

DocuWare®

info

The Standard for Document Management

Schneider Automation

DocuWare 4.5 Eliminates Long Retrieval Times

Schneider Automation, headquartered in North Andover Massachusetts, makes programmable logic controllers (PLCs) for companies that use robotics in manufacturing. Each PLC is unique and each one generates numerous documents that are stored for years in the company's print-room in case a controller needs to be refurbished or repaired.

Before implementing DocuWare, accessing these documents used to take hours because the print-room was in a different building from the engineers who needed to access the documents and because documents would often be misfiled or lost. The problem of accessing documents was getting so intense that Schneider was considering moving the documents off-site, outsourcing their storage and retrieval,

and converting the print-room space into more offices.

Applied Microimage Corporation, an authorized DocuWare partner who had been micro-filming all of the print-room documents over the years, suggested installing DocuWare as a solution to their problems. To get the database of docu-

ment images started, Applied Microimage simply scanned all the microfilmed images into TIFF files and indexed them. The document conversion process took a total of five months. Now the engineering department spends only an hour a week scanning and indexing new documents into the system.

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Just Delivered, Already Documented.....
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Newburgh, N.Y.

A New Home for DocuWare Corp.

In March, DocuWare Corporation relocated to a beautiful office park at 600 Stony Brook Court in Newburgh, New York. DocuWare Corporation is responsible for marketing and supporting DocuWare software products in North, Central and South America through a reseller channel of over 100 Authorized DocuWare Partners.

"Our commitment is to provide ongoing training to our Partners. Newburgh's close proximity to Stewart International Airport, Interstate Highways I-84 and I-87, along with numerous hotels and restaurants made the decision one of strategic importance for the convenience of our ADPs," said Greg Schloemer, President of DocuWare Corporation. <

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Enhancing productivity

Implementing DocuWare brought Schneider many benefits. It enhanced productivity and shortened repair cycle times because any document can now be accessed in seconds, right from a PC. Not only did document retrieval time improve, but new offices were created in the space formerly occupied by the print-room. DocuWare has proven to be a great investment for Schneider.
◀ Kara Weston

Utmost Flexibility

Solutions for all archiving methods

One question which needs to be addressed before implementing a document management system is how each document type shall be captured and archived.

The answer for this question is determined by the business processes involved as well as by organizational aspects such as staffing and security. Due to its rich feature set, DocuWare is able to support three different approaches to how documents can be captured and filed away:

a) Early Filing

With this approach, documents

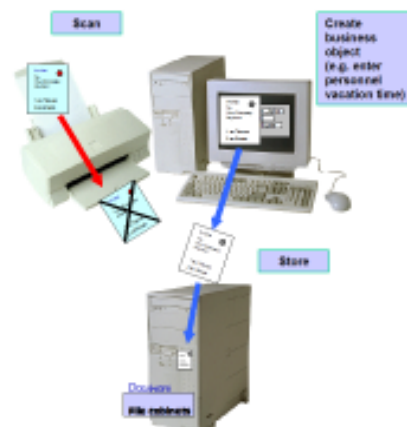
are processed as soon as they come into a company, for example, in a mail room. They are immediately scanned and stored in a preliminary electronic file cabinet, usually with incomplete index information. Further processing, such as the booking of incoming invoices, then occurs without the paper documents – their electronic counterparts are simply accessed directly out of the file cabinet.

Additional index information is then added either manually during other steps of a workflow process or extracted from other applications with the help of such programs as DocuWare AUTOINDEX.

b) Simultaneous Filing

Here a document is captured and stored in the same step by one employee, who is in charge of providing complete index information for each document. This method is often recommended for handling more sensitive documents, such as personnel records. It's also common to see the use of TIFF-MAKER and automatic e-mail filing with DocuWare ACTIVE IMPORT when a company opts for simultaneous filing.

Simultaneous filing



Ahead of the Competition

Quick Answers for Your Customers



"I've got a problem with the invoice you sent us. Your sales representative offered me a special deal, saying that if I ordered within 2 weeks I would get a special 10% discount. It's not reflected. Please check with him and give me a call back ASAP!"

In a modern, customer-oriented company, the answer to this dilemma would obviously be: "Just give me a second and I can check everything right here at my computer. Oh yes, here's a note from my sales col-

league. I can see here that he authorized the special discount. I've also just called up the invoice and can see that this was not included. Sorry about that – please just deduct the 10% when you make the payment. I'll be sure to inform our accounting office of the change."

That's the beauty of document management, for both you and your customers. No one has to drop everything to answer this one question. No one has to hustle from place to place to get all the necessary informa-

tion, making copies and filling binders along the way. The customer receives a quick response, so there isn't even a need to call back: the satisfaction is immediate.

DocuWare creates a well-structured, central information pool for paper documents, e-mails, and files. It draws from all this in seconds, right from your computer, to give your customers the answers they need.

Both customer and employee satisfaction are remarkably improved. Especially in times where it's a tough fight to get and keep customers, DocuWare gives your company a very special competitive edge. Let us help you take full advantage of it! ◀ Stefan Schindler

c) Late Filing

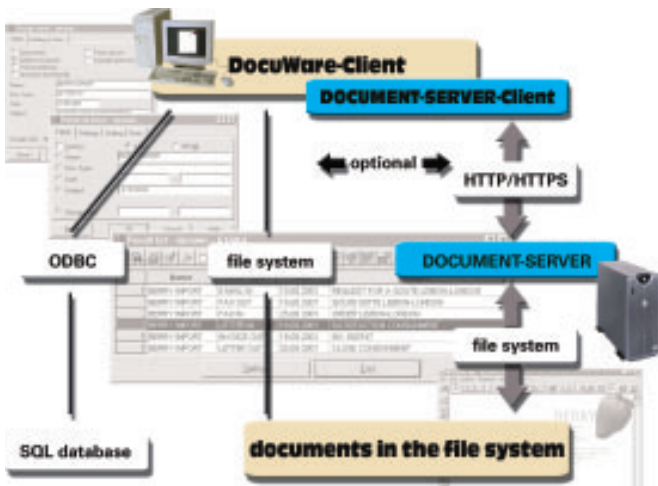
With late filing, documents are only captured at the end of record processing procedures. That means that all information about particular records has been stored in other applications. Then by using DocuWare RECOGNITION and DocuWare ACTIVE IMPORT, all of this information can be harnessed to electronically file (index) each record fully automatically during the scanning process.

◀ Stefan Schindler

Full Power on the Road

DocuWare DOCUMENT-SERVER was especially developed for customers working from a home office, from the road, or in decentralized subsidiaries, yet who also want and need the same complete DocuWare functionality as offered at headquarters or a LAN environment.

Since the communication takes place via HTP or HTTPS protocol, all the user needs is Internet access; the DocuWare document management system (DMS) automatically provides the connection with centrally housed file cabinets. No additional software settings need adjusting.



This add-on module, which was first introduced this Spring at the CeBIT Show, acts as the interface between DocuWare clients and the file system of the network server, taking over the storage and retrieval of document files.

It differs from another module called DocuWare INTERNET-

SERVER 3, which makes it possible to access file cabinets with any Browser. Instead, DocuWare DOCUMENT-SERVER provides the way to using the complete functionality of a DMS: Not only do users have reading and writing access to file cabinets, they can also, for example, scan documents from wherever they are, store them in file cabinets, and even add comments with the help of DocuWare's unique overlay technology.

They do not perceive any difference when accessing a file cabinet whether they are using DocuWare with help of the Internet or straight from an office workstation. Existing Docu-

Ware file cabinets aren't the only parts that can be used, even document files residing on a server or on optical disks all retain their standard format – no need for any type of conversion.

◀ Max Ertl

DocuWare – Your Reliable Partner

Investing in a document management system first requires one important thing: complete trust in the supplier and the product.

After all, you are entrusting our applications with important information and need to be sure, even over a period of many years, that you can quickly and easily access this information – just as was promised on the day you purchased the product.

Continuity For Over 14 Years

Since the company was founded in 1988, DocuWare has been solely focused on developing and marketing document management solutions. We have always sold our software through a broad network of authorized sales partners. For this reason, we needed to develop products that are simple for everyone to use. We have also leveraged the way we work with our partners, to provide reliable, local service. Over 5500 companies and government agencies now make up the satisfied customer base using our products.

Focus: Customer Benefits

Our products and sales approach are benefit-driven for our users. Products like ACTIVE IMPORT for e-mail storage, and recent additions like INTERNET-SERVER or CONTENT-FOLDER which provide maximum flexibility in working with

documents are just a few examples of this benefit-driven approach. To remain true to our mission in the future, we will continue to intensify the direct communication with our customers. It's not enough to have satisfied users; we want enthusiastic fans!



Jürgen Biffar and Thomas Schneck, presidents of DocuWare AG

Security Through Open Technology

DocuWare consistently adheres to industry standards. By building on the most widely marketed file systems and databases, DocuWare expands on intelligent access systems that are already directly managed by the customer. We don't believe customer satisfaction comes from technical dependence on our products, but rather by providing consistent innovation and support for our users. Seems like our strategy of pursuing open technology solutions is working – just ask a few of our loyal users who have supported us this past 14 years.

◀ Jürgen Biffar

ACS, Athens

Just Delivered, Already Documented

1,000,000 delivery receipts per month – that's a whole lotta critical information to keep track of. No surprise then that it was impossible for ACS Courier to give customers a quick status report about deliveries en route. The critical turning point for the Athens-based company: finding a modern document management solution called DocuWare.

Customer service is taken very seriously at ACS. Questions about whether packages have already been delivered should certainly be answered as promptly as possible. With over

1,000,000 deliveries per month, that's not an option without savvy IT support.

To find the best solution, ACS began gathering information in early 2001 at a seminar conducted by DocuWare-partner PC Systems together with BSI, a DocuWare distributor. They worked out a plan whereby the delivery receipts would be scanned, automatically indexed and made accessible via any Browser. DocuWare was able to meet the company's needs with the combination of a system license with add-on modules DocuWare RECOGNITION and DocuWare INTERNET-SERVER, plus offer the best price and price/performance ratio. In Fall 2001, ACS made its decision final to implement DocuWare.

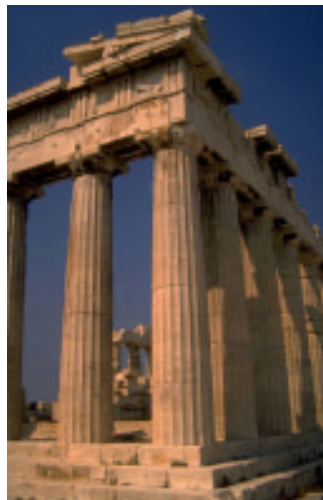
Today, their delivery receipts are captured with a powerful scanner. With DocuWare RECOGNITION, the barcodes printed on the receipts containing the record numbers are instantly captured and used for indexing. Storage then takes place

on hard disks to ensure super fast retrieval of all the information.

All offices of ACS, which are distributed throughout Greece, can access the documents with the help of the company's intranet and DocuWare INTERNET-SERVER. And every customer, in turn, can receive a quick response when they want to know something like who in their company signed for a package.

Next to the enhanced customer service capabilities, ACS is also able to save an enormous amount of space that had been previously used for the storage of all those delivery receipts. And the time savings...that's now put to better use, as employees search for profits, not delivery receipts.

◀ Stefan Schindler



Dialogue with the User

DocuWare customers are very satisfied with the products they purchased – a fact that was reconfirmed through last year's market research study. So why are there companies still out there who aren't using DocuWare yet? To answer this question, DocuWare has intensified the direct dialogue with the people who have been using its products. In the past few months, DocuWare employees met with 70 customers in their offices, to gather ideas and discuss solutions with users and administrators who work with DocuWare on a daily basis. The results of these discussions will flow directly into future product development. On a side note: DocuWare's employees – mostly tech developers – had a great time on tour and enjoyed the one-on-one chats they had with the many customers. Thanks for the great reception!

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: