



DocuPeak for Government Business Process Management (BPM)

Local government agencies such as cities, counties, school districts and special districts provide essential services to the public. Each organization has numerous business processes that require coordination, review, approval and sharing of documents. DocuPeak provides customers with an application platform for development of electronic document management and workflow solutions to configure browser based applications to implement automated processes that improve the efficiency and accountability for departments.

The performance and coordination of the management team is enhanced through implementation of the DocuPeak applications to support requests for approval, monitor status of tasks and project, coordinate budget building, support contract administration, and manage service requests. Processes that use paper forms and approval processes can be transformed to automated processes using DocuPeak's forms, business rule based workflow and electronic document management for storage and retrieval of source paper documents.

DocuPeak customers can create applications to image enable existing enterprise systems such as Accounting, HR/Payroll, Asset Management, Transportation and Facilities Systems. Integrating scanned paper with accounting systems in addition to providing a flexible BPM framework. DocuPeak' ScanBench module provides remote capture, indexing and submittal to the central repository. Documents can be converted to digital images and stored in the DocuPeak database/repository. This reduces filing and retrieval workload and improves ability to quickly locate documents to support department business processes. Existing paper documents can be captured, stored, tracked and retrieved such as requisitions, purchase orders, requests for payment, invoices, petty cash disbursements, travel requests, performance evaluations and facilities service requests. Selected documents can be made available to citizens and vendors that improve customer service and make government information more readily available.

Web based Service Requests can be submitted to support revenue generating processes such as business licensing, animal licensing, building permits, zoning requests, facilities reservations, citation payment, paramedic subscription and utilities. This makes government process 24/7 accessible to citizens and reduces the need for citizens to make a trip to city hall or call for assistance.

DocuPeak delivers a comprehensive, document-centric BPM solution for the government processes. DocuPeak' flexibility, scalability and ease of building applications can be used to improve management accountability and productivity of staff. The workload of government agencies is increasing and the funds for staff and facilities are decreasing. The solution is to improve the organization's performance using DocuPeak's automation tools for document management, workflow and business process management.

Customers use DocuPeak today to automate:

- Service Requests
- Linking process documents to accounting actions
- Reporting status of projects and tasks to management
- Information Technology Infrastructure Library
- Managing policies, procedures and training material distribution processes
- Contracts management
- Document management for City Clerk, Accounting, Finance, Human Resource, Public Safety, Emergency Planning, Information Technology, Licensing/Permitting and other mission critical departments