

# solutioninfo



## Boosting Productivity Company-Wide

### Ultra-Efficient Processes and Information Flow with DocuWare

*DocuWare takes data from a wide variety of IT systems found throughout a company and stores it all in one central document pool in a secure, legally compliant way. Every authorized employee can immediately access this wealth of information no matter the format – even via the Internet. Integration in third-party applications and system configurations are extremely simple.*

#### ■ Hide and Seek

In today's office, employees need to exchange data such as e-mail, contracts, customer requests, invoices and technical plans, just to name a few. Documents are constantly being created, updated and shared. Questions from customers, business partners and vendors need answering. Authorized employees need immediate access to all these documents – and more. Unfortunately, the reality is that in many companies time is wasted by looking for information, searching through file cabinets, maybe even in different departments for needed documents. It can take hours and even days to find what is required. The result: a company's productivity and competitive edge suffers; affecting the bottom line.

#### ■ Snail's Pace

The reasons for this poor exchange of information are numerous. Paper documents need to be distributed by hand giving way to slowing down a process or worse yet, document misplacement or lost. Blueprints and electronic correspondence, such as letters, are stored in folders or binders which are cumbersome and take up valuable office space.

#### ■ Information Islands

Having electronic information doesn't necessarily guarantee a seamless flow of information. Here are some examples of what this means: the accounting program and the systems found in other departments might not communicate with one another, not all records are archived in a secure way that meets legal guidelines, and employees in different departments can only access the data of their particular area. Here are some more: Customer Service and sales personnel can only access parts of a customer's records, and e-mail is treated by many as private property. Consequently, no one has a real overview of what's going on.

#### ■ Building Bridges with DocuWare

Things are different with DocuWare: authorized users can access all documents in the central document pool from anywhere around the world and at any time of day. Through certified interfaces, DocuWare can be easily integrated in third-party systems. Integration is always simple, since DocuWare is based on an open, SOA-compatible platform.

### Benefits of DocuWare

- Worldwide inter-departmental access to all documents with one click
- Simple integration in third-party applications
- Seamless and transparent business processes, increased productivity
- Boosts employee satisfaction by eliminating wasteful searches
- Tamper-free archiving
- Frees up storage space

### DocuWare – Software for Integrated Document Management

The DocuWare DMS takes documents of any format and from any source and stores them all in one central document pool – records, letters, lists, protocols, files or e-mail...you name it. With DocuWare, these documents can be scanned, indexed, filed, displayed, edited, printed, faxed and e-mailed. With the help of the Internet, this central archive can be accessed from around the world, around the clock, by only the people you designate.

# Processes put to the test

## ■ Sales/Customer Service

Many of the documents printed by your ERP solution are filed away in cabinets by employees while correspondence with customers conducted via e-mail is often never stored in a structured, well-organized way or location. This makes putting together a case history very time consuming for Customer Service and sales employees. The result: questions can't be answered right away on the telephone – and your competitiveness takes another hit.

Customer Service, Sales or Accounting – questions can be answered across all departments. Customer loyalty and your company's reputation grow exponentially.

## ■ Accounting/Controlling

So much time can pass between receiving an invoice and actually paying it that there's no way to benefit from early payment discounts. Some reasons: things move slowly in the mailroom; those who need to authorize a payment are missing information such as an updated pricing, or maybe they are just simply out of town. Generating your own invoices can also take too long if you are awaiting information such as a proof of delivery. Both scenarios can make your cash flow and bottom lines suffer.

## Invoice processing

DocuWare speeds up processing times for both accounts payable and accounts receivable invoices. AP invoices can be authorized for payment

in seconds with the help of electronic stamps. Questions that might slow down approval can be answered immediately since every department has access to the documents stored in the central document pool. Deadlines for early payment discounts can easily be met and double payments are a thing of the past.

With the help of the central document pool, AR invoices can also be sent

out with communication software by fax or e-mail in addition to the usual postal route. Your company saves in time and paper. And while this is all going on, DocuWare has also made sure that your documents are automatically archived in a tamper-free format that is fully compliant with retention guidelines.

## ■ Production/Quality Assurance

All production documents – such as measurements, hand-written notes, drawings and contracts – are placed together in a storage room. Even with the greatest of filing care, it's tough to find what you need, when you need it.

## At your fingertips

With DocuWare's central document pool, all of your production documentation can be accessed in seconds. Employees from any department – whether it's Quality Assurance, Purchasing or Support – can tap into your company's collected and well-organized technical documentation. Your company fulfills all product liability laws and grows productivity at the same time.

## Benefits of DocuWare

- Central document pool for all departments – ensuring perfect information management
- Seamless processes thanks to easy integration of DocuWare in other IT solutions
- Quick search times – motivates employees and increases productivity
- Competent and fast customer service enhances competitive edge



## Efficient workflow processes

With DocuWare, every record is stored in one central document pool. These are automatically indexed using criteria like customer number, name, address, and shipment number. In seconds, authorized colleagues from around the world can now access this data – even via the Internet, vastly reducing search times. No need to file duplicates or ship needed documents. Regardless if someone is working in

# All your documents under control – company-wide

With DocuWare and its central document pool, you can access the documents you need – any time and from anywhere in the world. Even if you're on the road, you can access information – no matter if it's contained in an invoice, blueprint or e-mail. You can even edit archived documents and store new ones remotely.

## ■ Access to all documents

A PC with any common Web Browser is enough to have worldwide access the central document pool; you don't even need to have a DocuWare Client installed. You can research a customer's history or a support case all within documents that might be stored by the Accounting, Production, Quality

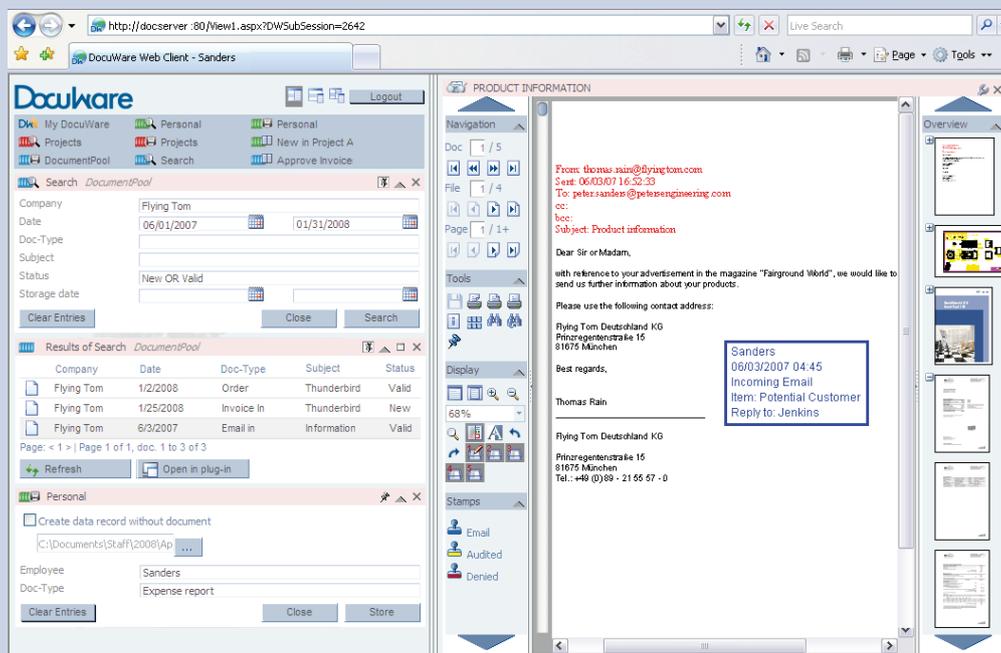
Assurance or Sales departments. The Viewer immediately shows you all the files you are looking for, no matter the format or source. This means you are always equipped with the latest data and can respond to customer questions on the spot.

## ■ Processing forms

The Viewer lets you enlarge parts of a document or add comments to a record online. Even placing an electronic stamp on a record is possible – whether it's for approving an invoice or acknowledging a new work order. This gives your company the power, for example, to include colleagues working remotely into workflows set up by the Accounting or Quality Assurance departments.

## ■ Storing new documents

You'd like to store new documents like an expense report? Simply store the necessary file or scanned document into the central document pool with the help of the Web Client's interface. The field provided lets you enter the path/file name. One click and your document is added to the central document pool. Now, throughout the company, authorized users can immediately access the newly archived document. The information flow between headquarters, subsidiaries and remote employees will run smoothly thanks to Enterprise Content Management (ECM). Now your company's productivity soars.



*Using any common Internet Browser, you can quickly search for information in the central document pool containing documents like invoices, orders and e-mail and approve them if necessary. Even uploading new files is no problem.*

## Real World

### Tippecanoe County

*The Tippecanoe County Clerk's Office is responsible for maintaining and storing all types of legal documents and is obligated to provide timely access to the information to internal departments and the public. By bringing their vast archive of legal, historical and ownership records into DocuWare, they dramatically reduced expenses and the staff can now quickly and easily keep up with requests, providing a higher quality of service for those it serves.*

Previously, with a paper system, sharing documents was troublesome and with storage in numerous facilities, inquiries could take day. Response to implementing their DocuWare electronic document management system has been so positive that it is being adopted by other county departments; allowing different agencies to work together for the benefit of the employees and its residence. Beginning with the County Court, documents are digitized for easy sharing with judges, the probation, prosecutor, and public defender offices—with secure access maintaining confidentiality.



A second court has now gone paperless and with the use of DocuWare CONTENT-FOLDER the judge has immediate access to all the information on pending cases.

The Sheriff's Office has joined the system so now they are better equipped to collaborate with the Clerk on tracking warrants. Multiple copying was also eliminated.

With DocuWare, sharing documents between departments has never been so easy. With streamlining and automating processes, efficiency and productivity improved.

#### Challenge:

- Improve information sharing between departments
- Eliminate searching for documents in numerous storage facilities
- Provide the public electronic access to information

#### Benefits:

- Access to a central document pool allows all departments quick and easy to shared information
- Improved document control system has heightened confidentiality
- Increased productivity while substantially reducing county expenses



*Linda Phillips  
Tippecanoe County Clerk  
Tippecanoe County, IN*

*"No business on earth deals with as many documents as a county clerk. To give you a better idea of the volume of paper records we have, nine million sheets of paper a year pass through our office. That's a lot of information. Our paperless court is one of our most exciting new uses of DocuWare. Initially some of our judges were a little concerned about moving toward a paperless environment, but our pilot program quickly changed minds."*

For further information,  
please visit us at  
[www.docuware.com](http://www.docuware.com)