

DocuWare

- The Enterprise Content Management solution for secure documents and seamless processes.
- Automate document-intensive processes and network them with each other.
- Generate a reliable audit trail for all of your processes.



Changing habits in the workplace

The digital revolution has forever changed the way we work together, communicate and network. It has also left its mark on how future-oriented companies handle documents and the valuable knowledge they contain. Enterprise Content Management – ECM – has opened up enormous possibilities by providing access to information from anywhere and at anytime while making business processes faster, more mobile and more reliable.

Are you tapping into this potential?

Or, do stacks of paper documents and unstructured data still clog your business processes?

Working intelligently with documents is a critical factor for a successful business strategy and contributes to a company's competitive edge. Much more than well-organised storage and quick searches – it's about creating secure and efficient processes that incorporate your entire organisation. It might sound drastic, but it's a fact: companies that cling to their analogue archives and paper-based processes and don't take advantage of digital advances aren't just neglecting their productivity, they are risking their company's very existence for the long-term.

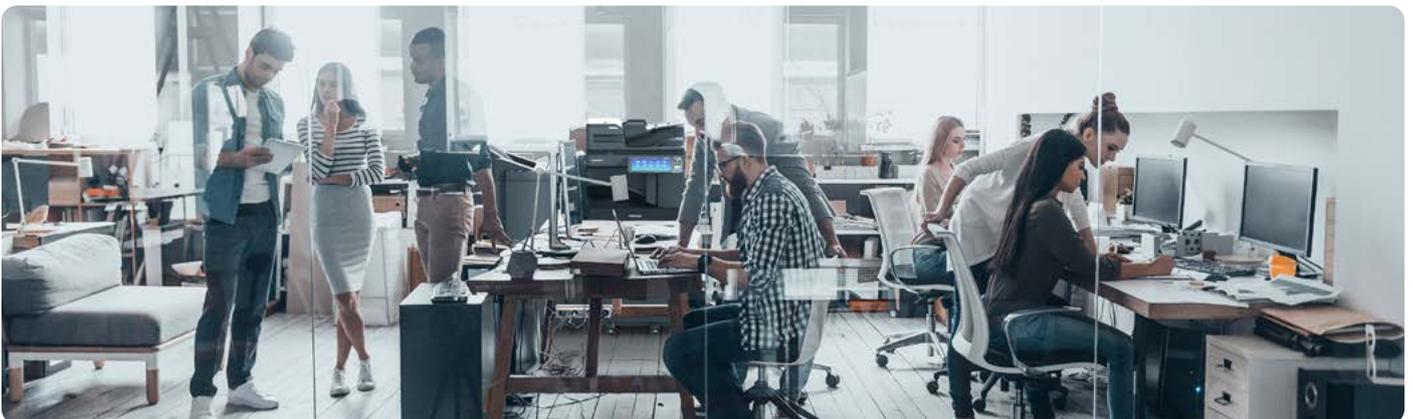
Use DocuWare to strengthen your organisation and meet the needs of a modern business for today and tomorrow. You'll quickly see how the leading Enterprise Content Management solution optimises your processes – between users and across departments.

The document experts

Together Information is Toshiba's vision for how people and organisations create, record, share, manage and display ideas and data. It is based on our belief that the most successful organisations are those that communicate information in the most efficient way. We therefore pride ourselves in offering an integrated portfolio of highly advanced document solutions - whether hardware or software.

With the electronic documents being at the heart of your ECM you need reliable systems to input and extract the information. This is where you can rely on our extensive experience.

Our products complement the benefits you have when using DocuWare by delivering high-quality documents. Whether you need to scan information to digitise and process it with DocuWare or whether you want to print existing files - the result will always be impeccable.



The complete solution for business documents

Enterprise Content Management (ECM) with DocuWare means much more than storing and organising documents electronically. ECM is deeply integrated within a company's IT system, it automates document-intensive processes and thoroughly networks them with each other.

All Documents Types – One Document Pool

Paper isn't the only problem when managing business documents. A quickly growing stockpile of data and multiple information sources pose additional challenges for companies. The foundation for intelligent information handling is the structured storage of all documents in one central document pool. Together with your company's other IT systems – such as your e-mail or ERP program – DocuWare provides the organisational backbone for all your documents. Authorised users can then tap into all the information they need to get their jobs done, no matter their location or hardware. Within seconds, they have the materials they need regarding a customer, a project or a workflow – all in one inter-connected place. Without the chaos of multiple versions, colleagues can read, share and work on the same documents. The ECM system also protects documents from tampering or loss and always ensures that your company fulfils compliance guidelines.

Digital Workflows

DocuWare is more than just an information platform or tamper-free archive – it's the strategic interface within your company's IT to manage and network digital processes. At the heart of this are specifically defined workflows. They guide documents electronically from user to user. They make sure that your colleagues view, verify or authorise as needed and that they tackle their tasks in a correct and timely manner. Every processing step is automatically documented and can be checked at any time, while a workflow is in process or during the entire storage lifetime of a document

Enterprise Content Management (ECM) with DocuWare

The terms Enterprise Content Management (ECM) and Document Management System (DMS) are often used interchangeably.

DocuWare believes in the power of a comprehensive ECM concept – which enhances the features of electronic document storage with robust technologies for effective information management, teamwork and business process management.



- Electronic Storage
- Flexible, Mobile Access
- Reliable Security Measures
- Strategic Process Management



Advance with Enterprise Content Management

Gain Time

With your average filing system, it's not uncommon for documents to be stored in the wrong place and impossible to find. An astounding average of 30 to 40 percent of an office worker's time is spent looking for information by hunting through e-mail, paper documents, hard disks and file cabinets. With DocuWare, instead of hours, finding documents takes only seconds. All you need is a keyword to pinpoint the right document. Suddenly there's more time to spend on mission-critical tasks.

Save Paper, Space and Money

Stacks of paper and rooms filled with file cabinets often clutter the work environment and are actually a lot more expensive than digital document filing. Have you ever calculated how much money you are regularly wasting on copies, print-outs and postage? Add to that the costs of materials and the tremendous amount of space used for long-term archiving. With DocuWare, you save these resources or they can be put to better use, such as extra offices or a new conference room.

Get Mobile

Much of today's workforce spends a portion of their time working en route, while on business trips, customer appointments, or from a home or branch office. Mobile access to documents and information via laptop, smartphone or tablet is increasingly critical and adds genuine value. With DocuWare, you can establish a secure mobility strategy for your organisation, which ensures that processes remain uninterrupted and employees are well-informed and ready to help – at any time and from any location.

No one can risk losing knowledge, work unproductively or waste valuable resources. Now is the time to invest in ECM and the competitive future of your company.

Eliminate Mistakes

In worst-case scenarios, poor information management can lead to document loss, non-compliance with government guidelines and retention requirements or version chaos. These costly and time-stealing issues are completely eliminated with an ECM, since so many document-based workflows can be partially or completely automated. For example, automatic ECM features help you to properly organise and store your documents. Version controls make sure that everyone can access the most recent version of a document. Finely defined, automatic workflows stop documents from being incorrectly processed or getting lost somewhere within the company — and prevents missed deadlines.

Rev-Up Business Processes

Whether it's an authorisation, proposal, reminder or any other process in need of a decision – digital document-based workflows are not only faster, they are far more reliable than the paper-based variety. Once clearly defined, processes run securely and error-free: for example, when you digitally stamp an invoice, the workflow automatically sends it on to the next person in the chain. If that person is absent, the system will automatically respond and guide the document to a substitute. With a mouse click, documents related to the invoice can be immediately opened in order to clarify outstanding issues and make the right decision: comparisons with a shipping slip, payment authorisation and booking are made without delay – the bill can be paid and your company benefits from an early payment discount.

Perfect Your E-mail Management

The majority of business-related correspondence is now handled via e-mail. In the mix you'll find invoices, inquiries, order confirmations or a hotel booking – yes, it's strategically imperative to have clear rules for the use and storage of email. DocuWare makes it easy to set up optimal e-mail organisation. With a click of a button, every user can add business-related e-mail to a structured filing system with other documents. Important information no longer hides out in personal mailboxes, but is well-organised and can be quickly accessed by authorised colleagues. All e-mails are stored in a tamper-free and compliant manner.

Revolutionising the way we print

Some documents are printed just to be thrown away after a few minutes. Toshiba has developed a system which allows you to reuse paper by erasing the print. So now you can use less paper without having to print less.

This significantly reduces the amount of paper used and helps save valuable resources.



Bank on Security

Security is a complex topic. For optimal security: documents should not be lost, sensitive information must be well-protected, and retention schedules and compliancy guidelines must be rigorously followed.

Enterprise Content Management protects your documents from unauthorised access as well as from data loss and system failure. Even with catastrophes like fire or flood, your documents can be easily restored. Wouldn't you like that peace of mind?

Save time and money with electronic invoicing

More and more companies are now sending invoices by e-mail. Are you?

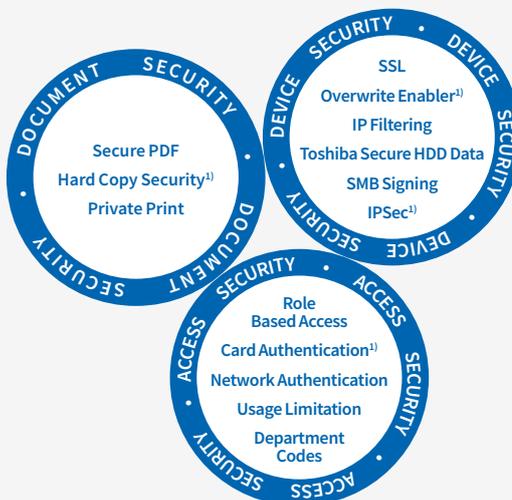
If you opt for ECM with DocuWare, you can take advantage of electronic invoicing immediately: invoices that you send by email are automatically stored; and invoices that you receive are automatically entered into a digital authorisation workflow.

Protecting your data

Every day millions of confidential documents - such as legal documents, personal or financial data - are produced and distributed. With MFPs and printers being able to store large amounts of data on their hard disk drive, they have become an integral part of business networks and thus are a critical point of vulnerability. Sensitive data and business-critical information can easily be accessed unauthorised if proper security measures are not in place.

Toshiba offers various possibilities of securing your data and documents to help your business meet the increasing security challenges of today's world. These security measures can be grouped into the following three categories:

- Access Security
- Document Security
- Device Security



¹⁾optional

The right choice — for your company

DocuWare – The Solution

DocuWare is known for its top security, maximum scalability and flexible integration – so that it's a good fit both for a small business or a large company with subsidiaries around the world. It doesn't matter what type of documents or how many you need to manage; it doesn't matter how many employees work with DocuWare or the processes they'd like to optimise; and it doesn't matter which applications need to be integrated with DocuWare – it is designed to always meet your needs.

Since they have the same functionality, you can choose between DocuWare Cloud (Software as a Service) or the on-premise version. Simply decide which model best suits your IT approach and infrastructure. The advantages of our cloud version: no additional hardware costs, no maintenance issues, and you'll automatically benefit from the newest versions and innovations in ECM. Flexible licencing packages also help to customise each offer.

Step-by-step to success

With over 40 years of experience in the printing industry we at Toshiba believe that DocuWare is ideal choice when comes to optimising your document workflows. To achieve the best possible benefit from your transition to digital documents and ECM the entire process begins with advanced planning. Based on the experience of more than 14,000 customer projects, DocuWare's efficient approach defines all the necessary steps to successfully introduce the solution – without disrupting your day-to-day operations.



Orientation



Client Presentation



Solution Workshop



Proposal and Purchase



Installation and Training

Orientation

A detailed assessment of your current situation is reviewed: we discuss which of your document types, departments and processes offer the most potential for improvement.

Client Presentation

What's it like to work with DocuWare, what does the software look like? Future users, IT leadership and decision-makers need to feel comfortable with the software long before it is installed. That's why we show you and your team the most relevant features and modules of DocuWare and answer any questions you might have about using the new software.

Solution Workshop (Optional)

For systems with broader requirements, further solution details can be worked out and documented in an additional planning workshop.

Proposal and Purchase

There's nothing standing in the way of your transition to digital documents: you'll receive a detailed proposal so you can decide when it's best to introduce your ECM system.

Installation and Training

Thanks to all the previous detailed planning, DocuWare can be installed and configured within a clearly defined timeframe. Your daily work continues, without interruption. Once installed, we'll train your colleagues and give you a lot of helpful tips along the way. Experience shows that our users adapt quickly at operating the new software.

ECM for now and tomorrow

Review Workshop

About 6 to 12 months after introducing DocuWare, we recommend that you have a Review Workshop: a specialised consultant comes to your operation, checks in with users as they work, and offers tips. Questions and suggestions are discussed. Plus, it's a good time to see which other document types and processes might be added into the ECM solution or whether other departments want to get on board. You'll notice a significant productivity boost and increased customer satisfaction with the help of a Review Workshop alone – so much so, that you may want to consider repeating it annually.

Innovation

DocuWare users are quite familiar with using browser technologies, cloud solutions and the most modern mobile applications available – to serve their own competitive edge. As an innovator, DocuWare has been setting the pace in the ECM market for years. A unique example is its patent-pending Intelligent Indexing technology used for automated indexing during document capture.

The web-based service continuously learns from user input to identify the most relevant terms for indexing, recommending increasingly accurate terms with each new document.

Architecture

Anyone wanting to work with DocuWare simply needs an internet-capable device on which a standard browser is installed. This makes it possible for the ECM system to work on any platform, whether it's a Windows or Mac OS device. This is possible with DocuWare's modern and standards-based architecture which is characterised by leading edge interfaces for web and mobile applications as well as true multi-client capability and a service-oriented structure. This ensures security for the future and that your investment is a sound one for many years to come.

Integration

An ECM solution must always be able to adapt to an existing IT landscape since its true potential is only realised as it integrates with other systems. To work seamlessly, for example, documents can be directly stored or retrieved from DocuWare right out of an accounting program. Whether it's by simple menu-led configuration or with the comprehensive Software Developer Kit: the tremendous diversity in integration pathways allows any combination to be finely tuned to a company's needs and existing resources.

DocuWare stands for worldwide leadership in ECM technologies. Put your trust in a sustainable and lasting software solution that will help usher you into the future.

Scalability

It's easy to start small and expand later without having to constantly re-train on a new system. DocuWare software lets you start with just a few users within a department and then roll out the system slowly into other departments – or go straight into a comprehensive solution that covers all areas. It's easy to keep the system at top performance, regardless of the number of users or filed documents. This flexibility in scaling along with a consistent, simple administration cannot be found in any other ECM system.

Security

DocuWare protects from data and document loss, while making sure that only authorised users have access to a company's most valuable information. For general data security, DocuWare stores documents and their indexing data in separate databases. DocuWare also duplicates all document data, which means that in the very rare event of a failure, the database can always be restored. And the system's finely calibrated rights system ensures protection against unauthorised access.

Simplify work with DocuWare

Quick Organisation

Whether paper or data records: DocuWare handles all types of documents and from a variety of sources. Paper documents are scanned in, e-mail is stored into the document pool with a mouse click, files are captured via menu command or by a simple drag & drop. To find documents as quickly as possible in the future, they are indexed during storage with organisational criteria. Sounds tedious, but it's actually quite easy since most index terms can be taken from a select list or by clicking on words right in the document. DocuWare can also often handle the indexing process completely automatically for you. It looks for index terms from specific areas in a document or from external files like a text file or database – which also happens to be a smart way to keep data consistency between various programs.

Finding and storing documents, guiding processes and working efficiently together are quickly obtainable due to its user-friendliness and intuitive operation. DocuWare users can quickly make the switch to digital document management.

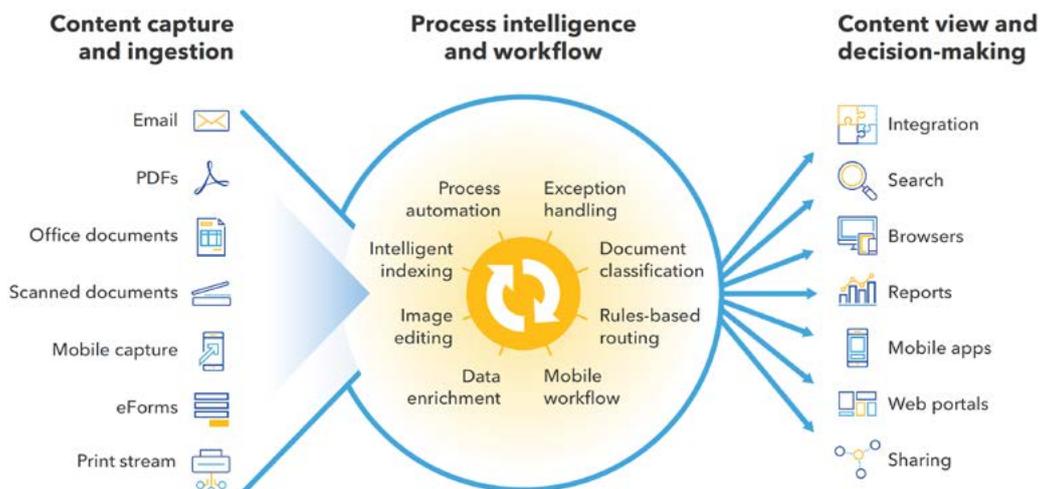
Immediate Results

Searching for documents in DocuWare is basically like conducting any other search in the internet. An example: as a supplier you are looking for all the information regarding an order. You simply enter the customer name and project and you'll quickly see the proposal, order, all correspondence and invoice in a clearly arranged result list. The documents can be opened in their original program or universal DocuWare Viewer. It's especially efficient to integrate DocuWare search queries that you run often right within other programs.

Digital Desk

DocuWare is a digital desk set-up for storing, retrieving and processing documents: you can organise files by various criteria, staple them together, add notes and stamps, edit and of course, fax or e-mail them – just to name a few of the most popular features. And it's not a desk that sits at an office, since all features are equally mobile. Documents that need your immediate attention appear in DocuWare's Task Manager and can either be further processed or approved. An e-mail notification ensures that tasks don't go unnoticed if you are only sporadically working with the software.

- Intelligent Indexing
- Advanced Search Features
- Powerful Workflow Manager
- Multi-faceted Support



Seamless Processes

With DocuWare, any process that involves documents can be guided and monitored extremely efficiently with the help of digital workflows. A digital workflow is a structured plan which lets you define rules for handling commonly processed documents – like invoices. The tasks then progress, step-by-step, to each person to whom they are assigned (and may also be tackled simultaneously).

Participants in the workflow can always see the current status on their screens: if a colleague releases a portion of an invoice for payment, the data will be updated automatically for everyone else. For each task, mechanisms can be put into place in case of a co-worker's vacation or if a time limit has been exceeded. Depending on the escalation level, a gentle reminder can be sent or a task can be completely redirected.

Practical Document Folders

Create a project folder to give to a customer on the fly or collect all your bills from the past year to turn over to an auditor: with DocuWare, what used to be complex tasks can be quickly tackled. A few clicks is all it takes to bundle the required documents into a Request file cabinet complete with a handy search tool – all of it can then be put on a USB flash drive or external hard disk. Even if your customer or tax accountant isn't familiar with DocuWare, they can work easily and intuitively with the document collection.

Well Informed

Beyond complex workflows, DocuWare offers numerous functions to help every user improve their own work processes. Here are a few examples: with just a few clicks you can always have the correct information needed right at your fingertips, if you store a frequently used search query, you can immediately keep on top of the most current documents or stamp a document as pending and the system automatically reminds you at the right time to revisit the document. Users can customise DocuWare easily to meet their needs. To help with customisation, DocuWare offers support and guidance in the form of many video tutorials, a product blog and the DocuWare Support Forum.



Service for Smart Storage

If electronic storage required lots of manual entry it would be both tedious and error-prone. Good news, indexing can be handled automatically. One option provided by DocuWare is called Intelligent Indexing: an innovative cloud service that recognises the most relevant information on documents and offers them up as indexing choices. By confirming or correcting, Intelligent Indexing learns your preferences, so that by the second or third time a similar document is stored by you or a colleague, the service will be providing the right indexing criteria – fully automatically.

Doing more, more easily

State-of-the-art technology has to be easy to use. Based on this fundamental idea Toshiba has designed a user interface which ensures you can interact intuitively with your multifunction printer (MFP).

Simply open the DocuWare menu and the fully customisable, tablet-like display will give you direct access to your personal indexing and storage options. This way you can scan and process your documents with a single touch of a button.

You can also search for documents which have been archived by DocuWare to print them on the MFP. Whatever you need to do, you will enjoy the unique experience of working with a system that understands what you want.

Finding Documents Immediately – Within Any Program

DocuWare Smart Connect lets you link DocuWare to any program universally and without programming effort. With our simple configuration interface, users can integrate special search buttons within any third-party software. Clicking this button is a direct gateway to all the documents supporting the process on your screen.

Scan App

With the DocuWare PaperScan app, you can use your smartphone to scan and file documents even when travelling. The documents are then able to join your company's workflows for further processing and use.



What would you like to accomplish?

Before you introduce DocuWare at your company, you should take the time to analyse your goals and needs. Take a look at where your document-based processes are running into trouble today or are just too paper intensive, such as in your purchasing, sales, accounting or HR departments. The following questions can help you with your brainstorming.

Which benefits are most important for you?

- Increased efficiency
- Faster access to information
- More complete information
- Information availability from any location
- Protection from data/information loss
- Easier fulfilment of legal guidelines
- Cut effort and cost of administration
- Reclaim/reduce expensive office space
- Simplify and automate processes
- Reduce process expenses
- Improve process integration
- _____
- _____

Which department moves a lot of paper? Where do you see the greatest need for ECM?

- Purchasing
- Accounting
- Sales
- Human Resources
- Quality Control
- _____
- _____

Other Notes

Which document types require the most effort to manage/file/store?

- Incoming A/P Invoices
- Outgoing A/R Invoices
- Delivery Slips
- Proposals
- Orders
- Contracts
- Protocols/Logs
- Personnel Records
- Documentation
- Email
- _____
- _____

Which processes would you like to improve?

- Invoice Processing
- Payroll
- Approvals/Authorisations
- Contract Management
- Inventory Tracking
- Order Processing
- Personnel Management
- Sales Acquisition
- Project Collaboration
- _____
- _____

Ready for DocuWare?

There are a lot of good reasons for managing documents with DocuWare. The following five attributes underscore what makes this solution unique. Make DocuWare your first choice – it's your safest decision when selecting an Enterprise Content Management system.

1 Document Management Roadmap

From inventory and planning to implementation and integration: you can bank on our highly efficient start-to-finish approach to reliably introduce DocuWare at your company. Training, support, and smart tools ensure maximum acceptance among your colleagues.

2 No Interruptions

Based on our precisely planned Document Management Roadmap, the team trained and certified by DocuWare will help ensure that there is no downtime for your employees when transitioning to digital documents and ECM.

3 Intelligent Indexing

Gain a competitive edge with innovative technology – DocuWare's Intelligent Indexing technology. It helps your employees index and file documents fully automatically – making information available for everyone to use in seconds.

4 360-Degree Integration

To ensure process improvements throughout a company, we seamlessly integrate DocuWare into your existing applications such as ERP, CRM, financial, accounting or email programs. Worth noting: this is almost always possible with just a simple, menu-guided configuration. But there is also a comprehensive Software Developer Kit available if needed.

5 Maximum User Adoption

Working with DocuWare is fun: our users aren't just happy with the intuitive interface, they also appreciate DocuWare's many options for customising the program to suit their own use – no need for advanced IT skills. Video tutorials and a Support Forum also offer plenty of support if needed.



For more information please contact one of our Process Optimisation consultants:

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