

**Automates the importing and indexing of emails and attachments**

**Improves service with instant access to critical content**

**Reduces business process cycle times**

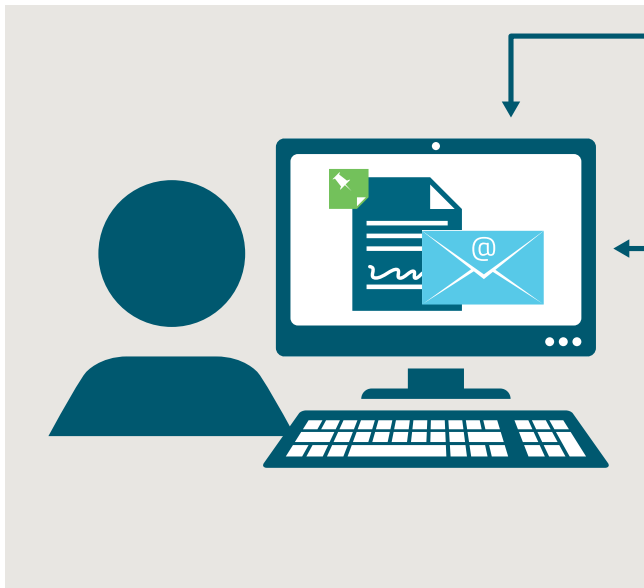
Solution Summary | OnBase Integration for IBM® Notes




## Streamline critical business processes directly from IBM Notes

With the OnBase Integration for IBM® Notes, users throughout your organization access essential content from an application they already know and use for their everyday operations.

Directly from their Notes inbox, users easily capture emails and attachments and store them in OnBase as they receive them, instantly connecting this content with related transactions. Users even perform tasks, like reviews and approvals, without leaving their familiar email interface. This eliminates process bottlenecks, reducing cycle times while keeping critical business processes moving forward.

### IBM Notes



-  Import emails and attachments
-  Search for content
-  Participate in processes

## Automates importing and indexing of emails and attachments

The OnBase Integration for IBM Notes provides users with multiple methods to capture emails and related attachments as documents. This includes the ability to upload content directly to a Notes folder with automatic indexing using mail message field mapping. Users can also retrieve OnBase documents directly through Notes, increasing adoption and reducing training costs.

With Notes and OnBase working together, users no longer have to save files in multiple locations, eliminating redundancies while also making storage and retrieval quick and easy. At the same time, appropriate personnel have instant, secure access to relevant information – regardless of whether they were the original email recipient.

## Improves service with access to critical content directly from Notes

With this integration, personnel not only use Notes as their primary email client, but also as a window into OnBase content. Users access all imported documents without leaving their Notes interface because OnBase retrieval functionality and workflow processing are built right in.

For example, when a sales manager receives a customer complaint via email, he can retrieve any related documents in OnBase directly from Notes, including any agreements and other relevant documents. This allows for more efficient follow-up and faster resolution – improving customer service and satisfaction.

## Reduces business process cycle times

Once users upload documents into OnBase, they automatically trigger specific business processes. Processed documents are routed to decision-makers who receive email notifications with tasks that allow them to move processes forward directly from their inboxes or from the notifications themselves.

By giving your staff the ability to capture, access and process important business documents directly from Notes, you increase efficiency and service levels while reducing process delays. And, because your staff already work in Notes, you minimize training and maximize user adoption.

Learn more at [OnBase.com](https://www.onbase.com) »