

SIGAP

Solution Blueprint



Information Management
and Process Automation
System



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What is Government's Correspondence Management?

Government's Correspondence Management is a process that works to guide government's management process towards government agencies goals and also it is an instrument to evaluate it. The Correspondence Management concept focuses as well on planning, execution and control, and also an strategic orientation that makes sense to most operative aspects.

Because of the high volumes of document based information managed by government agencies, it has emerged the need to automate this process rising the concept of: Automated Correspondence Management System, that focuses on massive management of document processes within government agencies, allowing to link information, documents, people in the dimension of time, creating functional relations that links technical-organizational variables allowing to measure agency's performance that is the starting point of standards improvement; through planning guides actions corresponding to strategies defined towards better results; and finally, enabling control this allows to know if the results satisfy the goals that were initially defined.

Solution Highlights:

- Ensures compliance to regulations
- Turns users transparently into a "Paperless Office" approach
- It provides support to different databases, application servers and several ECM platforms
- Offered also under the "Cloud Computing" model
- Proved solution with thousands of users and millions of transactions
- Executive dashboards
- 100% web based
- It doesn't require a license x scanning station



What is SIGAP?

The Information Management and Process Automation System is a modular technological solution developed by a group of Mexican experts in order to help government agencies to satisfy several electronic document management needs over Web.

Correspondence Management module enables total control, management and tracking of correspondence issued and received by different ways either internally or externally to the government agencies with a full "paperless office" approach.

The solution enables follow up to cases starting on the reception of the incident where it is registered, delegated to different levels within the organization upon its conclusion.

Fully complies with government initiatives!

SIGAP complies with several Federal Government initiatives related to efficiency and public service quality increase, some of them are stated below:

- Chapter IV, 20th Article of the Presidential Austerity Decree, which refers to: Modernization Issues, efficiency increase and Administrative costs reduction
- Fully aligned to eGovernment Initiatives.
- Full Compliance to "Lineamientos para la operación, Funcionalidad, Comunicación y Seguridad de los Sistemas Automatizados de Control de Gestión" issued by Secretaría de la Función Pública and Secretaria de Hacienda y Crédito Público.

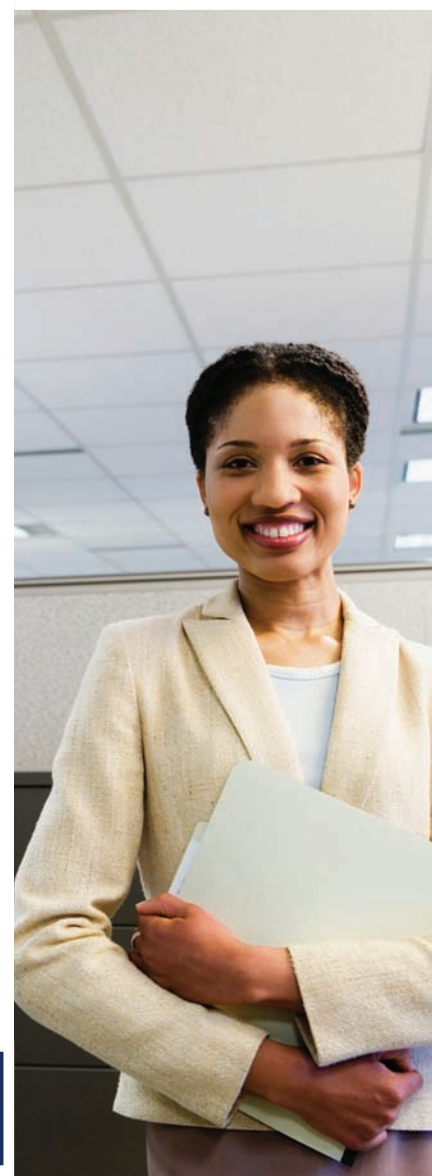
How does SIGAP helps government agencies?

SIGAP is specifically designed to fully automate Case Management within Government Agencies, allowing them to register, assign, respond, track and review registered internal or external, tasks as well as those delivered by citizens or other government agencies.

The deployment model has reached a high degree of maturation that allows to deliver us record times on standard deployments for 10 and 15 working days from the date where there is full infrastructure and basic information availability from the government agency involved in the deployment.

What benefits Enables SIGAP?

- Enables paperless approach on administrative checkpoints.
- Enhances productivity on user departments.
- Speeds up document management based processes.
- Enables knowledge and procedural standardization within the government agency.
- It provides simple and advanced electronic signature support
- It provides key performance indicators about the performance of the whole agency as well as providing indicators related to every single administrative department.





What additional features can be enabled with SIGAP?

Because it is developed using open standards, providing support to different Enterprise Content Management platforms, it may be possible to enable gradually additional benefits around electronic document management that may be spited in two different sets:

- a)** Once deployed the Correspondence Tracking Module, it is possible to make an additionall investmeat in order to enable interoperability to transact over the web with different government agencies; it is also possible to enable SIGAP's "White Book Integration and Administration Handout Module", and SIGAP's "Transparency Module", allowing government agencies to comply with several eGovernment initiatives related to Electronic Document Management.
- b)** It is also possible to invest in additional ECM Platform licenses and services to enable fully functional ECM initiatives:
 - High Volume Imaging
 - Web Content Management
 - Records Management
 - Digital Video/Audio Management (DAM)
 - Collaboration
 - Document Workflow
 - E-Mail Management



What certifications and recognitions have been awarded To SIGAP?

Designed for EMC|Documentum

- EMC's certification program for solutions developed on the top of EMC's Documentum ECM platform
- It allows to ensure the highest quality while integrating vertical solutions con integrated to EMC IT platform
- The only Latin American Solution recognized with the Designed for EMC certification.



AMITI 2007 Award — Large Corporations Category

- AMITI: Mexican IT Industry Association 2007 Award
- Awarded only to one company each year for demonstrating a real competitive advantage and productivity increase on a real business case through the optimal use of Information Technologies, and at the same time contributing for the development of the Country .



EMC's Worldwide Best Vertical Offering 2007

- Awarded in October 2007 to SIGAP during EMC's Momentum Europe event in Monaco.
- Recognition delivered once a year by EMC Corporation in recognition to the impact of a business solution for a specific industry developed with EMC's products and that is tightly integrated to EMC's Documentum ECM platform.



What technological standards are supported by SIGAP?*

- Supports Unix, Windows and Linux platforms.
- It provides support for Oracle y MS SQL Server Databases
- Application Server Support: WebLogic, Websphere and Apache Tomcat.
- It supports virtualized Environments

* We recommend that the customer provides Database, Operating System and Application Server licensing and it is recommended to validate supported versions previous to deployment.

Which government agencies are using SIGAP?



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