



MSDM Features and Benefits (Member Services and Document Management)

Maintainable Solution

- MSDM runs on the Convergence platform, which is kept up to date with all improvements, enhancements, and upgrades allowing MSDM to evolve with the platform and eliminating the risk of becoming obsolete and unsupportable
- Application workflows that can be easily added, modified, or removed as the business requirements change
- User, workflow, and platform management tools allow for easy and intuitive configuration

User Experience

• Advanced search capabilities allow users to search for documents by indexed information including application ID, customer ID, first name, last name, date of birth, and application date

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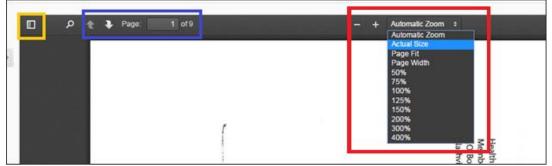
• The search page allows users to search through documents that have already been uploaded to MSDM, import a new document directly to the application, or export a set of selected documents

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- The "notes" button opens a dialogue box that displays a list of existing document notes, if there were any, and allows for new notes to be entered
- The document viewer provides standard tools (zoom, page forward, page back, jump to page, open bookmarks) to assist in navigating the document to find desired information



- Automation features improve workflow and efficiency while also removing complexity of tasks
- Intelligent web page controls allow for better data validation and accuracy
- Modern interface removes clutter on user pages and creates an intuitive experience
- Privileges can be enabled to allow certain users to easily manipulate documents to remove extraneous pages of data or help enhance document images for readability and understanding
- The application administrator is able to edit Document Types and index fields via the Manage Document Types section under the Administrative Page

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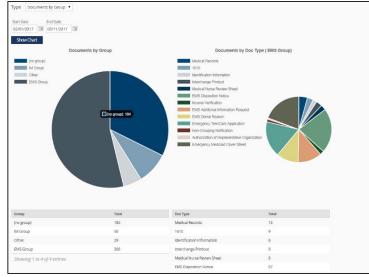
Automation Features

- Embedded tools provide an analysis of data and documents to ensure proper data capture of all relevant information
- Complex back-end workflows used to automate process and eliminate all manual and paper tasks





Reporting tools allow users to view the nature of documents in the system across, and within
assigned groups, and helps managers and supervisors visualize their teams, and even specific
user's activities within the system



• Connectivity to external data sources enables quick document indexing by referencing existing case information without double-entry or introducing room for data entry mistakes

Security Improvements

- Integrates with the organization's current security scheme
- Leverages the Convergence platform's built-in security features
- Roles are assigned to each user, so privileges are controlled when accessing the application
- End-to-end auditing capabilities with a complete and searchable audit log of all user activity

Support for Legacy Data

- Integrations with current file repositories automate the collection of the backlog of thousands of documents and enable indexing and storage to sunset ad hoc or soft copy mechanisms
- Secure document repository holds hundreds of thousands of present and historic documents to satisfy legal and regulatory requirements on document retention and can be quickly retrieved for legal reasons
- Trinisys has extensive experience pulling and integrating data from government and third-party document solutions such as FileNet by IBM and Maximus

Room to Grow

- MSDM has been developed to scale as the organization grows and onboards new members
- Countless document types and data fields can be added to properly categorize and classify documents
- The Convergence platform that MSDM runs on is fully capable of providing additional resources as the application takes on more capacity



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• The application is currently being expanded to integrate with third-party document solutions (i.e. FileNet by IBM) to provide expanded access to documents in one place, while supporting client document retention requirements.

Trinisys Ongoing Support

- Detailed training manuals and sessions are provided to each organization
- The MSDM application contains a "Help/Contact" button on every page of the application that can be clicked for more information. Users also have access to a shared mailbox to request direct assistance with a process established between client employees and Trinisys to appropriately address issues.