



Improving Efficiency
While Serving Citizens
More Effectively

Diwan@Work

Correspondence Management System

The Government Sector is increasingly feeling the pressure of managing an immeasurable volume of information. Government agencies are facing immense challenges in maintaining control over the daily correspondence process. Such organizations receive hundreds of incoming letters, faxes and web forms. The response to such incoming mail may be simple or complex depending on the research needed to provide a reply. A letter referencing a certain subject may require hours of search in the filing room to find the case folder related to the correspondence subject.

Government documents contain sensitive and private information; thus secure and safe circulation of such documents is highly needed. Tracking the circulated letters and the actions done on them is another challenge that is facing such agencies.



Diwan@Work solves your in/out mail problems

Diwan@Work is a web based solution that allows organizations to collaborate efficiently to handle incoming and outgoing correspondences. Diwan@Work is a platform independent solution that allows mail room personnel to archive incoming correspondence and efficiently route it to the addressed person in an electronic way. Incoming correspondence is indexed using a set of user defined keys such as the letter number, letter subject, coming from, addressed to ...etc. These index fields can then be easily used to retrieve any incoming mail using Diwan@Work web interface.

Diwan@Work also facilitates the linkage of incoming letters with the original case folders using its open level document management archiving tree.

Routing in Diwan@Work can be add-hock routing; rule based routing or based on the organization chart. Using Diwan@Work graphical organization chart builder, government agencies can build an organization chart in a fully graphical way without the need to do any programming or scripting. Users can route documents based on the security profiles that are assigned to them; some users will be allowed to do free ad-hock routing of incoming or outgoing mail, others will only be allowed to route letters based on the organization chart, or using basic rules: such users can route correspondences to staff that are located one level below them in the organization chart or peers positioned in the same level.

Diwan@Work is a platform that offers complete lifecycle management for both physical & electronic records, as well as knowledge management components that empower workers and other constituents to more effectively & quickly find the information they need

Diwan@Work focuses on how various levels in an organization can access and handle incoming/ outgoing mail. Simultaneous comments on a draft of outgoing correspondence are supported for fast action and accurate response. Diwan@Work allows users to hand-write their comments on the electronic document using a light pen.

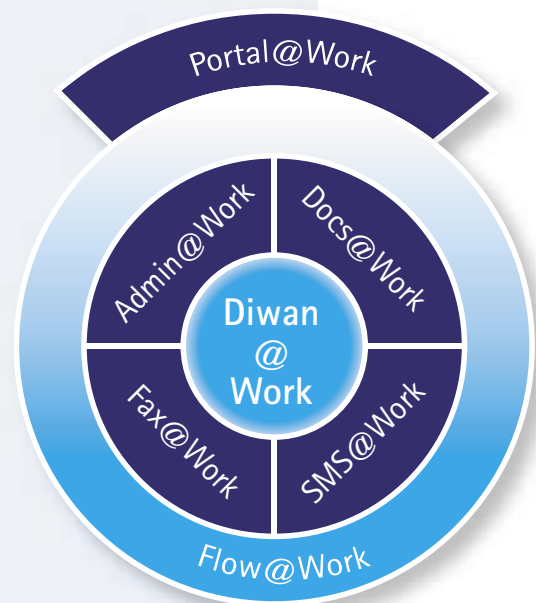
Diwan@Work consists of a set of integrated modules each serving a certain function within the organizations incoming/ outgoing correspondence cycle. Government mail processing and management is among the key aspects that Diwan@Work primarily focuses on.



Diwan@Work Modules

Among the modules that the suite includes are:

- Admin@Work for defining the organizational hierarchy, users' rights and security.
- Flow@Work for sending and receiving electronic messages, preparing templates and tracking correspondences.
- Docs@Work for archiving paper documents, and electronic messages as well as allowing fast retrieval of those documents and messages.
- SMS@Work allows automatic sending of SMS messages to the system user or the concerned person's mobile phone to inform about the status of a correspondence.
- Fax@Work allows automatic sending and receiving of faxes without using external applications.





Diwan@Work provides heads of organizations and senior staff with the ability to access their inbox and archives from anywhere in the world, receive emails and faxes, take action against various transactions, issue circulars and internal memos, edit and comment on inward/ outward letters and minutes of meetings and direct items through the proper route of action in accordance with organization policies and procedures.

Diwan@Work offers the following benefits:

- Eliminate paper-based correspondence tracking
- Automate routine steps in your correspondence system
- Handle work according to legislative and regulatory mandates
- Make government programs and service delivery more efficient
- Generate reports on mail process performance and bottlenecks
- Encourage seamless collaboration across departments
- Higher cost savings while meeting citizens demands
- Streamline publication of internal memos
- Improved access and analysis of information for improved decision making
- Reduced time spent on administrative tasks
- Preserves historical valuable information
- Solves the loss and misfiling of documents
- Physical Tracking of correspondence documents using Bar Code/ RFID Technology
- Faster Reply to correspondences

**Diwan@Work
Improves
outreach,
trims costs &
boosts citizen
satisfaction**