Product Information

Nowadays accessing information plays an important role in the enterprise. Business processes are becoming increasingly complex and require acceleration in view of the strong pressure from the competition. However, as process complexity increases so do knowledge levels and the susceptibility to problems. If the required information is not available at the right time and in the right place a general inability to act and stagnation of the overall process may result.

ArcFlow's Document Management System (DMS) ensures the timely availability of existing company know-ledge whenever required – regardless of whether digital or traditional paper documents are concerned. The DMS archives all data in an audit-compliant manner and guarantees transparent and efficient business processes by directly linking documents with workflows. Furthermore, ArcFlow integrates all the components of a consistent DMS: document management, archiving and workflow.

The simple installation and the intuitive system-handling are characteristic to Arcflow. The DMS can be installed into an existing IT infrastructure within half a day. No maintenance is required following installation. The clear and intuitive user interface eliminates the need for complex user trainings. As a rule, users get to know the system and are able to fully utilize it within half a day. The ArcFlow licensing model, which is based on the concurrent workstation model, is just as easy as installing the software, whereby only those users logged into ArcFlow through the network at any one time are actually counted. At any one particular workstation a user can log into the same ArcFlow session any number of times without the need for additional licenses.

1. Searching with ArcFlow

Searching a document works just as simply and fast as an Internet search engine. ArcFlow performs complete text recognition on each incoming document – including scanned paper documents and digital images. During this process all the available terminology is incorporated into a search index which the user can use to relocate the document at a later point in time. The user can also execute additional manual keyword allocation which, for example, could be useful when trying to retrieve the document using search terms not contained within the document itself. Search results are available within fractions of a second – even when huge amounts of data are being scanned. The search can also be narrowed down using various criteria, such as, for example, workfolders, file types or time frames.



Using ArcFlow means confusing filing and suspension file systems are a thing of the past. The DMS scans all incoming and outgoing paper documents, placing them at the user's disposal in digital format in one central location. Documents are automatically saved to the respective workfolders based on their file name, the recognized content or a bar code - utilizing context sensitivity. The filing system structure can be individually defined based on the respective requirements. Documents are accessed using this workfolder structure, a chronologically sorted list or the search function.

2. E-mail Archiving

It is impossible to imagine today's enterprises without the e-mail. The advantages of the digital business letter are indisputable. However, electronic mail also has its dark sides: Overflowing mailboxes make it almost impossible to stay on top of which information is actually relevant. This is particularly problematic in cases where the available business information is on the whole stored solely within the e-mail system. Then there is the current legal situation to consider: According to regulations such as Sarbanes Oxley Act enterprises are legally obligated to archive business relevant e-mails correctly. ArcFlow assists you in forwarding the information to where it can be accessed quickly and at

Highlights

- Document management, archiving and workflow within one system
- Automatic e-mail management and archiving using the ArcFlow mail proxy
- Simple operation thanks to an intuitive user interface
- Quick installation within half a day
- Ultrafast keyword search similar to an Internet search engine
- All documents are full-text indexed
- Keyword allocation is possible, but not a requirement
- Automatic allocation of documents in any format
- Audit-proof document processing
- Transparency and efficiency through workflow management
- Numerous interfaces enabling fast integration into any IT environment

any time. You gain an optimum overview of all the important information – with ArcFlow simultaneously archiving all the relevant e-mails in accordance with existing legislation.

ArcFlow also offers a further archiving option for the proxy server. For example, it is possible to implement exclusive archiving of e-mails from known senders or messages to specific recipients.

ArcFlow E-mail Archiving Approaches

Automatic Server-based Method
All incoming and outgoing e-mails are processed by a proxy server. The proxy server receives the messages and forwards them to the next component. In cases where the proxy server is located behind the spam filter all incoming e-mails are first checked for viruses and spam and finally filtered before being archived. Where the proxy server is located before the spam filter all e-mails are archived.

Manual Client-based Approach
The user forwards the e-mails to be archived to a dedicated email address. The e-mails saved therein are archived automatically by means of the so-called SmartPOP e-mail-client.

In principle, e-mails should be stored according to their context and kept together with the documents belonging to the respective business case. The ArcFlow document management system provides a number of options for archiving and managing electronic messages. Users are provided with both automatic server-based and manual client-based solutions. The server-based solution comprises a proxy server for processing all incoming and outgoing e-mails. These are then forwarded to the next component accordingly. The proxy server resides either before or behind the mail server. In the latter case all incoming e-mails can be checked and, if required, filtered by the mail server for viruses and spam prior to being archived. However, this method bears the risk of erroneously marking and deleting important e-mails as spam. In certain highly-sensitive areas the archiving of all messages and, therefore, the installation of the proxy server before the mail server is recommended. This method allows all messages received by the proxy server to be forwarded to the mail server, respectively to the client, at the same time being recorded in an archiving system. In addition to spam filtering on the mail server E-mail archiving is the first step towards getting on top of the information flood and helps in complying with the legal requirements. However, there are also ways of managing electronic messages similar to those used in managing documents. ArcFlow sorts the e-mails automatically and saves them to the respective workfolders. Depending on what has been defined message linking can be based on e-mail header data, such as the sender or recipient address, and certain terms in the subject field as well as on the e-mail content (body) or the attached files. An e-mail, for example, containing the word “Invoice” in the subject line can be allocated to the invoice workfolder of the document management system using policies. Similarly, all e-mails from a specific customer can be filed in the respective customer workfolder. Combinations taking both the sender as well as certain terms in the subject line into account are also possible. E-mails which cannot be allocated because of an unknown sender address are stored in a special workfolder. The user has access to this workfolder and can sort the messages manually.

A further ArcFlow technology unites automatic and manual e-mail archiving. This involves the user sending all the e-mails to be archived to a dedicated e-mail account located on the mail server which is then polled on a regular basis by an automatically controlled so-called SmartPOP e-mail client. This mail client is part of the archiving system and automatically backs up all e-mails sent to this mailbox for archiving by the user.



3. Document Safety

Every enterprise has its secrets – for example, the new sales concept in its last stage of development – or confidential personnel data only intended for the HR department. One thing is common to all this information: It should only be made available to certain people. ArcFlow guarantees that the security and anonymity requirements of certain documents are fulfilled.

A document management system (DMS) ensures that all documents in the company are filed and archived in a structured manner. Whether we are talking about an invoice document, which can be viewed by all employees, the not yet-official sales concept or a strictly confidential credit contract does not really matter. The manager usually files his confidential documents in a special workfolder which is either not accessible to others or only accessible to a limited number of persons, such as management members. However, this does not guarantee real anonymity as apart from the management there is one further person in the

enterprise who can view the information: the administrator.

For the reasons stated above the ArcFlow DMS integrates a technology for the complete protection of documents against unauthorised access. The system enables the blocking of access rights to specific documents for everyone, including the administrator, without removing these from the general access workfolder. The file is simply completely invisible to both the users and the administrator. Document access is granted by the manager through granting socalled rights of ownership to selected users. Depending on the respective settings a user who has been granted the right of ownership may only be able to read a document or he may be entitled to also edit and delete it.

The author of the file can define a password in order to allow a user access to a document without giving him owner rights in the rights table. This allows a user to access a document, independent of the existing rights definition. This alternative method saves time in such cases where, for example, a whole department needs to be granted access to a single file. Further settings providing additional document security are possible. For example, a superior, who is the author of a document, can set read-only or editing rights both for himself and others. A change of the rights definition is then required prior to deleting the file. An erroneous deletion of the file can be prevented in this way.

Through the use of this technology ArcFlow guarantees that the security and anonymity requirements of certain documents are fulfilled. Confidential data and non-official information is simply made invisible to the users so that not even the administrator can access it anymore. For the management, however, nothing changes – they can continue to process the document as they did before – without having to make any changes to the rights structure.

4. Legally-Compliant Archiving

Since January 1, 2002 the fiscal authorities have enjoyed extensive access rights to company data processing systems. This includes legal provisions, such as SOX (Sarbanes Oxley Act), which require that all documents of digital origin be archived in an audit-proof manner.

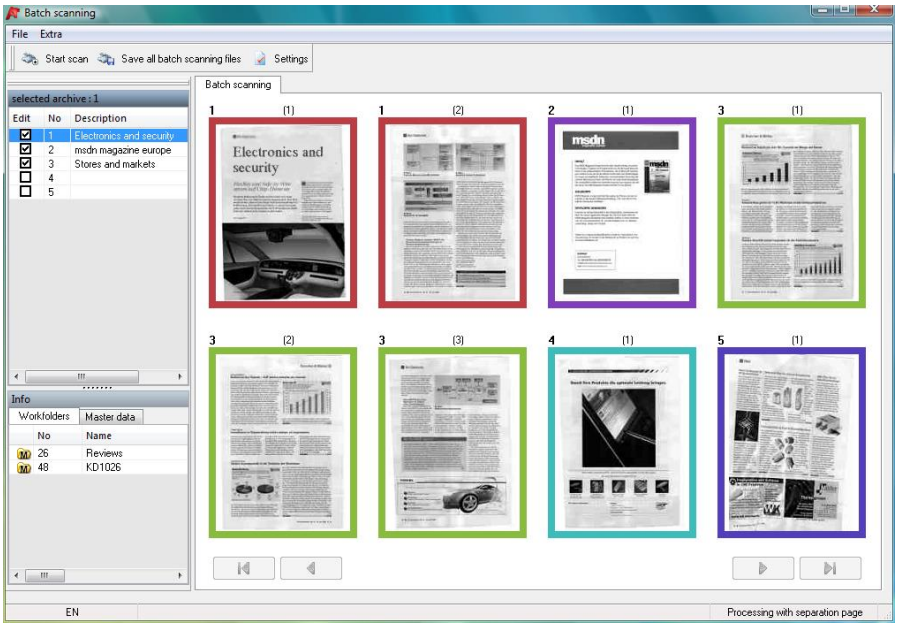
The use of ArcFlow in your company is the best possible preparation for a digital audit. All file types can be opened and processed in ArcFlow using the associated application once the respective authorization has been granted. When editing a document ArcFlow automatically saves all previous versions (versioning). A deleted document with all its prior versions can be recovered at any time, guaranteeing complete traceability. ArcFlow saves all files in their original format without applying any changes. As the documents, such as Word files, are compressed and encrypted they are usually only a fraction of their normal size.

5. Workflow Management

Efficient business processes are a decisive factor in determining your long term success on the market. All those who are able to offer better quality products or services at more favorable rates than the competition, due to the fact that they work efficiently, are at an advantage. At the same time, complexity is on the increase, making it more and more difficult for companies to keep on top of all their processes and meet their deadlines.

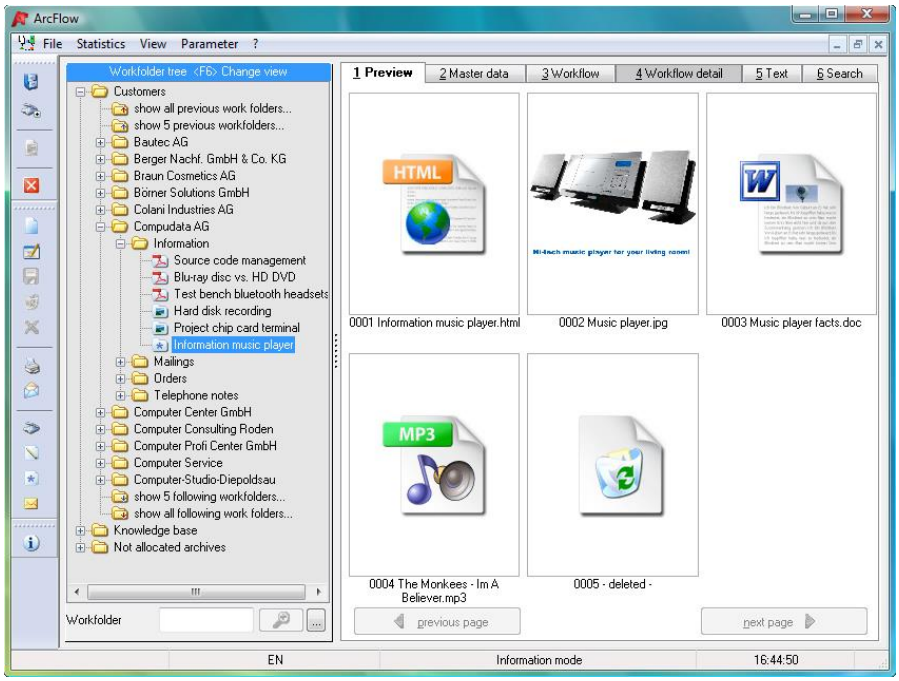
ArcFlow lets you link documents with workflows. This allows companies to better monitor and keep track of all the individual sub steps involved in a complete process. Should a process still come to a standstill you will find it easier to review and determine the cause. Improved transparency also increases the efficiency of your business processes.

Workflow Function: Increased Transparency within the Company



Hundreds of documents to scan and to allocate? The batch scanning function – it's as simple as that

The workflow components group the processes into individual sub steps. First of all, the following need to be defined: Which employees are responsible for which tasks, within which periods do they have to complete these tasks and which prerequisites need to be fulfilled in order that they may complete them. An order processing workflow may, for example, consist of the following steps: Customer enquiry, enquiring at the supplier, possible follow-up with the supplier, sending the quote to the customer, acquiring order confirmation from the customer, ordering the goods at the supplier's and delivery of the goods to the customer.



The directory tree

A list of appointments shows which members of staff are involved in each process, which steps have already been completed and which tasks are still open. As soon as a document becomes available for further processing the responsible member of staff is automatically notified. This puts a stop to latency periods between the individual steps.

Early Reminders when Deadlines Come Up

Should a task fail to be completed within the set time frame an e-mail reminder is sent to the responsible employee. Should he/she be away for a longer period of time then it is possible to specify that a substitute be sent a reminder about either the incomplete task or the deadline (substitution rule). The workflow system simultaneously recognizes whether an employee is unable to fulfill his/her task because a previous step has not yet been completed. For example, the goods should not be ordered until an order confirmation has been received from the customer. The employee responsible for ordering the goods is notified accordingly as soon as the order confirmation arrives.

With a view to meeting deadlines and task completion, the monitoring process can also be further expanded. Should the completion of a task be well overdue, although the previous step has already been completed, the responsible employee's superior is notified that this step still requires completion. This allows the latter to intervene in the process in a timely fashion, thus avoiding serious consequences (escalation management).

Simple Appointment Administration

ArcFlow also lets you set follow-up tags on selected documents. This means that users can send themselves reminders of both fixed dates and deadlines which recur at regular daily, weekly and/or monthly intervals. The follow-up tags can be set both for individual users and for whole departments. The reminder message can either be in the form of an e-mail or dialog window.

This function can be implemented cross-departmentally in all those areas where specific documents are either updated or checked on a regular basis and also where tasks are completed in association with certain documents. The Accounting Department, for example, can send itself a reminder that the monthly turnover tax advance return is due or that selected invoices need drawing up and dispatching.

Digital Stamps

ArcFlow lets you apply digital stamps to your documents. To do this the user simply selects the stamp from the menu bar on the left and then pulls it over to an open document using Drag&Drop. Once inserted the object can be moved to any desired position. The user can either choose from the templates or define an individual stamp. Apart from the most common stamps, such as accounting or company stamps, the user can also insert his/her signature into the document. ArcFlow's rights management system ensures that each individual member of staff can only import his/her own signature into the document.

Stamping a document can also be linked to a workflow. For example, the accounting department can immediately tell from reviewing the workflow summary when an invoice has been reviewed and accordingly stamped by a department.

Document Subscription Function:
Always Up-to-Date

Keeping all employees informed of important document changes is often a difficult task. A colleague might be missed out when information is passed on, possibly giving rise to awkward situations, particularly when talking about important changes where the person concerned makes constant use of the document.

ArcFlow uses its subscription function to automatically notify users of any changes. If a user subscribes to a certain workfolder he is automatically informed - either by e-mail or a screen alert - of any changes. The message provides information not only on the kind of change but also on the exact point of time it took place. If accounting, for example, sends an invoice to a customer this invoice is automatically saved to the respective customer workfolder. At the same time all employees who subscribe to this workfolder are notified that it now contains a new document. Furthermore, the function can be used to not only keep oneself informed but to also inform others of any changes.

Based on the sample principle, users can subscribe to a document. If the sales manager revises, for example, a price list all sales employees automatically receive a message that the document has been changed. This means that the sales manager does not have to handle this task himself, at the same time ruling out the danger of forgetting to forward important information. The subscription function, therefore, keeps employees up-to-date on all the important changes. As each user can decide for himself which documents and workfolders are relevant to him an undesirable information overflow is ruled out.



6. Interfaces

Data Interfaces

Customer, supplier and project data can be transferred to ArcFlow automatically using a data interface. The interface enables the transfer of data from an ERP system using ASCII data, such as, for example, CSV, or using XML files. Based on this data customer, supplier and project structures can be implemented and updated taking the authorization system into account. Therefore, manual data maintenance is not necessary.

Document Interfaces

Transfer Directories

File folders on network and local drives can be defined as transfer directories. A document filed to any of these folders is automatically transferred to ArcFlow. Using the flexible interface definition for transfer directories documents are automatically allocated to their respective workfolders based on their content and file name.

Printer Driver

ArcFlow can distribute self-defined printer drivers to target systems across the company. Printouts are not only sent to a printer but also to the DMS. This means that print jobs are simultaneously printed and filed to ArcFlow. Documents can be printed and transferred over to the document management system as either PDF or TIFF files at the time of print, without any additional costs for licensing the PDF generation tool. Users can keep their familiar workflows, at the same time automatically securing all printed order and invoice form sheets in ArcFlow.

E-mail Interface

ArcFlow can be connected to all standard e-mail systems that use SMTP and POP3. A proxy server processes all incoming and outgoing e-mails and sends them to the mail server and client, respectively. The electronic messages are sorted automatically and filed to the allocated workfolders. Depending on what has been defined, allocation is carried out using e-mail header data, such as the sender's or recipient's address, certain terms in the subject header line, the message content (body) or the content of the attached files.

Internal Control Mechanisms

Script API

The central task of a DMS is to provide optimal support for business processes. Event control provides flexibility in adapting ArcFlow to suit specific needs by allowing the administrator to link self-composed scripts to certain events. This lets the administrator individually manage workflows. For example, ArcFlow can be set to check the total amount due in an incoming invoice. If the total is above a certain set value then instead of being passed on to the department head the document is passed on to his/her superior.

Highlights

- Monitoring and increased transparency for efficient processing
- Overview of pending and already completed tasks
- Appointment list for all staff members involved in a process
- Notification where tasks have failed to be completed
- Substitute control and escalation management
- Simple appointment management by setting follow-up tags
- Notification that documents or workfolders have been modified

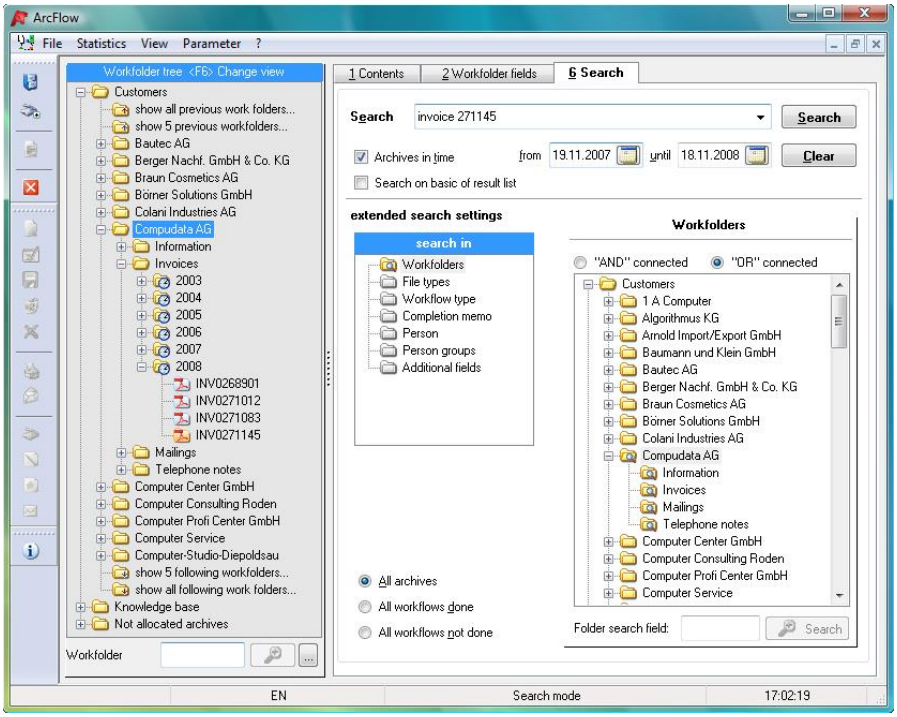
The administrator can also use the event control to set up the system to check all incoming e-mails to see whether they match previously defined criteria before they are archived – in the process either filtering out all messages defined as containing spam or archiving these in a separate area within the system. Initiating a workflow or having a task run at specific intervals when a certain electronic message arrives is also conceivable. The ODBC interface also allows incoming documents and their contents to be compared with data stored in other systems, thus enabling individual process control.

Add-ons for Optimum Project Handling

In addition, add-ons let you optimally modify ArcFlow to suit your own individual needs. Use them to set the s ystem up so that certain user-defined actions are performed when a newly-integrated button or menu item is clicked. This method can, for example, be applied by a user to generate a new ArcFlow project workfolder. The project master data sheet can be directly linked to a workflow so that the sub-steps and the whole project procedure can be illustrated for the user in a transparent and clear manner. Furthermore, flexible reporting is also made easy. For example, one can see at a glance which projects have been successfully completed during the past month, which projects are still in progress and what their current status is.

ODBC Interface

ArcFlow provides access to other databases using ODBC. This means that



Fast and Simple – the ArcFlow Search Function

information such as customer and order data available in the ERP system is automatically imported into ArcFlow. Not only does ArcFlow import customer and order data but also current event information, such as, for example, that a certain invoice has been booked in the accounting system. On top of this, ArcFlow also pulls supplementary information from other documents together when needed. If, for example, an invoice number has been provided ArcFlow can also determine the supplier-related data even if this data is contained in a different document within the ERP system. The DMS thus provides the link between all the various documents.

External Control Mechanisms

API

The API (Application Programming Interface) enables the control of all ArcFlow functions using various programming languages. Using a C-DLL almost all DMS functions can be provided where they are needed. For example, a document search can be integrated into an existing ERP system.

Command Line Control

Using commands ArcFlow can execute certain orders independently, e.g. to set the database to backup-status or to stop services without it being necessary for a system administrator to be logged in at the machine.

Application Remote Control

Using the ARC (Application Remote Control) interface ArcFlow can be completely controlled by external systems. This control function allows arbitrary programs to send commands to the current ArcFlow window using a previously set-up socket connection. Using this method, for example, documents can be displayed, workfolders can be created or documents opened for

Highlights

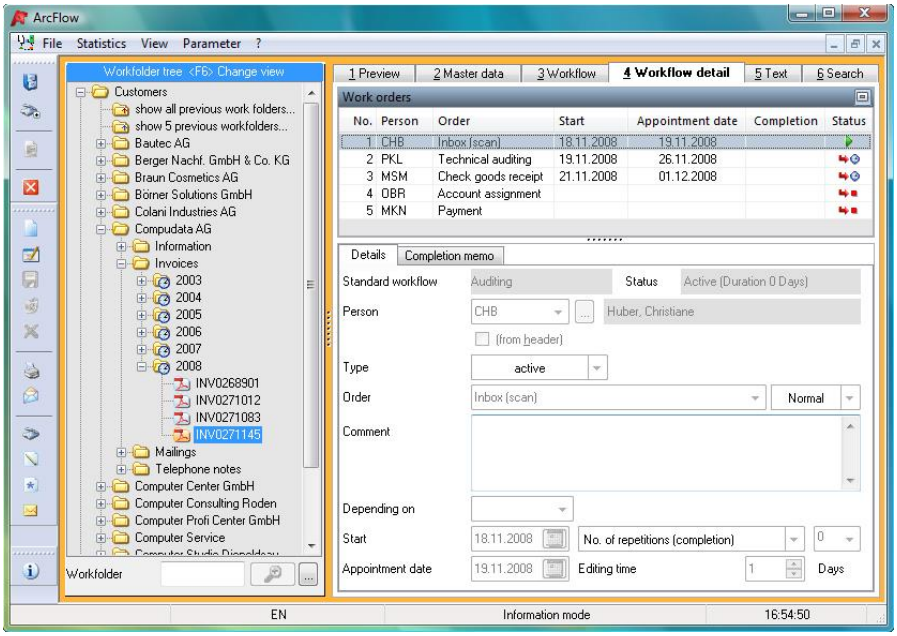
- Automatic file transfer, e.g. from an ERP system
- Filing of printed documents in ArcFlow
- Links to all standard e-mail systems
- Control of ArcFlow functions using various programming languages
- Independent execution of commands
- ArcFlow remote control of external systems
- File exchange between telephony application and ArcFlow

processing. Administrators can make use of this interface for navigating within existing workfolder structures.

Peripheral units

TAPI

The Telephony Application Programming Interface (TAPI) is an interface to telephony applications. The interface enables ArcFlow to control telephone calls. Vice versa ArcFlow identifies the number of an incoming call and automatically jumps to the correct (customer) workfolder. Thus, the employee is provided with an overview of all the documents at a glance without needing to search for information in the directory structure. Furthermore, ArcFlow logs all incoming and outgoing phone calls and makes them traceable using the respective customer workfolder.



The workflow function allows a comprehensive overview

7. Powerful Database

ArcFlow is based on the CONZEPT 16 database system, which is designed for high performance and for low maintenance effort. These databases are encrypted, completely free from manipulation and consist of only one physical file. Backing up your data is, therefore, very simple. In addition, you also have the option to spread your data across several database files. If you wish you can also set regular diagnostic checks and backups of your data in the CONZEPT 16 database system to run completely automatically. Thanks to modern diagnosis and backup processes this can even be done during ongoing operation. This includes keeping administrators automatically informed of any special database situations using e-mail and SMS messaging.

In addition to this, the database system provides a high availability solution. Using the Hot-Standby function you can set up a secondary database server on a second, independent server system which will always carry the up-to-date status of the document database. Should the primary system fail then the backup system automatically kicks in assuming all the functionality of the database server – with absolutely no interruptions and without the users even noticing.

8. Simple Application – Quick Installation

ArcFlow is designed for simple installation and application. All components can be integrated into the existing IT infrastructure within half a day. Administrators are immediately trained in ArcFlow operation and configuration. The installation of the system is completely automated. The database and application servers - and if applicable the backup system - are all installed onto the server hardware. Administration and monitoring of this process is possible from every computer in the network. Services, such as, for example, job and print servers, can be either installed centrally or decentrally. This enables optimal utilization of the current hardware components with an efficient load distribution.

User training generally also only takes less than half a day, during which your employees get to know ArcFlow and the numerous opportunities it presents for transferring documents over to the system and then processing them. Scanning in paper documents is just as much part of the training as the use of other ArcFlow data interfaces. ArcFlow's user interface can be operated by intuition enabling your employees to operate the system within a very short period of time.

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