



SOFTOLOGY

E4DM Document Management

Product Description Version 4

Introduction.

Softology have been helping companies resolve their document management issues and requirements since 1992. Our core document management solution e4DM is a comprehensive document content and work management system that can be used enterprise-wide for any document or intensive processes.

This guide covers the functions, features and technical aspects of e4DM.

Softology has an ambitious development strategy and the product is constantly evolving in line with our clients' needs. This document may consequently be superseded

Overview.

Softology's e4DM is a powerful electronic document management system for both paper and computerised documents, which will help you eliminate your 'paper-chase' and control your documents from your desktop computer. e4DM will capture, store and display any type of document in practically any format. Scanned and electronically captured documents are indexed using user-customisable templates into a centralised secure archive from where they are instantly accessible and retrievable in a number of different ways.

e4DM will sit seamlessly alongside your existing systems and is designed to use Microsoft operating conventions. This, added to the fact that you can easily alter the look and feel of the software, means users can quickly and easily master the software without the need for extensive training.



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1 System Functionality

1.1 Document Capture.

- 1.11 Paper Documents - e4DM is able to interface with most high performance scanners. As documents are scanned, they are captured as TIFF images ready to be indexed into the central archive. This can be done as a single process, or as 2 separate processes for large batches.
- 1.12 Electronic Documents - such as Word, Excel or e-mail for example can be easily imported in their native format, either from within the host application, or via a 'drag and drop' method.

1.2 Indexing.

- 1.21 Manual Process - documents are indexed with the required fields using custom templates. To make this process as simple and quick as possible, fields can be specified with validation and format conditions such as default values or drop down lists to aid the indexer. Batches can also be indexed incrementally, and field values populated automatically. All features that can drastically cut down administration time.
- 1.22 Folder Selection - documents can be filed into specific folders using an explorer-type 'point & click' method. This can replicate and enhance your existing filing system and allow you to index one document into multiple folders.
- 1.23 Free Text - both the above methods have the option to add free text to an indexed document for search purposes.
- 1.24 Automatic Indexing - e4DM is able to interface with most of the leading OCR (Optical Character Recognition) packages. This facilitates the ability for documents to be automatically indexed with respect to the document content, without any user interaction.
- 1.25 Database Lookup - e4DM can import index data from existing systems to avoid 'double-keying'.
- 1.26 Forms Processing - Softology are Kofax Technology Alliance Partners. Our Ascent Capture Integration will allow the automatic indexing of images and index data, from recognised forms.

1.3 Retrieval.

- 1.31 General Finder - documents can be found by specifying a range of values against any relevant index fields for a specific document type. Regular searches can be saved for ease of use.
- 1.32 Tree View - specific folders and sub-folders can be searched using an explorer type 'point and click' method.
- 1.33 Quick View - is a simple way to image enable any application. Specific documents can be instantly retrieved by entering a known index value or values.
- 1.34 Free Text Search - locate documents that have been OCR'd by searching for any word contained in the text of that document. This will also search the free text added by the indexer (see section 1.23), and any notes (1.52).



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1.35 Hot Button - view specific documents instantly from within your third-party software application.

1.4 Viewing.

1.41 User In-tray - each user of the system is designated their own in-tray from where they can view routed documents (see section 1.6). e4DM draws the users attention to the current status of items by the use of icons (alert set, reminder set, notes available, etc).

1.42 Viewer Window - scanned images are viewed as read-only TIFF files using the built in viewer. Pages are also displayed as thumbnails for easy browsing. The Softview window has many built in features for image manipulation (see section 1.5).

1.43 Native Format - electronic documents stored in the system are viewed using the host application (e.g. Word, Excel, PDF etc).

1.5 Manipulation.

1.51 Image - full image manipulation including zoom, rotate clockwise/anticlockwise, split screen for comparison and thumbnail scrolling.

1.52 Document - index data can be altered, and documents or pages within a document can be deleted depending on user permissions.

1.53 Notes - notes can be added to any document instantly. Consequently reminders can be set for documents that need consideration, which in turn trigger alarms at a designated time. Such documents can be listed separately in the relevant users in-tray.

1.54 Print/fax/e-mail - documents can be printed, faxed, or e-mailed from within the Softview window providing the necessary software is present, and the user has the relevant permissions.

1.55 Segmentation - documents can be segmented into various parts and the different lines routed separately if required. (e.g. a telephone bill with approvers from different departments).

1.56 Composite Documents - images and MS documents can be selected from e4DM and grouped into new MS Word documents.

1.57 Case Management - related documents can be electronically linked providing true case management, (e.g. a purchase order, invoice and delivery note). Our 'linked documents' button will instantly find and display all related cases.

1.6 Routing.

1.61 Manual - documents can be manually sent to any, or a number of, user intrays for consideration. Users are notified by e-mail when a new item arrives, and have an option to accept/reject the document once it has been viewed.

1.62 Automatic - the system will automatically route documents to user in-trays using rules dependant on the indexing information.



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2 Product Features.

2.1 Administration Module.

- 2.11 User setup - create/delete users, passwords and their associated role, and designate personal in-trays.
- 2.12 User permissions - designate the viewable documents and actions each user can perform on an individual basis.
- 2.13 Workgroups - create/delete workgroups for users and configure group permissions. Users can be members of more than one group.
- 2.14 Document types - create/edit the types of document to be stored in the e4DM database.
- 2.15 Index fields - create/edit index templates for each document type. Fields can be specified with format and validation conditions (e.g. lookup tables can be added to any field to provide drop down lists for rapid indexing, or fields can be made numerical or text only).
- 2.16 Quality Controller - checks on the quality of indexing can be automatically set up by routing documents to a supervisor for inspection (e.g. every 10th or 20th document etc).
- 2.17 Folders - configure/edit the folder/sub-folder structure for 'tree-view' searching and indexing.
- 2.18 Routing rules - create/edit the basic rules that dictate the automatic distribution of documents around your organisation. Routing parameters can be set against any index field(s) stored against a document (e.g. Purchase Invoices over £500 always routed to a particular in-tray for approval/rejection).
- 2.19 Safety features - there are several built in, administrative safety features to maintain optimal system performance and integrity.

2.2 Management Tools.

- 2.21 Performance Monitoring - e4DM holds details on when work items or 'types of document' are to be dealt with. As target dates approach, urgent items are highlighted encouraging users to prioritise their work. Managers can also analyse and monitor the quality of work and processes done using e4DM's extensive audit trail (see section 2.63).
- 2.22 Management Reporting - statistics can be produced showing performance against pre-defined targets. Reports can be expressed graphically to highlight significant factors. We find MS Excel provides a useful report.
- 2.23 Java Report Generator - we can provide an extensive report generator written in Java which can be supplied if required. Customisation can be added utilising scripting if there are any special requirements.

2.3 Security Considerations.

- 2.31 Document types - users can be restricted to viewing particular document types, or just items in their personal in-tray.



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- 2.32 Individual authorisation levels - users can be limited to performing specific actions on documents (e.g. a user might be excluded from printing or emailing pages).
- 2.33 Soft' deletes - when a document is deleted, an administrator can always retrieve it.
- 2.34 Disparate storage - different 'document types' can be held in separate folders and stored on different servers to increase security.
- 2.35 Architectural security - the system has been carefully designed to allow the administrator to create a secure environment for all documents and data.
- 2.36 Name-mangling - the names of every document stored within e4DM are changed to assist in security concerns.

2.4 Storage.

- 2.41 Long-term & reliable - files are held securely on a server, or number of servers, using a variety of media such as magnetic disc, RAID or optical storage.
- 2.42 Network Friendly - the mechanism for viewing images over a network has been carefully designed to offer the absolute minimum network load with maximum viewing performance. Image sizes over a WAN or LAN can be cut down by up to two thirds, with optional compression technology.
- 2.43 Volume Management - documents are referenced by image volume, not absolute location. This means migrating servers, or utilising multiple servers is a simple exercise. Consequently long-term maintenance is hassle free.
- 2.44 Database - e4DM relies on ODBC drivers to access the data store. This means that it is not tied to a particular database. We currently have versions for MySQL and Microsoft SQL Server.

2.5 Integration.

- 2.51 Microsoft Office suite - any Microsoft document (Word, Excel, Outlook, etc.) can be imported into e4DM directly from within the host application.
- 2.52 Legacy software - may be image enabled without change, provided it is running in a certified terminal emulator, by the use of our e4DM button.
- 2.53 API - can be provided to make e4DM functionality available to third party developers (using COM+).
- 2.54 Third party software - the e4DM add-in is also available with many established software packages across a range of sectors.
- 2.55 Quick View - image enabling of any system by simply entering a key data field.

2.6 Legal.

- 2.61 Product Licensing - Softology Ltd. Is the author and owner of e4DM and grants licences to its clients and partners. Named or concurrent licences can be supplied along with a server licence. Different types of licence are available to suit end-users requirements.



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- 2.62 Intellectual Property Rights - Softology Ltd. own the complete Intellectual Property Rights to all our products with the exception of any platform software.
 - 2.63 Audit trail - e4DM has an extensive audit trail facility that provides a comprehensive record of everything concerned with each document in the database (e.g. who's viewed/printed/e-mailed documents, when and from what workstation etc.).
 - 2.64 Industry Standards - the audit trail means that e4DM conforms to industry standard BIP 0008 'Legal Admissibility and Evidential Weight of Electronically Stored Information'. This standard governs the best practice of documents where a court of law will accept a true copy frozen at a particular time.
- 2.7 Web.**
- 2.71 e4DMi - the browser-based thin client version of our document viewer may be used to access the document archive from any remote location having access to the corporate intranet.
 - 2.72 Operating system - the application can run on any platform that supports the Java runtime environment.
 - 2.73 Routing - additional functionality is provided by SAFIRE II, our core workflow solution.