



# Correspondence and Case Management

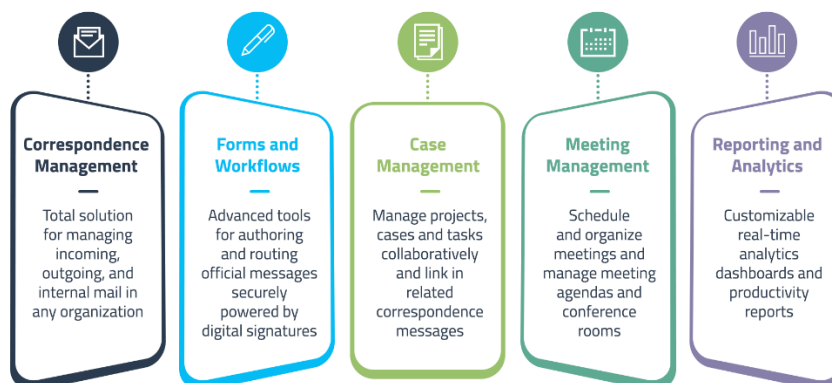
Government Excellence at the Speed of Thought

## Key Benefits

- Achieve an efficient and paperless work environment
- Focus on what matters instead of wasting time on paperwork
- Find anything you need in an instant
- Collaborate on projects and tasks and get things done faster
- Lead more productive meetings
- Stay on top of work with advanced dashboards and analytics
- Manage work from anywhere

Tarasol is a web-based, multilingual, and highly scalable system for handling administrative correspondence and case management.

Tarasol helps government and public sector entities to achieve a paperless working environment by automating the creation of official correspondence and handling all incoming and outgoing as well as internal correspondence electronically powered by digital signatures.



## Correspondence Management

Tarasol helps you achieve an efficient and paperless work environment by automating all types of official communications including incoming mail, outgoing mail, internal memos, circulars, comments, messages, announcements, and broadcasts.

Compose new correspondence through a user friendly customizable form and rich-text editor from within the web browser with the ability to scan documents and upload to attachments. Publish correspondences easily with one click that generates a printable PDF after embedding your signature and your official header and footer.

Route and approve correspondences through customizable workflows that map your existing organizational structure, roles and processes.

Tarasol provides you a clean workspace that shows all the items that require action or review.

## Case Management

Tarasol helps you get things done by providing a platform to manage all your projects, cases, and tasks and enable your teams to work collaboratively.

Create cases in Tarasol for incoming cases that you will work on with others or for internal or external projects that require collaborative efforts. Create and assign tasks, set deadlines, update the progress rates of tasks, create sub-tasks, upload attachments and make comments easily. You can also link related correspondences or meetings to ensure a 360 view of your project.

## Meeting Management

Tarasol helps you lead more productive meeting through its advanced agenda management where every item on the agenda is manageable and actionable.

Schedule and organize one-off or recurring meetings easily. Set the agenda, upload related files, link related cases and correspondences, and then invite your attendees. Manage meeting rooms and their availability schedule. Generate minutes of meetings reports automatically and turn resulting action points into trackable tasks.

## Reporting and Analytics

Tarasol helps you stay on top of your work by providing you with a real-time dashboard powered by customizable analytical reports on virtually anything you need to track, starting with correspondence statistics, progress on action points, all the way to the productivity of a certain user or department.

## Archiving and Retrieval

Nothing gets lost in Tarasol. All completed items get archived using Tarasol's secure ECM repository or your existing ECM system. You can search for any correspondence, meeting or task easily through an intuitive basic search or an advanced search that lets you specify more details to narrow down your searches.

## User Experience

Tarasol is user-friendly and fully multilingual featuring English, Arabic, and French user experiences covering everything from user interface, to message templates, to system configurations. Other languages can be added easily.

## Cloud and Mobility

Tarasol helps you manage correspondence and process important tasks on the go using mobile applications for iOS and Android.

Thanks to an n-tier scalable web-based architecture, Tarasol can be easily deployed onto cloud application servers to enable access over the internet.

### Related Products

- ArcMate Enterprise
- ArcMate Data Center
- ArcMate EZIFlow

### Related Services

- Implementation
- Training
- Technical Support
- Customization

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