# ProjectVault Physical Correspondence Tracking

ProjectVault Physical Correspondence Tracking enables the efficient management of paper, fax and all other traditional correspondence within structured OpenText Content Server projects.
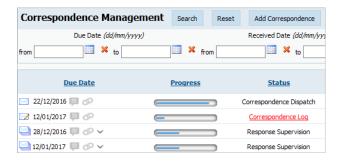
Unlike electronic-based communications, physical correspondence, such as letters faxes, typically live in various different silo's scattered around in different offices. This approach can be costly and take businesses a significant amount of time, effort and money to maintain. If not correctly managed, the content within these paper communications can hide many opportunities and risks.

ProjectVault's Physical Correspondence Tracking is the essential solution for managing traditional communications within OpenText Content Server. As a component of ProjectVault's Correspondence Management Suite, it makes up the only complete correspondence management solution available for the Content Server platform.

## Effectively track and manage paper-based correspondence processes

With traditional print and paper still playing a major role in business communications, organizations are looking for ways to better track and manage physical correspondence. Physical Correspondence Tracking enables you to capture, share, track and archive paper documentation  the same way as you would handle their electronic equivalents. Incoming correspondence items are securely stored, can trigger existing workflows and be shared with other team members.

Built as a module within Content Server, Physical Correspondence Tracking enables you to extend your existing OpenText investment. By utilizing your existing core technology, correspondence is captured, stored and managed into the same central repository as all other corporate content. In addition, Physical Correspondence Tracking provides built-in localization capabilities, including Arabic language support. At any time, users can change their language preference and update the entire correspondence management UI on the fly.



- Readily track all communication associated with the business
- Integrate and optimize your physical communications process
- Collaborate online and get timely responses
- Built-in localization enables you to switch UI languages on the fly

## Reduce cost and risks associated with paper communications processing

Unlike electronic correspondence, the processing of managing physical communications has traditionally been manual and prone to errors. These errors can cost significant amounts of money, and worse, result in a loss of client trust. To ensure that these risks are kept under control and contractual, legal or regulatory deadlines are not missed, companies need to ensure that errors are minimized and collaboration is improved.

ProjectVault Physical Correspondence Tracking enables you to eliminate overlooked and lost correspondence. By utilizing the core capabilities of the Content Server platform you can attached correspondence to tasks and workflows. Stored

letters can be readily shared online with collaborators and team members, and records management capabilities can also be utilized to ensure that correspondence are filed and archived at the correct times.

- Reduce errors associated with manual processing of paper
- Ensure staff are working on the most important communications first
- Apply records management rules
- Tight integration with Content Server

## Improve security and increase transparency across communications

To keep control of large capital projects, organizations need to have a single view of all activities related to a specific client, project or asset. With physical correspondence still playing a significant role in today's business communications, paper-based communications need to be part of that view.

By increasing the visibility of traditional correspondence flowing around your organization, teams are able to make better informed decisions and prioritize responses more accurately. Through powerful dashboards and search tools Physical Correspondence Tracking enables users to readily locate and utilize information across

multiple projects, while permissions ensure that only the appropriate team members are able to access content with a limited release. Physical Correspondence Tracking provides the one-stop solution to all your traditional correspondence needs.

- Full correspondence scanning, filing and routing
- Secure, permissions based access controls
- Readily browse and search for physical communications
- Full tracking, audit and collaboration tools

### Benefits of ProjectVault Physical Correspondence Tracking

- Manage physical correspondence the same way as you manage electronic communications
- Centralized repository to manage all physical correspondence
- Share individual correspondence in a controlled manner

- Switch interface languages on the fly, built-in localization capabilities
- Increase efficiency and reduce response times through controlled delegation and collaboration
- Powerful search/filtering ensures that physical correspondence can be readily located