Legacy systems and processes prohibit Executive Secretariats from being able to quickly and accurately respond to controlled correspondence.

Your Challenges

- **Inflexibility**
  - Legacy systems are not easily adaptable to meet evolving requirements, which reduces response quality and time, lowers confidence in the response, and encourages the creation of shadow systems.

- **Speed vs. Accuracy**
  - The institutional knowledge required to provide an accurate response resides in people and systems outside of the Correspondence Management System, forcing agencies to choose between speed and accuracy.

- **Poor Collaboration**
  - The large and varied group of stakeholders needed to effectively respond to a piece of correspondence do not have the ability to efficiently collaborate or receive notifications, which extends response cycles, lowers quality, and increases frustration.

Key to Improving Correspondence Management

To improve the accuracy and speed of controlled correspondence responses, you must transition from a siloed environment to an environment that connects all stakeholders and institutional knowledge.

<table>
<thead>
<tr>
<th>Siloed</th>
<th>Connected</th>
<th>Impact/Benefit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Multiple disconnected channels</td>
<td>Integrated, omni-channel intake and categorization</td>
<td>Consistent, accurate responses on every channel</td>
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<tr>
<td>Manual hand-off process</td>
<td>Automated routings for review/approval via workflow</td>
<td>Improved productivity. Spend time responding to correspondence instead of moving through the process</td>
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<tr>
<td>Multiple versions</td>
<td>Real-time document management via Google Doc, OneDrive, Quip</td>
<td>Faster Responses and Increased productivity</td>
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<tr>
<td>Ineffective status tracking with some items falling through the cracks</td>
<td>Automated notifications of next steps and real-time reporting</td>
<td>Become proactive vs. reactive</td>
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Correspondence Management Enables Easy Execution

- **Security**
  - Salesforce has been FedRAMP certified for PaaS/SaaS since 2014. All Salesforce Government Cloud customers are on the same version, patch set, and code base, minimizing security risk & lowering complexity.

- **Data Management**
  - We’re experts in extracting data from your legacy system and moving it into Salesforce in a NARA compliant manner, while minimizing down time. Our solution enables you to meet your NARA requirements for ongoing data retention.

- **Tailored License Model**
  - Our solution is role-based, with capabilities and licensing tailored to each individual’s responsibilities, making this solution an affordable way to include all necessary stakeholders.

Correspondence Management is a Good Business Decision

- **Packaged Solution**
  - Correspondence Management by Acumen Solutions provides a fixed price/time total turn-key solution by leveraging our best practices and re-usable assets from over YY successful implementations.

- **Easy Access to Salesforce**
  - Executive Secretariats will have clear and easy access to both Acumen Solutions and Salesforce through a multitude of channels such as the SIIS BPA and Catasoft SKUs.

- **Lower TCO & Risk**
  - Correspondence Management by Acumen Solutions is a proven solution that lowers agency risk and is powered by Salesforce Government cloud, which has helped agencies reduce TCO by 90% compared to on-premise solutions.

LET’S GET STARTED

Contact us today to see a live demo of our low-risk solution: cm@acumensolutions.com