

Fact Sheet

Manufacturer:

iTeris Group, LP

Category:

Service and Document Output Management

Deployment:

Deployed via Microsoft Click-Once

Technical Specs

User Interface:

Windows Presentation Foundation

Business Logic:

VB.NET

Document Engine:

MS/Office

Database:

SQL/Server

iService

Automate and simplify the time-consuming tasks of document generation, maintenance and management.

The timely production of accurate business documents for internal and external customers is vital to supporting organizational branding, maintaining quality standards, and improving customer satisfaction. iService streamlines the process of generating personalized documents, dramatically reducing the time spent creating, sending, and managing individualized corporate and customer communications.

Features

- ✓ **Integrates with the enterprise information systems you already own**
 - Utilize current system applications, such as SAP, Oracle, Microsoft Dynamics, etc.
 - Customizable to client's organizational and workflow requirements

- ✓ **Multiple communication/fulfillment channels**
 - Full utilization of the MS/Office suite
Generated documents are rendered in MS/Word, and/or secure PDF, eliminating the need for proprietary text editors.
 - Supports various print/send methods:
 - On-demand printing
 - Print to batch
 - Print to 3rd party; formatted document or data stream only
 - Fax
 - SMS
 - Email (as HTML and/or PDF attachment)

The logo for iService, featuring a stylized 'i' with a red dot and a grey swirl, followed by the word 'Service' in a serif font.

Visit iService online
www.iteresgroup.com



✔ Simplified usability

- Intuitive user interface
- Efficient 2-step process to complete a document
Simply identify the account and the correct document template—**iService** does the rest
- Workflow guides users through creation process
- Search function allows rapid document retrieval.
Search by: Document name, Subject line, Letter code

✔ Straightforward administration

- Creating new and editing existing documents is an internal administrative task, not an IT function
- Ensure adherence to regulatory and organizational standards with improved control over the content and style of produced documents
- Table-driven architecture simplifies mass changes to document templates, e.g. hours of operation, phone number, etc.

✔ Management dashboard

- Choose the content available to operators to search and run reports
- Activity-based reporting helps your organization optimize resources, reduce costs, and improve effectiveness
- MicroTrack content auditing system allows the organization to identify the who, when, and where of each generated document

About iTeres Group

iTeres was founded on a philosophy of delivering results-oriented consulting services and expertise across many industries. The foundation of iTeres is service first—externally with our clients and internally among peers. Our people are among the very best in the technology industry and are recognized as leaders in various technologies and disciplines.