Enterprise Content Management

DocuWare

From Documents to Value

Organization

Workflow

Security

Integration

Every day you spend valuable time searching for, copying, printing, labeling, storing and securing documents. Paper documents create a lot of work, fill up file cabinets, and are costly to maintain. And where do you begin to find the right document when you need it?

DocuWare—software for professional Enterprise Content Management—simplifies every single task relating to documents. By managing your documents with DocuWare, you increase efficiency throughout your entire organization. Employees are equipped with the right information whenever they need it so that customer service improves and productivity increases. Security gaps are closed, and because everything is so well-organized and legally compliant, audits consume less time.

Discover the Value in Your Documents

DocuWare turns your documents into what they really are: valuable information that builds capital. With DocuWare, you can easily unleash the potential embedded in every document. Put every email, every file, every record to work, contributing to your company's success.

Integrating DocuWare into an IT environment means you've found an ideal solution for revving up productivity, lowering costs, improving cash flow, ensuring compliance and boosting customer service.

With DocuWare, documents are readily available, where and when you need them—whether that's at the office, at home or on the road. It's even easy to access documents stored in DocuWare right from another software application.

Let the experience of thousands speak for itself: DocuWare is one of the most popular Enterprise Content Management Systems in the world, with over 100,000 users. Today, companies in over 70 countries are enjoying success by uncovering the value in their documents with DocuWare.
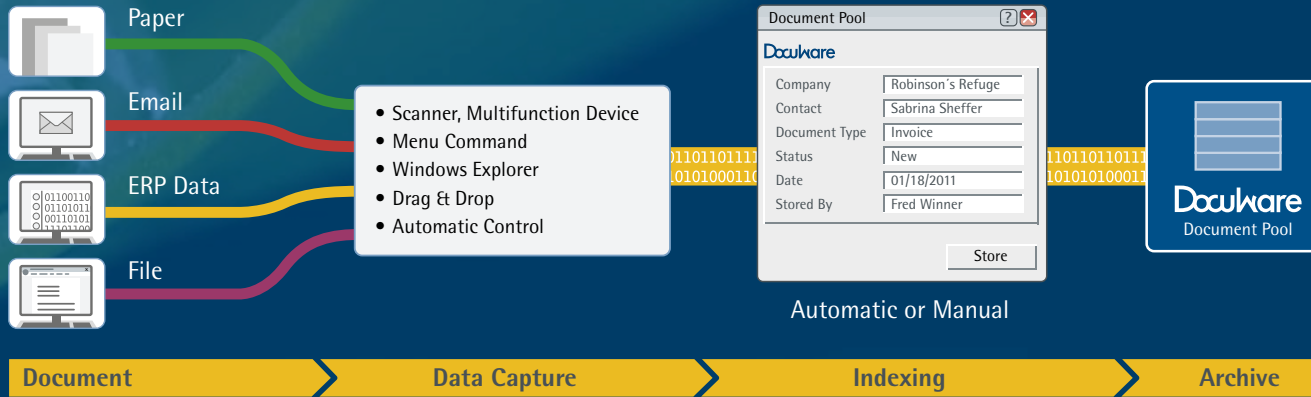
![DocuWare — From Documents to Value]

Get organized with DocuWare: Ready, Set, Go

Having DocuWare means optimal organization: documents are stored in a way that's quick and smart. No matter where or when you need information, it can be retrieved in seconds.

Consistent:	Documents are meticulously organized
Centralized:	One document pool for all departments
Space-saving:	Digital file cabinets save room
Automatic:	Indexing that learns as it goes
Immediate:	Useful information at your fingertips
Always Accessible:	Use your computer, phone, tablet and the web

Store Documents in a Central Document Pool

Paper

Email

ERP Data

File

- Scanner, Multifunction Device
- Menu Command
- Windows Explorer
- Drag & Drop
- Automatic Control

Document Pool

Doculware

Company	Robinson's Refuge
Contact	Sabrina Sheffer
Document Type	Invoice
Status	New
Date	01/18/2011
Stored By	Fred Winner

Store

DocuWare
Document Pool

Automatic or Manual

Document	Data Capture	Indexing	Archive

ⓘ One Viewer, Many Formats

With DocuWare's universal viewer, you can open multiple file formats—no matter if they are text, database or image files.

» For us DocuWare is not just a place to store papers, it's more than that. It is a system that alerts employees to where a product or materials are in the system, or where a job is for scheduling. Complete information in one location. «

Tani Michaud
Co-Owner, Advance Cabinet Design
Oregon, USA

Centralized Storage

From paper documents to data records, DocuWare can manage all types of documents from many different sources. Digital file cabinets are used to sort everything in one central document pool. You no longer have to wonder where your important documents are—in DocuWare they are always a click away.

Storing in Digital File Cabinets

Digital file cabinets are much like their metal counterparts. You can decide how many of them you'd like to set up in your DocuWare system and how they are organized, whatever makes sense for your company. For example, you can set up a customer file cabinet in which accounts receivable/payable invoices are stored along with complete customer correspondence including faxes and email. You might also have a separate Human Resources file cabinet or perhaps one for anything relating to production and product development.

Organize It, Automatically

For quick and easy retrieval, documents are stored in DocuWare along with index criteria, which brings structure to your system. Indexing can usually be handled fully automatically: index terms can be derived from external sources, such as text files or databases, or directly captured from a document via OCR or barcode recognition. In addition, fulltext indexing of documents takes place in the background, or through DocuWare's Intelligent Indexing Service, a self-learning, cloud-based service that automatically indexes scanned documents, and applies "crowd learning" to similar documents.
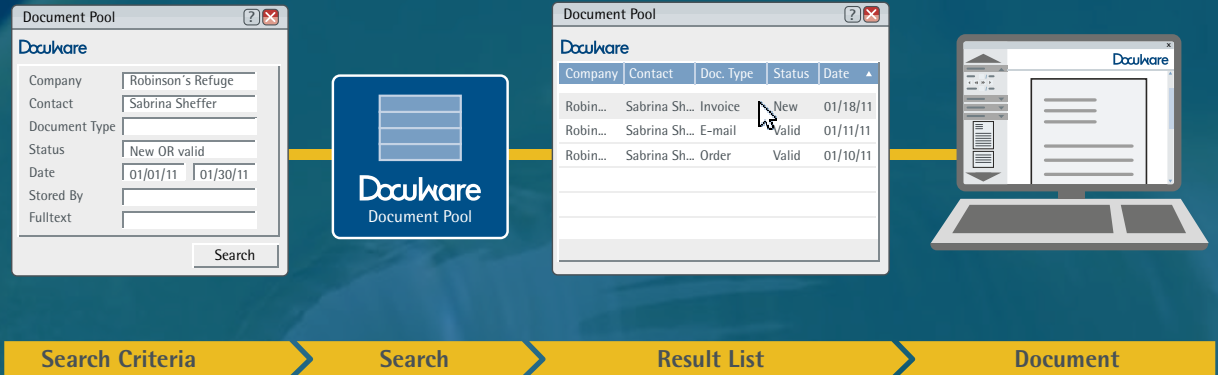
DocuWare

From Documents to Value

ℹ Available Worldwide

With DocuWare Web Client, you're more flexible than ever: by using a Web browser, you can access the central document pool at any time, from anywhere around the world to search, edit and store. Or use DocuWare Mobile.

> » DocuWare is great. Our employees no longer need to spend, what amounted to hours, hunting for information or pulling files. The only problem we have now is getting used to not having all the paper lying around. The time DocuWare has saved us can be redirected into processing more loans and providing our customers with better service. «
>
> *Julie Krause*
> *Vice President, Mann Mortgage*
> *Montana, USA*

Find and Display Documents

| Search Criteria | Search | Result List | Document |

Smarter Searches, Quicker Retrieval

Retrieving documents with DocuWare is as easy as using an online search engine even when searching across multiple file cabinets. One click and a document is opened, either in its native program, or in the DocuWare viewer.

Mobile Documents

Whatever document you need, DocuWare can get it to you immediately, either in the office or on the road. With DocuWare Web Client, documents can be searched and edited even while you're visiting a customer or working from home. With DocuWare Mobile, you can use your Smartphone or tablet to work with DocuWare. And just in case you won't have an Internet connection while traveling, take everything with you by synchronizing DocuWare file cabinets right onto your laptop before you head out.

DocuWare Every Day
Solutions for All Document Types

Eliminate Paper

DocuWare eliminates overflowing binders, folders and file cabinets. Paper is scanned and stored as an electronic document. This can be accomplished with a workstation scanner as well as a multifunction copier.

Existing paper files are systematically converted into bits and bytes and transformed into digital DocuWare file cabinets.

The result? You'll need about 90 percent less space for storing your documents!

Email Management

Where to go with all that email? Simply store your messages directly from your email program into the central document pool—that way they are retained with related documents in a tamper-free and well-organized environment. No need to search in different places on your computer; now email can be found easily, even years later. Most importantly, all that mission-critical knowledge housed in email doesn't get lost in personal mailboxes. Instead, it is now available to all authorized users in your organization.

Document Portals

With DocuWare, user-specific documents can be made available via the Internet. Employees can access their personnel records from home. Customers can view documents such as invoices and delivery slips online.

Partners and prospective customers can download the latest product information, price lists and marketing material right from your sales portal.

The system guarantees 100% security that document access is granted to only those who are specifically authorized.

■ Make space in your office
■ Access paper documents from anywhere
■ Protect paper documents from loss or damage

■ Tamper-free storage of email
■ Easy email retrieval
■ Information silos connected

■ Flexible online access to documents
■ Current documents immediately available
■ Improves customer service

DocuWare Workflow: Get More Out of Every Document

DocuWare is the hub for ultra-efficient workflows: documents are not only quickly retrieved, but can also be immediately processed and further distributed. This saves an enormous amount of time, improving productivity and profitability.
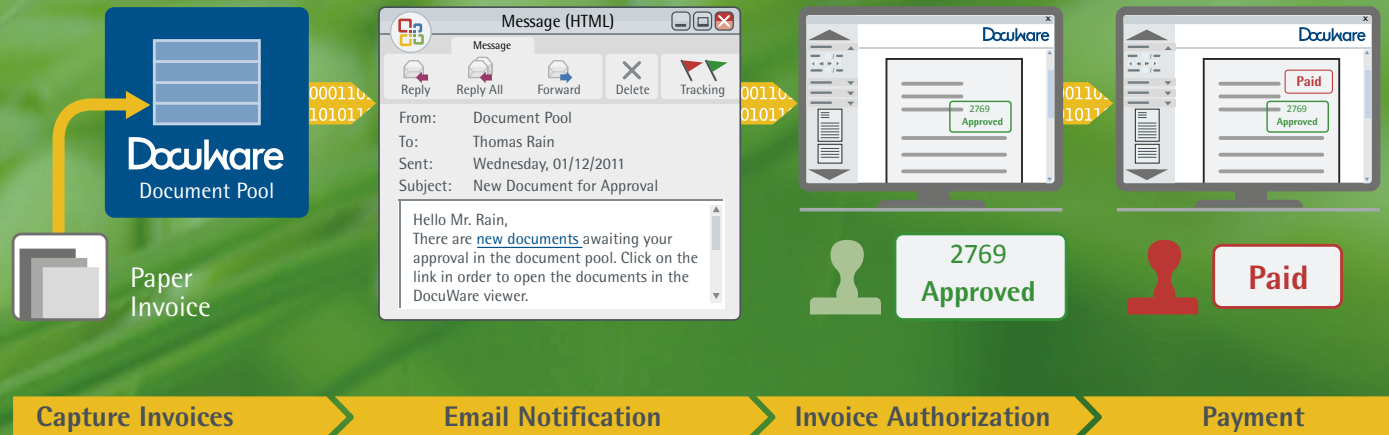
Familiar: Your digital desk has Baskets, Stamps & Stapler

Quick: Documents edited and authorized on your computer and the web

Current: Automatically receive updated documents

Flexible: Print, fax, and email right out of DocuWare

Trackable: Workflow history shows changes

Your Workflow in DocuWare

| Capture Invoices | Email Notification | Invoice Authorization | Payment |

Stapler, Annotations, Stamps

With DocuWare, you work in a way that's very similar to handling paper documents on your desk. Documents can be sorted into digital baskets and stapled or unstapled. To edit, check and authorize documents, there are a number of digital tools and stamps at your fingertips. After a document has been marked up and stamped, the original document is always retained. Changes are stored separately as an "overlay" as if printed on a transparency.

Authorizing Documents

DocuWare speeds up document-based workflows that are part of every workday, such as the verification and authorization of invoices. Workflows are managed in DocuWare with the help of digital approve and decline stamps. For example, once an invoice has been stamped in DocuWare, its status will automatically be changed from "new" to "authorized", thereby moving it to the next person in the workflow. Documents can also be stamped when working remotely via the Internet. This means that a workflow doesn't have to come to a halt when employees are out of the office.

Workflow

ⓘ Workflow by Mobile Device

Thanks to the DocuWare Mobile app, you can use your smartphone or tablet to access your documents, and even stamp and authorize them. It puts the flow into workflow.

ⓘ File Cabinets to Go

DocuWare file cabinets can be completely stored on external media such CD, DVD, BD or USB stick. These self-running file cabinets let you search and retrieve the data, without the need for a DocuWare client installation.

» My staff and I can now track an invoice throughout the entire approval process. With one glance I know which invoices have been pending approval for too long and my staff can easily email a higher level manager for approval. DocuWare has improved each employee's document accountability. I no longer receive collection calls for invoices that I was unaware had been lost in our paper-based approval system «

Marsha Hadd
Accounting Supervisor, American Engineering Testing
Minnesota, USA

In the Know

On which desk is a document pending, delaying payment or holding up a contract? Where do you have to go to follow-up? Which tasks are done already? Thanks to DocuWare, employees can always see the current status of a document. Management can set up task lists to monitor pending documents enabling better supervision, or use a powerful graphical workflow designer to define complex document-based workflows with substitution and escalation management. Just like working with paper documents, the processes can be visually traced on the document itself. With DocuWare, everyone involved in a workflow can see at a glance which tasks are in the pipeline.

Distributing Documents

DocuWare is communication central: documents can be printed, faxed or emailed right out of DocuWare. One mouse click and the desired document can be attached to an email right from your mail client. Decide if you want to send it in its original format or as a PDF. Or simply mail a link to an archived document—this makes sure that the recipient accesses the most current version of a document that is still being worked on. You can also record documents onto a CD, DVD or BD, hard disk or USB stick along with all search features to give sales partners or an auditor all the information they need.

DocuWare Every Day—
Solutions for Boosting Efficiency and Productivity

Controlling Inventory

Thanks to DocuWare, ERP (inventory control) work-flows can be significantly improved. When new goods are delivered, the delivery slip is immediately scanned and automatically stored in DocuWare. At that moment, the status reads "unverified delivery." The company's Administration and Quality Assurance staffs are immediately notified of the delivery with a task list update or automatic email. To release or hold goods, a tablet can be used to access the delivery form and add a digital stamp.

Processing Invoices

Here's how easy it is to run an invoice workflow with DocuWare: a cost center supervisor is notified via email as soon as a new invoice is stored in a DocuWare file cabinet that needs to be authorized for payment. The email contains a link to the stored invoice. One click on the link and the invoice opens in the DocuWare viewer. The supervisor can then stamp it–even when working remotely. Once stamped, the DocuWare task list for the accounting staff is auto-matically updated alerting them to make immediate payment.

Distributing Payroll

With DocuWare, you simply send out a single email and your monthly payroll has been distributed to all of your colleagues.

How does that work?

The email contains a link generated out of DocuWare which employees can use to access only their own pay stubs. Even an administrator cannot view this sensitive information; it's all encrypted. Distributing payroll via DocuWare is efficient and saves time and money.

■ Reduced processing times
■ Steps tracked in detail

■ Projects easily move forward
■ Profits from early payment discounts

■ Reduces payroll tasks significantly
■ Meets all privacy and data protection guidelines

Workflow

DocuWare Security: Protect Your Documents

You can depend on DocuWare. Our Integrated Documument Management System guarantees the highest level of data and access security for documents. In addition, your organization will benefit from convenient strategies for backing up data and long-term archiving.

Doubled Up:	Metadata is always stored twice
Complete Control:	All processes logged on the server
Flexible:	Multi-level rights and access control
Integrated:	Electronic signatures
Certified:	Product quality approved

Long Term Security

With DocuWare, documents are stored in a way that is tamper-free. No document is ever lost, which means you are completely prepared for audits and for all matters involving claims or product liability. If documents only need to be retained for a particular period, DocuWare will automatically monitor the retention schedule for you.

Access Rights Grant Permission

Detailed access rights can be customized to suit your business to make sure that employees, customers or vendors are guaranteed to see only those documents that are relevant to them. Users and rights are handled with DocuWare's central administration. Through the assignment of groups, roles and profiles, controlling access is both flexible and comfortable. Log features verify–even after several years–when and where a user has accessed a document.

DocuWare Speaks Legalese

AO, GDPdU, Basel II, Sarbanes Oxley and more: DocuWare helps meet all the conditions that are contained in these laws. Documents archived in DocuWare can easily be managed for records retention requirements. In order to conform to legal paperless processes, DocuWare integrates electronic signatures.

Key for Disaster Recovery

DocuWare is the ideal approach for long-term archiving and as a backup to assist in the case of disaster recovery. Complete DocuWare file cabinets (along with all search criteria) can be easily copied from the DocuWare live system onto external storage media. An even easier and more secure approach is to copy everything into a Cloud system. Bulky paper archives are now officially part of the past.

Security for Your Documents

DocuWare works like a virtual safe. To ensure that data can never be lost, redundant header files are stored along with every document. Access to documents and databases is only possible via the DocuWare server and is documented in a detailed log.

ISO Certified

Trust is good, certification is better: DocuWare regularly has its products tested by independent institutions. For example, it meets the international standard DIN EN ISO 9001. For a complete list of certifications, go to www.docuware.com.

» This has been an IT success story for Mosscare. On the one hand our staff has embraced this technology better than any other. And on the other hand we are now able to offer a much better service than ever before. «

Marilyn Evans
ICT Manager, Mosscare Housing Ltd
Manchester, United Kingdom

Security

Integrating DocuWare:
Connect Your Documents with Your Business

DocuWare is at the heart of your business: its central document pool is directly linked with the other business applications of your IT landscape. The valuable knowledge contained in your documents can now be used immediately.

Versatile: Integration via open interfaces and programming toolkits

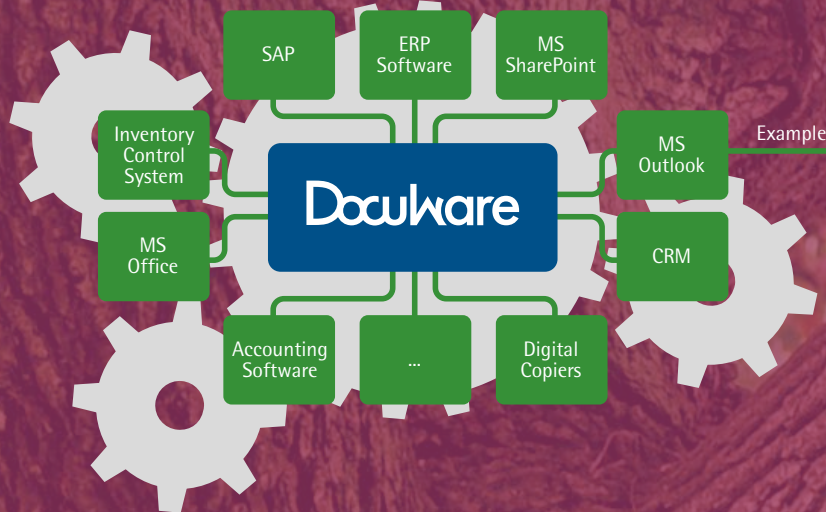**Accessible:** Document search button integrated within applications

Linked: Open documents via URL

Familiar: Windows Explorer to store and search

Comfortable: Manage with central administration suite

Powerful: Service-oriented architecture

DocuWare as a Document Hub

SAP · ERP Software · MS SharePoint · Inventory Control System · DocuWare · MS Outlook · MS Office · CRM · Accounting Software · ... · Digital Copiers

Example

Data Source

MS Address Book

Database Query

Message (HTM...

Message
Reply · Reply All · Forward · Del

From: michael.genius@peters-
To: sabrina.sheffer@robinso
Sent: Tuesday, 01/11/2011
Subject: Receipt

Dear Ms. Sheffer,

Please send us a confirmation for

Best regards,

Document Pool

DocuWare

Company	Robinson´s Refuge
Contact	Sabrina Sheffer
E-mail	sabrina.sheffer@robin
Date	01/11/2011
Subject	Receipt
Format	
Cost Center	
Status	
Doc. Type	E-mail

Store

ⓘ One Click, Instant Results

DocuWare Smart Connect, a very clever tool for document retrieval, can help you find documents with one click. It can be easily integrated with the applications you already have.

» Our DocuWare system is about retrieval—quick retrieval that helps us with compliance recording and investigations. The idea that you can sit at your desk and instantly find the information you need is amazing. Prior to this system, finding information could be a major project. «

Larry Engle
Operations Lieutenant, Warsaw Police Dept.
Indiana, USA

Integrated Storing and Searches

DocuWare works closely with other applications in your company's IT landscape to store and retrieve documents in the fastest way possible. Data and document exchange between programs can be set up to work seamlessly thanks to both special and universal DocuWare interfaces and programming toolkits. It's also possible to search for documents and display them straight out of another application program.

Self-Configured:
Documents with a Click of a Button

Many people spend most of their work time within a specialized program, such as an ERP or accounting system. However, while working in one application they often will need access to documents in another. Wouldn't it be great to have all of these documents available with just one click?

DocuWare makes this happen. With the help of a wizard, anyone can use the DocuWare module Smart Connect to configure a search button and integrate it into an application. Clicking on this button will then display the documents that belong to a particular process. The program itself never has to be modified.
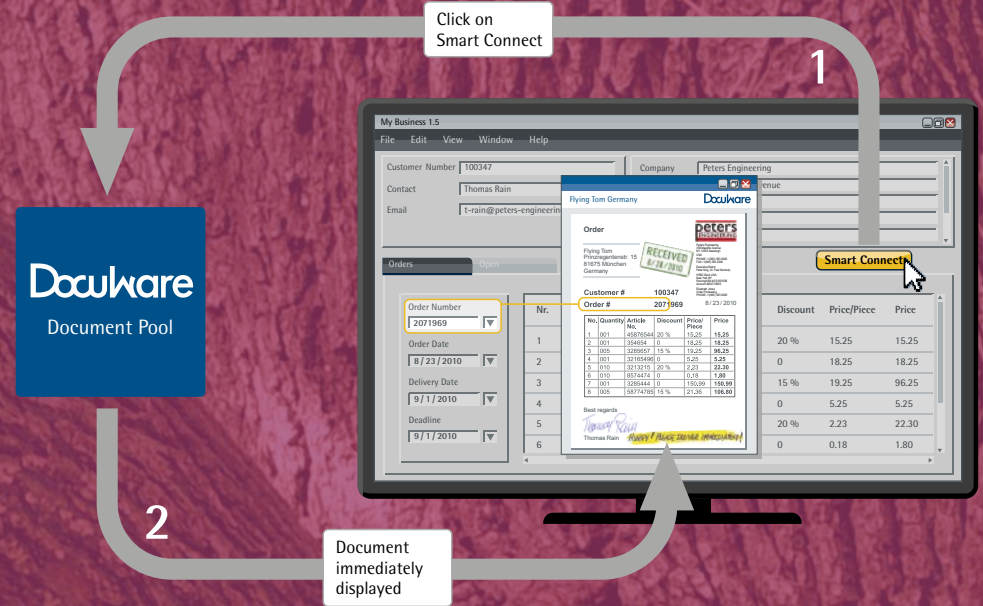
Integration

ⓘ Archiving with Windows Explorer

You can quickly integrate DocuWare file cabinets within the Windows file directory's structure. Work as usual in Explorer knowing that you are storing documents centrally and securely in your DocuWare document pool.

» DocuWare is the cornerstone of our IT strategy, helping us to integrate software applications from all of our offices around the world, shrink costs and simplify the exchange of experiences. «

*Rainer Heisel
Director IT/Organization, HARIBO GmbH & Co. KG
Bonn, Germany*

Access Documents From Within Your Business

Click on Smart Connect

1

DocuWare
Document Pool

2

Document immediately displayed

Seamless Connection

DocuWare lets you integrate virtually any application—whether it's your ERP, inventory management or accounting program—in Microsoft SharePoint Server or SAP, and in email such as Outlook or Gmail. Access your documents from any place and at any time, without having to switch from one program to another. Simply launch documents archived in DocuWare right from your familiar business application.
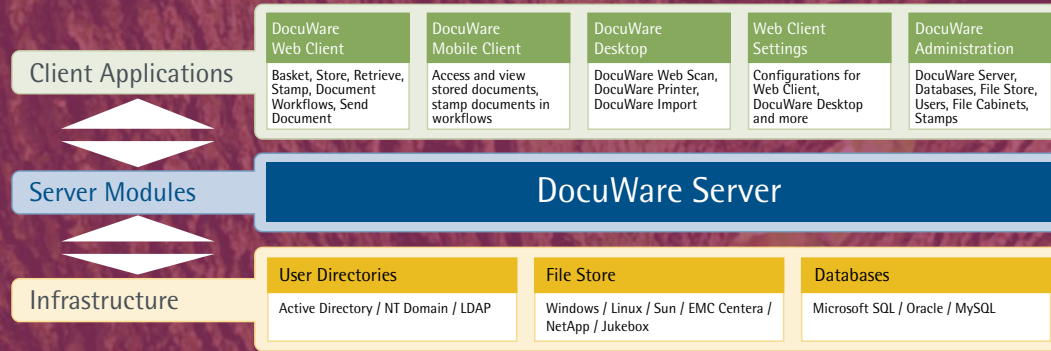
Linked: URL Integration

By using hyperlinks (URL addresses), documents can be integrated into all kinds of application programs—wherever a link can be inserted. This kind of URL integration is a quick and flexible option to incorporate documents stored within DocuWare into daily business processes. This approach isn't only for integrating individual documents; a URL can also be linked to result lists or search dialogs as well.

DocuWare in Windows Explorer

Everyone is used to moving documents around in their Windows file directory. With Windows Eplorer Client, DocuWare gives you the option to use Windows Explorer to directly store and search in the tamper-free document pool. A special DocuWare folder is set up in the Windows file directory with the various file cabinets from your DocuWare system. When a document is copied or moved into this folder, it will be automatically indexed and stored. All file cabinet and user rights are upheld.

DocuWare Architecture

DocuWare Web Client	DocuWare Mobile Client	DocuWare Desktop	Web Client Settings	DocuWare Administration
Basket, Store, Retrieve, Stamp, Document Workflows, Send Document	Access and view stored documents, stamp documents in workflows	DocuWare Web Scan, DocuWare Printer, DocuWare Import	Configurations for Web Client, DocuWare Desktop and more	DocuWare Server, Databases, File Store, Users, File Cabinets, Stamps

Client Applications

DocuWare Server

Server Modules

Infrastructure

User Directories	File Store	Databases
Active Directory / NT Domain / LDAP	Windows / Linux / Sun / EMC Centera / NetApp / Jukebox	Microsoft SQL / Oracle / MySQL

> *» We are so happy with DocuWare. We really wanted to implement a system where we only needed to have one point of data entry, a system that would allow us to connect and utilize the crucial information contained in our main database. With DocuWare, we've done that and are able to efficiently and accurately share information among our different programs, reduce document retrieval times, and give the Finance Department instant access to insurance information to properly bill patients. «*
>
> *Jennifer Vitrano*
> *CHCC Patient Access Manager*
> *Christian Health Care Center*
> *New Jersey, USA*

Compatible: Email and DocuWare

Email management has to be both secure and practical to run well. Archiving email right out of email programs such as Outlook or Gmail couldn't be easier. It's just a matter of moving email into a pre-defined DocuWare folder that's set up in the email program– automatic indexing and storage of your messages takes place including your email attachments.

Strong Software Architecture

The stable core for the wide-ranging functionality of the system is found in DocuWare's architecture, which is based on an N-Tier structure. User clients and the administration client all use TCP/IP through one communication channel to access the server modules. These communicate directly with the storage systems, databases, and user directories. This ensures that the system provides for both broad scalability and maximum security.

Start with DocuWare

DocuWare is a standard software package that, even in its most basic version, offers the essential features for efficient Enterprise Content Management. Through optional modules, the software can be customized to meet the needs of any organization. Setting up the system within a company's IT structure is simple and requires only limited resources. The entire configuration takes place in the central DocuWare administration. Server modules and remote users can be managed from there. Since DocuWare is available in 16 languages, companies and locations worldwide are effortlessly connected.

Integration

DocuWare Every Day—Examples for an Ideal IT Strategy

Smart Connect:
Quick Integration

The Smart Connect module can capture search and index terms directly from the interface of software programs. For Smart Connect to know which content is relevant for a search or store process, a screenshot is first generated in the background and used to identify certain elements. This means that without the need for any programming, you can use Smart Connect to capture data from another application. A Smart Connect integration can be set up by any user in just four steps, but it may also be configured by central administration.

Software Developer Kit:
Integration with Customization

DocuWare's architecture makes it possible to offer a variety of powerful programming interfaces to meet the needs of many different development settings.

With its Software Developer Kit (SDK), DocuWare paves the way to a number of specific interfaces: via Java, URL integration, as well as high-performance web services. The interfaces make it possible to incorporate the most critical DocuWare features within other applications.

Specialty Interfaces:
Integration in Leading Programs

DocuWare has developed special interfaces for a number of programs—including SAP, Microsoft Office, and SharePoint—to support direct document and data exchanges.

This makes it simple, for example, to enhance a Microsoft Office SharePoint Portal with key document management features such as long-term archiving and tamper-free storage. By integrating DocuWare, SAP users can access their SAP documents, even without running a SAP client.

■ Compatible with most business programs
■ Anyone with basic IT skills can set it up

■ Integrated through simple programming
■ Fully integrated document management

■ Works seamlessly with SAP and SharePoint
■ Integration in complex systems made easy

Integration

Why DocuWare?

Maximum Security
DocuWare protects you against data loss, system failure and unauthorized document access.

Complete Scalability
You can use DocuWare on a notebook or in a multi-server environment with thousands of users—locally, in a company network, via the web, in the cloud, or take it along with a smartphone or tablet.

Flexible Integration
The integration of DocuWare with your business applications is ultra simple—customize it with a menu-driven configuration or software developer kit.

Future Proof
Keep pace with the changing world of technology. Our modern solutions—in browsers, mobile apps and the cloud—secure your investment for the future.

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DocuWare

From Documents to Value