



DocWizard™ for

DeliveryExpress



Target Industry

- > Financial Institutions
- > Legal

Applications

- > Loan Sales
- > Loan Servicing
- > Auditing/Compliance
- > Collections
- > Foreclosure
- > Discovery
- > Due Diligence

FileNet Products

- > FileNet Content Manager
- > FileNet Image Services
- > FileNet BPM

The Business Challenge

Assembly and distribution of large volumes of documents in conjunction with certain business processes can be time consuming and resource-intensive for many organizations.

- Lending institutions that package loans for sale must determine the content of the sales package, then make those documents available to prospects to permit them to perform due diligence, and finally transfer the “paper” for the sold instruments to the buyer.
- Financial and other organizations subject to extensive audit can find their primary business operations disrupted by the need to supply requested documents to auditors.
- Institutions engaged in litigation can find the task of providing discovery documents to legal counsel a distraction from ongoing business needs.
- Financial and insurance organizations with external servicing organizations need a means to routinely transfer relevant documents to their servicing organizations.
- Collection and foreclosure processes often require distribution of relevant documents to external or remote servicing agents.

Some of these applications require online access, while others require distribution of the documents from the current repository to the recipients.

The Solution

Softech DocWizard™ for Secure Document Delivery System, **DeliveryExpress**, meets a variety of online and offline document delivery requirements. **DeliveryExpress** is an enterprise-wide workflow application allowing authorized users to define document sets, an optional job approval phase, and then submit requests for secure on-line or off-line delivery.

In the workflow process, users create “jobs” containing document sets that can number into the tens of thousands. Automated queries can be performed using lists of values extracted from third party systems (e.g., loan origination systems, defaulted loan reports, litigant ID numbers, etc.). The job creator is alerted to records that are missing from the results set, to permit additional investigation. Documents can also be filtered automatically by other parameters such as document type.

Rules can be configured to allow users to prepare jobs for authorization or further revision, as business requirements change. Users can remove documents from the job, either manually or based on counts of documents or document types. Documents may be added to or removed from the search results, and the timeframe for activation may be modified at any time.

For more information on DeliveryExpress, see a demo at <http://democd.softechis.com>, contact your **Softech sales representative**, or email sales@softechis.com





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Benefits & Features

- Fast, flexible access to specific document sets.
- Ability to change distribution contents as business requirements dictate.
- Minimal participation from IT required.
- Business users handle the distribution of their documents in a knowledgeable, timely manner.
- Faster turnaround on business decisions.
- Faster delivery of documents in business-critical environments.
- Improved customer service.
- Data encryption to protect sensitive data from unauthorized access.
- Bundled query and display tools so recipients require no special software.
- Optional integration with delivery tracking or proof of delivery systems.

FileNet TIFF documents can optionally be converted to multi-page TIFF or PDF format. The preferences of individual recipients are maintained in a database, so that users simply select the recipient, and then all other options are set automatically for them. (Ad hoc exceptions to standard preferences are supported.) Documents are not distributed until the authorized user gives final approval.

Released jobs are queued up for processing. **DeliveryExpress** is configurable to allow large jobs to be processed off-hours, or individual jobs can be given higher or lower priority. A typical **DeliveryExpress** configuration can extract up to 1,000,000 pages/day, depending on conversion requirements. The system can be scaled to higher volumes by using multiple extraction processes and as many CD/DVD burners as required to meet demand.

Recipient Access to Delivered Documents

Documents intended for external recipients can be encrypted with PGP™ or TrueCrypt™ encryption before delivery. The encrypted data can be delivered via FTP, SFTP, or by writing them to CDs or DVDs. Query, display tools, and a MS Access table are included on the CD/DVD media or the FTP content, so recipients need no special software to access delivered documents.

For online access, a stored search gives access only within a defined time period. A security database internal to **DeliveryExpress** allows internal business users to set up access rights to the search (user groups, users and passwords); users do not need to be configured on the FileNet system. Results are grouped by primary identifier (e.g., loan number, case number, claim number, etc.), and can be further filtered by document name. Users have no access to ad-hoc searches or to the FileNet database for anything outside of the authorized document set.

Value Proposition

DeliveryExpress automates many of the tasks associated with document delivery, and allows authorized business users to securely control access to their documents, eliminating the need for IT to participate in business decisions. At the same time, sophisticated controls are built into the system, ensuring that only authorized personnel can access the records. External business partners or remote departments can gain access to secured, published document datasets without the need for ad-hoc queries on the FileNet system. **DeliveryExpress** has been operating in customer production environments since 2004.

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