



DocuWare

Company-Wide

Ultra-Efficient processes and information flow

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 and legally compliant way. Every authorised 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 seeks

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. Authorised 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.

Benefits of DocuWare



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

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 loss. 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. Some examples: 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, employees in different departments can only access the data of their particular area, 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: authorised 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 into third-party systems. Integration is always simple, since DocuWare is based on an open, SOA-compatible platform.



Processes put to the test

Sales/customer service

Many of the documents printed by your ERP solution are filed away in cabinets while correspondence with customers conducted via e-mail is never stored in a structured, well-organised 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.

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

Company-Wide Benefits



- 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

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 authorise a payment are missing information such as 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 line suffer.

Invoice processing

DocuWare speeds up processing times for both accounts payable and accounts receivable invoices. AP invoices can be authorised 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 mailing. 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 care in filing, 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 can tap into your company's collected and well-organised technical documentation. Your company fulfills all product liability laws and increases productivity at the same time.

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

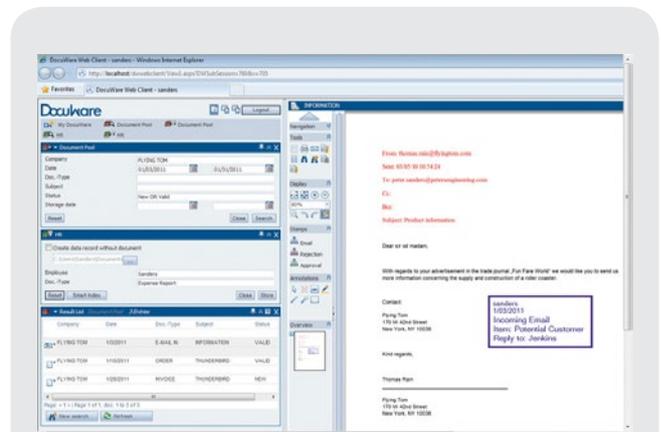
A PC with any Web Browser is enough to have worldwide access to the central document pool; you don't even need to have a DocuWare Client installed. You can research a customer's history or a support case all within documents that might be stored by the Accounting, Production, Quality Assurance or Sales 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, authorised users can immediately access the newly archived document. The information flow between head office, subsidiaries and remote employees will run smoothly thanks to Enterprise Content Management (ECM). Now your company's productivity soars.



Using any 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

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 for 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 days. The 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 residents. Beginning with the County Court, documents are digitised for easy sharing with judges, the probation, prosecutor, and public defender offices - resulting in secure access that maintains 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. By streamlining and automating processes, efficiency and productivity improved

The Task:



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

The Benefits:



- One central document pool allows all departments quick and easy access to shared information
- Improved document control system has heightened confidentiality
- Productivity increased while substantially reducing county expenses

“ 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 their minds. ”

Linda Phillips, Tippecanoe County Clerk,
Tippecanoe County, IN





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