Product Profile

Quick Access to Information

Information forms the basis for strategic decisions and are therefore an important key to business success. Companies are therefore faced with the challenge to manage their growing volumes of data so that they can access them anytime. ArcFlow ensures that important information are quickly and easily available – regardless of whether it is a traditional paper document or a digital media document. The system archives all data and ensures audit-proof transparency in business processes by linking the documents directly to operations (workflows).

Easy to install, easy to use

Characteristic of ArcFlow are the easy installation and the intuitive operation. The entire system can be integrated into an existing IT infrastructure within a half day. After its installation, the DMS is maintenance-free. Because of the clear and intuitive user interface, no complicated user training is necessary. In general, all users will be familiar with the system after half a day and can fully operate it. Just as simple as the installation is the licensing model. Licensing is done according to the Concurrent Workstation User model. This includes all in ArcFlow logged in users at the same time. On the same workstation, a user can start more than one client in the same session, without requiring an additional user.

Automatic Text Recognition of all Documents

ArcFlow runs a predictive text input for all documents. All recognized words are stored in a search index. Manual indexing is not required - but possible if own terms are to be assigned additionally, which are not included in the document. The search for documents is particularly simple, similar to an Internet search engine. Even at high and rapidly growing amounts of data ArcFlow provides a constant fast result. The search can be narrowed down according to different criteria such as by workfolders, file types and time periods. Besides ArcFlow ensures a structured storage of all documents. For example, all documents and correspondence belonging to a customer, supplier or process will be stored in a separate folder.

E-Mail management

ArcFlow provides both a server-based automatic and manual Client-based method for managing and archiving e-mails. In the server-based approach all incoming and outgoing e-mails are processed by a proxy server. This service assign the messages by header data, content (body) or attachment file automatically to the appropriate folders. If the proxy server is behind the mail server, the mail server can filter all incoming emails for viruses and spam before the mail is archived. If it is located in front of it, all e-mails are archived. In the client-based method, the user passes the mail to a specific email address. All mails send to this address are automatically stored (for example rule-based) using the SmartPOP e-mail client.

Auditable archiving

All file types can be opened and edited directly from ArcFlow over the corresponding application if the appropriate authorization exists. When editing a document ArcFlow automatically stores all previous versions. A deleted document can be restored at any time, including all previous versions. Changes are always fully traceable. All different types of files are stored in their original format without any changes. Since the documents are compressed and encrypted, for example Word documents typically have only a fraction of their normal size.

More transparency in business processes through workflows

The workflow system link documents with the associated business processes. The function divide business processes into partial steps. An appointment list displays all involved employees or superiors, which steps have already been completed and which are still pending. If the responsible employee did not get the job done within the specified period, he will receive a reminder message. Is he absent for a prolonged period, a deputy can be defined, who will be informed of the failed task or appointment.

At the same time, ArcFlow recognizes if the employee is unable to fulfill its task, because a previous operation has failed. For example, goods should not be ordered, as long as the offer confirmation from the customer is not yet available. The employees in charge of ordering the goods will be informed as soon as the confirmation of the order has been received. If the period for completing a task too far exceeded, the supervisor of the responsible employee is informed about the fact that the operation is not yet completed. Thus he can intervene in time to avoid serious consequences (escalation management).

Interfaces in ArcFlow

Data interface for ASCII files
The interface imports data from ASCII files, such as CSV from an ERP system. Based on this data, orders, customer, supplier or project structures can be created automatically.

Transfer directories
Documents stored in transfer directories are archived automatically.

Printer Driver
Any document can be printed on an ArcFlow printer. The document is archived as PDF or TIFF and can be redirected to a hardware printer at the same time.

E-mail interface
E-mails are archived and automatically assigned depending on the context.

API (Application Programming Interface)
The API enables to use all ArcFlow functions with different programming languages.

Command Line Control
With commands from the command line, ArcFlow automatically performs certain instructions. The system administrator does not have to be logged on the machine.

ARC (Application Remote Control)
Using the ARC interface ArcFlow can be controlled completely from external systems.

TAPI (Telephony Application Programming Interface)
The TAPI interface allows data exchange between telephony applications and ArcFlow.

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