and disaster management—to help staff members quickly locate and analyze the precise information needed for the case resolution. Integration with the SAP Investigative Case Management for Public Sector and other SAP Business Suite applications allows you to manage both unstructured and structured content throughout your enterprise.

Archive, collaborate, and improve document management

Public sector organizations around the globe feel the increasing pressure to improve efficiency, lower case-cycle time, and enhance responsiveness. SAP Investigative Case Management for Public Sector offers comprehensive support for the full investigative lifecycle within a role-based user interface. OpenText Extended ECM

for SAP Solutions adds robust Enterprise Content Management (ECM) features to the functions of SAP software for investigative case management.

With OpenText Extended ECM *for SAP Solutions*, you get robust support for the following:

- **Create and capture**: Scan paper documents, create documents based on templates with data from SAP software, or drag and drop existing documents into the case workspace

- **Share and collaborate:** Manage document versions used in shared workspaces by internal and external stakeholders

- **Access and navigate:** Provide access from SAP and non-SAP applications, to data and content

- **Transform and distribute:** Attach content to cases managed in SAP and distribute it for follow-up and approval

- **Preserve and destroy:** Control the lifecycle of content with functionality certified by U.S. DoD 5015.2

SUMMARY

OpenText Extended ECM *for SAP Solutions* helps caseworkers access both unstructured content and case data. By connecting content to cases, the application can increase productivity, make data more reliable and secure and support legal compliance.

CHALLENGES

- Manage large volumes of documents, forms, emails, and other unstructured content more efficiently

- Make content more evident and accessible to internal and external stakeholders

- Encourage collaboration among caseworkers

- Meet local and national requirements for retaining, securing, and disposing of sensitive case information

BENEFITS

- Increase case processing efficiency by allowing unstructured content to easily be accessible for key case stakeholders from the interface preferred by the user

- Boost productivity by eliminating time to find or recreate unstructured content, fostering collaboration and streamlining content access

- Minimize the risk associated with unstructured content by managing its complete lifecycle

- Reduce costs by digitizing paper documents, reducing storage requirements, and consolidating content management systems

CONTENT ACCESS TO RETRIEVE CONTENT ASSOCIATED WITH A SAP OBJECT

STREAMLINE PROCESSES BY EASILY VIEWING RELEVANT CONTENT

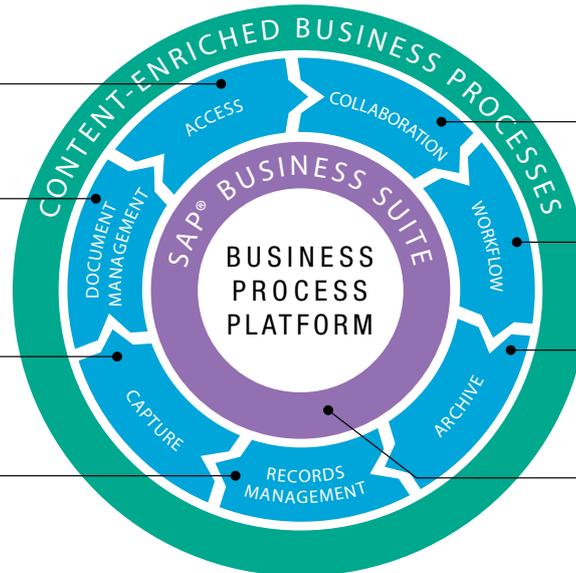**DOCUMENT MANAGEMENT** FOR VERSION CONTROL, ACCESS RIGHTS

AVOID VERSIONING ISSUES, MANAGE ACCESS RIGHTS

CAPTURE OF PAPER AND EMAIL DOCUMENTS AUTOMATE PAPER-INTENSIVE PROCESSES BY SCANNING UNSTRUCTURED CONTENT

AUTOMATE PAPER-INTENSIVE PROCESSES WITH SCANNING UNSTRUCTURED CONTENT

RECORDS MANAGEMENT FOR ENTERPRISE CONTENT RETENTION

REDUCE COMPLIANCE AND LITIGATION RISK

COLLABORATION WORKSPACES FOR INTERNAL AND EXTERNAL TEAMS

EFFICIENCIES FROM REAL-TIME COLLABORATION

CONTENT-CENTRIC WORKFLOW FOR DOCUMENT APPROVAL

EFFICIENCIES FROM REAL-TIME COLLABORATION

ARCHIVE OF DATA AND UNSTRUCTURED CONTENT

REDUCE IT COSTS BY ARCHIVING DATA

ANY CONTENT CAN BE ASSOCIATED WITH ANY ENTERPRISE RESOURCE PLANNING (ERP) OR CUSTOMER RELATIONSHIP MANAGEMENT (CRM) OBJECT IN SAP USING BUILT-IN INTEGRATION

CONTENT-ENRICHED BUSINESS PROCESSES

SAP® BUSINESS SUITE

ACCESS · COLLABORATION · WORKFLOW · ARCHIVE · RECORDS MANAGEMENT · CAPTURE · DOCUMENT MANAGEMENT

BUSINESS PROCESS PLATFORM

Content-enriched business processes with Extended ECM *for SAP Solutions*

With Extended ECM *for SAP Solutions*, case workers can attach unstructured content such as documents and emails—or even entire ECM workspaces—to business objects or to transactions in SAP applications, such as SAP CRM or SAP Investigative Case Management. Therefore, it is not necessary to log on to multiple applications to find or store information. This means that users of non-SAP solutions can use a web-based interface to retrieve content stored in SAP without working directly in the SAP user interface. The application has the ability to integrate with other widely used tools, such as Microsoft® Office and Microsoft SharePoint®. Content will be stored in template-based folder structures in a case workspace. Because key case data elements are automatically associated with particular workspaces or documents, users can easily search for content related to specific persons, physical objects, or locations of the case.

Enhance your productivity

In many organizations, caseworkers must search within multiple systems to gather all the content related to particular cases. An inefficient system faces serious repercussions if it significantly reduces the responsiveness of law enforcement organizations—where time is always a critical factor.

Improve productivity by combining Extended ECM for SAP Solutions with SAP Investigative Case Management for Public Sector. By providing a unified, 360-degree approach to both structured and unstructured case information, you improve productivity.

Work together to achieve a common goal

Successful trading of information from one phase to the next requires well-defined processes for tracking and sharing information. In addition to maintaining an airtight chain of evidence, the different parties involved in a case must be able to share photos, reports, text documents, and handwritten interviews freely among themselves and with representatives from other agencies. The ability to attach key

pieces of information to a particular case makes such sharing possible.

Extended ECM *for SAP Solutions* further supports internal collaboration through investigation team workspaces, discussion forums, collaborative approval workflows, team-oriented tasks, and follow ups. External stakeholders can also work in a secure extranet environment with workspaces to share documents. The web-based interface for these environments requires only a browser, username, and password.

Secure records management with legal standards

Although legal requirements for handling sensitive information vary by country, there is a general agreement that data and privacy should be protected during an ongoing investigation. Also, there is no group of organizations today more conscious of the need for security and data handling than the agencies that fight fraud and crime.

Not knowing where your unstructured content is, who has access to it, whether it still has value, or whether it should be destroyed can pose a significant risk to your agency. When you are unable to locate it, you run the risk of valuable content not being fully leveraged, the wrong people

gaining access to it, or losing it in a fire or flood. Obsolete content may be retained unnecessarily, becoming inadvertently discoverable in litigation.

Adding Extended ECM *for SAP Solutions* to SAP Investigative Case Management for Public Sector delivers the secure environment that investigative caseworkers need to meet these challenges. This system will help investigators share and synchronize case information with advanced, comprehensive data protection. Extended ECM *for SAP Solutions* is powered by the SAP NetWeaver® technology platform. This application unifies all technology components and delivers comprehensive security features in a heterogeneous environment.

Extended ECM *for SAP Solutions* has met the Director of Central Intelligence Directive (DCID) 6/3 Pl3 and Pl5 security accreditation requirements for storing, processing, and communicating classified information on top-secret networks within the United States. Records management functionality helps you build a comprehensive program of content lifecycle management. By implementing this process, you address the legislative requirements of specific countries and localities for content creation, retention, revision, access, and disposal. It also helps ensure that content acquired during an investigation arrives in court in a timely, accurate, and complete manner. This helps

make sure investigators are not subject to internal review for mishandling information.

Additionally, Extended ECM *for SAP Solutions* allows you to apply records management classifications to all unstructured content. The application can be configured to classify documents automatically, thus supporting consistency and accuracy. It will also comply with the U.S. Department of Defense Directive 5015.2 for records management, and it can help you track physical objects—such as boxes of paper files, DVDs, magazines, or books.

Digitizing paper processes reduces costs

Use OpenText Extended ECM *for SAP Solutions* to digitize your paper files and dramatically reduce storage costs and processing time. With its integrated scanning functionality, Extended ECM *for SAP Solutions* will support the digitization of paper. Barcode recognition automates the import and attachment of paper-based information to the right case—thereby reducing the overall processing time of cases.

However, in many instances, users are still required to print documents, signatures, or approvals. OpenText Extended ECM *for SAP Solutions* supports these processes by generating a specific barcode on the cover page when documents are printed. Once the signatures are applied, the documents can

be automatically added as new versions. This works for case folders as well. For example, a caseworker can simply create a barcode for a folder to automate digitizing and import paper-based documents to that folder.

Archiving functionality within the application will condense your content and eliminate duplicate information—thereby minimizing database back-up times, reducing hardware demand, and enhancing the overall system performance. OpenText Extended ECM *for SAP Solutions* is the preferred archiving solution for complementing the data extraction functionality of the SAP NetWeaver Information Lifecycle Management (ILM) component.

Learn more

For more information about how you can use Extended ECM *for SAP Solutions* to improve document management and reduce costs, please contact your OpenText representative or visit us online at **www.opentext.com/ecm-for-sap**. ∎

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