

FileCD[®] Customer Records

Better customer information means better customer service

In a time of rising costs and fierce competition, more and more organizations are looking closely at the steadily rising costs of managing paper documents, both outgoing and incoming.

Invoices, receipts, credit applications, expense reports and all the rest, in their traditional paper forms, put pressure on both budgets and productivity—and the impact increases exponentially with the volume of paper. Managing these documents more efficiently is becoming a critical requirement for controlling costs, working efficiently with suppliers, and providing responsive service to customers.

The advantages of going paperless.

FileCD Financial is an innovative, powerful, and easy-to-use financial document management system that makes paper files virtually obsolete. With FileCD, your documents are created and archived in electronic form, enabling fast, easy and efficient filing, storage, and retrieval.

Combining state-of-the-industry document imaging, form recognition, barcode and enterprise report management technologies, FileCD Financial transforms your paper documents and computer files into a powerful digital library, instantly accessible from anywhere.

The result? Virtually every activity that creates or uses documents becomes more accurate and efficient. Filing errors virtually disappear, while productivity rises and costs shrink. Best of all, whenever documents and reports are needed, they're instantly available - and that means business keeps moving.

Benefits

Improve customer service.

FileCD Financial lets you respond quickly to your customers by giving you instant access to your customer records. View, print, fax or e-mail any document in seconds, satisfying even your most demanding customers.

Raise productivity.

Freed up from tedious, time-consuming filing and retrieval chores, staff can attend to more customer-focused or profitable activities.

Accelerate business processes.

FileCD Financial locates documents in seconds, instead of the minutes, hours or even days often needed to sift through paper files.

Cut operating costs.

In addition to saving labor and time, FileCD Financial also dramatically reduces space requirements and storage costs.

Ease access, improve security.

FileCD eliminates lost and misplaced documents by filing them electronically. You can easily increase information security, meet compliance requirements and protect against disasters by storing backup copies of your documents off-site.

File and retrieve documents from anywhere.

FileCD Financial enables remote and mobile users to securely create and retrieve invoices, orders, expense reports and other documents from any location with a Web browser, so they can get more done without travel-related delays and costs. Complete security control functions safeguard your documents from unauthorized access or alteration.

Find related documents with ease.

By consolidating related documents into the same electronic folder, FileCD Financial makes it easy for users to retrieve related invoices, checks, purchase orders, and computer files.

Features

- **Intuitive and easy-to-use.**
FileCD Financial organizes documents in exactly the same way you'd store documents in a file cabinet.
- **Automated, configurable workflow.**
It's easy to set up user profiles and workflow rules that let FileCD Financial efficiently route documents into user work queues.
- **1D and 2D barcode capabilities.**
Choose the technology that fits your business or existing equipment and maximize accuracy in document tracking and identification.
- **Automatic document consolidation.**
FileCD Financial ensures that all related documents are kept in the same electronic folder.
- **Powerful search and audit capabilities.**
Authorized personnel can locate any needed document in seconds. If an error occurs in initial document tagging, comprehensive audit reports help users find and re-file missing documents.
- **Extensive annotation capabilities.**
Enable users to add text, highlights, sticky notes and rubber stamps to a document, while preserving all original document content.
- **Automated financial imports.**
Users can import check and remittance data from lockboxes of financial institutions.
- **Comprehensive image processing functions.**
View, zoom, rotate, print, fax, or e-mail any document.
- **Full regulatory compliance.**
Robust security and audit trails protect document confidentiality, while ensuring compliance with government regulations and industry standards.
- **Easy, macro-based integration.**
Link seamlessly with virtually any business application.
- **Scalability.**
Built on Internet and client/server architectures, FileCD Financial is both open and customizable, and supports most popular high-speed scanners, digital copiers and FAX servers.

Start improving your customer service processes now.

FileCD Financial will revolutionize the way you manage documents, streamlining every step of your customer service process. It's the future of document management ... available today. To learn how your organization can get started, contact TeleFile at **(650) 212-3453** or visit **filecd.com** today.