

**dCCM**Digital Case &
Content Manager

A Simpler Way to Manage Complex Interactions and Workflows

To support Financial Service organizations looking for effective ways to optimize process efficiency, reduce redundant costs, mitigate operational risks, and effectively manage work in a distributed and remote working environment - LTI Canada offers Digital Case and Content Manager (dCCM™), an enterprise-class business process management (BPM) and enterprise content management (ECM) solution.

dCCM™ is a full-featured, agile, robust, highly configurable and innovation-ready workflow built on an industry-leading intelligent BPM platform. Facilitating end-to-end workflow tracking with process standardization and automation, dCCM seamlessly integrates with your existing back-office systems.

Digitally-Optimized Workflows

Digitize your work environment to reduce the friction of paper-based administration using dCCM's Case Management framework of structured, semi-structured and flexible processes.

All-in -One Workflow Solution

Document capture and digitization, workflow orchestration and content management components are all seamlessly integrated within dCCM.

Strong BPM Foundation

dCCM was created through our close partnership with NewGen Technologies, leveraging and maximizing an established, industry-leading intelligent BPM and content management platform solution.

Innovation & Vision

With available automation solutions such as Straight-Through Processing (STP), UI Path's® Robotic Process Automation (RPA) natively built-in, and ease of API integration to other platforms - dCCM enables your organization to realize further efficiency gains.

dCCM helps businesses effectively support intelligent decisions by routing information contextually to the right audience. It simplifies the management of operational work volumes by reducing risk and operational errors across all work ingestion channels, and digitizing and standardizing workflows for routing them.

Equipped with case management, intelligent work routing capabilities, and robust analytics and dashboard features, dCCM also boosts collaboration through internet-based access that allows users to optimize workload management across locations and geographies.

dCCM™ Highlights

Multi-Channel Capture / Digitization

- Seamless multi-channel intake of requests from email, fax, scan, manual ingestion, and data from other systems and networks.
- Store, retrieve and manage digitized documents through dCCM's Enterprise Content Management system (ECM).

Case Management Workflow Framework

- Dynamic Case Management framework for highly adaptable process flows and Intelligent work distribution.
- Industry standard workflows defined and implemented – Index, Standard Processing, Quality Control, Not in Good Order (NIGO), and Adjustments.
- Collaborate, share, and mark up documents.

Canadian Hosted Solution

- Hosted in our Tier-3 data centers, providing full Continuity of Business (CoB) capability.
- 24/7 business-critical application support model, with all hardware and software managed by LTI.

Document Management Solution

- End-to-end content management, enabling easy retrieval and storage of digitized documents and records with configurable document retention policies.
- Product-specific user documentation created and published.
- Manage archive and retention policies.

Business Activity Monitoring

- A suite of real-time reports customized to oversee and manage work/staff. Users can opt for email alerts and build their own configurable custom dashboards.
- Comprehensive search features through text or metadata.
- Robust auditing capabilities provide traceability and transparency.

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