



S O F T W A R E
S O L U T I O N



Correspondence Management

Powered by

entellitrak

Automate Correspondence Intake Ensure Timely Responses

Organizations that serve broad communities must be able to respond to the constant stream of constituent correspondence promptly and effectively—nothing can fall through the cracks. In the absence of an automated system, the status of communications must be determined through a time-consuming and error-prone search of paper and email trails.

As an enterprise Case Management and Business Process Management (BPM) COTS platform, entellitrak constantly monitors and guides correspondence activities. From intake and response development to concurrence and approval, entellitrak gives staffers insight into the current status of all correspondence, as well as its location in the process, response state, expected completion date and expected date of dispatch. In addition, in federal settings, entellitrak supports constituent issue correspondence and oversight recommendations, as well as the conceptual, procedural and legal considerations necessary to conduct accurate and complete communication audits.

Streamlined Correspondence Management

Overseeing a correspondence management program requires a platform that empowers front-line workers to efficiently collect and assign incoming communications and ensure timely response.

entellitrak automatically manages the receipt of letters, email and bulk mail; assigns correspondence to specific staff members; creates and maintains a schedule of

Key Case Flows and Tracked Elements

- » Fiscal Year/Sequence Number
- » Action Office
- » Case Narrative
- » Priority
- » Assigned To

Clients

These organizations are among those that have entrusted their Correspondence Management programs to entellitrak.



processing events related to specific reports (e.g., communication that must be sent within a specified timeframe); and generates automatic event-related messages, including proactive messages regarding upcoming events and alerts for missed or late events. entellitrak also creates and maintains distribution lists and groups, and can export report data into Excel, Word or HTML.

By using the entellitrak Correspondence Management platform, organizations are able to:

- Accelerate communications handling and response times
- Personalize responses and communicate more clearly to clients
- Improve client relations
- Reduce the cost of managing complex correspondence programs
- Gain visibility into an entire correspondence management program via a secure, web-based interface

Reports Tailored to Correspondence Management Programs

The entellitrak solution adheres to the rules and regulations that guide correspondence programs and includes numerous summary reports that can be run by users based on defined roles and access permissions. Representative reports include:

- Audit Trail Correspondence Activity per Division
- Open Workflows with Associated Open Assignments
- Overdue and Pending Lists and Counts
- Workload (including by group and type) Lists and Counts
- Workflow Performance (for a given time period, for executive use)
- Quality (workflow instances and assignments returned)
- Review Office Overdue Reports
- Total Correspondence

Providing Implementation Flexibility

entellitrak is designed using open standards, open architecture and platform independence, offering extensibility, interoperability and portability to organizations of all sizes. In-house developers can fine tune entellitrak to accommodate unique requirements, dramatically reducing both implementation time and cost. In addition, entellitrak can be used as either a stand-alone system or as a case management component within an existing correspondence management program.



FREE Prototype Offer

The best way to understand entellitrak is with a prototype.

Contact us for a presentation and demonstration.

703.709.6110
sales@micropact.com

Once we confirm that entellitrak is an appropriate solution, we can build a custom prototype based on a process of your choosing.

SOFTWARE THAT THINKS LIKE YOU DO.

MicroPact is a wholly owned subsidiary of Tyler Technologies, the largest company in North America dedicated to providing software for the public sector, including federal, state, and local government. Tyler is a nationally recognized provider of integrated system solutions and professional services and serves clients in more than 21,000 installations across 10,000 state and local government locations in all 50 states, Canada, Puerto Rico, the United Kingdom and Australia, as well as more than 200 U.S. federal agencies. Acquired by Tyler in February 2019, MicroPact has focused for more than four decades on delivering powerful, adaptive, commercial off-the-shelf (COTS) solutions to the public sector. Today, MicroPact products serve 49 U.S. states and 97% of federal agencies with 500 or more employees. Tyler has more than 21,000 successful installations across 10,000 sites, with clients in all 50 states, Canada, the Caribbean, Australia, and other international locations. A financially strong company, Tyler has achieved double-digit revenue growth every quarter since 2012. It was also named to Forbes' "Best Midsize Employers" list in 2018 and recognized twice on its "Most Innovative Growth Companies" list. More information about Tyler Technologies, headquartered in Plano, Texas, can be found at tylertech.com.