Policy and Procedure Management – PPs

" Business Challenge

Organizations are facing serious challenges to manage, access and update scattered policies.
The multiple versions of documents leads to employees referencing old policies.
The limited collaboration and the poor communication complicate tracking policy updates.
The manual control and audit require huge workforce efforts to meet the revision date deadline.
Not to mention, paper is easy to lose, damage, or misplace and electronic documents on insecure system such shared drives can easily get duplicated, lost, or deleted, resulting in risk of non-compliance… Organization never get a sense of how much money and time they're actually losing on an annual basis from ineffective policy management systems.

Policy and Procedure Management for Open Text (PPs)

MGS policy & procedure Management system for OpenText – PPs is an advanced solution, a single and unified system that lets you manage and control document security, easily collaborate on policy updates, publish content to the community, distribute policies to employees, track e-signature on the documents. PPs uses workspace for each policy and interconnect with other systems to track procedures. PPs is built on top of Open Text Content Server system and Automation Anywhere.

PPs Role

PPs is a quality documentation solution with out-of-the-box functionality that digitalize your entire policy creation, revision, issuance, acknowledgment, adjustment, and renewal.
It standardizes, archives and automates smoothly the policy lifecycle using robotic capture, machine, learning, advanced content and collaboration system.
PPs integrates seamlessly data and processes across the system, and empower users with visibility of policy and procedure processes based on set of permissions can be accessed their rules for improved compliance with internal information governance mandates and regulatory requirements.

Product Features and Function

PPs has a friendly, and customizable user interface, it uses the native features provided by content Server such as Smart View as Web Page, Browsing Folders, Workflow Maps, Workflow Forms, Search and edit Pre- built Templates, Categories and more…

" **Smart and simple UI**

Smart, simple and user friendly interface, users can initiate business processes cycles, create custom fields, policies/procedures types, design their own workflow, lookup dates, and use predefined template, while saving time and money.

DAS Integration

Suite of tool enabling swift system adoption, communication & collaboration, and creating understanding of business process. DAS provides guiders, guided learning, usage analytics, notifications, FAQ, process & IOT viewer, audit trails, built-in chat & support (text, voice, video, screen & file sharing), sticky notes.

Drive real accountability

Each department follows their policies and procedures with compliance or quality control department.

Map policies to accreditation standards

P&Ps Streamlines your governance, risk and compliance processes.

Automated policy/procedure templates and designs

Enforce policy/procedure standardization and minimize risk through use of automated forms and templates that incorporate approval language.

Role-Based access

Administrator can assign permissions and accessibility to users and provide the convenient level of security to keep control on the sensitive policies.

Faster retrieval/accessibility, relation, and filing

User can track the lifecycle of a policy, identify the mother and daughter documents, links forms to procedures.

Versioning control

keep track of all policy versions and the history of policy changes with an automatic adjustment of version number and date**.**
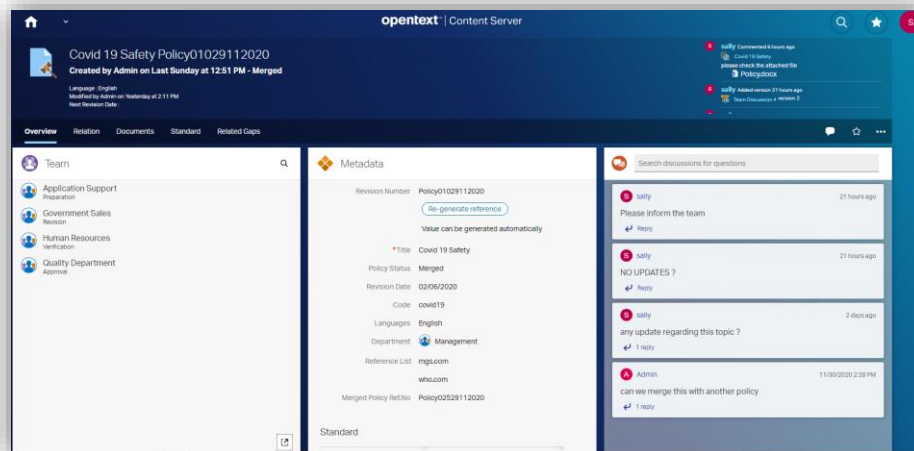
Flexible reporting and analytics

Empower users experience with the reporting and analytics tools for immediate performance analysis, based on a stored data. Helping them to track and follow up easily and improving operational efficiency.

Powerful enterprise viewer

Viewer can add electronic signature of your document easily, include his comment, and view the policies status and all procedures related to the current policy.

Powerful AI

Suggestion of linking PPs by AI, recognizing the similar phrase within a procedure.

Valuable Powerful SE

Users can use custom search for saved or archived policies/procedures from the documents repository.

Customizable approval workflow system

Workflow is customized so that concerned people /departments can review policies, approve and process them.

Customization and Integration with other systems

Customization and collaboration tools and integrations with other software to scale fast while maintaining consistency. Integrate as well with MGS systems for OpenText such as CWS so that Emails can be linked to PPs, and others…

Easy conversion with integrated imaging

Physical documentation could be converted to electronic eliminating business errors. Users can create policies

through the system, receive them either electronically via file or system integration or through scanning directly to the system, capture and rearrange all their types easily and conveniently, recognize content using OCR.

**Automated code generation and update**
Each policy/procedure that is entered to the system and created will instantly get a code, can be searched, viewed, and checked for revision and current status. Adjustable procedures flowcharts are automatically generated to ensure adherence (Add on Module).

Customizable policy authoring
Offer policy drafting portal and allow users to edit a policy document inline during its lifecycle, track all amendments and easy navigate them within the system.

A unified dashboard for tracking & monitoring
Users can track template usage, approval deadline etc... For a better insight and decision making across the organization.
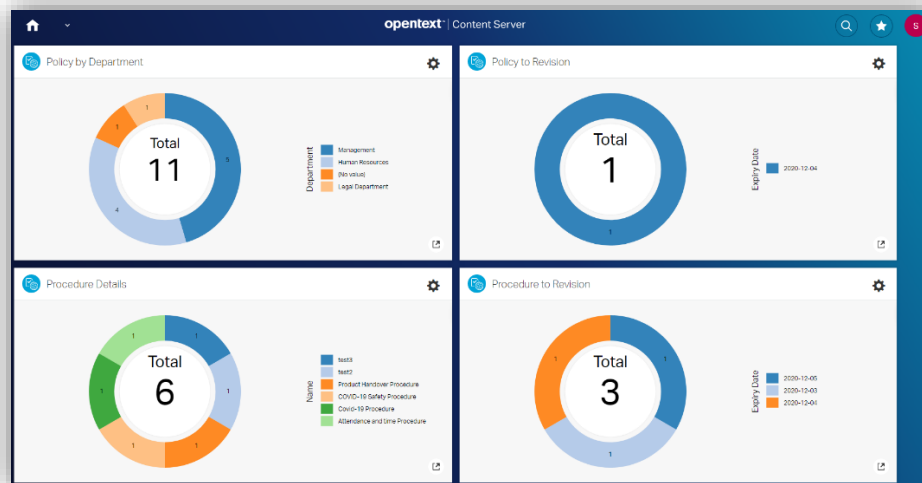
Centralized policy & procedure management and cloud control
PPs cloud control all documents, to be securely saved, and stored in a single repository, such as OpenText™ Content Server.

Cloud flexibility
Allow users to work on a variety of browsers and devices, manage your business without the need to be in your office. PPs can be deployed on Premise, Cloud or Hybrid environment

Value Proposition

- Support an ethical culture.
- Support compliance and assurance to regulatory requirements and consistency with more secure working practices.
- Maintain a system of records for reporting and audit.
- Accelerate cycle times and reduce operational costs and risk by automating the processes. Better accountability of staff through easier measurement of their performance against the systems.
- Less training required, higher productivity through staff, growth and maximum value of business. Improve administrative processes, empower teams and the quality of collaboration and communication.
- Risk management, gaining full visibility into the entire policy lifecycle.
- Greater customer satisfaction resulting in higher average sale process and increased repeat business.
- Greater control over the flow of information throughout the business leading to less double handling and resulting in a reduction of errors.
- Deploy advanced technologies which allows less manual involvement, paperless environment, and digital transformation.