RProve.
Correspondence and case management for Alfresco

Our history and culture are based on writing and paper. So it's not very surprising that our filing cabinets overflow with documents and the efficiency of our procedures relies on the speed with which an envelope can transit from one office to another.

You cannot just digitalize your documents and claim to be «paperless», you also need a tool which will add value to the digitized documents, which will transcend the procedures put in place by your organization.

With RProve, Realdolmen offers a complete solution to dematerialize your correspondence and your administrative files.

Scan your correspondence and take advantage of an entirely dematerialized solution. Quickly index your correspondence (copy/paste) to find it easily.

Distribute mails to the right people via the distribution list. Use the Alfresco rules engine to automate document distribution or filing.

Ensure your correspondence confidentiality by easily adapting the distribution list and the sharing level.
Only authorized recipients will be able to see confidential mails.

Similarly manage all types of inbound or outbound documents: post, fax, e-mails or online forms.

Facilitate collaboration regarding documents and cases by using predefined workflows.
All actions, decisions and validations are included in the details of the document so as to ensure full traceability.

Create cases to group all the correspondence relating to the same request. Each case is monitored by means of a checklist of actions proposed to the administrator.

Use templates to create outbound documents in a single action. The documents are pre-filled with information from the context (sender, recipient, reference, ...), and can still be edited before sending.

Sign documents electronically no matter where you are. The document is converted into a PDF document and is sealed thanks to the electronic signature in order to ensure its integrity and to provide it with probative value.
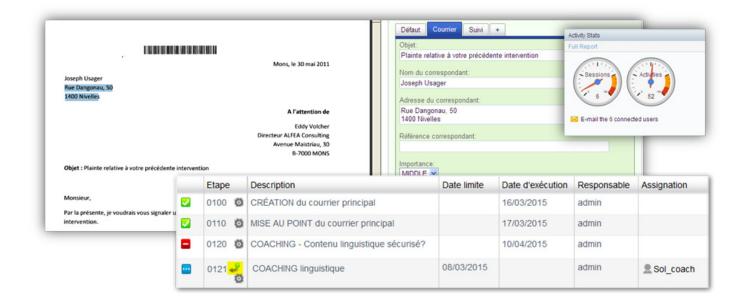
Use the schedule to monitor the progress of all your service files with regard to their deadline.
A file will no longer be stuck in the absence of its manager.

Measure document volumes and flows by means of various indicators.
Optimize business processes to avoid delays and bottlenecks.

USER-FRIENDLY

OUR SOLUTION IS :
- simple and intuitive for end-users
- easily adaptable to your organization and processes
- extensible to be perfectly integrated with other business applications

OUR STRENGTHS

- Extensive experience in dematerialisation
- A single point of contact for the entire process
- The required connectors
- Geographic proximity
- Expertise, training, coaching
- Experienced and certified consultants including:
    - Alfresco Certified Engineer
    - Alfresco Certified Administrator
    - Alfresco Certified Trainer
- Over 50% of our projects with commitment of results
- Master all the aspects of ECM , Business Intelligence and Output Management.

Based on Alfresco platform

The RProve solution for management of the correspondence and cases is based on the Alfresco collaborative platform and seamlessly integrates into the Share interface.

Beside managing your correspondence and cases, the Alfresco platform can be used in the context of an overall management of the organization's documents.

Alfresco, leader in open source content management, helps businesses to share, organize and protect their contents. The Alfresco technology combines the innovations of the open source world and the stability of a real platform dedicated to businesses.

About Realdolmen

Realdolmen is one of the largest independent single-source suppliers of ICT solutions. With more than 1.600 employees, it has become the established hard- and software supplier to many organizations in a broad range of sectors. The headquarters are located in Huizingen, but the company serves both regional and international customers. Thanks to various branches in Belgium, Luxembourg and France, RealDolmen strives to be present where their customers are located.

Realdolmen is specialized in ECM (enterprise content management), DOM (document output management), BI (business intelligence), ERP (Enterprise Resource Planning) and Web solutions.

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