entellitrak®

A low-code application development platform for case management and BPM
Work Faster and Solve Harder Problems

entellitrak’s data-first™ approach lets experts be experts — it puts control and transformational power in your hands.
A Low-code App Dev Platform That Puts Data-First

In contrast to competing products, entellitrak unifies casework through a Data-First approach. What does that mean?

In contrast to BPM which places the greatest emphasis on process efficiency, case management is a data-centric endeavor. Its goal is to deliver an appropriate outcome for each case, based on information management (data), collaboration and guided decision making. It calls for a Data-First approach.

By putting Data-First, entellitrak provides a continuous spectrum of case management and business management solutions — giving organizations the flexibility to commence application development initiatives from a variety of starting points. With entellitrak, you can begin with a traditional process modeling approach, or, based on existing case data, take a Data-First approach and configure business applications immediately and layer on policies and processes over time. Of course, you can further accelerate your implementation by starting with one of more than 20 Application Accelerators — proven, best practice solutions.
One Environment for Business and IT

Maximize Collaboration via a Single, Highly Streamlined Interface

Rather than requiring the use of third-party applications, or different portals for different functions, entellitrak streamlines work with a single, Section 508 compliant, web-based interface that puts Data-First and facilitates team interaction — everything is built in, from day-to-day case management and process management to advanced application development and programming.

Add Document Management, Analytics, Mobile and More

Manage Structured and Unstructured Data Side by Side

entellitrak modules are completely integrated, fully-featured solutions — not add-ons or afterthoughts — that provide a seamless environment of advanced enterprise capabilities. This highly integrated approach empowers users to create, access, deliver, and use content in more contextual and personalized ways.

Advanced Application Development and Programming

» Organizational and hierarchy modeling
» Rules management
» Security and permissions management
» Integrated development environment
» Advanced search engine
» Forms management
» Content management
Speed ROI with Application Accelerators and Agile Development

An entellitrak solution can be configured in a fraction of the time and cost required for custom software development or traditional BPM implementations.

Start With the Implementation Approach That’s Best for You

**With an Application Accelerator**

There are over 20 entellitrak Application Accelerators to choose from. With best practices, business rules and terminology built right in, Accelerators can both speed implementations and reduce resource requirements. Out of the box, Application Accelerators generally satisfy about 80% of an organization’s requirements. The final 20% is achieved by configuring entellitrak to suit the specific needs and terminology that will be unique to your business.

**Take an Agile, Data-First Approach**

An Agile approach speeds time to ROI. When starting from scratch, most MicroPact customers begin by replicating their existing systems. They build out the forms, dashboards, reports, organizational structure and security rules quickly — entellitrak automatically generates the corresponding input forms, information views, and database artifacts behind the scenes. This Data-First approach enables people to begin working with the system more quickly, capturing the data that will drive operations forward, accelerating the implementation and ROI.
ARCHITECTURE

NO BLOAT. JUST A POWERFUL, UNIFIED, OPEN ARCHITECTURE WORKING ENVIRONMENT. NICE.

entellitrak provides a superior level of extensibility, interoperability, and portability through its open standards, open architecture and platform independent approach.
Platform Independent, Open Architecture Software

This simple, exposed, open approach makes it easier to develop applications with entellitrak, to deploy entellitrak, and to integrate and communicate with external systems.

> **Develop**: entellitrak is Java-based so any Java programmer can work with the platform and avoid “vendor lock-in.”
> **Deploy**: entellitrak is platform independent and can be installed on any application server that supports Java and the JEE framework and is compatible with virtually all relational databases including SQL Server and Oracle RDBMS.
> **Integrate**: entellitrak can easily connect and integrate with other applications in the enterprise utilizing standard technologies such as web services, an ESB, or directly at API levels.

Advanced Security Policies Are Built in

The entellitrak role-based security and access model mimics an organization’s structure.

> Access is role based, so users see only the data that is pertinent to their domain.
> Permissions are completely configurable through a user interface CRUD (Create/Read/Update/Delete) facility, which filters out sensitive and protected information.
> All data is SSL encrypted.

entellitrak supports single sign-on authentication via one or more methods at one time, including:

> LDAP
> Active Directory
> RSA SecurID tokens
> Authentication portals
> Smart cards and CACs
Federally Accredited and Secure

MicroPact cloud, public cloud, locally hosted — there is no one best approach that applies to every situation.
Hosted On-Premises or in the Cloud

Everyone’s needs are different. For that simple reason, entellitrak has been architected so that it can be hosted on-prem or in the cloud, or to take advantage of a hybrid approach. It is available under the following NIST-defined Cloud Computing Service and Deployment models:

- Cloud Software as a Service (SaaS)
- Cloud Platform as a Service (PaaS)
- Private cloud, Community cloud, Public cloud, Hybrid cloud

A FedRAMP<sup>SM</sup> Compliant Cloud Service Provider (CSP)

entellitrak is available to federal agencies under FedRAMP via Platform as a Service (PaaS) and Software as a Service (SaaS) models. With FedRAMP certification, customers can more readily leverage MicroPact’s secure cloud environment to store, process and protect sensitive data, and to develop solutions using entellitrak.

entellitrak is also Accredited and Secure with C&A’s based on NIST 800-53, DIACAP and DCID 6/3.
entellitrak modules are completely integrated, full-featured solutions — not add-ons or afterthoughts. They provide advanced enterprise capabilities so users can make the most your organization’s data, wherever they are.
Document Management Module

Manage Structured and Unstructured Data

The Document Management module provides an integrated environment for the management of unstructured data (documents and multimedia) alongside structured data (records), with repositories configured to match your organizational structure, workflows, and systems.

Users can store, retrieve, and preview documents, presentations, and spreadsheets as well as images, video, and audio. Most files can be viewed, marked up, and annotated directly within the module without having to open their native applications.

- Collaborative markup and versioning
- Automatic indexing for full-text search
- Role-based security through entellitrak

Mobile Module

One Click from Web to Mobile

With the entellitrak Mobile module, you can instantly deploy mobile versions of your existing entellitrak forms and data elements with a single mouse click. Any changes to the web-based application are immediately applied to the mobile application.

With mobile access to your case management system, staff can keep casework moving no matter where they are. They can retrieve and capture data and even attach documents from any mobile device, protected by entellitrak’s role-based security model.

- Platform independent
- Single point of administration for mobile and desktop applications
- Point-and-click configuration
Analytics Module

Self-service Business Intelligence and Analytics

The Analytics module gives knowledge workers accurate information in clear, visual formats so they can make better decisions. Business users can slice, dice, filter, sort, and search from a single page, without having to do any configuration.

The Analytics module translates each business question into the appropriate data query, triggers the query, and returns real-time results with the best matching visualization. Users can add comments to reports and data points and share them with team members to foster collaboration.

> Natural language queries
> Drag-and-drop report builder with dynamic drill-downs
> Intuitive dashboard creation

efile Module

A Secure, Self-service Public Portal

efile gives external users access to selected aspects of an entellitrak system. With efile organizations can accelerate and improve information capture, better engage external audiences, and lower the workload of internal staff. It can be configured to allow users to:

> Initiate contact
> File and check the status of queries and claims
> Submit documents, make and respond to requests for information, and more

escan Module

Skip the Desktop — Scan Directly into entellitrak

The escan module scans and saves paper documents, faxes, and emails directly to entellitrak, facilitating the conversion and utilization of legacy documents. Scanned files can initiate new case files or processes, be attached to existing cases or processes, or be added to the document repository for later classification and use.
Time and Attendance Module

Track Labor and Harness Resources

The Time and Attendance module enables personnel to electronically complete timesheets by tasks, projects, or cases directly within the application. They can also electronically sign and transmit completed forms to the assigned supervisor for review and approval.

This module can also be configured to track and generate reports on very specific rules and regulations — from governmental guidelines to industry best practices.

Instructive and Assistive Topics

Customizable Help Module

Enhance the Overall User Experience

The Customizable Help module enables organizations to deliver context-rich information and ongoing training to system administrators and end-users. Through Customizable Help, organizations can publish, manage, and review instructive and assistive topics. This valuable online content can be created and configured to incorporate terminology and instructions specific to your entellitrak application.

Report Builder Module

Explore the Data for Greater Insights

The Report Builder module enables users to design, generate, and format ad hoc reports through a user-friendly interface. Reports can be based on any data contained within entellitrak. Once created, reports can be saved as templates, shared with other users, and placed on user’s dashboards. Users can drill down on any metric, data element, or query contained within a report.

Reports can be rendered in a variety of formats including Word, Excel, PDF, and HTML on-screen or print.
**Application Accelerators**


entellitrak Software Solutions give you all the benefits of custom-built applications at an off-the-shelf price. Working directly with clients, MicroPact has developed more than 30 preconfigured templates that reflect the best practices, business rules, and terminology for public sector case management needs.

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MicroPact is a wholly owned subsidiary of Tyler Technologies, the largest company in North America dedicated to providing software for the public sector, including federal, state and local government. Tyler is a nationally recognized provider of integrated system solutions and professional services and serves clients in more than 21,000 installations across 10,000 state and local government locations in all 50 states, Canada, Puerto Rico, the United Kingdom and Australia, as well as more than 200 U.S. federal agencies. Acquired by Tyler in February 2019, MicroPact has focused for more than four decades on delivering powerful, adaptive, commercial off-the-shelf (COTS) solutions to the public sector. Today, MicroPact products serve 49 U.S. states and 97% of federal agencies with 500 or more employees.