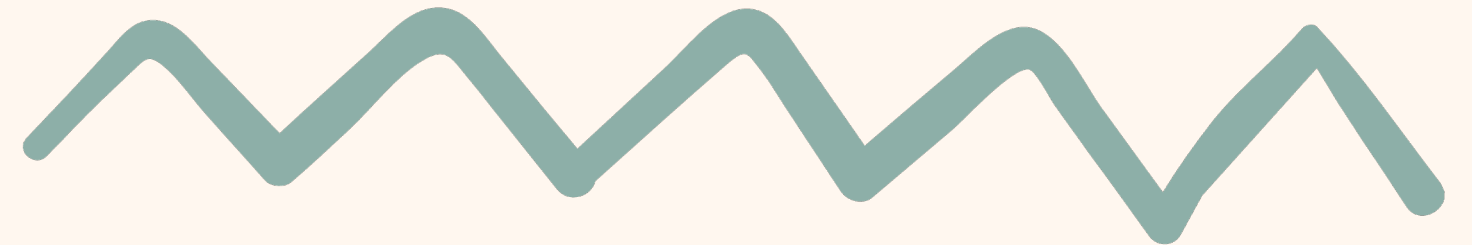


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# DMS

*Document Management System*



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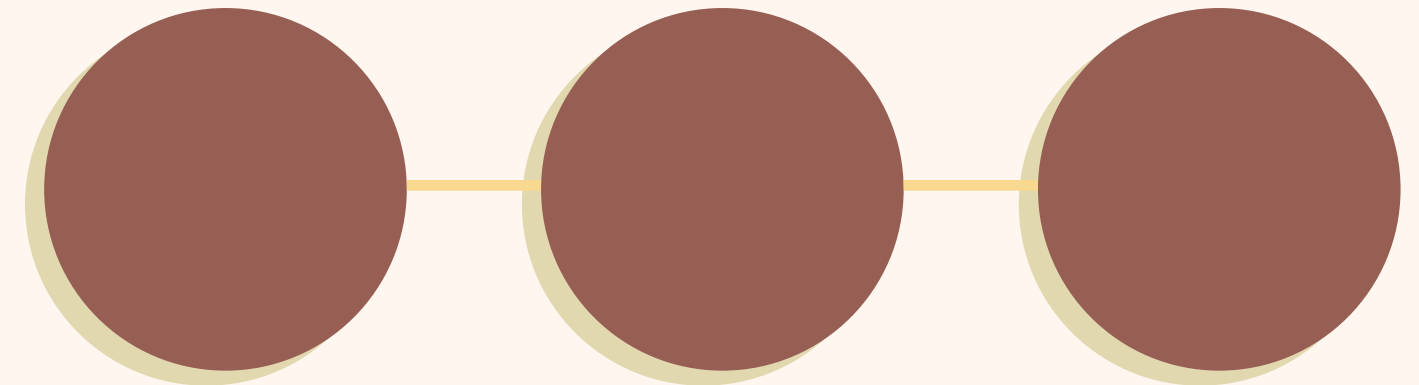
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# Introduction

DMS is MPS' **in-house data management system**, to allocate work, monitor the status of the work, on-hold management, reporting, productivity, utilization, breaks, and downtime of the processing teams.



# Why DMS?



DMS is a critical tool for organizing, storing, tracking, and analyzing vast amounts of data within a team. It ensures data integrity, security, and accessibility, enabling users to efficiently manage their data assets. By leveraging advanced features such as automated data entry, real-time analytics, and robust reporting capabilities, a data management application helps businesses make informed decisions, improve operational efficiency, and maintain compliance with data regulations.

## EFFICIENCY

DMS is an efficient tools which helps to store, track & manage the data without any manual intervention

## ROBUST

It automatically calculates the receiving and processing dates of the orders and help in TAT management

## VERSATILE

It provides various reporting and dashboards which help monitor production i.e. work status, productivity and utilization

## REAL-TIME

Supervisors have DMS capability to monitor production/work status in real-time

## KEY USP

DMS is integrated with latest technologies and is an easy-to-navigate interface that enhances user experience. DMS is a fast, responsive, and efficient operation application with advanced security measures to safeguard User data such as Credit Card masking, SSL Encryption etc.



DMS has many advance features which excludes any manual reporting and data management activities



It tells us the work status i.e. how many orders completed, pending, in progress etc. via real-time Dashboards



If users incorrectly enter the order details, they can amend after supervisor's confirmation



Supervisors can monitor in real-time if the staff is in production, in a meeting, resolving queries, break, or any ad-hoc activity and/or sitting 'idle'



If any task/activity is incorrectly assigned to an incorrect queue or an incorrect user, it can be corrected



DMS provides AHT of each transaction and time taken. It offers reports like processing, work allocation, on-hold and downtime etc.

# DMS

*Your Opp*





# WORK ALLOCATION & INDEXING



*Was Never So Easy....*



Different activities like Orders & Invoice processing, Customer Support emails, Reconciliation, Reporting, Label Run/Despatch, Renewals etc. can be allocated and tracked for progress



The work orders in different formats like pdf, excel, word, CSV, email format, .txt files can be assigned in DMS and prevent manual intervention



Supervisors allocate orders/emails to team members and track their status and productivity

# PROCESSING *At a Glance*

- ✓ DMS automatically captures the start time upon User login
- ✓ DMS automatically captures the time spent on each task
- ✓ ‘Unavailability’ during Production time can be captured by “Query” or “Team Meeting” to be excluded
- ✓ Supervisors can flag high AHT cases to discuss with teams
- ✓ Mark status as “Complete” to pick next order esp. Credit Card orders have an added feature where DMS does NOT let the operator move to the next payment until ‘complete’
- ✓ For saving the orders, the user has to fill Customer ID, Order No., Journal, Subscription type, Amount, Currency and specific comments etc.
- ✓ Pending clarifications from Client cases can be marked as “On-Hold” which moves them out from processing queue to On-Hold queue
- ✓ Incomplete orders are shown in “Pending” queue and can be questioned by Supervisors



# REPORTS

## *Preparation*



Users can download the track sheet of the work processed by them at any frequency



Any incorrect details entered can be amended after approval from the Supervisor



Supervisors can download various production reports like processing, on-hold management, breaks, work allocation, Downtime etc.



Processing report is also used by the QA team to audit payments and check for other critical related data correctness



# SECURITY FEATURE

DMS is a state-of-the-art application designed to safeguard your sensitive information and protect against unauthorized access. With a focus on data encryption, and access control, DMS has comprehensive security features to ensure confidentiality, integrity, and availability of your data

strategies



## END-TO-END ENCRYPTION

All data stored within DMS is encrypted using advanced encryption algorithms, ensuring that data remains confidential both in transit and at rest.



## PERSONAL DATA

DMS is completely secure and helps in removing the card details before saving the order. E.g.: it will not let you save the order until you delete the CC details.



## ACCESS CONTROLS

Granular access controls allow administrators to define user permissions and restrict access to sensitive data based on roles and responsibilities, minimizing the risk of unauthorized access.



## AUDIT TRAIL

Maintain a comprehensive audit trail of user activities and access attempts within DMS, enabling administrators to monitor and review user actions for compliance and security purposes.



# ON-HOLD *Management*



Users can put payments “on-hold” if it requires Customer confirmation



Supervisors handle payments “On-hold” queue and move these cases back to processing after pending information is received from the Customer.



If “on-hold” case is pending for more than 3 days’ DMS will flag in **red** color which alerts the supervisor



# FUTURE ROADMAP

*What's Coming Next...*

✓ Based on user feedback and market trends, outline new features that could add value to the application.

✓ Explore opportunities to integrate with other systems or platforms to increase functionality and reach.

✓ Ensure the application can handle increased load by planning for scalability in architecture and infrastructure. Leverage cloud services for better scalability, flexibility, and disaster recovery options.

✓ Identify performance bottlenecks and allocate resources to optimize speed, responsiveness, and resource usage.

✓ Stay updated with relevant regulatory requirements and ensure the application remains compliant with industry standards.

✓ Improve support channels with chatbots, detailed FAQs, and dedicated support teams to assist users.

✓ Ensure that user data is handled securely and in compliance with privacy laws such as GDPR or CCPA.



# THANK *You*



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