

# Automated Document Management Systems *at a glance ...*

## ***What is an Automated Document Management System?***

- A system that enables reports and other communication to be instantly and confidentially transferred between various users (e.g., Adjusters, Consultants) via a secure Internet site
- Enables user to proactively manage the file online with all communication, reports and historical data at your fingertips whenever you need it

## ***When Can I Use It?***

- To submit referrals
- To review and monitor files/activities
- To write notes
- To ask questions
- To receive and review reports

## ***What Kind of Progress Can I Monitor?***

- Receipt of the referral
- Assignment of the file
- Consultant activities
- Notes, questions
- Consultant report
- Historical information

## ***What Are the Advantages of Using It?***

- *Instant referral transmission*
- *Immediate Confirmation of Assignment*
- *Secure and confidential communication* (via secure, encrypted Internet site)
- *Historical archives of all documentation at your Fingertips* (no more pulling out huge paper files)
- *Smooth transition* (a new Adjuster has easy access to up-to-date information)
- *Cost savings* (quick response can lead to quicker file closure)
- *Increased efficiency* (no more searching through the mail or tracking down courier packages)
- *Internet use eliminates the need for ongoing investment in systems and hardware*
- *No more "phone tag"* (all communication can be done online)
- *Proactive file management* (monitor Consultant whenever you like)
- *Paperless* (all documentation stored online and easily down loaded when needed)
- *Flexible* (system can be adapted to the specific needs of each user)

## ***How Do I Use It?***

- Via a password over a secure Internet site
- The password (secret word or phrase that gives the user access to particular information) ensures that only the intended reader can access the information

An example of an Automated Document Management System is the *STAR* System. For a free demonstration, please call Gail Burnett at 1-800-363-8900, ext. 244.

