

DocuWare® info

The Standard for Document Management



Kansas Surgery and Recovery Center Patients are in Good Hands with DocuWare

The Kansas Surgery and Recovery Center (KSRC) is an elective surgery specialty hospital located in Wichita, Kansas. It was named one of the nation's 100 top orthopedic hospitals by HealthNetwork.com.

As the hospital grew, the medical records workload expanded and soon became too great for the existing staff. Each surgical procedure generated numerous paper records, which had to be securely filed, yet accessible to doctors and approved personnel. The hospital's CEO began looking for a more comprehensive solution than simply hiring more employees.

Twelve imaging solutions were evaluated by their IT department and DocuWare was the only solution that met the hospital's needs and the United States' regulations created in

the Health Insurance and Portability Accountability Act (HIPAA) of 1996.

The DocuWare implementation was smooth.

To help automate the indexing process, 255 hospital forms were reconfigured to include bar codes and a custom software program

was created to link KSRC's existing patient management software with DocuWare. Four months after approval, all facets of the new system were fully operational. KSRC estimates they received a return on their investment within two years.

DocuWare helps maintain patient privacy and security by giving hospital staff view-only >>>

Read About:

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Microsoft Bets on DocuWare

Partner for Mid-Size Solutions

Microsoft provides user-friendly solutions for information and data management, particularly ones for mid-size companies. „Enterprise Portals for Mid-Size Companies“ is an excellent example of this. Information, know-how, documents, data, employees and customers - enterprise portals pool everything together. This goal can only be achieved when electronically filed documents are integrated. Microsoft and DocuWare have formed a strategic partnership to promote this portal solution in the mid-size company market segment. As an example of this partnership, the SharePoint Portal Server from Microsoft will now be expanded to ensure access to the DocuWare document management system. <

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access to medical records depending on their job needs. Multiple indexing criteria has allowed KSRC to pull records in new ways and permitted them to participate in clinical studies. Because DocuWare meets the

security standards established by HIPAA, paper files are destroyed once they are in the system - freeing up valuable office space. In 2001, KSRC received a Process Innovation Award for its DocuWare application. *◁ Kara Weston*

Copy to DocuWare

Digital Copiers and Network Scanners



Beyond the variety of scanner brands and types out there, digital copiers — devices which can both scan and print — have carved out a successful market segment for themselves.

Digital copiers scan through a direct network connection and are able to store scanned documents in a previously defined network directory. With the help of the DocuWare add-on module ACTIVE IMPORT, these scanned documents can be directly filed in DocuWare. ACTIVE IMPORT monitors a defined folder and then transfers the files or emails it finds there auto-

matically into DocuWare baskets and file cabinets. The program's functions make it simple to integrate digital copiers into a DocuWare system.

It's just a matter of setting up ACTIVE IMPORT so that the software checks the directory in which a digital copier has stored scanned documents. It will then take those files out of the directory and import them into a DocuWare basket. The basic version of ACTIVE IMPORT, which makes this support of digital copiers possible, is contained as a standard component of DocuWare 4.5 as well as DocuWare BUSINESS 4.5.

◁ Reinhild Freitag



DocuWare CONTENT-FOLDER

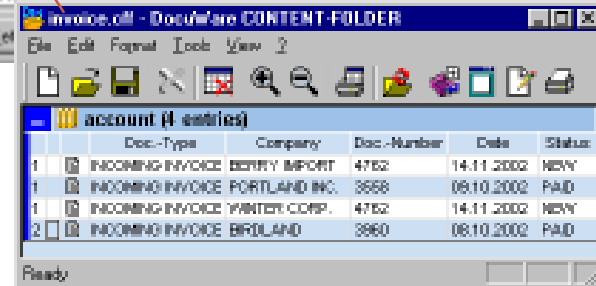
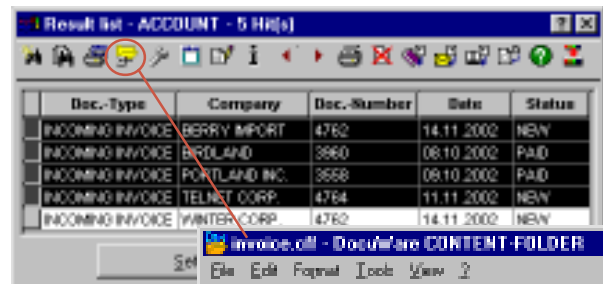
Beyond Workflow

DocuWare AG presented the new add-on module DocuWare CONTENT-FOLDER at the Systems 2002 show in Munich, Germany. It significantly improves the access and distribution of the information needed most regularly during the workday.

Workflow processes can now be quickly implemented - something which previously seemed too complex, too complicated and too expensive for many businesses. In particular, CONTENT-FOLDER is easy to

Notes, sent via email to a colleague, or stored in any other location deemed appropriate. In this way you are able to take centrally stored documents and integrate them into individual work processes - providing users with easy, targeted access to information where it is most necessary.

The workflow functionality builds on classic document management, making it even faster, more secure and controllable. Typical applications for CONTENT-FOLDER can most often be found in accounting,



use, so that you can benefit from it immediately without needing a long training period.

How does CONTENT-FOLDER work? Any documents stored with DocuWare in its document pool can be grouped together with DocuWare CONTENT-FOLDER into special folders.

These folders can then reside on a Windows PC, placed as pending items in Outlook or

project management and sales departments.

Gaining a Competitive Edge

DocuWare CONTENT-FOLDER is a tool for quickly and easily improving a company's competitive advantages, giving an immediate boost to productivity, quality and time-to-market.

◁ Max Ertl



DocuWare CONNECT to SharePoint

Content for the Enterprise Portal

The term "Portal" is used quite loosely in the Internet. Classic Internet Portals provide a path to the worldwide net of data, tapping into its wealth of information and functionality. An Enterprise Portal, in contrast, provides a more narrow route to a company's knowledge reserves for authorized participants such as employees, customers and suppliers.



With the SharePoint Portal Server, Microsoft has created a portal solution which is particularly geared to mid-size companies. Both structured as well as unstructured data coming from the most varied of sources (applications, databases, etc.) from both inside and outside of a company can be processed with the SharePoint Portal Server and made available.



Users are able to access all information through one interface at the right time and right place. So it's important that all of the documents stored in a company's electronic file cabinets - and those which are regularly added to this archive - are also integrated into the portal.

DocuWare CONNECT to SharePoint gives the users of this portal solution from Microsoft the ability to access documents from DocuWare file cabinets. Now it is possible to easily incorporate large document and information quantities through the enterprise portal.

Quick and Comfortable

DocuWare lets you easily store and retrieve various "paper-based" documents such as invoices, order forms, faxes, delivery slips, etc. quickly, comfortably and cost-efficiently. The program also enables the automatic capture and tamper-free storage of documents from all Windows programs.



When all these documents and document types come together they form a complete "document pool" which DocuWare then makes available to the enterprise portal with this new add-on module. Work processes can be standardized and simplified, helping employees reduce time lost to filing and searching. Information, know-how, documents, data, employees and customers - enterprise portals bring it all together. ◁ Max Ertl

Protecting the Future

Turning Information Into Knowledge

Everyone knows the problems. Binders that are busting, filing cabinets stuffed to the rim. The hard drive is always too small and Outlook is constantly telling us that our mailbox is too full to receive any more emails.

Thanks to modern information systems, the number of documents that we are generating and receiving on a daily basis keeps growing exponentially. The information that we need to be successful in our work can be found in an archive, our filing systems and binders, and in files found in the computer's file system or within an email program.

That's a whole lot of information and even more potential, just waiting for us to tap into. But when you consider the rapidly growing number of documents and their variety of locations and storage media - it can be quite difficult and time-consuming to access this information. We often don't have any clear understanding that the information we are searching for can even be found right under our roof, in a company's reserves.

Determined by Time and Place

Information is only really valuable when you can get your hands on it at the very time you need it. That's when it helps you make the right decisions, and

avoid having to reinvent the wheel every time.

And therein lies the difference between archived documents and a reserve of real knowledge: it's not the existence of documents which help determine our future, but rather the knowledge which is derived from them.



To succeed in this arena, you must begin by archiving all of the documents and files in one location, in one central document pool. Access to this pool must be quick and easy for everyone. This is true for the storage as well as the search process. And when this is the case, a company's archive will be accepted and used daily by its users.

This acceptance is enormously important to guarantee that all important information will be housed there. The only way out of the information overkill dilemma is through the seamless teamwork of technology and its operators. ◁ Max Ertl



AVON Portugal

Looking Good with DocuWare

Since 1886, AVON consultants have been selling beauty products. They are now the largest direct marketer in this field, with representatives working in 142 countries around the world. One of these successful locations is Portugal, where over 20,000 consultants are helping over 3.6 million customers look their best.

With tools supplied by DocuWare, the internal employees of AVON are now better able to process the 1,000 orders they receive daily and respond more quickly to complaints. The company's customers are happy with the better service, while AVON Portugal can smile about its significant reduction in costs - this made it possible to amortize the \$130,000 investment in the new system within one and a half years of installation!

Here's how AVON incorporates document management. Consultants fill out an 8-page order form by hand and then send it on to AVON headquarters. Here the information is input into an order system, while the original form is sent along with the actual delivery.

This made it difficult to cross-check an order in an acceptable timeframe to resolve any disputes. So in order to please everyone, the company would simply send out what customers stated were "missing products" without checking the actual order form.

With the help of DocuWare, the original order forms are now being electronically filed - so that they can be accessed instantly with the press of a button. Now it's fast and easy to see if discrepancies are due to

customer error or if AVON is responsible.

Expanding Into Other Departments

Besides the call center, other departments are now profiting from the document management system that was setup with the help of RGPS, the local authorized DocuWare partner. Spool files generated for outgoing invoices are filed using the COLD/READ add-on module, so that the accounting

department (commercial department) can easily access the information. The same is true for the legal department which must administer thousands of legal documents, especially ones regarding a failure to pay.

And now the personnel department is using DocuWare to keep a firm grasp on the over 20,000 contracts made with employees and consultants.

◁ Martina Schimke



Successful in Challenging Times

Despite world-wide economic uncertainties and general weakness in new IT investments, DocuWare was able to gain more new customers in 2002 than the year before. In some markets we even increased our business by up to 40%. DocuWare allows our customers to improve processes, reduce costs, improve quality and offer additional services. As these benefits are more important than ever in times like these, DocuWare has not been hurt by cutbacks in IT spending like many other IT vendors. These positive results of 2002 secures our future and your investment in DocuWare.

Sincerely,
Michaela Wienke
Michaela Wienke

FAX - COUPON

- Please send me information about DocuWare products.
- Please contact me to discuss the benefits of DocuWare for my company.

My name, address and phone number:

Please mail or fax to your DocuWare Partner: