

solutioninfo

DocuWare for Large Organizations

Scalable, User-Friendly, Mobile and Easy to Administer

There is pressure on larger corporations and government agencies to optimize their everyday processes. The availability of documents – regardless of their format or origin – are at the heart of these workflows. With DocuWare, employees can access documents such as accounting records, technical drawings and e-mail quickly, reliably and securely, from any department or location.

■ Solution Requirements

The successful introduction and use of an Enterprise Content Management system in a large company or organization requires many aspects of a software solution. The first, and most important aspect is the scalability of the system, how well it can accommodate different organizational units of varying size. Whether it's for central, inter-departmental applications at headquarters, or for smaller project groups that are working remotely – the solution must meet all of these needs. The ideal solution must have: simple decentralized or centralized administration, customized user groups, and offer features that are easy and intuitive to use for a wide range of users. It must also give multiple locations and remote employees a way to seamlessly synchronize their documents in order to maintain data consistency throughout the organization. And no matter where mobile users might be, they need to have access to the system's entire functionality. All of these aspects are provided by DocuWare at a very low Total Cost of Ownership (TCO).

■ Total Cost of Ownership (TCO)

Even in its standard package DocuWare contains all of the critical elements of professional Enterprise Content Management. DocuWare offers excellent scalability and is easy to use, administer and maintain, which all adds up to its very low TCO.

The experience of our customers shows that whether using DocuWare on a small scale – at one location or in one department – is profitable and a big overall improvement.

■ Flexible and Scalable

Ever changing numbers of employees or requirements are not a problem for DocuWare. Since the software architecture of this document management system is based on widely accepted standards, it is able to be seamlessly integrated with client, server and other system infrastructure components.

Depending on the number of users, DocuWare's server modules can either be installed centrally on a server or distributed across several computers. Load sharing guarantees optimal performance at every workstation.



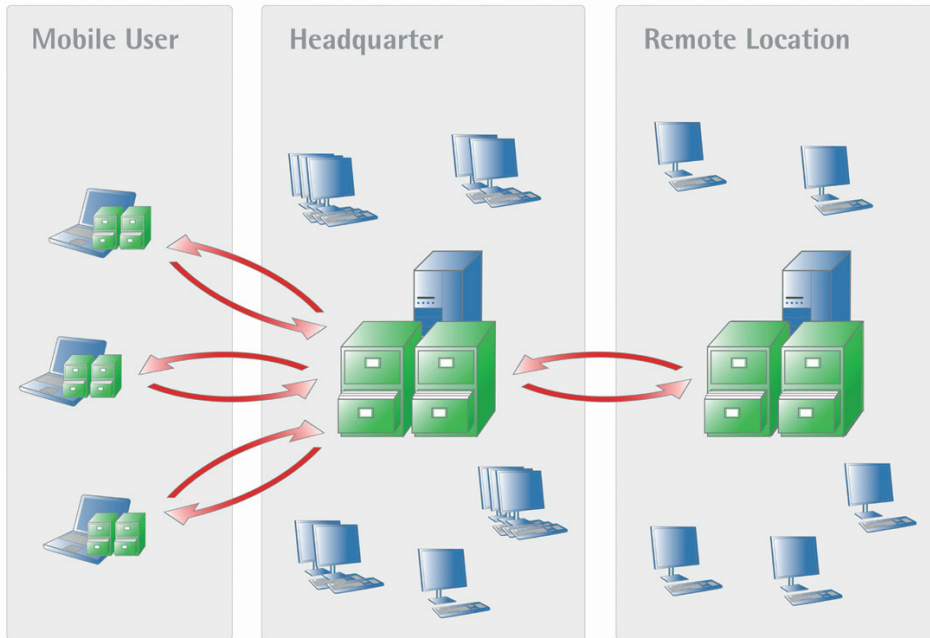
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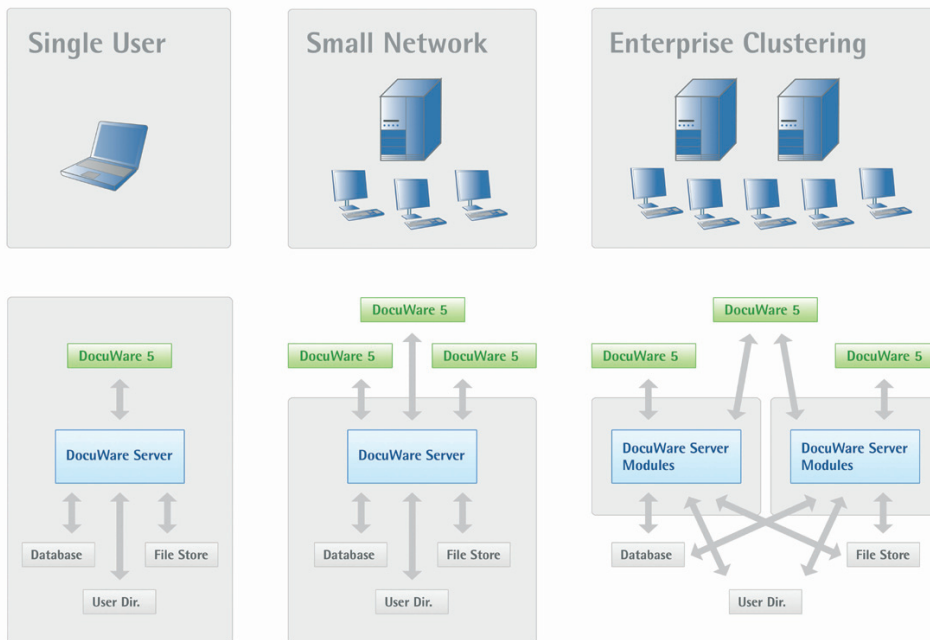
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DocuWare effortlessly adapts to growing numbers of users



Synchronization with DocuWare: simple, secure and reliable.

■ **Clearly Structured Administration**
 DocuWare is always made up of the same components and features – regardless if it's for a mobile user, single client system or a corporate-wide solution. This means its administration remains simple and clearly structured, even as a system expands to encompass new departments, locations and mobile users.

■ **Worldwide and Mobile**
 Even in DocuWare's basic version, mobile online access is possible regardless of the user's location. With the DocuWare client program, mobile users can access worldwide file cabinets and documents at headquarters in real-time over the internet, enjoying all of DocuWare's functionality – and it's all secure and reliable.

Benefits of DocuWare

- Available worldwide in over 50 countries and 13 languages
- Very good scalability
- Seamlessly integrates remote locations and mobile users
- Simple administration without need for extra administrator
- Extremely easy to use
- Ideal for creating virtual project teams
- All data remains consistent and current, accessible from anywhere
- Simple and reliable synchronization of data
- Multi-location workflow processes with easy-to-use stamps

■ Security and Synchronization

File cabinets in different locations can be effortlessly synchronized with one another.

With finely-tuned rules, you can determine which documents in a file cabinet kept at headquarters should be synchronized with those housed in a file cabinet at the company's remote office. This synchronization can be set up at a predetermined time. This means optimal integration of branches and subsidiaries into the document management system. Notebooks belonging to mobile staff are also synchronized in the same way. This means an employee has all critical documents at hand even while on the road, yet can continue to work offline.

Access security is guaranteed since DocuWare separates user and rights

administration, as well as system and organization administration. Data integrity is also ensured through audit trails of all user, administrator and server procedures, as well as double retention of index data in both a database and individual document headers.

■ Working With DocuWare: Simple and Independent

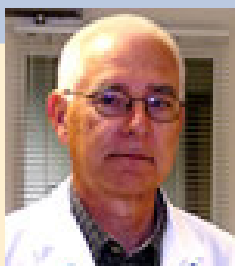
Using the system is also a simple matter for any user. DocuWare imitates the tools and processes of the paper world with digital in-baskets, file cabinets and stamps.

A quick introduction without formal training is all that's needed for a user to utilize all of the features offered by this powerful Enterprise Content Management System.

DocuWare – Software for Integrated Document Management

No matter the format or source, DocuWare takes paper-based and electronic data and gathers it all in one central document pool – records, letters, lists, files, e-mail, you name it. DocuWare, even in its most basic package, supports all types of Electronic Signatures and can be easily integrated in foreign applications. And with the web, this electronic archive can be accessed by anyone who is authorized – around the clock, around the globe.

For more information, please visit our website at www.docuware.com

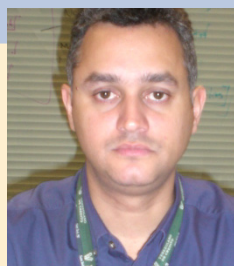


Jerry Crisp
Lab Manager
Bozeman Deaconess Hospital

"Once we started using DocuWare, if any of our technicians had a question about a test or combination of tests, they just go to DocuWare and quickly look at the original standing order. This reverification process is now done a lot more frequently than when we were using the manual system."

Health

Additional Customers: Johor Specialist Hospital, TriWest Healthcare Alliance, ...



Oswaldo Garcia
System Administrator
Venced S.A.

"Since installing DocuWare we can retrieve documents in their original format. Access to all our information is now easy and fast which contributes to more appropriate decision making; which in our case, results in important savings as a financial organization."

Finance

Additional Customers: GE Money Bank SA, Kuwait Finance House, Allianz Investmentbank AG, ...

Manufacturing



Angelika Knauth
Project Manager
Information Systems
TRW-Automotive

"The paperless file cabinet administration is simple and effective. We especially use DocuWare for incoming invoices and for filing purchase orders. What used to take up a lot of time, is now being taken care of in the background."

Additional Customers: EADS LFK, Daimler Chrysler AG, Falke ...

Services



Jim Walker
Team Coach Document
Technology
Blue Cross Blue
Shield of Montana

"DocuWare was installed and running in less time than projected and came in under budget. It has transformed our customer service and claims processing groups. With immediate access to documents, our staff can answer client's questions promptly. We believe, to this day, that DocuWare is a wonderful product."

Additional Customers: Continental Airlines, DHL, LAN Chile, ...

Government



Dimitar Tzvetanov
Managing Director
Registration Agency
of the Bulgarian
Ministry of Justice

"Being able to access the central document pool from all of our locations has vastly simplified our work processes. We can now offer better, faster service across the country and still save in warehouse space."

Additional Customers: Freistaat Sachsen, Illinois E.P.A., ...

Education



Olga Estela Quintero Garcia
Head of the
Information Division
University of Medellín

"Regarding student records, the benefits are very evident. With DocuWare we no longer have the risk of misplaced files and since we do not need to make multiple copies, we save time and have a huge savings on paper and printing costs."

Additional Customers: University of Milan, University of Minnesota, Radford University, ...