

RMS is an enterprise request management application for Healthcare IT organizations. RMS allows users in the entire organization to create, view and track requests. It integrates healthcare business processes with information technologies and empowers organizations to improve efficiency in delivering IT services.

## Customizable Request Process Flow

RMS has a flexible request processing engine which runs many types of process flows. It works with your existing business processes. RMS uses templates to manage different types of requests. A request template defines the process flow and the data associated with the request. The processing engine runs different types of request templates corresponding to custom business processes.

## Request Tracking

RMS tracks the status of requests as they move through the steps within a business process flow. It identifies the current state, possible next states and the conditions required for the transition. It displays process flow charts showing all process steps and the transitions between them. It allows the requestors and managers to view the status of their requests and the tasks to be completed.

## Collaboration

RMS allows members from all facilities to submit their requests online. It collects all requests in one central application and distributes tasks to the appropriate resources. RMS serves as a collaboration tool between the IT organization and all hospital facilities.

## Efficiency Monitoring and Reporting

RMS collects data at each task within the IT request process flow and stores in a database. This data includes who worked on the task and the time taken for the task. RMS reporting engine produces detailed reports from this data. These reports indicate critical metrics required for monitoring the efficiency of request process.

## Integration with Directory Services

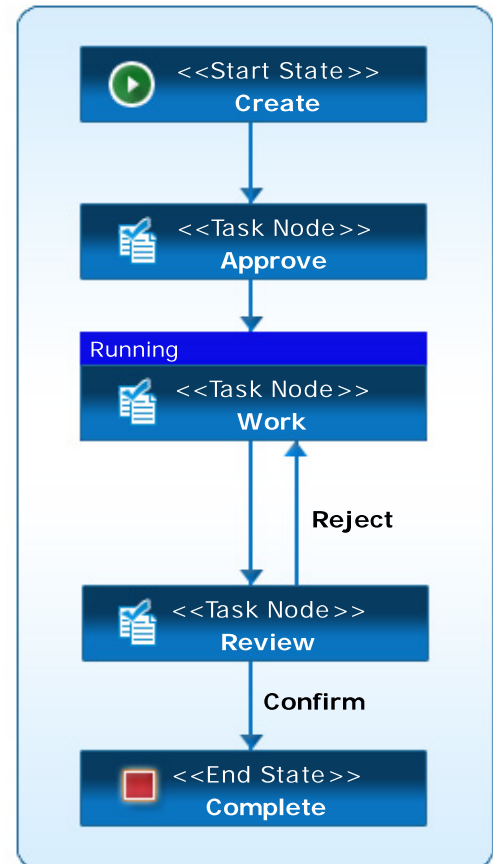
RMS interfaces with Access Manager for authentication and authorization. It's security model can be integrated with many directory services including LDAP and Active Directory.

## Resource Pools

Resource pool is a group of users that act on a set of tasks. When a task is assigned to the pool, any user within the pool can work on that task. RMS allows IT departments to handle large volume of requests more effectively using resource pools.

## RMS is an essential tool in the IT Managers' Toolbox

We match innovation with technology to build high value solutions that meet your business goals.



**Request Process Flow**