

### SUMMARY

Integration for IBM Lotus Notes allows a Lotus Notes user to interact with OnBase content and Workflow processes through their familiar Lotus Notes interface. This integration provides users with multiple methods for importing e-mails and any associated attachments as documents, including drag-and-drop to a Lotus Notes folder with automatic indexing using mail message field mappings. Users can retrieve OnBase documents directly through Lotus Notes, increasing adoption and reducing training costs.

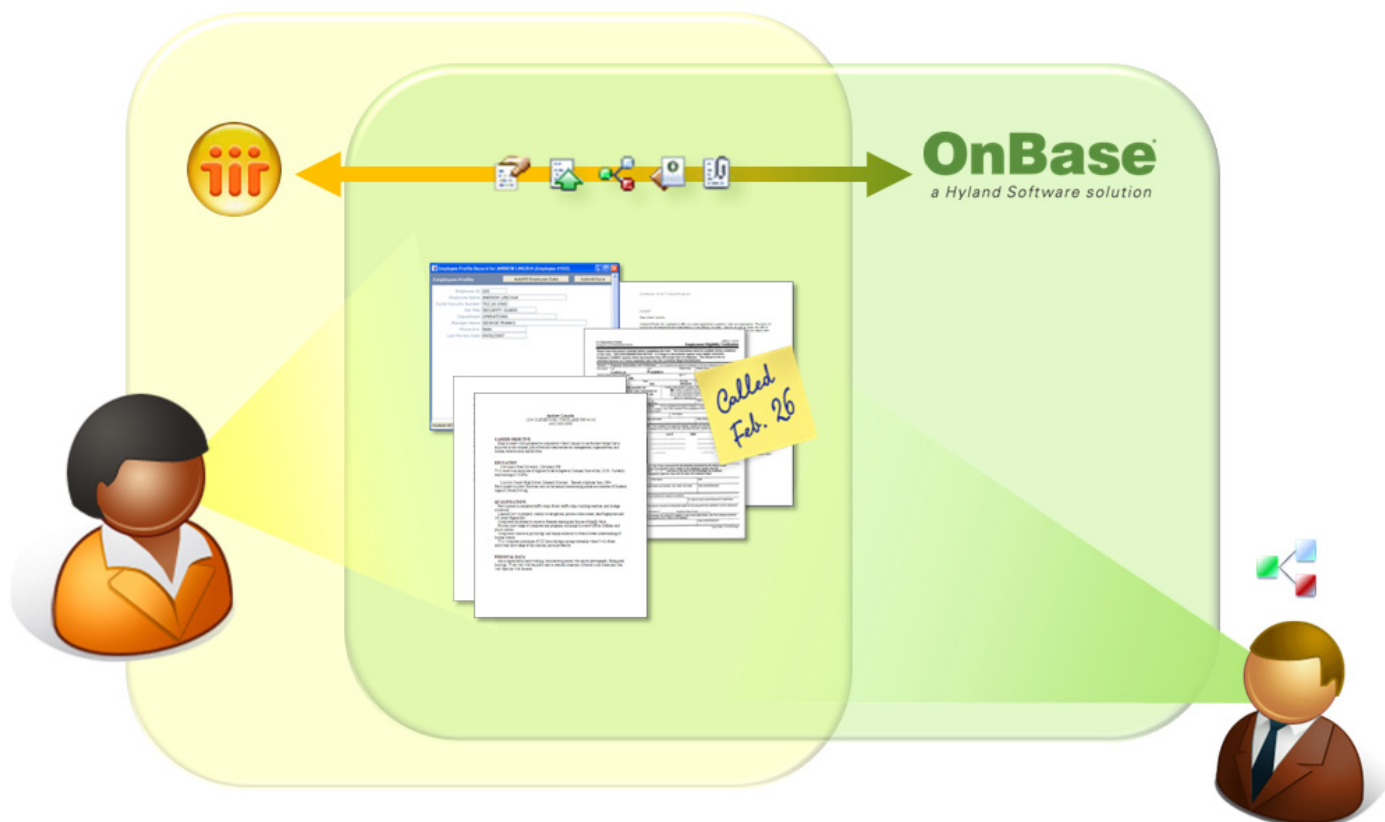
### KEY BENEFITS

- **Contextually link e-mails to business process transactions** via Workflow, folders and cross-referencing.
- **Eliminate e-mail data silos and storage redundancies** by centrally managing all communications throughout the enterprise.
- **Reduce business process cycle times** by capturing e-mails and attachments as they are received.
- **Automate import and index of e-mails and attachments**, increasing accuracy, consistency and efficiency.
- **Access e-mails and attachments from OnBase, regardless of interface**, with user-based permissions and security.

### BUSINESS APPLICATION

- **End-Users** have a need to store and work with e-mails and attachments in the context of a business process, while remaining within the Lotus Notes environment.
- **Managers** have a need to increase end-user productivity by reducing the amount of time spent managing e-mail and application “switching” to retrieve OnBase content.
- **E-mail Administrators** have a need to reduce the number of redundant e-mails in Lotus Notes (Domino), eliminate personal files and public folders; improving performance and reducing storage costs.
- **Records Managers** have a need to manage e-mails and attachments as records, with the ability to apply disposition and retention policies, just as they would manage any other business document.
- **High-Turnover Departments**, such as customer service centers, can avoid losing all historical customer e-mail correspondence that often is the result of staff changes or separated employees.

### DESIGN



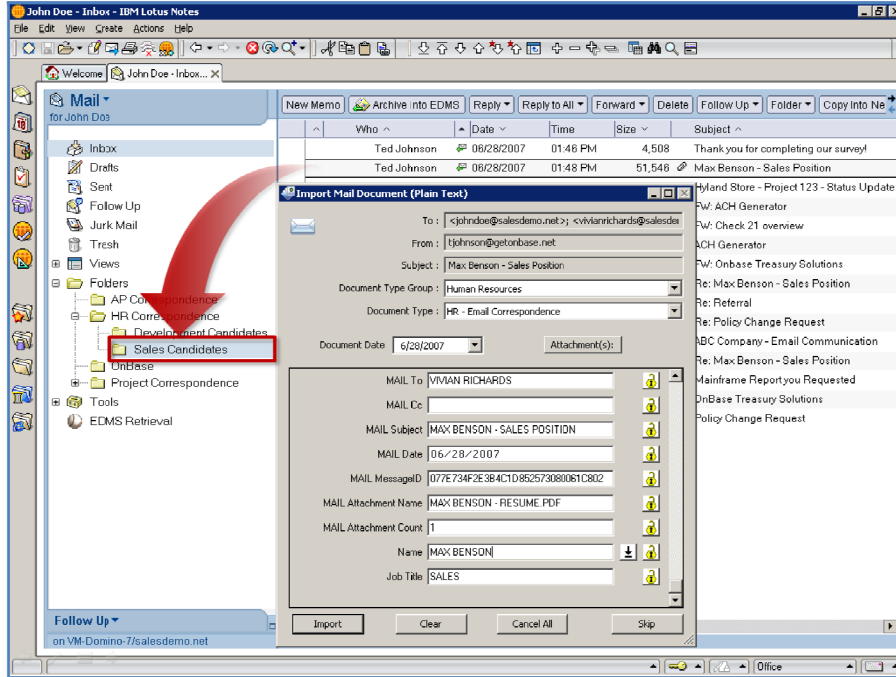
Integration for IBM Lotus Notes connects e-mail to the business process transaction and eliminates storage redundancies. A single copy of an e-mail and attachment is managed in OnBase and immediately made available to any OnBase user, regardless of their primary interface. In addition, from the familiar Lotus Notes interface, users are able to interact directly with OnBase Document Retrieval and Workflow functionality, providing limited access to OnBase, as needed by the user. Integration for IBM Lotus Notes can be easily mass deployed to thousands of users, even to remote sites.

## KEY FEATURES

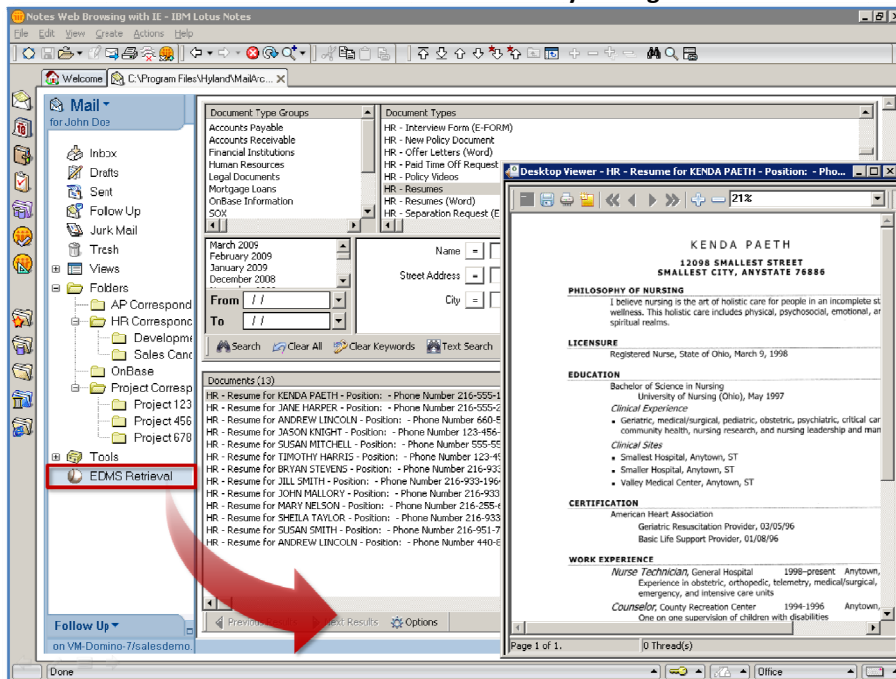
- **Import e-mail and attachments** into OnBase as documents, while automating the index process.
- **Retrieve Documents** stored in OnBase via the Lotus Notes interface.
- **Launch Workflow** directly via the Lotus Notes interface.
- **Automatic Document Type and keyword assignment** using MAIL, Static and Mapped keyword values.
- **Store e-mail in a variety of formats**, including native Lotus Notes DXL, Plain Text or Rich Text.
- **Store attachments in native format**, uniquely cross-referenced to the e-mail message.
- **Ability to force archival** after sending or saving.
- **Message Handling Options** provide the ability to leave e-mail message in Lotus Notes or delete it upon import into OnBase.

## INTERFACE

Import an e-mail and attachment into OnBase via drag/drop to a Lotus Notes folder.



Retrieve a document from OnBase directly through Lotus Notes.



**HYLAND**  
SOFTWARE