Compliance: More than a Buzzword
A Better Approach to Governance, Risk and Compliance

Whether your organization is required to comply with regulations such as Sarbanes-Oxley, HIPAA, and ISO or it’s just trying to practice good corporate governance, accountability is a moving target that permeates every layer of business. Consequently, a governance, risk and compliance (GRC) framework must provide appropriate content management, process integrity, visibility into human interactions and an enterprise view of policies, controls and testing.

Unlike a compliance point solution, enterprise content management (ECM) software like OnBase® from Hyland Software Inc. allows you to quickly and cost-effectively build an enterprise-wide framework to support GRC. In addition, ECM is a tactical business tool for increasing operational efficiency and reducing costs across nearly every business unit.

The foundation of a GRC framework is the ability to manage content (such as documentation of policies, testing and controls) appropriately and consistently, making it readily and easily available for auditors and regulators. OnBase’s secure centralized repository can consistently handle every kind of content: scanned documents, faxes, e-mail, enterprise reports, physical assets, video files, documents from third-party applications and more. And by taking advantage of OnBase’s database validation and recovery services, organizations can also plan for disaster recovery and business continuity.

Because its success relies on employees with diverse skill sets, a GRC framework must be easy to use. OnBase users choose the interface most appropriate to the task at hand, including custom queries, a portal-like view, multi-leveled tabbed “folders” or even directly from the enterprise resource planning (ERP), customer relationship management (CRM) or e-mail applications they work in daily.

Unlike paper files that can be lost or misfiled, content in OnBase can be securely controlled and audit trails created. Strict security settings can protect access and limit certain users to redacted (blacked-out) images. It also restricts a user's rights to edit, print or e-mail sensitive documents. Mandatory record retention periods, whether time-based or event-based, can be automated at the document or folder level without affecting the ability to comply with legal holds.

**Automation Supports Process Integrity**
Automated workflow makes it possible to complete more work in less time with fewer employees while providing a mechanism for ensuring your content is complete and handled in accordance with prescribed policies. OnBase’s workflow ensures even the most complex business rules are followed and makes it that much easier to share vital information between the various departments of your company. Administrators can use workflow to view not only the status of work in progress but also an audit trail of past actions.

Often used in conjunction with workflow, OnBase E-Forms provide a standard means of initiating requests, notifications and other business processes by allowing users to complete and submit online HTML forms that become available for immediate retrieval and routing. By creating interactive e-forms which guide users through a process and automatically gathers
entered data, OnBase users have increased productivity and decreased training requirements. Limiting human activity also enhances the accuracy of the data and the integrity of the process by making it less likely an employee will go outside of your prescribed business process.

**A Holistic View of People, Processes and Documents**

Providing a consolidated view of documents, people and processes makes it easier to mitigate enterprise risk, discover problems and create solutions and accountability. Trying to manage paper-based documents or even electronic content spread across multiple sources is time consuming, tedious and futile.

OnBase WorkView is used to build applications for tracking and managing a wide range of business interactions whether they are case based (all interactions based on a person’s case file), project based (all interactions related to a group of people working to complete a common task) or process based (all interactions related to a group of people participating in a process). It is also the basis for the OnBase Risk and Compliance Solution, which is appropriate for regulations such as Sarbanes-Oxley.

Your employees can use OnBase Collaboration to create virtual workspaces in which to share documents, ideas, conversations and even WorkView objects. By centralizing resources and threaded conversation strings, collaboration improves decision-making and can be preserved as a record of the decision-making process.

Once policies and procedure are defined, Document Knowledge Transfer (DKT) is able to broadcast these decisions to groups of employees, vendors, shareholder, etc, who are affected and can validate that they have been notified. Users are asked to acknowledge that they have read and understand the assigned reading item. A system administrator can view compliance by document or individual and take appropriate action if items have not been reviewed or signed off.

For most organizations, compliance is no longer an option, it is the law. Let us show you what your options are.