

DocuWare®



The Standard for Document Management



Exito, Colombia

DocuWare Makes Shopping Easy

Almacenes Exito S.A. is a hypermarket chain, a mass marketer with 89 stores located in 31 different cities in Colombia.

cess had previously forced customers to wait up to 12 minutes, the new system clearly improved the shopping experience of Exito's customers.

In order to better serve their 140 million annual customers and speed up their internal business processes, Exito turned to Microfilmaciones de Colombia S.A., an Authorized DocuWare Partner in Colombia, to implement an electronic document management system.

Universal Use

Today, DocuWare has been expanded to help many other aspects of Exito's business. DocuWare COLD-READ is used to process and store 40,000 sales invoices daily – making an internal paper copier obsolete. The sales invoice file cabinet currently holds 64.9 million images and is even used often by the company's auditors. The Accounting department also uses DocuWare to manage up to 15,000 daily incoming invoices from their many suppliers. In addition, the Human Resources department has implemented DocuWare to manage

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15 Years DocuWare

From Startup to Global Player

Remember the Olympic Games in Seoul? Or the world speed record of the ICE train, racing in at 406 kilometers per hour? These were both big events which happened in the year 1988. But we need to add one more to that list: the founding of DocuWare AG – as DOCUNET, its original name – in the Fall of 1988. In the last 15 years over 5500 customers and tens of thousands of users have opted for a DocuWare solution. The company's products are available in 13 languages and purchased in 50 countries – which makes DocuWare one of the few German software developers that can point to ongoing international success.

We would like to take a moment to thank you – our customers – for your loyal support over the years and are looking forward to the next 15 years, to continue to provide you and wow you with the utmost in professional IT solutions.

◀ Thomas Schneck





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their extensive personnel files. Personnel files are stored on a raid of hard disks and CDs, comprising nearly 2.5 million documents.

Broad Benefits

DocuWare's efficient handling of a variety of file formats makes retrieving information a fast and productive process. Through an unlimited site li-

cense, all authorized Exito employees can access and profit from the DocuWare system. Luz Marina, Exito's manager responsible for the system, summarizes the gained benefits: "With DocuWare we achieved excellent results by reducing printing costs, optimizing our internal personnel and, most importantly, by serving our customers better."

◁ Aécio de Souza



First Class Service

Besides high-quality software, you need good customer service and support to ensure the smooth introduction and operation of a document management solution. Even though our customer service was highly rated in the last years, we put some extra effort into this area in 2003. This meant that we expanded the basic training program provided to all new employees of Authorized DocuWare Partners and toughened up their final exams. Now on top of the classroom training and a written/oral exam, we've added autodidactic eLearning courses including online tests. This ongoing education program was also fortified through mandatory annual classroom training and eLearning tests.

As for its own on-site support, DocuWare AG is rigorous in its quality control management. After each query, a customer is electronically asked to rate the support received in terms of quality, availability and overall satisfaction. Thanks to a high response rate of 30%, the results are significant. We can quickly recognize deviations and trends to respond immediately with appropriate measures. In addition, any "signs of trouble" are discussed at length in regular quality control meetings. Since the beginning of the year, we are happy to report, the evaluations we've received have consistently reflected a high level of satisfaction.

And that's a good thing, since providing our customers with top service is part of our mission.

Sincerely, *Michaela Wienke*
Michaela Wienke

Simply done

Stamps Drive Workflow

With the add-on module CONTENT-FOLDER and a stamp created in DocuWare you can drive your processes automatically – just by stamping your documents.

Example: To realize this DocuWare workflow solution, a dynamic CONTENT-FOLDER folder is setup at both the *Accounting* and *Invoice Verification* workstations with access to the records file cabinet using the following criteria: The folder of the invoice checker will automatically show all incoming invoices whose status is "new" and the accounting staffer will automatically receive all incoming invoices that have a "verified" status. At the same time you create a stamp in DocuWare which will fill the word "verified" into the *Status* field of a document, overwriting any existing entries as soon as the stamp has been added to the document.

When the invoice checker then opens his CONTENT-FOLDER folder, he will immediately see all of the new incoming invoices. He opens the invoices in the DocuWare Viewer, verifies the contents and then adds the "verified" stamp.

He closes the document and at this point the database entry in

the *Status* field is automatically changed to "verified." Now the documents automatically appear in the CONTENT-FOLDER folder of the accounting staff, since this folder is using a dynamic query, looking for documents with the "verified"



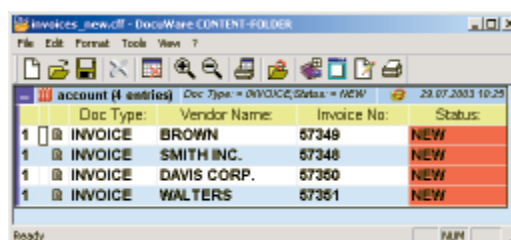
entry in the Status field – now the invoice can be booked.

Advantage: The invoice checker must only do his job, to check and stamp the invoice.



And without further steps, the document is then "transported" automatically to the next workstation, for the invoice to be further processed. The electronic process is all pushed along with the use of a simple stamp.

◁ Reinhold Freitag



Forms Processing

Mercedes Drives with DocuWare

Over 50 DaimlerChrysler dealers are storing all of the electronically-generated forms regarding everything about cars – at the same time they are printed – in a DocuWare archive.

The benefits: improved service, faster business processes, less paper and more room.

Electronic form management saves a lot in time and costs since the complex processing of multiple forms and copies is avoided. For DaimlerChrysler's sales partners, this is accomplished with elform, a form management software by the company of the same name. The elform system is installed more than 300 times for the Mercedes operations.

All forms regarding auto sales and their service are created with this program. And via an interface it's possible to take the print-jobs of the forms and

simultaneously store them in a DocuWare file cabinet. At the end of 2002, the number of DaimlerChrysler dealers who opted for this tamper-free, complete filing solution climbed to over 50.

Storing in Realtime

With a more conventional process, raw data is saved in a spool file until the end of the work day before the filing process then begins. With this new method, every form is stored in real-time as it is generated, right into the DocuWare document pool. Through immediate filing, customers can receive quicker answers.

A further positive effect: next to enhancing customer service, their business processes are significantly improved. And the amount of paper generated since they've introduced this combination solution has been reduced on average by two-thirds.

Electronic Vehicle Folder

The Mercedes dealers are also enjoying the benefits of electronic vehicle folders, which document the status of each vehicle, from order to delivery. They are particularly handy for the sales staff during their discussions with customers. Again, this provides

Internationally Available

Escrow Service for DocuWare

"Software Escrow" makes program source codes available through an independent trustee. While this has been a standard practice in the USA used by all of the best-known software manufacturers, it is now also gaining in importance in Europe.

To this end, DocuWare AG has signed an internationally valid agreement with Guard-IT Corporation, a leading Software Escrow provider based in Austin, Texas. The idea came from our US customers – but every DocuWare user will benefit.

So how does Software Escrow work?

DocuWare has contractually agreed that after each update or upgrade it will send the trustee company the complete source code with documentation on a data carrier. The trustee checks the ship-

ment and then stores it in a safe that was particularly developed for this purpose.

For an annual fee, DocuWare users can then individually enter into the Software Escrow agreement with Guard-IT. They can then access the source code in „Cases of Disaster“ – which are defined in the contract. In general, these are cases when the further service of the software no longer occurs or will not occur. The user is then in the position – or in some instances, together with other users – to further manage the application themselves.

Users not only enjoy a higher level of investment protection with the help of Software Escrow, it's also a clear indication of the release management quality performed by a software manufacturer.

◁ Jürgen Biffar



enormous space savings potential, since binders and file cabinets are a thing of the past – entire rooms once used for

filing are now available for more important things.

◁ Birgit Schuckmann

Friendly Takeover



With the DocuWare add-on module ACTIVE IMPORT, you can import e-mails and files into DocuWare. ACTIVE IMPORT is able to access entries found in other databases, import them and thereby completely automate the indexing process.

Begin by creating an ACTIVE IMPORT job: After selecting a target file cabinet, you select a value for at least one file cabinet database field. As the entry for the "E-mail" field you can select e-mail addresses, for example, if you would like to file your customer e-mails.

The e-mail address then acts like a matchcode, which ACTIVE IMPORT uses to find the matching data string in the external database. Then you choose the external data source for the index takeover.

First you determine the source type. This might be a DocuWare file cabinet, a MAPI address book, a text file with delimiters or fixed field lengths, a CSV file

or a SQL database. If you would like to take index words out of a SQL database, such as a customer database, you have two options after selecting the DSN type, ODBC source and ODBC database.

Different data sources possible

You can also choose a table/display containing the index data which is transferred. As an option you can choose a SQL command and pick multiple tables for the data transfer.

Finally, you can link external fields and field entries with the DocuWare database fields. After you have activated the "M" option behind the line that contains the e-mail address, you've taken all the steps necessary for automating an automatic data takeover.

◁ Reinhold Freitag

Good Connections



New Kodak Scanner - Designed for the needs of mid-sized companies

DocuWare AG has tested the Kodak i50/i60 workstation scanner and the Kodak i200 production scanner, and approved both models for use with DocuWare.

The scanners are connected via USB or SCSI and integrated with DocuWare with the



help of a TWAIN driver provided by Kodak. With universal standards incorporated and DocuWare's open architecture – you are guaranteed a problem-free application.

◁ Max Ertl



eCapture

eCapture, from Captovation, Inc., newly certified by DocuWare, is an affordable, modular, production-level, browser-



based document capture system for the Enterprise offering concurrent user pricing. It is VBA-compatible and supports Kofax Adrenaline/VRS or native-ISIS scanning interfaces.

It can process more than 150,000 documents daily, does not meter usage and also supports the Digital Check line of scanners. Visit DocuWare's Product section at www.docuware.com or Captovation's site at www.captovation.com.

◁ Greg Schloemer

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- 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:

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Please mail or fax to your DocuWare Partner: