Micro Focus Content Manager is a secure and scalable loan information management system capable of automating the capture, management and disposition of loan files and associated documents. Certified by DoD and compliant with NARA’s Universal Electronic Records Management requirements, Content Manager simplifies the process of managing loan or similar case files.

When the Coronavirus Aid, Relief, and Economic Security (CARES) Act was enacted in March to support individuals and businesses economically impacted by the COVID-19 outbreak, the Small Business Administration (SBA) was tasked with overseeing the distribution and monitoring of more than $600 billion lent to more than four million businesses.

The structure of the Paycheck Protection Program (PPP) requires businesses to use the aid money according to stringent guidelines and submit documentation of spending and other financial records to the SBA. In turn, the agency must gather and store that data, ensuring that it is preserved in accordance with federal recordkeeping mandates. This created a critical need for a long-term, scalable, and automated solution capable of recording large amounts of data while ensuring compliance with federal records retention mandates.

Micro Focus Content Manager Software has been used by thousands of customers worldwide—including numerous U.S. government organizations—in similar situations where policy-driven and easy-to-use records and information management was required.

TECHNICAL SUMMARY

Micro Focus Content Manager is optimized to help agencies like the SBA comply with federal audit recommendations, congressionally imposed transparency requirements, and applicable federal recordkeeping mandates. Content Manager gathers all data generated by loan programs like the PPP into one unified system, to ensure data/document accountability, transparency, integrity, protection, compliance, accessibility, retention, and disposition.

Content Manager is comprised of configurable data fields that accommodate all loan, lender, or recipient attributes, a graphical workflow and action tracking to provide notifications and reports, massive scalability, and compliance with federal privacy and recordkeeping laws. Different data fields can be quickly and easily configured to support the user's business process, such as seamlessly searching for lender names or tax ID numbers of PPP recipients.

Additionally, artificial intelligence (AI) is used to automate full-text indexing, document content searching, and retention and disposition processing. This is especially helpful when users are searching for data or documents based on concepts, natural language phrases, or complex compound queries.

Micro Focus Government Solutions partners with Washington, D.C. metro-based Information First to deliver Content Manager solutions for federal, state, and local government agencies that utilize the software for loan, grant, and financial case management. With 20-plus years of experience delivering Content Manager software and solutions to government agencies, Information First helps organizations meet their records and information management requirements quickly and cost-effectively.
MARKETS TARGETED

Federal government agencies. Information First’s CARES Act Loan Management System helps agencies such as the SBA improve the workflow, management, and transparency of loan files and associated information. The solution is DoD-certified, FISMA-compliant, and provides transparent compliance with NARA and OMB records management mandates.

Office of the Inspector General. Comprehensive activity logging, automated workflow, point-and-click case management features, and robust security and access control are just a few of the DoD-certified features that facilitate transparency and authenticity in the management of information, while protecting personally identifiable information (PII) and other sensitive information. Micro Focus Content Manager is one of the few products certified for compliance with DoD 5015.02 Baseline, Classified, FOIA, and Privacy Act requirements.

Regulated financial institutions. The use of Micro Focus Content Manager ensures compliance with SEC Rule 17a-4, which provides a regulatory framework for managing documents associated with financial transactions. This augments risk reduction features such as legal holds, transparent records management, redaction, alerts and audit logging, and workflow automation.

CURRENT GOVERNMENT CUSTOMERS

Federal financial regulatory agency. A federal financial customer uses Content Manager as an enterprise records management system to manage over three million physical records, including all records from failed Savings and Loan institutions and associated legal holds and goodwill records.

Federal education agency. A cabinet-level agency uses Content Manager to manage reviewer resume files, grant files, and review processes in a centralized repository, in compliance with federal records retention mandates.

National financial institution. One of the largest U.S. private financial institutions uses Content Manager to manage loan and credit files, as well as all associated documentation in accordance with SEC Rule 17a-4 and company regulatory requirements.

SEAMLESSLY MANAGE LARGE AMOUNTS OF DATA

Micro Focus Government Solutions partners with Information First to offer a long term, scalable, and automated solution to recording large amounts of data and ensuring compliance with federal record-keeping mandates.

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CARES Act Information Management
Loan Processing and Records Management for Federal Agencies