



### Objective:

- Create an application for the Chambers of Commerce and Public Administrations that meets the "protocol" requirements and new legislation for written communications.

### Challenges:

- Automate the correspondence workflow to meet legal requirements regardless of the volume.
- Provide an easy-to-use tool that allows users to quickly generate standard documents.
- Reduce document errors.
- Integrate user documents with the huge quantity of data that is found in the Chambers of Commerce and Public Administration archives.
- Simplify the integration of this solution with InfoCamere applications.

### Solution:

- A system that InfoCamere created using iD Solutions called "Epigramma." The system allows InfoCamere to generate documents easily and inexpensively via a web interface.

### Expected results:

- End-user autonomy to create document models.
- Huge reduction in the time required to create new document models.
- Significant reduction in costs to generate communications.
- Easy and quick integration with existing business applications.
- Increased customer satisfaction due to more efficient services.

Chooser Story: **InfoCamere**

## InfoCamere Chooses Cincom's iD Solutions™ for a More Efficient, Highly Customized Communications System



InfoCamere created and manages the national telematic system that connects 103 Chambers of Commerce and 300 remote offices that provide services to more than five million companies by means of a high-speed, secure network.

The new legal protocol introduced by the Italian government requires the Public Administrations and Chambers of Commerce to organize and control their documentation workflow. Each incoming and outgoing document must have an identification number, which means that the manual correspondence system between citizens and/or companies and the Public Administrations was too difficult to manage due to the sheer volume and the risk of errors. This led to the decision of one of InfoCamere's customers to implement a new

document management system to ensure accuracy and security in the document workflow system as required by law. This is how the "Epigramma" application came to be.

Communicating efficiently with customers is a key activity for the Chambers of Commerce and Public Administrations, and the most effective way to do this is through a system of highly customized documents.

Having to respond to all requests for information from the public, and/or legal certifications for companies, means that the Chambers of Commerce and Public Administrations must handle a large volume of accurate and customized correspondence on a yearly basis.

Frequent changes to content must be able to be managed easily and quickly, without having to involve the IT department.

In order to do this, InfoCamere used the functionality developed by Cincom iD Solutions to create a document management system called "Epigramma."

This effective system provides users with immediate access to the documents and data of both an informational and legal nature contained in the Chambers' archives.

*"The iD Solutions generation engine is so quick that even the generation of several documents/addresses can be performed in real time (less than 10 seconds to generate 300 documents)."*

- Dott.ssa Simonetta Finoli, InfoCamere Project Manager, Chambers of Commerce Division

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A variety of document "models" have been developed to provide end-users with an ample choice of content, and they are available immediately in the application for composition with the data.

The end-user can generate PDF, PLC and Word documents and send them securely via e-mail, or the end-user may print the document for sending it by mail.

Thanks to Cincom iD Solutions, InfoCamere was able to release a sophisticated, secure communications management application that can be easily integrated into its application subsystems within only five months.

Cincom's iD Solutions was chosen from among its competitors for the following reasons:

- Its Word interface
- Its ability to possibly integrate with the future Epigramma application due to the very easy and powerful APIs (Application Programming Interfaces) with the web.

*"The Cincom solution was the best among all the products we evaluated due to its advanced and robust functionality."*

- Ing. Massimo Rabuffo, Central South Area Projects Manager, InfoCamere Market Division

The simple document model design tool and its ability to integrate with Epigramma provide the Chambers of Commerce and Public Administrations with a high-quality, secure web application.

Cincom is sure that the Epigramma document management tool will greatly benefit the numerous and diverse Chambers of Commerce and Public Administration institutions for which InfoCamere hosts and manages all the data, and the improved correspondence system will also serve to enhance the customer's image.