T-Systems DataBox Complete

Document Lifecycle Management and Secure Repository

A comprehensive solution for managing documents not only from data boxes

The T-Systems DataBox Complete solution provides secure and clear management of documents and digital master copies created or transmitted via the data box system. The system provides secure communication with the data box, and it controls and documents the processes that cover the entire document lifecycle. The level of security provided by the system is comparable to electronic banking systems, and it secures good availability of the documents for their entire lifecycle. T-Systems DataBox Complete is an electronic document service and DMS (Document Management System) for storing and filing electronic documents in a company.

Advantages

- Easy use
- Complete electronic document service/workflow
- Secure long-term document storage
- Linked to data box
- Fulfils all legal requirements
- Guaranteed service security and availability
- Enterprise infrastructure, services and data center security
- Fast implementation

T-Systems Managed Service

A clear advantage of the offered solution is that the application is provided as SaaS (Software as a Service). Thus the customer doesn't have to invest in IT technology, licenses and operational costs related to administration and operation. The system is operated on robust infrastructure at a secure data center, which provides not only 24-hour, 365 days per week availability, but also the required security and data confidentiality. The service is designed in accordance with ISO 27001:2005.

The solution may also be provided as a supplier project (application + infrastructure), or as a comprehensive investment for public administration bodies within regional technology centers with 5-year operational support.

Fast implementation

The solution is preconfigured and can be launched very quickly, up to 2 workdays from signing a contract. T-Systems offers the following levels of the service:

- Full User: Access to defined functionalities according to the configured rights - a full participant in the workflow. This user class is assigned to authorized employees responsible for communication with data boxes, resolving emergency situations in the incoming message verification process, subsequent distribution within the workflow or to light users, and the process of sending documents out from the organization.
- Light User: Users at the end of the workflow chain who receive data messages in the form of structured e-mails. Access to the application is limited to selected functionalities. These users are responsible for professionally reacting to the data message or preparing a reply if necessary.

Electronic mail room (ePodatelna)

The electronic mail room is the fundamental entry portal into the T-Systems DataBox Complete system. It secures incoming mail (proposals, resolutions, incentives etc.), i.e. its receipt, storage, recording, verification of necessary particulars, handing over for resolution and storage, records of written messages, signing and sending. It supports scanning of paper documents, OCR and barcode scanning and contains an integrated e-mail client.

Workflow

The connecting workflow supports comprehensive control and automation of the administrative processes related to documents, i.e. identification, recording, circulation, approval, resolution, storage, discarding, archiving and other activities related to the document and archiving services. The workflow's configuration enables defining all necessary functionalities such as the time frames for creation of certain documents, replacements for individual employees, problem notifications during document creation (e.g. time problems) etc.

Electronic document templates

This function supports automatic creation of your own electronic documents. You can define standard document templates in the systems (letters, headed paper, forms, etc.), all fully compliant with the organization's branding manual. The user only enters the resulting type of document and the system fills in everything else. Since documents are created using DMS means, they can be approved in the workflow within the respective work procedures and at the secretariat, or converted to the necessary format such as PDF. Documents may be digitally signed by an authorized person or marked with a digital logo of the organization, or timestamped and sent to the addressee's data box. If the data box is not available, it can be printed (as a copy) and sent via post.

DMS a Secure Archive

The Document Management System {DMS) is an intelligent document repository. It is also the basis of the entire solution. As a centralized archive of the organization, it is available to users depending on their individually configured or group-configured access rights. It serves as a repository for all documents for supported agendas. In this wider sense, all electronically stored data are considered documents. The archive guarantees document integrity, availability and maximum protection, while also recording document versions and securing simultaneous access of multiple users to individual documents. T-Systems DataBox Complete supports alternative document storage to an Oracle UCM (Universal Content Management) environment to create extensive trustworthy repositories.

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