

# Correspondence, File and Case Management System for efficient office operation



SAINS understands the need of organizations for a professional, efficient, fast and user-friendly system to expedite and track communications and has therefore developed PROACTUS. The solution is a web-based paperless registry operations, correspondence, file and case tracking system that was developed to facilitate the management of communications and case data in a centralised depository for processing, reporting and planning purposes both within an organisation or agency and across multiple agencies.

The big brother of popular SAINS solution PROACTS, which it replaces, PROACTUS has been redesigned and improved to bring PROACTS users one step further. In addition to the many features necessary for an efficient information communication management solution such as workflow technology, automatic routing and reminders, file tracking, case progress tracking, and reports, the new solution has incorporated a completely new user "dashboard" interface, support for inter-agency mail routing, a new search engine, and mobile-web features. Users are now able to manage and track 'mails' (any information attached and sent through the system e.g. emails, letters, videos) and 'cases' (groupings of related correspondences e.g. for a particular project or event) more efficiently than ever before.

Of special note in the new features is that PROACTUS now supports inter-agency routing. This allows users to quickly and easily send and track mails and cases even between different agencies or organisations. In addition, a user can easily switch from one agency to another or be in multiple agencies.

Another important addition is the mobile-web feature. Users are now able to access the system from their mobiles or tablets from anywhere in the world, so that even when out of the country on business or holiday, users are able to stay connected and keep track of the latest developments.

## How it works

The solution consists of three main modules - **Mail Management**, **File Management** and **Case Management**. A workflow has been directly built into these modules via Remark routing.

The filing and tracking process can begin in one of several ways, when an incoming mail is received electronically; when physical correspondence is scanned and attached; or when non-mail information (SMS, verbal communication, newspaper clippings, recordings) is received. Once the mail item is registered, the Registry Officer can file the item and send remarks to the relevant parties for their action.

Registry Officers can also file the registered mail item into a File, which in turn can be put into a virtual Cabinet and Drawer.

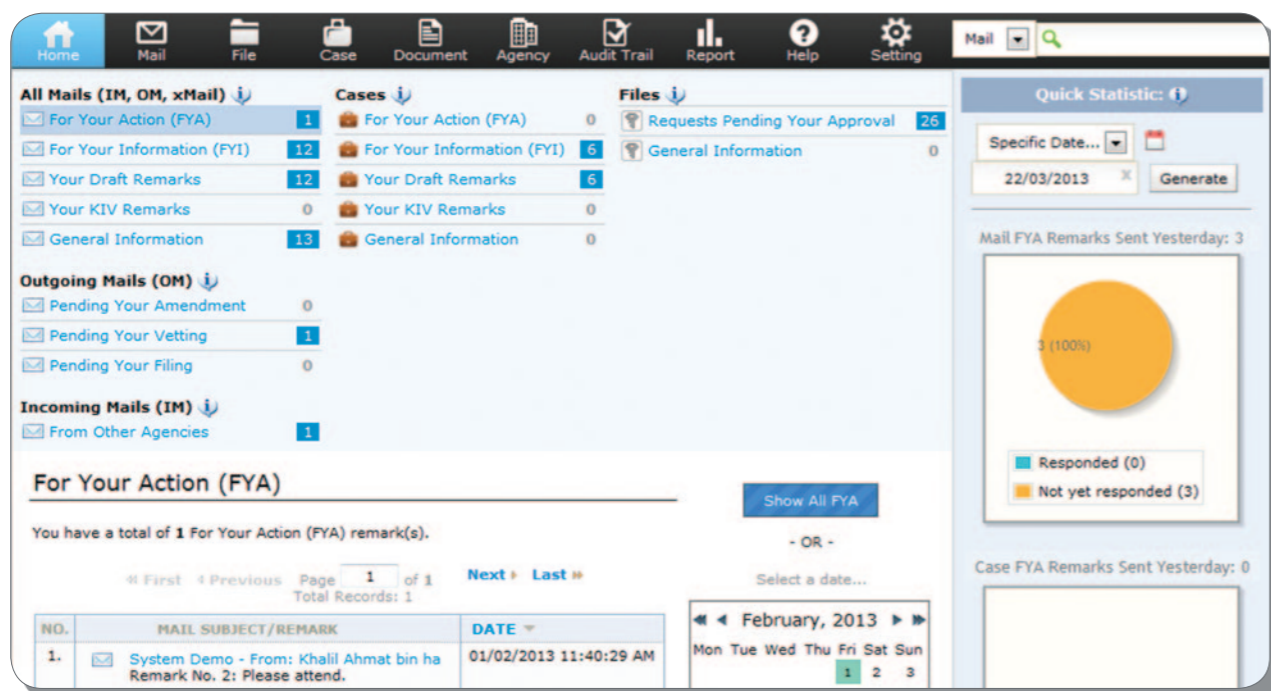
A case can be created by a Case Officer based on the mail received. In PROACTUS, a case is a neat way of grouping mail items with a similar subject matter together.

Each day, PROACTUS will send reminders to both the sender and the Action Officers if no action has been taken by the Action Officers after a certain period of time.

Outgoing Mail can be drafted by any Action Officer. These drafts can then be sent to an authorized person for vetting. Once vetted, the outgoing mail can be filed and dispatched via PROACTUS and/or via dispatch staff if the original documents are required.

It has often been said that information is the lifeblood of an organization; however, without 'veins' and 'arteries' to swiftly deliver information to where it is needed, this vital substance would be nothing more than a sticky, fast congealing, puddle on the ground.

Of course, while a proper structure of communication might be the most important element in the equation, it is by no means the only thing that an organization needs to make the best use of its information. Just as a body needs white blood cells to fight off diseases and infections, to remain in optimal shape, an organization needs a system to ensure that communications are not only conveyed, but also properly tracked, organised and stored so that important information can be easily traced and retrieved, actions accounted for, and negative costs, such as vital issues falling through the cracks, missing information, excessive administration and wasted time, minimised and eliminated.



PROACTUS dashboard - notification centre with all pending cases

## BENEFITS

- Speeds up the process of Correspondence Recording and Tracking, which includes mails, documents and files.
- Provides a better means for data dissemination where each Agency or Registry will be able to create and manage their own cases.
- Allows comprehensive tracking, reporting and monitoring of cases within an agency
- Expedites the process of action and mail routing between agencies
- Expedites the process of action and document routing between officers
- Provides fast searching of files and mail
- Access to your mail and files via PCs or mobile devices
- Access to your mail and files anytime, anywhere
- Centralized dashboard that shows all pending tasks
- Computerized file registry and mail tracking administration

## Features

### Inter-Agency Mail Routing

- Electronically send mail to other agencies that also use PROACTUS
- Expedites the process of dispatching mail in a matter of 'seconds'

### Remark Routing Within Agency

- Send remarks to Action Officers

### Create Outgoing Mail using Online Templates

- Pre-defined templates
  - Letter Head
  - Official Memorandum
  - Minute Sheets
- Custom template creation

### Registration and routing of Mail items and Non-Mail items

- Register physical correspondence as Mail
- Register non-mail information (e.g. SMS, newspaper, video) as xMail
- Start routing once registered

### Generate QR Code for outgoing mail

- Able to convert Mail ID to a QR-Code
- Fast retrieval of mail by scanning received mail that has been printed with a QR-Code

### Organize Mail using Cabinet, Drawer and File

- Able to simulate physical filing structure for easier searching of Files

### Online File Access Request

- Allows an officer to virtually borrow a file for a certain period of time
- Allows many officers to virtually borrow a file simultaneously
- Minimizes the chance of losing the hardcopy file

### Physical File Movement Tracking

- Know who borrowed a physical file and where

### Keep Track of Important Milestones in a Case

- One glance to know the status/progress of a case
- Automatic notification when an officer updates the Milestone status

### Dashboard

- Notification center for all pending tasks

### Email Reminders and Notifications

- Daily reminder for both senders and recipients

### Web Interface, Mobile Interface and Internet Technology

- Allows offices to access the system anytime, anywhere using any internet ready devices via the internet
- Automatically switches to the Mobile Interface when the system is accessed via mobile devices

### Security and Access Control

- Mail, Files and Cases are controlled with access rights and user roles
- Officers are only able to read authorized content

### Reports

- Various statistics and reports

### Audit Trail

- Detailed log of every user's activities

## Reference Sites *(The CACTUS brand is used for Sarawak Government implementations)*

Sarawak Information Systems (SAINS)  
 State Secretary Office  
 Deputy State Secretary Office  
 State Treasury Department (Headquarters)  
 State Treasury Department (Kuching Divisional Office)  
 Land and Survey Department (Headquarters)  
 Land and Survey Department (Kuching Divisional Office)  
 Information and Communication Technology Unit (ICTU); Chief Minister's Office  
 Halal Hub Unit; Chief Minister's Office  
 Bumiputera Entrepreneur Development Unit; Chief Minister's Office  
 Council for Native Customs and Traditions, Sarawak; Chief Minister's Office  
 Public Relation and Corporate Affairs Unit; Chief Minister's Office  
 Tropical Peat Research Laboratory Unit; Chief Minister's Office  
 Human Resource Management Unit; Chief Minister's Office  
 Service Modernisation & Quality Unit; Chief Minister's Office  
 General Administration Unit; Chief Minister's Office  
 State Planning Unit; Chief Minister's Office  
 State Implementation Monitoring Unit; Chief Minister's Office  
 State Security Unit; Chief Minister's Office  
 Internal Audit Unit; Chief Minister's Office  
 Native Court; Chief Minister's Office  
 Youth Development Training Centre; Chief Minister's Office