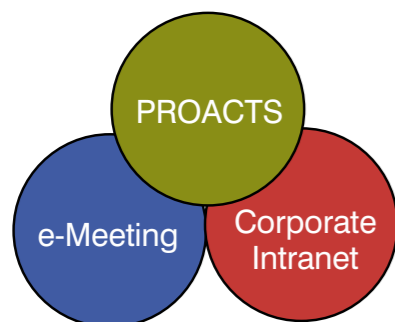


SIMPLE SOLUTIONS FOR EVERYDAY OFFICE INTERACTION



Office Productivity Tools



Promoting Employee Productivity Improving Customer Service

As the pace of change increases, it is critical for organizations to act and react quickly. To do this, we must source and implement the right solution.

Our corporate office software suite consisting of PROACTS, e-Meeting and Corporate Intranet incorporates all the following features which are essential for work group interaction:

- A central database repository for updating with indexing and searching capability
- A workflow, routing and access control mechanism based on the organization's hierarchy
- A messaging and directory system for notifications and alerts

PROACTS (Paperless Registry Operations And Case Tracking System)

The three main modules of PROACTS are mail management, case tracking and routing, and file management.

It begins when an incoming correspondence is scanned, converting it into an electronic document. The registrar files the electronic document along with any case remarks in PROACTS. The electronic document is then routed to an action officer via the corporate email system.

The automated routing system will prompt the email sender and recipient if no action has been taken by the email recipient after a certain length of time.

Outgoing correspondence can be attached and stored in the same case file.



Filing Management module in PROACTS

What's new in PROACTS version 3.0?

Document Locking

- Prevents more than one user from editing the same case record at a time
- Provides duplication checking on the registration of incoming and outgoing mail

Mass distribution of outgoing mail

- Any outgoing mail can be dispatched to multiple agencies
- A user may send comments to a selected person or to a group of users simultaneously

Staff Availability

- Integrated with the Leave Management System
- Check staff availability; Alarm will trigger when a staff member is on leave

Web Interface and Internet Technology

- Allows officers who are not in the office to check on cases anytime, anywhere via the Internet

PROACTS system simplify interaction

- Computerizes the file registry and case tracking administration
- Facilitates monitoring of all outstanding cases
- Speeds up the process of action and document routing between officers
- Provides fast searching of files and mail

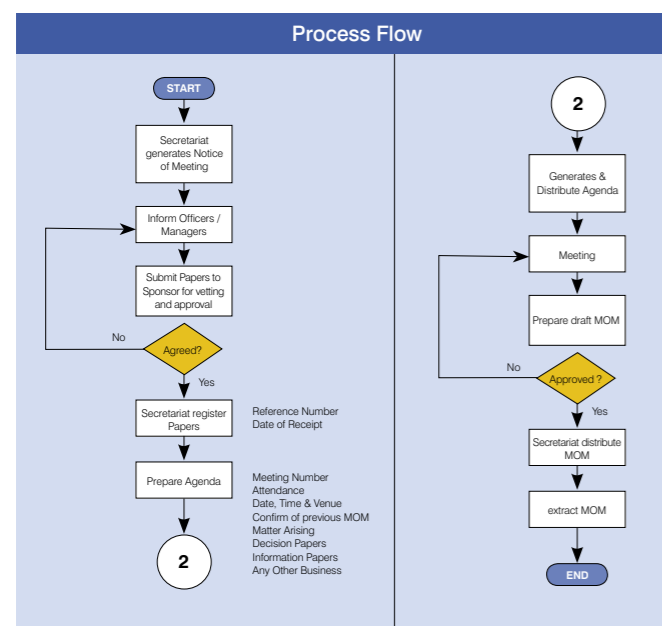
Reference sites :

The system has gone through multiple rounds of enhancements to better suit customers' changing needs. It is currently being used in over 30 government sites in Sarawak, ranging from government departments to statutory bodies to local authorities. The main users are Directors, Officers, Secretaries, Office Registries and Dispatch staff.

e-Meeting System

The e-Meeting system is an information management and workflow automation tool that deals with the administrative process of managing a meeting and all its related documents.

When a Notice of Meeting is issued, the e-Meeting system will notify all the committee members as well as issue an announcement for the submission of papers. Once all papers have been finalised and the matters to be presented and discussed in the meeting have been prioritised, an Agenda will be prepared on the system.



The system speeds up the recording and preparation of minutes through the use of pre-configurable templates. Extracts of minutes from meetings may be easily reproduced on the System as needed for action officers assigned to matters discussed in meetings. In this way, any actions that have been taken as well as any progress that has been made by action officers may be easily followed up on before the next meeting.

With the use of standardized templates, a configurable workflow engine and a flexible search engine, the time and effort needed to manage documents generated by meetings as well as the time taken for the predefined routine administrative tasks of managing meetings is tremendously reduced.

Common challenges faced by offices after the meetings include managing papers that have been tabled as well as managing the minutes. Additionally, matters that have been discussed, their related comments and instructions and progress reports need to be kept track of.

After numerous meetings, keeping track of outstanding matters discussed in various meetings as well as searching records for details from previous meetings becomes cumbersome.

All of these time-consuming tasks can be simplified by using the e-Meeting System.



e-Meeting homepage showing To Do List, Announcement and Meeting Schedules

The System integrates with the organisation's standard email system for notifications, routing and reminders.

Authorised officers, managers or committee members may propose and submit papers for deliberation in the coming meeting. From the System, the Secretary then selects the papers in preparation of the agenda.

During the meeting, decisions, assignments and comments can be immediately entered into the preformatted template according to the agenda prepared early on.

At the end of meeting, the minutes can be generated quickly on the System and sent out automatically to each committee member.

The system not only reduces the time taken to manage meetings but also the time taken to search for information generated by previous meetings.

Corporate Intranet

A Corporate Intranet serves as a one-stop central gateway for organizations to post, retrieve, and share information very quickly within the organization. Today, an intranet does not just consist of web pages that display corporate information, procedures, policies or manuals.

Evolving and proactive organizations need Intranet solutions that allow for personalization, configurability to suit changing corporate workflows and processes, content structuring and access control according to corporate functionality and business sections, as well as integration with other applications and information data storage. It becomes the core of organisational knowledge management whereby references and resources are stored in a central location but are shared across the organization.



Benefits

- Improves flow of communication by using a single, common channel
- Retrieves information quickly
- Promotes productivity and empowers staff to be self reliant
- Cuts down on printed documents as information is shared electronically
- Scheduling, reminders and alerts can be programmed for events and functions
- One central repository for updating and managing Information

Corporate Intranet is an efficient and cost-effective communication and collaborative tool for an organisation. It promotes a closer working atmosphere and enables speedier communication and coordination among staff.

Features

Content Framework

Set index to navigate most relevant content quickly

Central Repository

Leverage information assets with searchable content Library

File Sharing

Share documents such as policies and procedures

Keyword Search

Search for keyword occurrences across repositories

User Management

Control user group and permissions to update or view

Workflow & Collaboration

Automate email notifications and reminders

Reporting

Measure effectiveness; Analyse usage, statistics and compliance