

productinfo



DocuWare REQUEST

Autonomous File Cabinets

DocuWare REQUEST stores any archive documents, including the convenient search and display function, to external media like DVDs, hard disks or USB sticks. This makes your file cabinets mobile and you are also backing them up for the long term archiving.

With DocuWare REQUEST you can make complete DocuWare file cabinets or just selected documents available on DVD. Use it to provide your staff, partners and customers with a universal knowledge pool, even if they don't have access to a DocuWare installation. While there is no need to install any software to display the documents on a PC, users still have access to the familiar search and display functions they know from DocuWare – all available on a DVD. You can even run a fulltext search on the documents. The REQUEST client displays all common file formats, even if the corresponding third party program is not installed. A REQUEST DVD provides system-independent access to DocuWare file cabinets, even years later. Also, with DocuWare REQUEST you can import file cabinets or selected documents of one DocuWare system from DVD or external hard disk into other DocuWare installations and make them available to all clients. You can give co-workers at remote locations access to central file cabinets – even without an online connection or file cabinet synchronization.

Configuration – Scenarios

Creating REQUEST DVDs is both fast and simple. You need only set up REQUEST projects, select and add file cabinets and then export or burn the data. REQUEST offers numerous configuration options for very different purposes:

- You decide whether the search and display program should also be burnt to a DVD.
- Program functions such as printing or mailing a document can be specified per REQUEST project.
- You can add complete file cabinets to a project or, using detailed filter functions, only certain documents.
- A project can be configured such that the data is automatically updated if anything has changed in the file cabinets and/or documents.
- Automatic updates can also be scheduled, meaning that the updated data can be exported and burned automatically if required.

Benefits

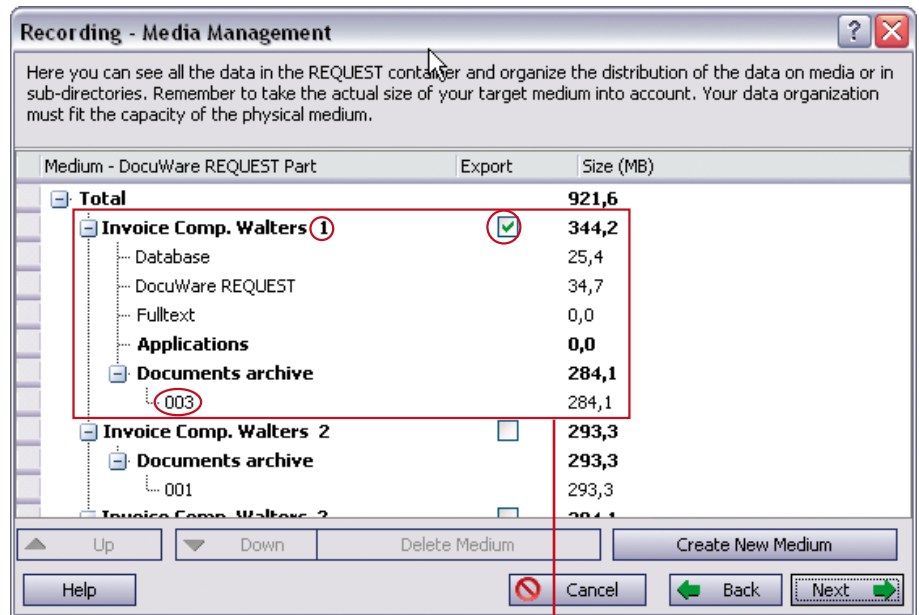
- Use immediately without software installation on a Windows PC
- Publish and distribute archived documents quickly and easily
- System-independent access and simple long-term archiving
- Convenient backup and rapid disaster recovery
- Import of file cabinets into other DocuWare systems

- CDs, DVDs, USB sticks and external hard disks are all equally suitable as storage media. Today, an external hard disk is capable of storing autonomous archives containing over 100 million scanned pages.
- In the case of larger file cabinets, an ingenious media management system helps you to distribute retrieval function, database and archives/documents between multiple DVDs. You determine which information is to be burned and which is not.
- If required, all new documents and the updated database can be automatically combined onto a new DVD. This DVD with the updated information is then burned while the older data is ignored. The DVD on the database

contains the index information for all documents – including the documents on the older DVDs. This ensures that all data, both the most recent and the oldest, can be searched for using the newly delivered DVD.

No matter whether all of the data belonging to a project is to be burned or only the latest data – you decide whether to burn additional copies using the recorder or produce a high volume of copies by industrial means.

You can generate any number of DVDs using REQUEST using your previously acquired DocuWare license. There are no additional publication charges.



The first medium contains the current database, the retrieve module and the current documents from the third archive disk. Only this medium is burned or copied to the file directory. The other documents are not taken into account. This means that it is easy to add new documents to scan projects.

EXAMPLES

The different setting options provided by DocuWare REQUEST allow the product to assist you in various different ways:

■ Distribution of Information

EXAMPLE: Sales Staff

The filter functions allow you to create a personal DVD for each of your sales staff, containing only the documents for the relevant sales area: their leads, their offers, their deals, their invoices, and all other sales-relevant documents.

EXAMPLE: Customer Service Department

REQUEST allows you to equip all customer service staff with a DVD containing all manuals, blueprints, and lists of replacement parts for technical devices. Service engineers then have all the documentation they require at the customer site and do not

need to request information from the head office. This personal DVD means that every staff member in the field always has the latest information at their fingertips and can access every important document – even if they have no Internet access at a given moment. Whether sales documents or documents belonging to the customer service department – the data can be easily updated at regular intervals – either automatically or manually, if necessary.

EXAMPLE: Tax Consultancy

A tax consultancy that performs accountancy services for its customers uses REQUEST to supply its clients with all documentation on DVD at regular intervals. The DVDs are created automatically every month and contain the latest documentation belonging to the client. They are delivered in place of conventional lever arch files.

EXAMPLE: Documentation to Service Providers

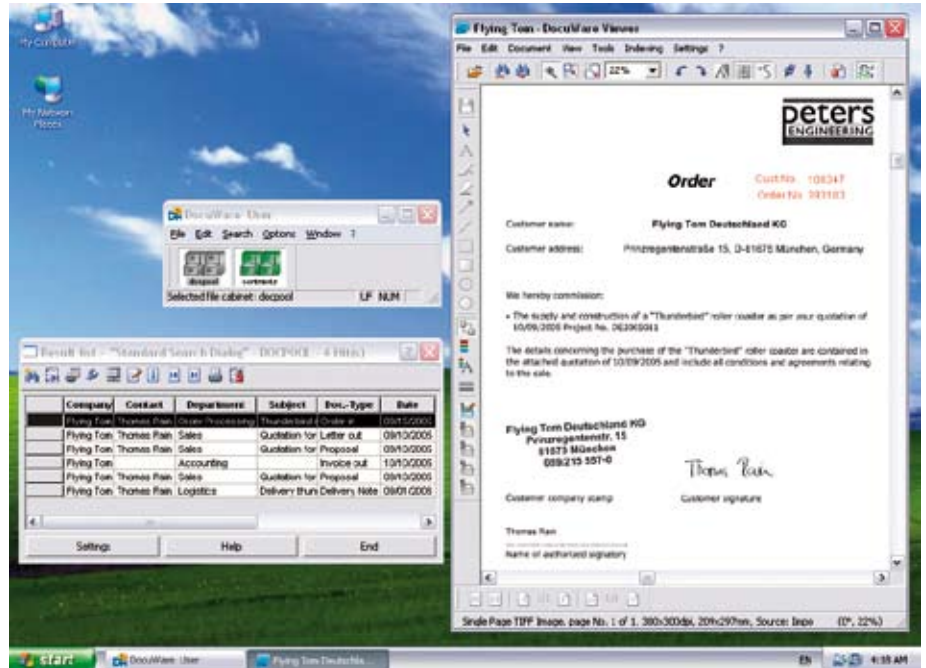
Using REQUEST, data can also be forwarded quickly and easily to service providers. For example, it is easy to supply the accountant with all tax documentation collected together on a single DVD. This DVD contains all invoices, delivery notes and other tax-relevant documents.

■ Scan Services

REQUEST can also be used to administer comprehensive scan projects simply and efficiently. Documents can be scanned, indexed and burned to CDs or DVDs using a comprehensive media management program. If, for example, a service provider regularly delivers scanned commercial documents or files to a customer, they burn only the

DVD Production On-Demand

The optional connection of low-cost DVD production systems via PoINT Publisher allows individual jobs to be automatically processed for a large number of customers. The disks are automatically labeled.



Autonomous retrieval module DocuWare REQUEST with main window, result list and displayed document.

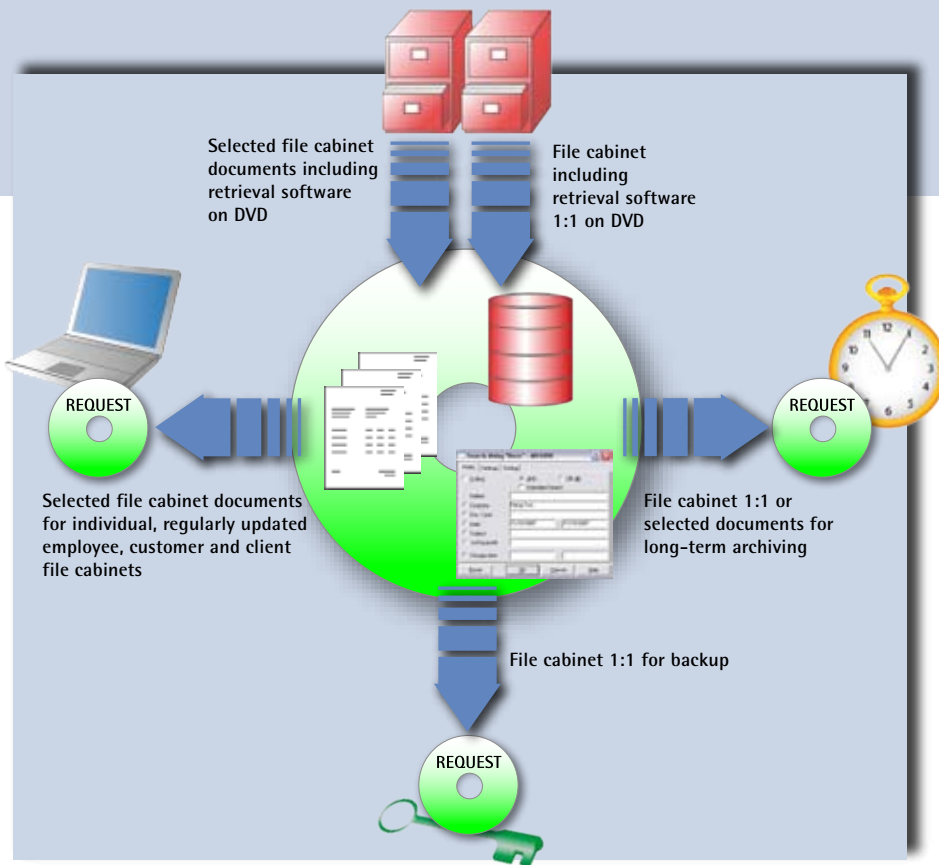
new documents and the latest database to a DVD (or to as many media as the new quantity of data requires). The database that the service provider delivers each time the project has reached a certain size contains the information on all of the documents, including those on the previously delivered media. Therefore, the current media supplements the previous delivery. Administering the projects in this way is very easy because REQUEST knows which documents are new and automatically burns these to the new DVD, together with the latest database. The incorporation of a DVD production system allows multiple jobs to be processed automatically, enabling the data to be burned at night for example.

■ Long-Term Archiving

REQUEST ensures the long-term safe-keeping of legal documents and other documents important to the company. Access to this information is still possible if the system in which a document, for example an invoice, was created no longer exists at the company and might indeed no longer be available. Because REQUEST supplies retrieve and display functions on CD/DVD, system-independent access to important information is ensured. DocuWare does not have to be installed, the storage medium is sufficient to find and display the information. There is no need to back up data already burnt to CD/DVD because the documents are stored and protected in unchangeable form on these long-term media. To protect the data against external influences such as fire and water, you can store it in a secure place such as a safe.

■ Backup

DocuWare REQUEST lets you back up your data automatically at regular intervals. The module allows data to be automatically updated in conjunction with a schedule. Depending on the volume of documents, the DocuWare file cabinets can be exported every evening, every week or at another interval – without manual intervention – to the file directory. They can then be burnt or saved to an external hard disk. Data backup using REQUEST has the major advantage that in an emergency the information (except the information most recently stored) can be read immediately – before the IT system is restored. Important information can therefore be accessed and business continuity is ensured.



DocuWare *REQUEST* allows you to put entire file cabinets or selected, finely filtered sets of documents onto DVD. Detailed settings options ensure that *REQUEST* is suitable for a variety of different applications: this additional module allows specific documents to be compiled quickly and at low cost, letting you distribute information to staff, partners or customers in a targeted way. *REQUEST* provides system-independent, long-term storage of your file cabinets. And with *REQUEST* you have an effective way for backing up your file cabinets.

Functions

Configuration

- Configuration integrated into DocuWare Administration
- Detailed specification of the menu functions of the retrieve module
- Assignment of different search dialogs
- Specification of display and editing programs for different file types; for example for Excel, Word or PDF files
- Automatic, periodic export/recording
- Complex media management, for example storage of retrieve function and database on one DVD and documents on another DVD
- Automatic update
- Transfer of one or more complete file cabinets
- Fine filter function for defining documents that are to be transferred; filter for example by document type, period or company
- Exclusive access to the file cabinet possible during the transfer of the file cabinet/documents

- Transfer of the fulltext catalog
- Export of data to the file system or direct burning of a DVD
- Password-protected read access to media

Export

- When exporting to a file system, creation of an XML file to signal that the data are ready (for burn programs)
- Connection of PoINT Publisher for automatic CD/DVD production with integrated label printing

REQUEST Module

- Search for documents on external CD/DVD, external hard disk or USB stick
- Search via entry of search terms and/or search in tree view similar to Windows Explorer
- Search multiple file cabinets
- Export documents to file system
- Open documents in DocuWare Viewer or in other viewers and editors
- DocuWare Viewer supports all common file formats
- Send documents by e-mail
- Print documents
- Navigate within documents
- Verify signatures on documents with an electronic signature
- Copy retrieve module to a local directory

For more information please visit our website at www.docuware.com