



MONARCH

Report Manager On Demand



DATAWATCH

Information made easy.™

Report Management

Enterprise Content Management for Documents, Records, Reports & Statements

In today's accelerated global business environment, information must be highly available—fast. On-demand access to your business documents can significantly improve customer service response time, drive more efficient operations, and expedite audits and legal discovery. To support this expanded use and manage the mountains of print and electronic information generated by your business, you need a flexible, scalable system.

Monarch Report Manager on Demand (Monarch RMOD) helps your enterprise meet its growing information needs by offering powerful centralized management of document images, reports, customer correspondence, statements and more. Our deep experience in highly regulated markets—like financial services and healthcare—gives you a trusted solution that supports your regulatory compliance initiatives. What's more, Monarch RMOD readily integrates with CRM and call center applications to give your customer service team real-time access to invoices, statements, checks, policies and any other customer document.

Monarch RMOD can also be integrated with Web portals, giving customers, agents and brokers the option of secure, self-service access to their statements, trade confirmations, reports and other account documents. On-demand access to information means fewer call-backs, decreased costs and improved customer satisfaction.

Enterprise Class Performance

With a proven track record in high-volume environments, Monarch RMOD provides enterprise-class functionality for document capture, archiving and retrieval. Built for performance, Monarch RMOD serves thousands of users with response times of just fractions of a second.

The system is architected for high reliability and specifically built for the long-term preservation of content with assured authenticity. The powerful and accurate technology automatically manages billions of documents from ingestion to delivery.

Monarch RMOD also provides an end-to-end solution for secure Internet-based customer self-service outside the firewall, giving millions of users instant access to their financial statements, invoices, policies and other critical business documents.

Flexible Access

Information can be securely accessed from employee desktops through a desktop client or browser. The Monarch RMOD services-oriented architecture with robust APIs provides easy integration with existing systems, Web portals and other applications, ensuring information can be accessed through existing applications and workflows.

Accurate Retrieval & Formatting

A highly effective metadata and cataloguing model with powerful search capability rapidly serves up the precise document. Automated forms libraries apply the right format to the document every time. Upon retrieval, a fully composed PDF is dynamically created complete with form, graphics and logos. Electronic documents are viewed in the same format as print documents for accurate eprint fulfillment, effective customer response, and legal or regulatory compliance.

Key Benefits

- **Risk Management:** In the event of future audit or litigation, preserved statements, correspondence, voice data, and emails are readily retrieved.
- **Service Improvement:** Customer Service Representatives can electronically view original paper documents during customer inquiries.
- **Business Innovation:** As you look to bring mass volumes of enterprise content to the Web, Monarch RMOD can accommodate thousands of concurrent users.
- **Cost Reduction:** Offer your customers online access to their documents, improve customer experience and lower customer service costs
- **IT Value:** Bridge diverse legacy information to CRM and other enterprise systems without costly programming and infrastructure changes.

Additional Modules

- **eNotify:** Automatic electronic notification and delivery of documents and reports stored in Monarch RMOD
- **Infostore:** Ad-hoc-user based loading of documents, including MS Office formats into Monarch RMOD
- **Monarch RMS:** Web-based Business Intelligence solution that transforms documents stored in Monarch RMOD into Excel, and more
- **Web services & API Integration Tools:** Solutions for web-enabling third party applications with Monarch RMOD

Document Retention & Authenticity

Archiving enterprise content is only half the battle. Monarch RMOD preserves your digital information, yet keeps it readily available, today and for years to come. In the case of an audit or litigation request, documents, reports and other content are quickly and accurately retrieved, and their authenticity is ensured. In addition to traditional magnetic media, Monarch RMOD supports a number of optical and magneto-optical devices as well as EMC Centera, Compliance Edition, with automated retention management. Centera's Content Addressed Storage (CAS) technology guarantees authenticity, offers electronic shredding, and provides high availability of content where and when it's needed.

Storage Management

Using powerful compression technology for effective storage, Monarch RMOD manages content in its native format. Once in the system, content can be managed throughout its lifecycle. Monarch RMOD offers policy-driven Hierarchical Storage Management (HSM), for rules-based lifecycle management. The system automatically defines where content is written, when and where it migrates, and when it needs to be digitally shredded. Monarch RMOD offers flexibility by supporting optical, tape and magnetic storage media.

Integration Capabilities

For some business processes, it's best to integrate content stored in Monarch RMOD with other business applications. Through available APIs, Monarch RMOD can integrate with your CRM or other enterprise systems without costly programming or infrastructure changes. By delivering content through the applications and workflows they use every day, users require little or no additional training.

Security Management

Security in today's enterprise is more critical than ever. Multiple systems mean multiple log-ins, creating security management issues for administrators as well as users. Monarch RMOD supports multiple single sign-on (SSO) methodologies, making it easy for administrators to manage users and user privileges across any organization.

In-depth Reporting and Compliance Support

Monarch RMOD supports your compliance initiatives, such as HIPAA, and provides flexible and robust system activity reporting and audit trails. This highly configurable tool gives you complete system information usage reporting, access tracking, activity reporting, session volume and duration, and more. Report Manager also helps you monitor the system for optimal performance, accurate system sizing and troubleshooting.

Automated Distribution

Monarch RMOD offers rules-based distribution to automate workflows and processes. Delivery and notification of reports, policy documents and customer statements can be automatically triggered. Best of all, Monarch RMOD helps companies deliver personalized marketing and brand messages to consumers. Plus, Monarch RMOD adds power to your e-statement initiatives with dynamic e-mail personalization for one-to-one marketing messaging providing a high-impact, low-cost, tool for customer loyalty, up-selling and cross-selling.

Desktop Deployment

Monarch RMOD can be rapidly deployed via a Java-based desktop client, allowing users to access and download updates as needed from their desktops. Alternatively, web-based access can be offered to users via any browser. Either option provides centrally managed deployment and upgrades and dramatically reduces IT support requirements.

Monarch RMOD. Learn how easily you can store, manage and deliver on-demand your organization's print and electronic information output. Quickly. Effectively. Affordably.

System Requirements

Browsers

Internet Explorer 7 and above

Server Platforms

Microsoft Windows Server 2008 R2,
IBM AIX, Solaris, Linux – Red Hat 5.2

Application Servers

JBOSS, IBM WebSphere,
Apache Tomcat

Storage Media

WORM, Centera Compliance Edition

About Datawatch Corporation

Datawatch Corporation (NASDAQ-CM: [DWCH](#)), a leader in Report Analytics helps companies make better decisions and solve business problems by simplifying access to and analysis of information. Unique among software vendors, Datawatch transforms the massive amounts of data and documents generated inside or outside a company into actionable insight, without any changes needed to existing systems. Datawatch customers benefit from the right information, in the right context, at the right time. More than 40,000 organizations worldwide rely on Datawatch products including its market-leading Monarch report and data mining solutions. Founded in 1985, Datawatch is based in Chelmsford, Mass., with offices in London, Sydney and Manila. For more information, visit www.datawatch.com.

