The Swisscom eDossier is a managed service and the solution for digitalising your business processes.

Swisscom eDossier

Do you need a comprehensive view of your documents? Should the document workflows and repositories be clear and easy to adjust? With this Swisscom service, you can digitise document repositories and archives as well as supersede existing archive and DMS systems. Swisscom guides you through this process with blueprints and professional services. Thanks to the use of the latest tech-nologies such as DELL Elastic Cloud Storage, Amazon S3 APIs and the ELCA Mosaic Frontend Framework, the plat-form is stable, cost-efficient and adaptable. Many years of experience in developing and operating ECM solutions for banks, insurance companies and in SAP provide the basis of our intelligent content and information manage-ment (ICIM) portfolio.

Your advantages with the eDossier from Swisscom

User-friendliness

The web interface offers the best user-friendliness when handling documents and can be adjusted and expanded by Swisscom for the specific customer's needs.

Integration

Process and system integration is seamless thanks to REST APIs and deep links. The Swisscom platform remains decoupled and standalone.

Compliant archiving

We store your documents and data in accordance with your file plan. We ensure immutability, retrieval and reproduction as well as the retention period and compliant erasure.
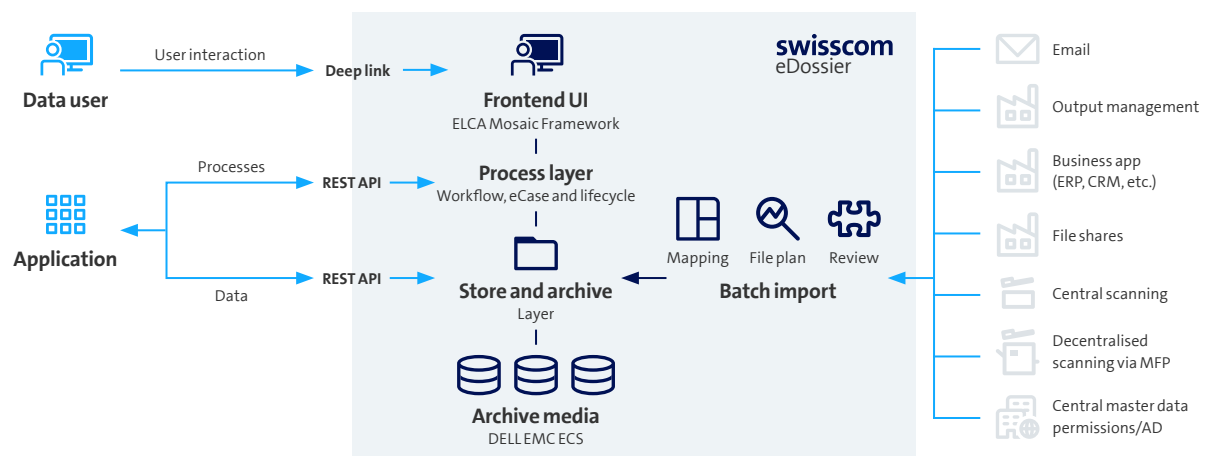
Data protection and security

The data is processed and stored exclusively in our certified Swiss data centres according to the highest security standards.

How the Swisscom eDossier works

Managed service scope

The service-oriented platform offers all the fundamental functions of modern document management and provides the basis for the seamless integration of the solution in your business processes. Take advantage of the sustainability of our document and record management platform as well as our expertise in planning, integrating and operating the solution. Swisscom is ready for the continuous digitalisation of your business processes.

The Swisscom eDossier at a glance

What is included in the Swisscom eDossier?
The Swisscom eDossier basic services in brief:

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Basic services

– **Document repository:** Documents are filed by category via import interfaces and document upload and indexed using OCR for full text search. New versions are created, meta data supplemented and notes added using the user interface.
– **Document processing:** The file plan centrally defines how a document is processed over multiple levels. The following examples show the simplicity of this feature:
  - Level 0: No validation is necessary and this document type goes straight to the archive.
  - Level 1: A simple correspondence is answered directly in the service desk.
  - Level 2: A customer order is to be handled by two teams in a predefined sequence.
  - Level 3: A new contract has to be handled by multiple teams and released and approved by multiple hierarchical levels.
  As a user, I always maintain an overview of the team inbox, my cases, my tasks and my personally created dossiers.
– **Document archiving:** Based on the customer-specific file plan, the platform archives the documents in compliance with the law. This occurs immediately or when closing contracts or customers depending on the document type. The statutory retention period starts from the time of archiving. Once this period runs out, Swisscom ensures the documents are deleted in accordance with the law.
– **Search and find:** The user-friendly web UI and the performance of the platform enable documents and dossiers to be found quickly using meta data or the full text search. Thanks to deep link integration, documents are also found directly in business applications or via web links in emails and browsers.
– **Business cases:** Documents from different sources and dossiers can be assigned to a business case and handled by multiple teams in a number of stages. External process-leading applications (case management, business process and workflow tools) are easily integrated, can trigger business cases in the eCase and are notified after completion of document processing.

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We offer you the following additional services:
The Swisscom eDossier add-ons for your needs.

Optional services

– **Business application adapter:** Swisscom runs a number of adapters to integrate core, CRM and ERP applications seamlessly. SAP is integrated via the certified ArchiveLink interface.
– **Workplace integration:** Office 365, Microsoft Exchange and decentralised scanners (MFP) in your workplace IT are integrated using ready-made components.
– **Archive data migration:** Thanks to our in-depth migration and integration experience, we find the optimal solution to migrate your existing archive data in a lean migration project.

Additional services: The Swisscom eDossier forms the centre piece of intelligent content and information management. It encompasses a wide range of managed services for input management, document and record management, output management and printing.

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