

A Division of MASS Systems Europe Ltd



Document Management

Business Process Management

Document Bureau Services

Document Storage

# Welcome to Documan

## Welcome

Documan was founded to meet the growing demand for organizations wishing to electronically manage their paper based and electronic files. Encompassed within this demand was the requirement to streamline office based processes, particularly the “paper chase” commonly found within the legal, logistics, financial, engineering and manufacturing industries where legal and contract compliance demands paper production.

It’s a fact that companies are producing more and more paperwork, and given the ever increasing costs of business premises and the workforce, the financial incentive to effectively manage these documents is now being realized by dynamic and forward thinking companies.

There are three distinct services that Documan provide:-

- Document Management
- Bureau Services
- Document Storage

## Why Electronic Document Management?

Many organizations use a simplified form of document management, by using various folders within file structures. Limited without searching, annotating, version control, audit and document history are just a few drawbacks of not implementing an electronic document management system.

Imagine if you will a web based system without maintenance, capital outlay, additional hardware and software that eliminates:- loss of paper work, increased premises for document storage, but, at the same time increasing productivity, greatly reducing operating costs and enabling knowledge management, information sharing and distribution.

### Document Management

- Hosted Solutions
- Intranet Solutions
- Windows Based Solutions
- Training
- Installation
- Consultancy / Auditing

### Document Storage

- Scan-On-Demand
- ‘Live’ & ‘Deep’ Storage
- Archive Box ‘s
- Linear Records Storage
- Media Storage
- Tape Backup Storage

### Bureau Services

- Document Scanning
- Drawing Scanning
- Microfiche Conversion
- Forms Processing / OCR
- Data Entry / Capture
- Data Conversion

# Document Management

## Documan Online

In continuing to provide effective and seamless solutions to it's clients, Documan are now hosting an on-line document management system. 'Documan Online' is being provided to allow companies to benefit from a document management system with little or no capital outlay with all the functions of an expensive, feature rich enterprise class solution.

The service is offered on a subscription basis, but unlike many web subscriber services, Documan will still provide in-house training, ad-hoc development for bespoke functionality and audit/consultancy services, to ensure that each client benefits from this service.

## Product Overview

Of the many challenges today's Organisations face Information Management is always at or near the top.

You require 24/7 access to your documents, you require security – both of the data itself and in terms of access control – who can see what! You require easy, simple indexing and data retrieval. You may require multi-site and even multi-continent accessibility.

You don't want hassle; you don't want the overhead of buying, maintaining and administering application software, servers, licenses, backups. You don't want complex and expensive software rollouts and the ongoing issue of keeping your clients PC's software kept up to date.

Documan Online gives you all the things you want without involving you in all the things you don't!

## Benefits of a Hosted Application

Users interact using a browser. There is no requirement for the installation of an additional server, a proprietary database, web server, client PC installations or on-going maintenance and support. The entire system is managed and provided across a VPN or the Internet by Documan.

There are no per user charges and the service is provided on a subscription basis. There is no limitation on functionality or bespoke development. Most organisations can be up and running instantaneously, as most organisations already have an internet connection and a browser on their desktop's.

### Hosted Solution

- No hardware required
- No software required
- No licensing required
- No desktop 'roll-out'
- No access restrictions
- No maintenance or support

### Intranet Solution

- No desktop 'roll-out'
- No desktop support or maintenance
- Simple intuitive interface
- Server Maintenance
- Licensing on Servers
- Annual Maintenance Charge

### Windows Based Solution

- Full Control
- Full Cost Responsibility
- Desktop Roll-Out Required
- Server & Desktop Maintenance
- Licensing on Servers & Desktops
- Annual Maintenance Charge

# Business Process Management

## What is Business Process Management?

Viewed from a purely technological perspective, BPM is arguably not that new at all. Rather it is a convergence of a number of existing technologies and approaches. Its primary roots are in the process management capabilities of workflow tools but it also includes capabilities that derive from process modeling, application integration, process monitoring and rapid application development tools. However, BPM is not just a sum of these parts. It brings together all these technology elements into a single platform that manage the lifecycle of a process from definition, through deployment, execution, measurement, change and re-deployment.

Perhaps even more significantly however, it involves a fundamental change in the way that we think about the structure of IT systems, applications and infrastructure. In essence, BPM promotes a 'process centric' view of IT where the management of end-to-end processes is separated from the underlying applications, their connections and data. It involves the creation of an 'Independent Process Layer'. This layer contains a complete view of all the activities necessary to execute a particular business process and it can manage the flow of these activities whether they involve different applications, people, or a combination of both. It is an essential aspect of BPM that this Independent Process Layer complements existing (and future) investments in applications, content repositories and data integration tools.

## Our Solutions

Documan consult, advise and produce BPM solutions for a wide range of industries and clients. Currently, Documan are able to provide IT and outsourced BPM solutions for:-

- Accounting (Requisition, Invoice & Order Management)
- Supply Chain Management
- Quality Control
- Sales & Marketing
- Construction Management
- Project Management
- Customer Relationship Management
- Facilities Management

Using our in-house development and systems integration engineers, Documan can provide an integrated application consisting of all business processes. In the main, we focus on providing browser based IT solutions or hosted applications for those that require it. All of these solutions can be integrated to form an enterprise wide solution. Please talk to us about your specific requirements.

# Document Scanning

## Document Scanning

There is no limit to the type, size, quantity or content of paper documents that can be scanned and electronically indexed and stored. Any of which can be imported into your existing document management system.

Typical Examples:-

- Equipment Catalogues
- Parts & Operator Manuals
- Aircraft Quality & Maintenance Records
- Employee & Legal Documents
- Financial Records
- Planning Applications
- Medical Records



## Drawing Scanning

All drawings, whether they be in blue print format or standard format can be digitized for re-use within CAD software. Documan are able to scan or digitize any size drawing and produce them in a format compatible with your CAD or viewing system.

Typical Examples:-

- Contour Maps
- Interior Design
- M&E Schematics
- B&CE Schematics
- Seismic Data
- PCB Designs
- Utility Maps



## Microfilm/Fiche Conversion

Microfiche and film are ideal methods for storing data for long periods of time. However, it is often a slow process to retrieve this information and cannot be used 'electronically'. Documan are able to scan either films or rolls at any size and produce them in a format compatible with your existing systems.

# Forms Processing

## Forms Processing

Processing paper and electronic media can be very costly and time consuming. It takes time, money and resources to capture data quickly, efficiently and accurately.

Documan marries together years of experience, state of the art technologies and automated processes to increase efficiencies to offer a low cost, quality solution for our clients. We handle forms processing for the insurance, banking and medical professions regularly, and forms from other industries which need replicating electronically.

You can simply give us your paper forms and we will do the rest of the work. Additionally, you could send us scanned/electronic copies of the forms in either TIFF, PNG, PSD, JPEG or GIF etc.

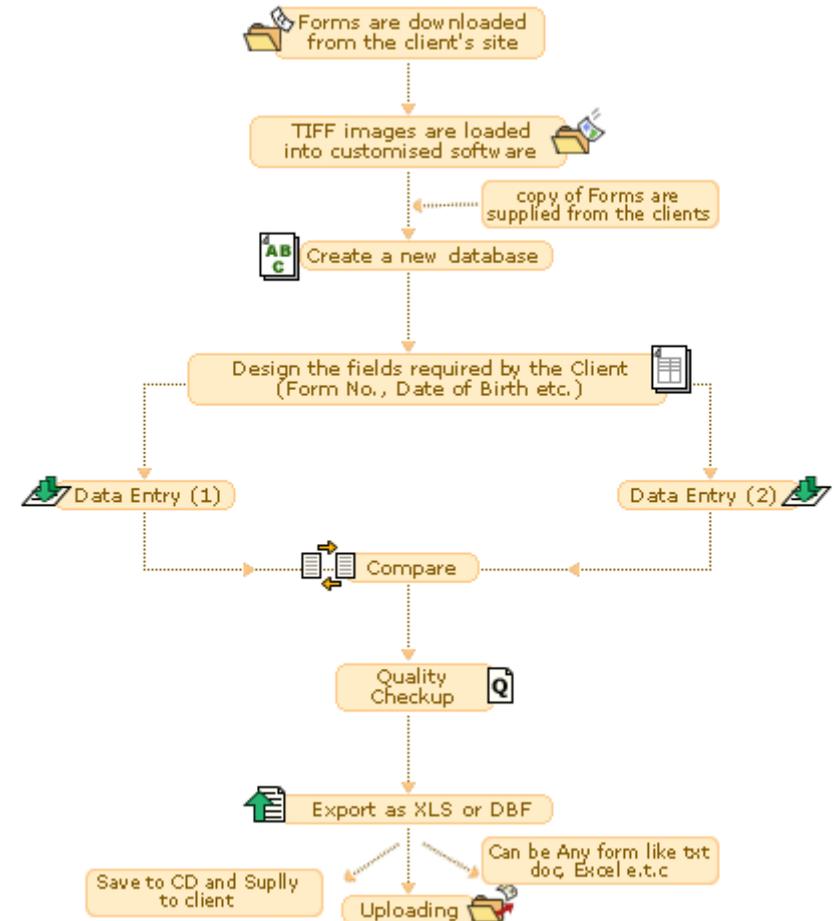
## Security

Security and confidentiality of data is of utmost importance, and we are committed to providing solutions that are compliant with the applicable laws and regulations set in this regard. We have in place specific technical and physical security features for data system components, verification of authorized users, control access, 128-bit SSL encryption technology, data integrity, and backup/recovery to ensure availability and reliability.

## Online Delivery and Storage

At Documan, we deliver the results back to the clients via their control screen on the Internet, or through a fax copy or a direct printout. When clients sign up, they are given a login name and password that allows them to access their transcriptions on our website. From their, clients can then view and download their results.

The processed text files are stored for 1 year (or more) in our text file archive. Additionally, advanced search modules are available based on file attributes like date of date of job submission, client name, client id, case date, report number, report type, etc.



# Data Services

## Data Entry

From time to time, most businesses will need quick and accurate data entry services to handle those jobs that are just too big or too timely for your in-house data entry services. You don't have to insist that staff do overtime or alienate them by having them doing menial typing services.

Documan provides exclusive and highly accurate data entry services, which comprises a minimum of double key processing wherein data is re-keyed and compared to eliminate errors.

With complete confidentiality and a high level of accuracy, typically, 99.995%, customers prefer to outsource their data entry work to Documan. We offer data entry services for all kinds of textual data capturing from printed matter, manuscripts and scanned images—all with high levels of accuracy.

## Data Conversion

At Documan, we provide comprehensive data conversion services covering a multitude of formats and media. Our universal data conversion solutions and pre-press services are ideal for document management providers, corporations, news organisations, publishers, educational institutions and libraries, as well as all information intensive organisations.

Our Data Solutions division is well equipped to handle the needs of highly complex publishing such as mathematical and scientific books, texts, journals and newsletters.

Our expertise is built around a team of experienced editors, researchers and proofreaders, imaging and scanning technologies and document management standards that conform to global standards—we integrate human capital and technology effectively.

### Data Entry

- Data entry from paper/books with high accuracy and speed
- Data entry from image files in any format
- Business transaction data i.e. sales/purchase/payroll
- Data of entry of e-books
- Data entry—yellow pages and white pages keying
- Data entry and compilation from website
- Data capture and collection
- Business card data entry into any format
- Data entry from hardcopy/printed material into MS Office
- Strategic data entry into software program and applications
- Receipt/bill data entry
- Data entry of prospects in Act, ASAP, Goldmine etc.
- Catalog data entry
- Data entry for mailing lists/ mailing labels
- Taped transcription into MS Word or other

### Data Conversion

- Conversion of data across various databases on different platforms
- Data conversion via input/output for almost any media
- Data conversion for databases, word processors, spreadsheets and many other standard and custom-made software packages ass per requirement
- Add / remove / change record delimiters
- Convert raw data into MS Office
- Text to PDF and PDF to Word
- Data compilation in PDF from several sources
- E-Book conversion
- and many more.....

# Document Storage

## How Does it Work?

We either collect or take delivery of your archive boxes.

Each box is registered and allocated a barcode. Against this barcode is listed the box contents.

When you request a document we can search our database and it will tell us what box that document resides in.

We pick the box or the document depending on your request. The box is sealed.

The box or document is booked out and delivered to you or collected by you, whichever you prefer.

When the box or document is collected or returned it is booked back in to its original location.

It couldn't be simpler!

## Introduction

To fulfil clients requirements and offer a one-stop-shop solution, Documan have invested in infrastructure in order to provide document storage facilities.

Services range from standard storage, either 'deep' or 'live', through to scan-on-demand, linear storage, drawing storage and vaulted gas fire suppression storage.

Your documents could not be safer!

## Security

Depots can have the following:

- CCTV
- Electronic Entry Control
- 24/7 Manned Security
- Fire Protection
- Fire Detection
- Secure Perimeter Fencing
- Gas Fire Suppression Storage
- Early Warning Detection Systems
- Secure Media Storage

## Typical Storage Solutions

- Archive Boxes
- Business Records
- Films
- Medical Records
- Video Tapes
- Audio Tapes
- Computer Disks
- Offsite IT Backup Tapes
- Microfiche
- Wills & Deeds

## Scan On Demand

Scan on demand removes the need to collect or deliver individual document or box's.

When you request a document or box, we shall pick-it and scan it.

The scanned image is then emailed to you.

This method reduces delivery and collection costs. It also means that you get what you want a lot sooner.

## Deep Storage

A cheaper form of storage for document that are not requested frequently. The archive box's are palletized and stored either at high level or at the very rear of a depot.

## Live Storage

A more expensive form of storage for documents that require regular retrieval—either for delivery or scan-on-demand.

# Contact Us

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