

# Document Management Software

Prepared by

DGE Automation, Inc.

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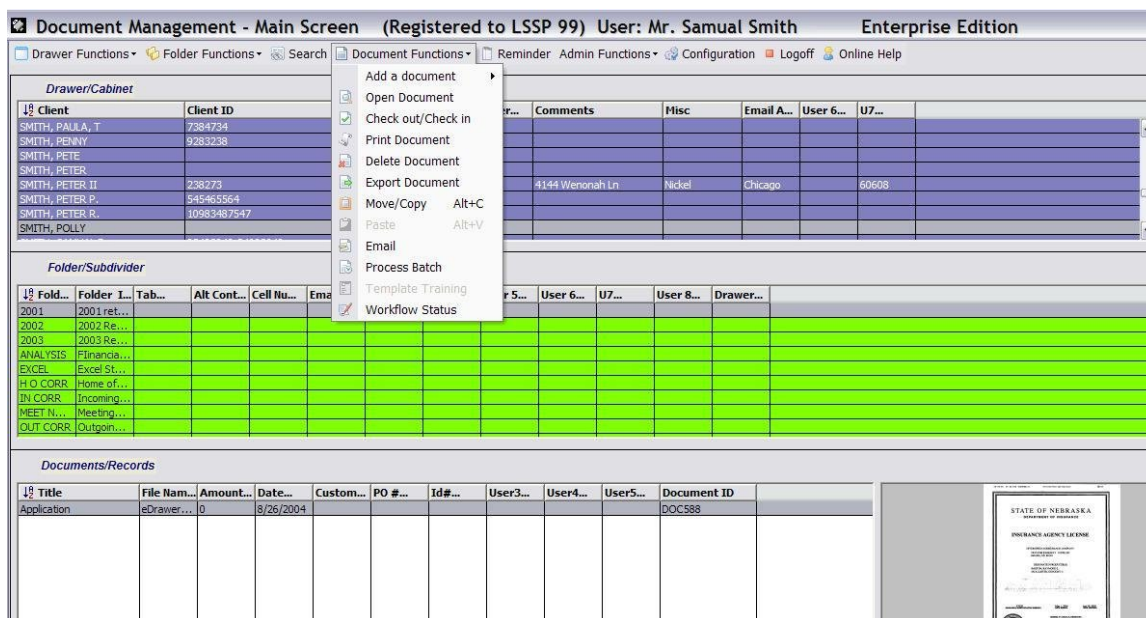
# Table of Contents

Overview of What Document Management Software Can Do .....	3
Sample of Our Infrastructure .....	4
Dealing with Compliance Issues.....	5
Importing Documents and Files.....	7
Internal Functions to the Document Management Software Needed .....	8
Is Paperless The Way To Go For Our Organization? .....	9
Our organization must allow:.....	9
Document systems must allow: .....	10
Traditional Document Management .....	11
Traditional Repository & Lifecycle .....	12
New Mindsets to Consider.....	14
Streamlining process by reducing the paper burden. ....	15
Our Electronic Document Management System should:.....	16
Obvious Advantages .....	17
What do We Do Next?.....	17
Document Management Has to be Easy to use.....	18
Document Streams .....	19

# Overview of What Document Management Software Can Do

- The document management software must securely hold all documents, and any file type.
- Redundant documents should be trained once, so we can scan them and the software knows what to do with them.
- Scan directly into the document management software with OCR and automatic indexing - Built into docs
- Audit log of all activity by users
- Check in and out documents for remote processing
- Unlimited users with no additional fees
- Retention date settings and purging routines
- Archive routines
- Version management for generations of documents
- Remote access via Web, Terminal Services, VPN....
- One touch search routine
- Unlimited drawers, folders, and documents
- Multiple file rooms for additional security
- Multiple layers of security
- Route any document or file from any Windows application without printing and scanning
- Route Faxes and email directly to the system without staff intervention

- Sample of Our Infrastructure



This shows a layout of the way we would process our documents for access and filing.

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# Dealing with Compliance Issues

Security, audit trails, disaster recovery and our extremely important issues arise daily. Internal and external audits are performed to ensure the validation of your data is acceptable.

docums was designed as a secure document and record management system, and contains many features that provide significant benefits to organizations and help them comply with security and privacy standards.

- Computer users who have access to the storage area cannot view the contents of the database, unless the system administrator grants them permission.
- Security levels within each database allow separate access capabilities at the administrator and user group levels.
- Password protection at the database entire database
- Read-only clients that prevent the modification of data in the system.
- The database can be stored in a highly encrypted manner.
- Secured databases (File Rooms) can be archived to removable media (e.g. CD, DVD) for remote access, compliance with records retention policies, or for disaster preparedness purposes.
- In disaster recovery situations, it is possible to become completely operational within minutes using removable media, even at a new location.
- The read-only client can also be added to the removable media. If a disaster wipes out the central data store, end users can load the media in a laptop computer and have immediate access to the data.
- LSSP and its worldwide partners network offer end user and administrative training classes to teach customers about all of the security aspects of the product line. New features strengthen compliance

Document request management enables the generation and completion of the request in singular, straight-line processing or multi-thread concurrent processing by several departments.

## Document Request Management

A request for information in a controlled environment may result in multiple

requests for documents and information from several departments or even offsite locations, all to be supplied in a given timeframe. The status of the completion of the request must be monitored by the requestor for timely completion to present the full response to the requestor.

Document request management enables the generation and completion of the request in singular, straight-line processing or multi-thread concurrent processing by several departments. The status will be tracked and completion notification sent to the requestor.

# Importing Documents and Files

We must have the ability to import our infrastructure and our existing electronic documents, without allocating man hours to do so. Our vendor will provide the tools to supply us with for this task.

## *Importing Documents and Files*

- Import all of our entities without having to re-type them.
- Set up our sub-dividers automatically without manually re-typing them.
- Import documents and files from our other sources without having to print and scan them.
- Integrate into the document management software with database interfaces, and routing of the document on the type of document being viewed, printed, or generated.

## *Exporting Documents and Files*

- Export entire Drawer and or Folder to their native formats and place on CD or other media.
- Archive documents and folders with indexes and titles remaining for searching, and notification of location of archived documents.
- Export Documents and Files directly from the document management software.
- Check in and out documents and files for locking updates while checked out.
- Exporting CSV files of the indexes, titles, and OCR fields for importation into other applications.
- Email directly from the document management software with password security on the attachment.
- Export documents and files directly from the search result screen.

## Internal Functions to the Document Management Software Needed

***Scanning*** - Scan directly into docums with it's built in scanning and OCR engine, so there is no need to purchase additional software. Scan externally with our network scanners and allow documents to be filed for us without staff intervention.

***Importing*** - Import one file or an entire directory of files. This allows complete version and audit control of your electronic files without misfiling or filing incorrect versions of them.

***Routing*** - Documents directly from Windows applications - Rather than printing and scanning documents and reports from one application into docums, save time and money by routing the documents directly into docums and simulating the scanning. Just perform a File / Print, and route it directly to the document management software system.

***Create database records*** - File directly with the documents via an Access database supplied.

***Save files directly to the document management software*** - For example Word, Excel, or any application that you create files with.

***Functions*** - include viewing, emailing, faxing, printing, multi-tiered security, audit trails, archival, exporting, checking in and out, versioning, retention date processing, workflow processing, importing from other sources, search and locate with filtering and one button retrieval.



# Is Paperless The Way To Go For Our Organization?

Document management and the way our organization handles the process, is becoming a big concern for us. Why is that? Is it the fact that knowledge not put in some type of retrievable form is lost when turnover occurs? Is it the fact that businesses do not have the luxury of being able to spend quality time with employees to ensure procedures are followed to the expectations of management? Are external processes consistently changing and staff can't keep up with it? Could it even be simpler than all this, and businesses are trying to improve productivity time and save some costs on storage and office space? All of these are valid reasons that the "Paperless Office" is becoming of interest to all types of organizations.

Many document management companies discuss the savings of time and storage space, but the fact of the matter is that organizations will be placing themselves in jeopardy without the use of proper document management. That seems extremely strong language when referring to this topic, but let's stop and look at the situation. How many businesses that we might be aware of intimately have proper documentation? Lack of documents will cause bottlenecks, and misunderstanding of the process. Documents in a business process are a means to measure, manage and improve processes. Workflow and routing help organizations move information on a timely basis. Knowledge and the sharing of information must come in the form of documentation as organizations can not afford turnover without a knowledge structure in place. People are the creator of the facts and the documentation to manage the process. Processes define the organization's framework and count on the documentation for defining, auditing and startup. Change occurs in all organizations, and documents allow for change to take place. This facilitates the change by a documentation view.

Our organization must allow:

- Documents to be sharable, accessible, and locatable (electronically, if possible)
- Open to analysis and adjustments
- Workflow and routing to critique
- Allows people to leverage processes
- Manage documents with strategic direction and operational facts
- External documents to contain the market environment

Document systems must allow:

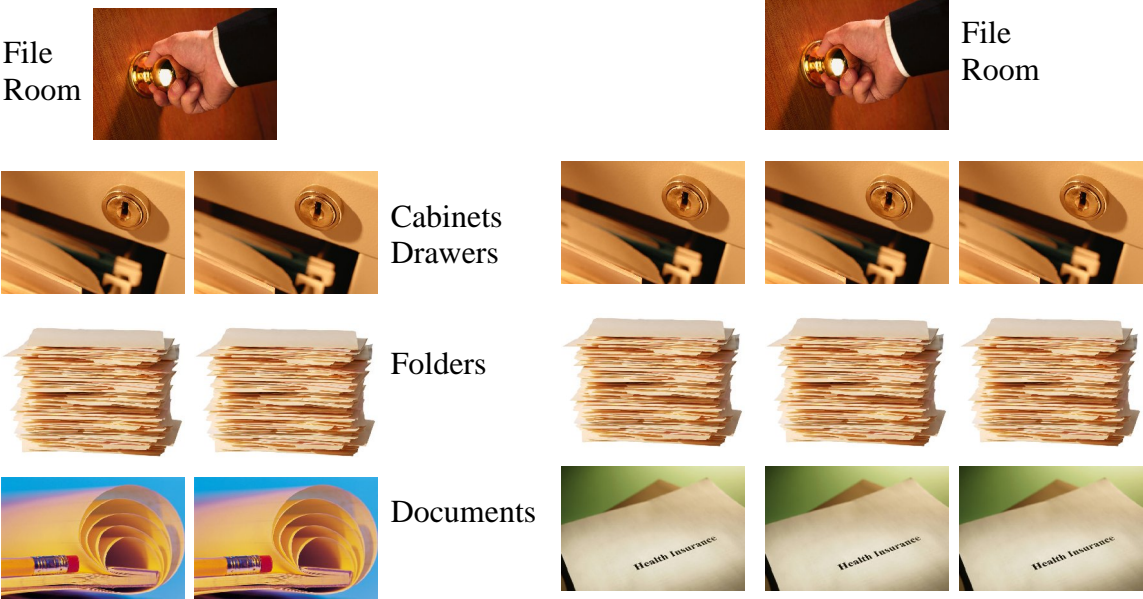
- Creation
- Revision
- Critique
- Analyze
- Synthesize
- Catalogue and keyword searches

New paperless systems allow for scanning, archiving, searching on criteria sets, workflow and routing procedures, electronic record keeping, record retention maintenance, voice recordings of minutes for staff review, complete audit trails of all activity, and security for who in the organization should be able to see or perform updates, and creation within the infrastructure of the business. Productivity time is now down to seconds for finding documents, rather than hours or even longer. Correspondence is performed right from the staff member's desk, rather than moving to and from fax machines, and copiers. Policy and Procedures are reviewed and tested right at staff's PC workstations, keeping them up with changes and updates. Human Resource departments have all employee and potential employee information secure and all in one centralized data base for easy access and response. Insurance forms, legal issues, can be submitted directly from their desks as well. The ideas of use really become endless and systems must be flexible enough accommodate our business needs.

# Traditional Document Management

- Records being managed and control of the folders and the paper documents
- Forms management included the inventory of paper forms for collection and reporting
- Procedures and manuals management controlling and distribution of policy and procedures
- Archival management controlling the storage, retrieval, and destruction of documents reaching retention

# Traditional Repository & Lifecycle



## Failure of Traditional Method

- Traditional approaches to records and document management are failing sadly. Passive management of filing, lack of organization, and staff inability to return after use has made document management painful and extremely costly.
- Additionally, the growing volumes of documents and retention, along with email, researching web sites, production, and other publications have inflated the problem.
- Security, knowledge transfer, control and other tracking workflows, have given most management nightmares.
- Checking out documents using the traditional paper method have still resulted in missing or mis-placed documents.
- High turnover and procedure knowledge lost upon staff departures, has cost numerous organizations lost revenue, and has even resulted in the closing of doors for good.

## New Mindsets to Consider

- Retrieval and filing documents are not just clerical.
- Streamlining process by reducing the paper burden.
- Improved office efficiency by fast distribution and reduction in expensive software tools for each staff member.
- Knowledge base stays in the organization, even upon staff turnover.
- Security and compliance issues addressed.

## Streamlining process by reducing the paper burden.

- Improved office efficiency by fast distribution and reduction in expensive software tools for each staff member.
- Knowledge base stays in the organization, even upon staff turnover.
- Security and compliance issues addressed.
- Document Processes
  - Add, change, and delete documents based on security.
  - Review documents.
  - Process documents.
  - Report on documents.
  - Index documents.
  - Search for documents.
  - Logically organize documents.
  - Automatically purged outdated documents.
  - Route and create workflow of documents.
  - View, print, fax, and email documents.
- Reduce costs and productive time using document management.
- Considerations in EDMS

## Our Electronic Document Management System should:

- Be easy to use, or the system will not be universally well received.
- Proper training, implementation, conversion, and installation is imperative.
- Small investment to have the system setup properly, as this becomes the business mission critical system going forward.
- Proper backup and removal of data for Business Contingency Plans.



## Obvious Advantages

- Consumable cost savings (usually 10% of our gross revenue)
- Productivity time of staff. The average time to retrieve a paper file is 10 minutes. Going to a simple search and click retrieval is now seconds.
- Office space, storage centers and costs associated with retrieval and destruction.

## What do We Do Next?

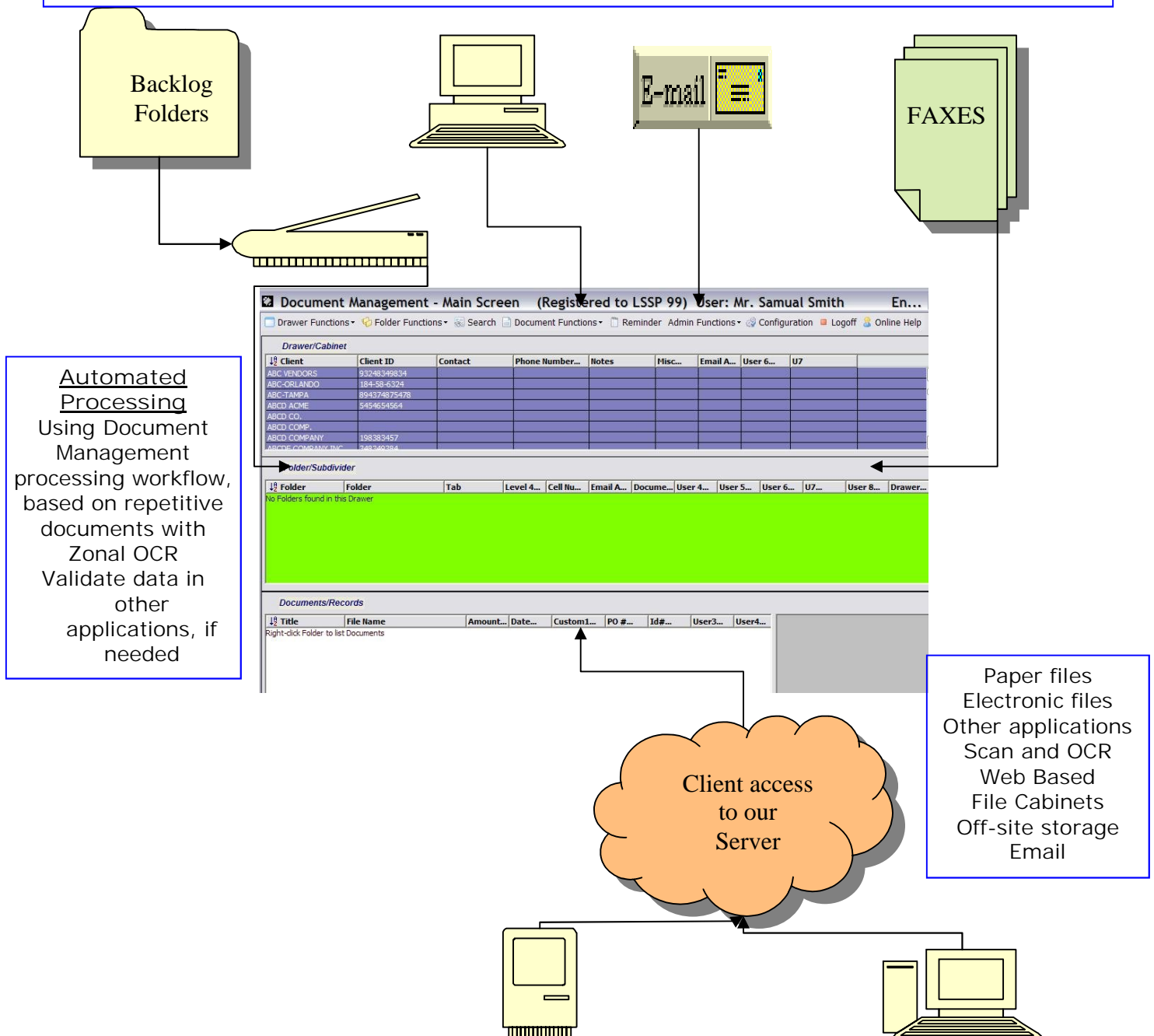
- Determine a vendor that will supply support for implementation, training, and any other support that we may need.
- Meet with our vendor to have them explain how we should consider the following:
  - Backlogs and legacy documents
  - Security defined
  - Structural design of our file rooms
  - Project plans and target dates

## Document Management Has to be Easy to use

- Search and Locate Instantly
- Exporting and Archival
- Version Management and Integrity
- Scan or Import Directly
- Document Streaming and Workflow
- Functions we Should Consider
- Retrieving the Documents
- Strong Security and Audits

# Document Streams

Document Management will allow us to support all mission critical information being funneled into one central, secure, compliant database for simple locating of all information for our organization, with immediate ROI from both productivity and tangible expenses. Below is a simple diagram showing the document streams of data and paper into a Document Management System. Scan, and Route from our other applications.



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