

# **R<sub>e</sub>MMS**

**Regulated Management Solutions**

**Overview**



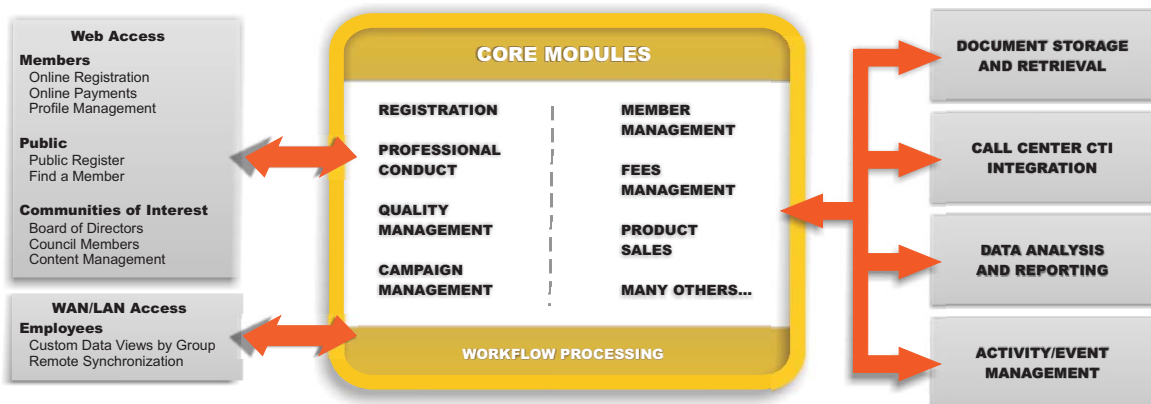
## Regulated Industry Solution Offering

With the mandate to protect the public interest, regulated management organizations have complex business processes. They set requirements to enter the profession, they establish and enforce standards of professional practice, assure the quality of practice of the profession and the continuing competence of the professional or program associated with it. These organizations also work in partnership with employers, educators, health organizations and governments so that everyone benefits from the safe delivery of services.



Burntsand is a solutions integrator focused on the deployment and adoption of enterprise wide solutions for our clients. With a designated delivery focus in the regulated market place, we have successfully implemented solutions in health, energy and finance.

The ReMS solution framework represents an innovative approach to enabling the membership management services for those organizations that are based on a regulatory environment. It provides a solution that responds to the unique requirements of each organization while leveraging the ongoing incremental value that results from utilizing commercial off the shelf (COTS) products as the foundation. It is a pragmatic approach that delivers value today and provides a roadmap for future transformations. By taking advantage of the many features and functions included within the ReMS solution you will enable many efficiencies and benefits from an administration perspective and enhance member satisfaction.





Contact Profile

Accreditation

Program Profile

## Summary of Key Functionality

### Membership Management

- Role and Group Based Permissions
- Complete Member interaction history (calls, emails, tasks, notes and more)
- Integrated Outbound and Inbound Email tracking
- Staff Interface Personalization
- Staff Custom Queries and Reporting
- Task Assignments
- Assignment Queues
- Import and Export to MS Office Applications
- Company and Contact Merge Facility
- Knowledge Base
- Integrated Outlook Calendar and Scheduling
- Mobile Field Service and Facilities Inspection
- Bulk Communications, templates and mail merge
- List management Public or Private
- Automation Wizards
- Batch Renewal Wizards
- Debit Card, Credit Card fees processing
- Integrated paper and electronic forms processing
- Integrated financial reporting
- Literature fulfillment
- Automatic Escalation and Alerts Configuration
- Address Validation (\*Through purchase StreetPerfect subscription)
- Mobile Device Integration

### Regulated Functionality Modules

- Registration Eligibility
- Credentials Management
- Student Applicant Management
- International Applicant Management
- Multiple Application Management
- Multiple Specialty Member Management
- Continuing Education
- Examinations
- Item Writers
- Annual and Rolling Renewals
- Program and Facility Accreditations
- Facilities Inspection
- Council and Committee Management with History
- Complaints and Case Management
- Investigations and Hearings
- Fitness to Practice
- Quality Assurance
- Public Register
- Project, Event and Focus Group Management
- Policy Management
- Service Request and Incident Management
- Change Management

## Burntsand is a Microsoft Gold Certified Partner

Microsoft Gold Certified Partners are the elite Microsoft Business Partners who earn the highest customer endorsement. They have the knowledge, skills, and commitment to help implement technology solutions that match your exact business needs.



Microsoft Gold Certified Partners have passed the highest level of requirements from Microsoft and have demonstrated the most robust, efficient and scalable implementations of Microsoft technologies in demonstrated enterprise customer deployments or an on-site Microsoft assessment.

### Why work with a Microsoft Certified Partner?

**Microsoft Certified Partners have demonstrated expertise.** Each Microsoft Certified Partner must employ a minimum number of Microsoft Certified Professionals (MCPs) who have a demonstrated level of technical expertise and the proven ability to deliver solutions featuring Microsoft products. MCPs must pass certification exams developed by Microsoft.

**Microsoft Certified Partners have a broad-range of experience.** Microsoft Certified Partners typically offer several areas of technical expertise including infrastructure, networking, office automation, e-commerce, collaboration, business intelligence, and other leading edge disciplines. Microsoft Certified Partner services include consulting, training, implementation, maintenance/support, and hosting services.

**Microsoft Certified Partners have direct support from Microsoft.** Microsoft Certified Partners have access to 24 x 7 x 365 support for your project whenever they need additional support from Microsoft.

**Microsoft Certified Partners offer a real world perspective to your technology strategies.** Microsoft Certified Partners have been in the business, on average, for more than 5 years. They bring experience to your projects gained through conducting similar projects over many years of service.

**Microsoft Certified Partners are local.** A local presence means you get support you need when you need it.

## The ReMS Solution

### *Built on a Solid Foundation*

ReMS runs on your current Microsoft infrastructure leveraging what you already own and is built on the Microsoft Dynamics CRM Platform. If you have MS SQL, MS Outlook, MS Office, then this solution leverages your investment.

### *Integrated Information Management*

If the practices of the profession or occupation you manage can result in measurable harm or impacts to the public, then ReMS is the management solution you need. ReMS is exclusively designed for organizations and staff that need to see a holistic view of the member professional in one convenient location. Whether it's public complaint, a student's application, examination scheduling, or a professional's annual renewal submission, ReMS provides one, easy to access, integrated member profile view for your staff and your members. There is no need to chase down lost emails, lost file folders or faxes all the information you need is there when you need it.

### *Improved Adoption with Easy to Use Interfaces*

ReMS is powered by Dynamics CRM, a leading flexible easy to use CRM platform. It provides a consistent look and feel across interface that leverage familiar Windows and web client browser metaphors. This coupled with personalized information portlets and smart navigation significantly improves user adoption thereby reducing the impact of introducing new technology on your staff.

### *Member Online Self Service*

Because ReMS is a fully integrated solution you can extend your member services to the web when your organization is ready. You can realize significant staff efficiencies by providing online member, registration, examination and renewal services. Often Members have busy schedules and work shifts. By providing anywhere anytime access web services, members can access their information, they can update their contact information, submit their renewals, and pay annual fees securely and conveniently online. Better yet, the information doesn't have to be reentered by your staff. Because the online web application is integrated with the member database, there is no re-keying of information, its updated, real time. Your information will be current saving you thousands of dollars in postage and staff effort in returning incomplete mail.

### *Unified Reporting and Business Metrics*

With online data capture of vital member information both the public and your staff get the information they need when they need it. Our solution provides dashboard, web and desktop standard reports to run your business efficiently.

For more information on ReMS please feel free to contact our Toronto office by telephone at (416)234-3800

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#### Offices also located in:

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- Houston
- Indianapolis
- San Jose