

Secure management of business-critical correspondence

Today, your organization must respond to external inquiries from the media, peer organizations, constituents, and customers. These inquiries come from a variety of sources—including letters, e-mail, faxes, or even telephone messages. Regardless of the inquiry format, you need to respond quickly and accurately. An inadequate or slow response could result in poor customer or public relations—or even lost business.

Correspondence Management and Tracking is a *Compaq NonStop™* solution designed to help you coordinate responses to all your important correspondence. Fully integrated with Microsoft® BackOffice® and Outlook®, it provides the critical management tools needed to ensure fast and accurate response to incoming correspondence for a department or entire organization. And it provides extensive security controls to tightly manage sensitive information and protect correspondence from unauthorized access. Managing business-critical correspondence has never been easier!

Benefits:

- Organizes and expedites the handling of all incoming and outgoing correspondence.
- Maps easily into your business process, adding consistency and reliability to your correspondence process.
- Combines process management, data management, and document management into one easy-to-use application.
- Provides management reports so you can assess work-in-progress and organizational effectiveness.

Handles all forms of media

With *Correspondence Management and Tracking*, you can organize the registration, storage, handling, and archiving of all formal correspondence that enters and leaves your organization or department. This correspondence can have any physical manifestation—paper-based items, faxes, and e-mail or phone messages—and gives you the flexibility to respond in kind. So, you can answer a fax with a fax, a phone call with a phone call, and so forth.

As a result, you bring quality and consistency to the handling of your correspondence, which translates into happier customers and constituents.

Provides extensive access controls

Correspondence Management and Tracking lets you add a new level of security to your business correspondence. By effectively compartmentalizing access to the right individuals and protecting correspondence from unauthorized access, the consistency of the data and strict execution of your business procedures are enforced.

For example, the owner of a correspondence item is able to edit the item at any time. The

action holder and any other individuals who are asked to review or respond to the correspondence are able to edit only authorized items at specific times in a response process. By default, managers of all *Correspondence Management and Tracking* workgroups are able to view listings of correspondence items and generate standard and ad-hoc reports for viewing or printing. You can easily modify these access controls to meet your specific business and organizational needs.

Leverages the benefits of your Microsoft environment

Since all processes and functions of *Correspondence Management and Tracking* are implemented based on Microsoft Windows® and BackOffice technologies, there are clear benefits to your organization. For example, it is seamlessly integrated with the Outlook interface and the Microsoft Exchange communication infrastructure—so it's easy to learn and easy to use. The solution is highly scalable, and can grow in tandem with your business needs. Finally, it can be managed centrally and adapted to meet your changing needs.

Many of Compaq's global customers have already successfully implemented Correspondence Management and Tracking—creating a dynamic collaborative environment for the effective and accurate handling of correspondence.

Take the next step

To find out more about *Correspondence Management and Tracking*, visit

www.compaq.com/expeditor

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