

Case Study

Transforming Correspondence Management with Workflow Automation

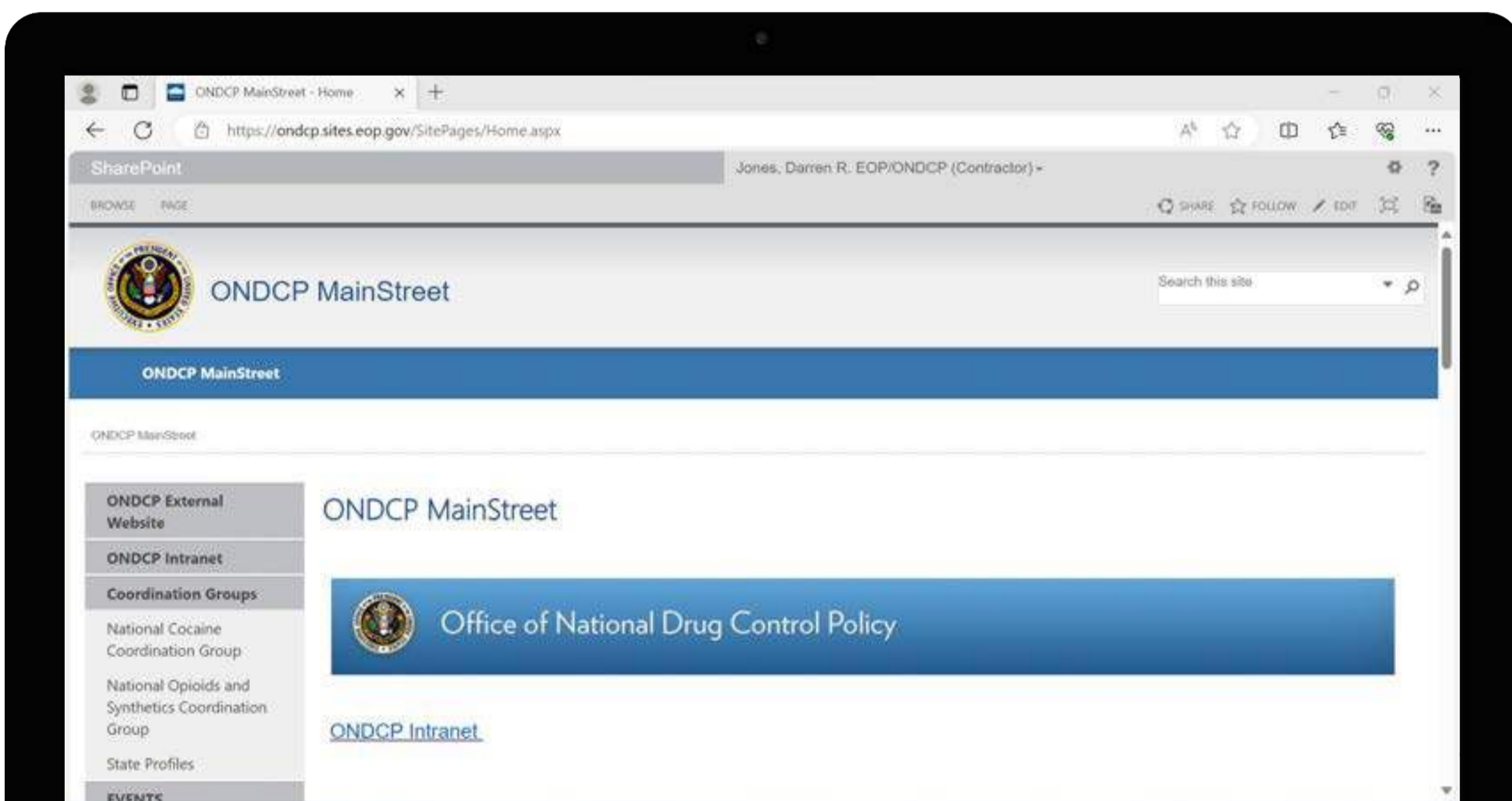


The Customer

And Their Challenge

The Office of National Drug Control Policy (ONDCP), operating under the Executive Office of the President (EOP), plays a vital role in coordinating the nation's drug policy to improve the health and well-being of Americans. Facing an urgent challenge, ONDCP found itself in a difficult position as their executive correspondence management system, Bluecast, was nearing decommissioning. This outdated system, built with obsolete technology, required a modern replacement to continue supporting the agency's critical functions effectively.

Bluecast was essential for tracking incoming correspondence, managing event information, responding to governmental communications, and overseeing overall correspondence management. A new solution was required to handle these critical tasks seamlessly and efficiently, ensuring the agency's operations continued to run smoothly.



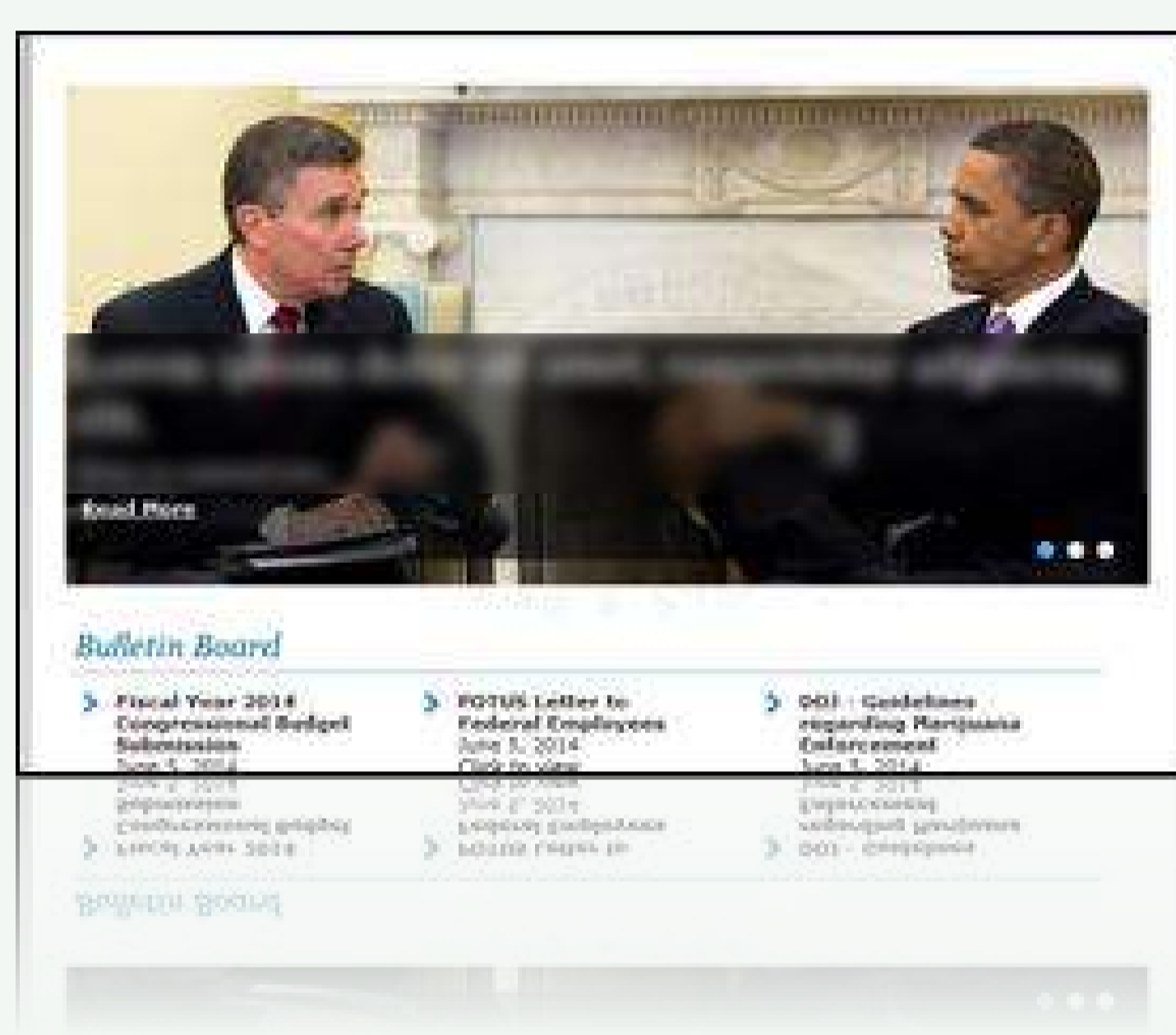
The Solution

Workflow Automation

In response to ONDCP's urgent needs, i3Solutions stepped in to develop a customized Workflow Automation solution. This solution was specifically designed to address ONDCP's challenges, with a primary focus on enhancing the Executive Correspondence Management System (ECMS).

Additionally, the solution allows for multiple reviews of each package, ensuring that responses and data align with the agency's objectives. This feature proved particularly valuable for handling time-sensitive event correspondence, enabling ONDCP to respond quickly and effectively.

The goal was to develop a modern, efficient system that supports the EOP's overarching mission of delivering effective assistance to the President. i3Solutions took the lead in creating a new executive correspondence tool for ONDCP, using advanced technologies like SharePoint 2019, Nintex Forms and Workflow, and jQuery.



The implemented solution features meticulously designed workflows that streamline the tracking of correspondence and events from initiation to completion. Each package in the system receives a unique ID number, simplifying tracking for ONDCP staff and providing a clear overview of each package's progress through the workflow.

The workflows were crafted to enable staff to review, comment, and update documents, fostering a collaborative and efficient correspondence management process. The new correspondence tool introduced by i3Solutions offers significant improvements, centralizing all packages in one location with key metadata for easier tracking.

Technologies

Used in the Solution



SharePoint 2019, a robust collaboration and document management platform, serves as the backbone for the entire solution. It provides a secure and scalable environment for storing, organizing, and accessing information. SharePoint's document management capabilities facilitate the organization of packages, ensuring that key metadata is associated with each package for easy tracking. Additionally, the platform offers a user-friendly interface for ONDCP staff to interact with the system, enhancing overall usability.



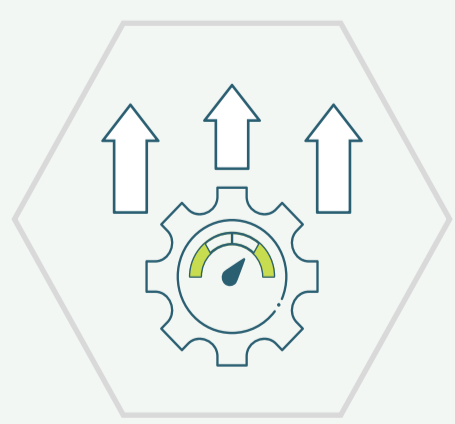
Nintex is a powerful platform that enhances SharePoint's functionality by providing tools for form creation and workflow automation with minimal coding. i3Solutions leveraged Nintex Forms to design user-friendly interfaces for capturing information related to incoming correspondence packages, streamlining data entry and making it easy for ONDCP staff to input and update information. Additionally, Nintex Workflow automates the entire package tracking process, with workflows guiding packages through various stages and facilitating reviews, comments, and updates. This automation reduces manual effort, minimizes errors, and ensures a consistent and efficient process from start to finish.



jQuery is a lightweight, fast, and feature-rich JavaScript library that simplifies HTML document traversal, manipulation, and event handling. i3Solutions used jQuery to enhance the user interface and overall experience within the executive correspondence tool. jQuery ensures a seamless and intuitive user experience, allowing users to navigate the system effortlessly and efficiently.



Measurable Benefits and Business Impact



Improved Efficiency

i3Solutions' implementation of Workflow Automation at ONDCP brings tangible improvements in efficiency and transparency. By centralizing package tracking with key metadata, ONDCP enhances its oversight and management capabilities. Assigning unique ID numbers to each package facilitates quick and precise monitoring, allowing ONDCP staff to easily determine the status of any package within the workflow. This centralized tracking system streamlines operations, boosts efficiency, and provides greater transparency into the movement of correspondence.



Enhanced Collaboration

The introduction of workflows by i3Solutions not only streamlines the correspondence tracking process but also fosters enhanced collaboration among ONDCP staff. The new system allows staff members to conduct reviews, add comments, and make updates directly within the platform, promoting a structured and organized approach to managing correspondence. This increased collaboration reduces the likelihood of errors and ensures that responses are well-informed and timely, ultimately enhancing the effectiveness of ONDCP's operations.



Enhanced Accuracy

The use of unique ID numbers and automated tracking reduces errors in monitoring and processing packages, leading to more precise and reliable data management. This ensures that all correspondence is accurately recorded and tracked throughout its lifecycle, minimizing the risk of lost or misfiled documents. Additionally, the automated system provides consistent and error-free data entry, further enhancing the overall accuracy of the correspondence management process.



Increased Transparency

Centralized tracking provides real-time visibility into the status of correspondence, enabling better oversight and more accurate reporting on package movement and processing stages. This transparency allows for quicker identification of any delays or issues, facilitating timely resolutions and more informed decision-making. Additionally, it enhances accountability by providing a clear audit trail of all correspondence activities.