

Retention Policy Manager

With Retention Policy Manager, documents, email, electronic files and other forms of information are captured easily, stored securely and accessible instantly whenever you need them. It provides an intuitive way to track, audit and discover content—from creation through final disposition—enabling you to manage the complete lifecycle of all information automatically. With a single view into the organization’s records, users can prove compliance with internal and external regulations and policies without having a negative impact on day-to-day productivity.

The problem

- **Regulation compliance:** Industry and government regulations require organizations to manage and retain certain records. Most organizations are challenged to do this because they lack automation on their information in regard to retention and destruction.
- **Proving compliance:** In order to prove compliance during an audit or in a court of law, organizations must have visibility into the actions that occur on specific records. Many organizations don’t know what information they have, where it is stored, how many “copies” are floating around and if the record itself is authentic and trustworthy.
- **Electronic discovery:** Searching, retrieving and reviewing information for litigation is time consuming and expensive. So organizations need a tool to not only search for information, but to ensure that it can be put on hold and protected from modification or deletion if the retention period has expired, and exported in native or PDF format.
- **Automating compliance/destruction:** As essential as regulatory compliance is to avoid penalties and audit nightmares, it is close to impossible to expect end users to know and follow the complex requirements around records management, especially in the digital world. Typical records management automation needs include management of dispositions and holds, comprehensive but flexible control, and seamless integration with existing business processes.

Benefits

- **Automatic compliance with organizational/legal requirements:** Policies are automatically assigned at the document type level, as documents are brought into the system and indexed, ensuring compliance without disrupting daily business processes.

- **Lowered risk and reduced costs:** Automated destruction of information can reduce the expense of litigation review, while making retained documents easily accessible for a compliance audit. It also saves on data backup, accessibility and migration, decreasing IT maintenance costs and reducing the amount of information being managed.
- **Proof of compliance:** Prove compliance with regulations quickly, while gaining internal policy consistency.
- **Respond to litigation/audits quickly:** When asked to provide information related to regulatory compliance or pending litigation, users can easily search and place information on hold, producing this information for external review without creating a security risk.
- **Access:** Ensure quick access to pertinent information about past activities, and improve decisions for current and future activities through rapid access to information that is reliable, accurate and trustworthy.
- **Security:** Protect private information and comply with data privacy laws.

Features

Create and capture

- Automatic indexing
- Generate searchable metadata at capture for quick access later

Access and usage

- Restrict access to authorized users
- Search for records regardless of format
- Organize information to support organizational functions and role-based access

Manage and retain

- Manage records throughout their lifecycle
- Automatically trigger retention policies via predefined values
- Keep information as long as legally or operationally needed
- Retain records no longer than necessary

Litigation and audit holds

- Easily search and apply holds to prevent modification or deletion even if the retention period has expired
- Export information on hold in PDF, TIFF or native format for external review or discovery

Disposition

- Automatically occurs at the end of document lifecycle
- Option to require approvals on destructions
- Retain destruction report as a record
- Accession support (e.g. NARA for historical information)

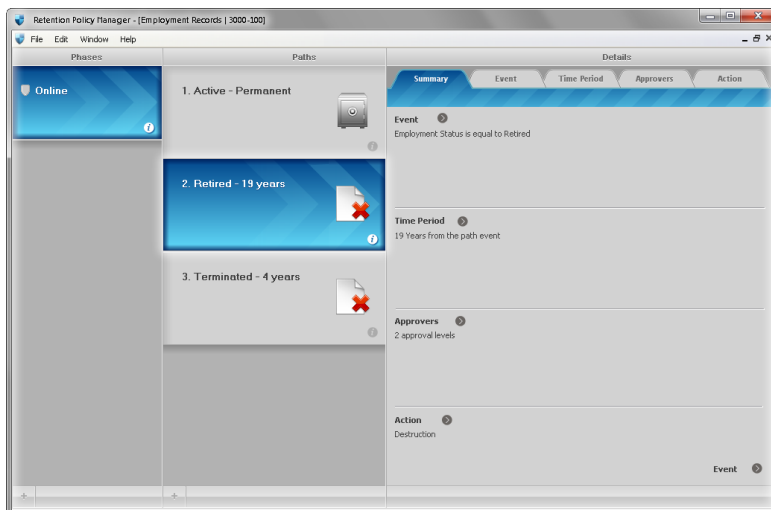
The Retention Policy Manager advantage

- **Ease of integrating with business applications:** While most ECM solutions require significant time and effort to integrate with existing business systems, Perceptive Content by Hyland makes it easy. The patented LearnMode technology allows users to capture data from any business application using an easy point-and-click approach.
- **Ability to manage all information regardless of format:** Although legally defined “records” must be retained securely for a required amount of time, Retention Policy Manager also gives you the ability to manage and remove transitory information. This reduces the amount of information being searched, accessed and managed, greatly lowering the risk and potential cost of litigation.
- **Automatic retention policy assignment:** Retention Policy Manager automatically places each document under the correct policy based on its index values, allowing end users to continue with their everyday business processes without additional work.

User scenario

1. The records manager of ABC, Inc. sets up a retention policy that automatically preserves employment applications for two years, then destroys them.
2. As part of their normal routine, ABC Human Resources captures employment applications in Perceptive Content. Automatic indexing places these documents under the appropriate retention policy, based on the document type.
3. An applicant who does not get hired at ABC, Inc. feels the decision was a result of discrimination, and the HR department has been notified that a lawsuit is possible. In response to this information, the records manager places all of the applicant’s information in Perceptive Content on hold, preserving relevant information until notification that the hold can be lifted is received. Such information is on hold indefinitely and cannot be modified or deleted until the hold is removed.
4. Employment applications are scheduled for automatic destruction after a two-year retention period.
5. The retention policy covering destruction of these applications requires the approval of both the HR manager as the level 1 approver, and the records manager as the level 2 approver. After an email notification is sent to level 1, he or she approves destruction, prompting level 2 to receive a notification, as well. Only after the last level has given approval does the system destroy the information.
6. All other employment applications are destroyed, but the one of the applicant whose information was put on hold is protected until the hold is lifted.

Retention Policy Manager in action



From one screen, you can create event-based policies on any document type, assign policies to one or more document types, define levels of approval, and specify when expired information is automatically destroyed.