



## iService is the missing piece of your enterprise content management puzzle

iService is a revolutionary, full-life cycle document output and content management application. With our simple, point and click technology, gone are the days of labor intensive, error prone, manual document assembly and tracking.

Organizations rely on high-quality, repeatable, document composition and output to both internal and external customers. iService technology provides a user-friendly and cost-effective solution to automate the time-consuming composition of documents while supporting rule-based business logic for generating document content.

Through an easy two-step process, iService allows a user to quickly select a document template, choose the desired business content, and through integration with your enterprise information systems (ERP, CRM, etc...), generate a completed document in seconds.

**iService does the rest. Now *that's* iService!**

### Industry Specific Applications

- Utilities
  - Natural Gas
  - Water
  - Electric
- HR Services
- Financial Services
- Insurance Services
- Real Estate
- Recruiting/Staffing



“iService has had a **tremendous** impact on our CSR efficiency. It's easy to use, our reps love it, and we couldn't operate without it.”

Ed Schweinberg  
Director of Customer Service



## iService Benefits



User Interface

### Rapid installation, integration, and deployment

- Realize functionality with an initial set-up of up to 200 document templates in less than 3 weeks
- Configurable installation to meet your organizations size and needs
- iService integrates easily to retrieve the data used to populate documents directly from your organization's information systems

### Workflow and process improvement [Reduce AHT]

- Users generate documents in a two-step process, dramatically reducing wrap-time associated with document creation
- No specialized or technical knowledge needed
- Generated documents become searchable content

### Reporting and application management

- Quick Reporting capabilities to measure correspondence metrics; from user proficiency and statistical data to volume and types of documents generated
- Maximize reporting capabilities with customizable filters
- Change individual document or batch content spontaneously, without the need for technical skills or programming



Management Dashboard

### Easy to learn; Easy to use

- User-interface is familiar and easy to navigate
- Visual feedback reinforces correct usage
- Simple letter template search and selection process

## iService Features

### The missing piece to the systems you already own

iService incorporates data from your current enterprise information systems to generate business documents. iService fills in the missing piece between your enterprise applications (SAP, Oracle, Microsoft) and content management systems. iService documents are tagged, indexed, and searchable to support subsequent customer interactions.

### Simplified usability

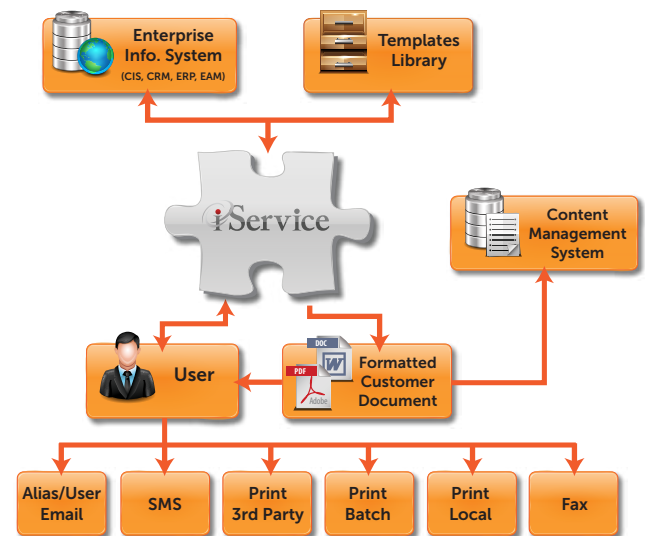
With an intuitive user-interface and an efficient 2-step process, users only need to identify the appropriate account and desired document template. Templates can be easily searched in 3 ways: name, key word, or number. iService automatically populates the template with correct account details and prompts the user for the desired document generation selections.

### Multiple communication/fulfillment channels

All documents generated by the system are rendered in MS/Word and/or secure PDF for delivery through various print and send options: local printing, print to batch, print to 3rd party, fax, email, and SMS.

### Management Dashboard

The Dashboard allows users to search or generate reports based on your organization's desired metrics. The MicroTrack system enables activity based reporting, allowing managers to analyze the where, when, and who of each generated document.

**iService** is the 'missing piece' of your Enterprise Content Management Puzzle.

For more information about iService and how it can benefit your bottom line, contact Donnie Walker at iTeres today. (214)244-9010 or [dwalker@iteresgroup.com](mailto:dwalker@iteresgroup.com)

## About iTeres

iTeres consistently delivers effective solutions that align with customer goals and objectives. iTeres' solutions leverage technology to address immediate needs and provide strategic platform solutions designed to build a foundation for future growth. You can feel confident in the solution and confident in the knowledge it is designed to support your business over the long haul.

Innovation, quality, usability, and efficiency are the cornerstones of iTeres solution design. Commitment to quality infuses every aspect of our business; enthusiasm for your success propels our efforts. Each step in the process is

focused on you, the customer—from solution design to help desk support. Listening to you and understanding your perspective is what allows iTeres to develop answers that deliver results and exceed expectations.

Deep experience in business process and technology is what sets iTeres apart. iTeres understands the challenges that companies face, across industries and market factors, that influence technology decisions. Organizations need a partner providing solutions to position them ahead of the changes—not reacting after the fact.

### iService Technical Specifications

User Interface	Business Logic	Document Engine	Database
Windows Presentation Foundation	VB.NET	MS/Office	SQL/Server



Visit iService online at [www.iteresgroup.com](http://www.iteresgroup.com)



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 [dwalker@iteresgroup.com](mailto:dwalker@iteresgroup.com)

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