TOSHIBA
Leading Innovation >>>

DocuWare

Product brochure

> The Enterprise Content Management (ECM) solution for secure documents and seamless processes.

> Automate document-intensive processes and network them with each other.

> Provide access to information from anywhere and at anytime while making business processes faster, more mobile and more reliable.

TOGETHER INFORMATION

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?

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 contributor 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 analog 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 to 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 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 email 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 fulfills compliance guidelines.

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.
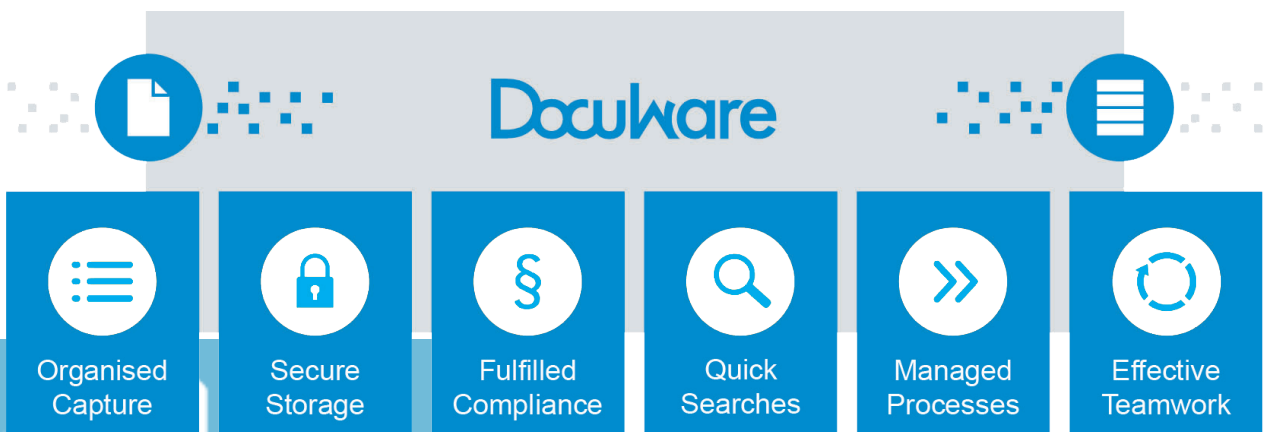
Digital Workflows

DocuWare is more than just an information platform or tamper-free archive – it's the strategic interface within your company's IT infrastructure - to manage and network digital processes. At the heart of this are specifically defined workflows, that guide documents electronically from user to user. They make sure that your colleagues can 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.

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

| Organised Capture | Secure Storage | Fulfilled Compliance | Quick Searches | Managed Processes | Effective Teamwork |

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. Often a office worker's time is spent looking for information by hunting through email, paper documents, hard disks and filing 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. The cost of unnecessary print-outs and postage also add to your spend. 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.

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.

Speed 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 delivery note, payment authorisation and bookings are made without delay – the bill can be paid and your company benefits from an early payment discount.

Perfect Your Email Management

The majority of business-related correspondence is now handled via email. 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 email organisation. With a click of a button, every user can add business-related email 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 emails are stored in a tamper-free and compliant manner.

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. ECM 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 email. 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.
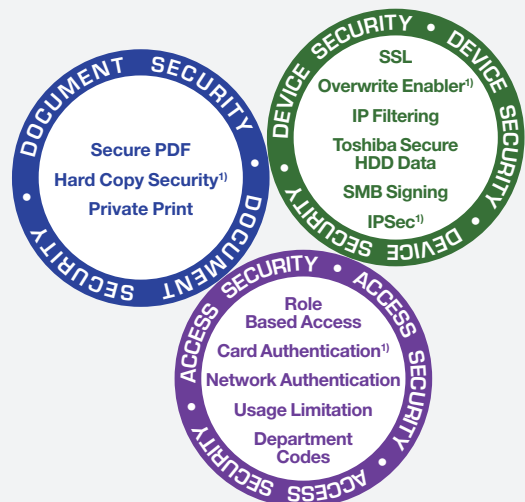
> Increased efficiency and productivity
> Secure and error-free processes
> Data security and compliance

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

DOCUMENT SECURITY
Secure PDF
Hard Copy Security[1]
Private Print

DEVICE SECURITY
SSL
Overwrite Enabler[1]
IP Filtering
Toshiba Secure HDD Data
SMB Signing
IPSec[1]

ACCESS SECURITY
Role Based Access
Card Authentication[1]
Network Authentication
Usage Limitation
Department Codes

THE RIGHT CHOICE
FOR EVERY 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 licensing packages also help to customise each offer.

DocuWare Cloud

For DocuWare Cloud, all data and documents are encrypted in a multi-level process and securely stored in a data center. The system and our specialists are available around the clock.
www.docuware.com/cloud

DocuWare On-Premise

For a DocuWare installation, the newest Windows versions are supported. In addition, all leading database server technologies such as MS SQL, MySQL, and Oracle are supported across a multitude of versions.
www.docuware.com/on-premise

Regularly Certified

DocuWare and its products are regularly tested by independent institutions. As an example, it meets all requirements of international standard DIN EN ISO 9001.
www.docuware.com/certifications

STEP-BY-STEP
TO SUCCESS

With over 40 years of experience in the printing industry we at Toshiba believe that DocuWare is the ideal choice when it 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.

> For companies of all sizes, across industries, within departments
> Flexible expansion options
> Individual, simple integration with specialised applications
> Identical cloud solutions as on-premise

| 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

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.

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.

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.

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 consistent, simple administration cannot be found in any other ECM system.

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.

Security

The experience from more than a quarter century of DocuWare software is the basis for our well-refined techniques to protect our users 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

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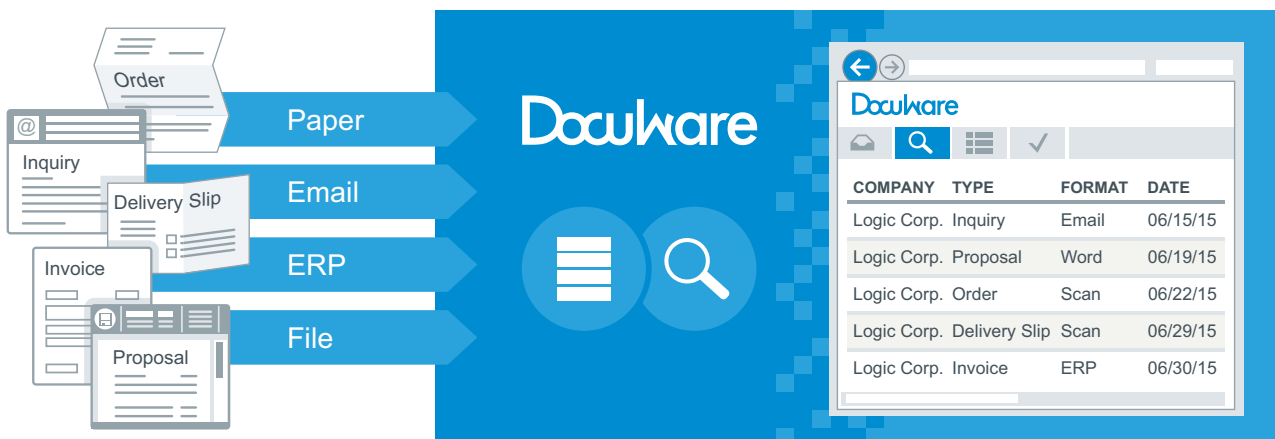
› Intelligent Indexing
› Advanced Search Features
› Powerful Workflow Manager
› Multi-faceted Support

Quick Organisation

Whether paper or data records, DocuWare handles all types of documents and from a variety of sources. Paper documents are scanned in, email 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.

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.

COMPANY	TYPE	FORMAT	DATE
Logic Corp.	Inquiry	Email	06/15/15
Logic Corp.	Proposal	Word	06/19/15
Logic Corp.	Order	Scan	06/22/15
Logic Corp.	Delivery Slip	Scan	06/29/15
Logic Corp.	Invoice	ERP	06/30/15

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 email 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 email notification ensures that tasks don't go unnoticed if you are only sporadically working with the software.

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 holiday 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.

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.

Working Together Efficiently

Automated processes make sure that documents are handled in a structured way and all tasks are reliably completed. A document's current status is always easy to see.

Out of Office
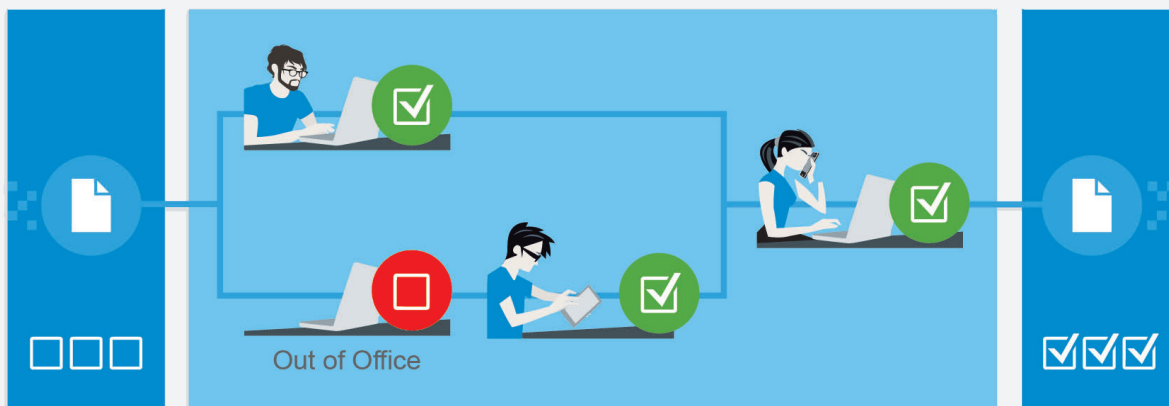
Doing more, more easily

Advanced 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 product (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 seach 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.
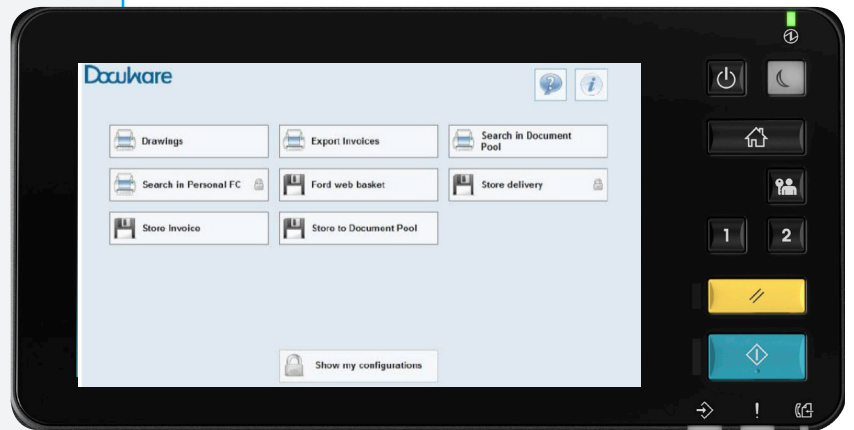
Finding Documents Immediately – Within Any Program

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.
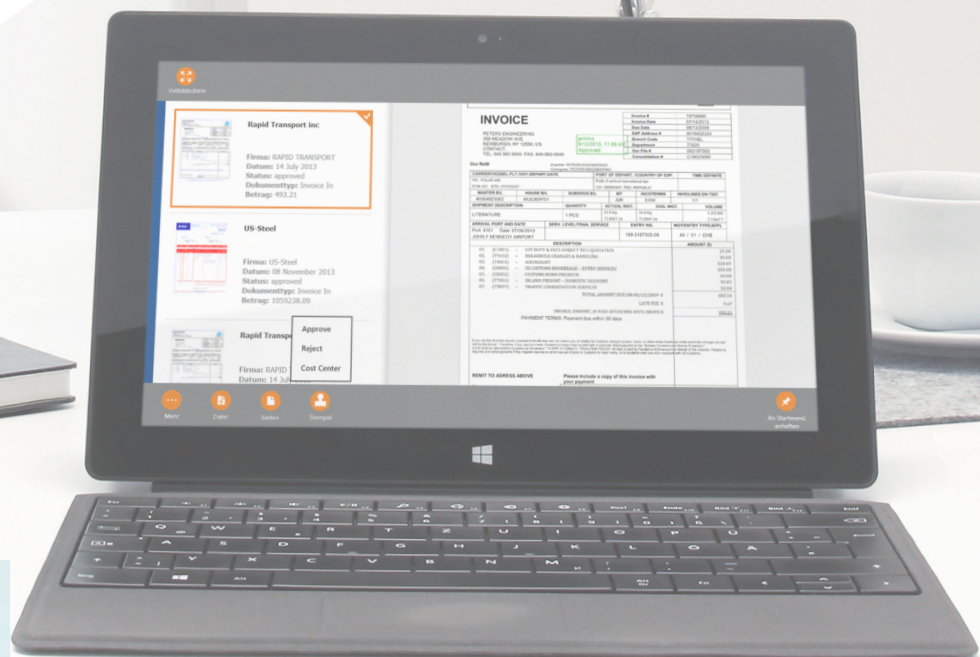
About Toshiba TEC
Toshiba TEC UK Imaging Systems LTD is part of the globally operating Toshiba Tec Corporation, active in various high-tech industrial sectors.

Toshiba Tec Corporation is a leading provider of information technology, operating across multiple industries. With headquarters in Japan and over 80 subsidiaries worldwide, Toshiba Tec Corporation helps organisations transform the way they create, record, share, manage and display information.

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