
ELO *enterprise*



Document Management

Archiving

Workflow

ELO Enterprise Content Management

ELO ENTERPRISE CONTENT MANAGEMENT

Dear Sir or Madam

I would like to take this opportunity to express my pleasure that you have shown an interest in our **ELO** Enterprise Content Management system. We strive to produce ECM software, based on the latest technologies, which helps people in the streamlining of business processes, both at their own personal desk and throughout the entire company. The modern business environment provides many challenges. Businesses are required to react quicker, drive costs down whilst improving quality and to remain competitive in an ever-tougher marketplace, both on a national level and on the increasingly important international level. These challenges can be tackled head on by utilising new and intelligent business technology, such as the **ELOenterprise** ECM system.

ELOenterprise combines specialised individual solutions, for example ERP, CAD and office systems, and binds these together so that even the smallest applications can be integrated into the system. This ensures that all information sources are gathered together and are then available at the required time and place. In order to achieve this **ELOenterprise** combines individual function modules. The strength of this method lies in the modules and the inherent flexibility, the ability to integrate with all types of system, the ability to analyse and then utilise information content directly and the fact that the information is instantly available for users. The entire life cycle of the data or information is covered, from creation to the removal of the information from the system. Information Lifecycle Management (ILM) is one of the important basic requirements that an ECM system such as **ELOenterprise** must fulfil. There are currently numerous legal regulations (keyword: compliance) for information management in the business environment, all of which have to be met. This should not be your concern. **ELOenterprise** combines the correct storage and handling of business documents with the creation of all required protocol data.

The collecting of data and the evaluation of the content is the starting point of every business process, regardless of whether the documents or information are paper based, emails, electronic office documents, ERP or one of various other types of data. The increasing flow of paper in modern businesses means that the value of an intelligent and automated data capture device is ever increasing. This allows daily office tasks to be automated and reduces errors, whilst increasing the speed at which the tasks are completed. The secure control of subsequent business processes is carried out through workflow components. These workflows guide the appropriate data and documents through the next process steps; regardless of whether the procedure is a specialised business process or a simple manual task for a predetermined caseworker. A far-reaching view of all business processes is crucial for the efficient and competitive development of a business. With the help of web portals and Internet applications, business partners and customers can be seamlessly integrated into business processes (keyword: collaboration). The efficient development of business processes, on a company or international level will prove to be even more important in the future, and for this a high performance ECM system, such as **ELOenterprise**, will be necessary.

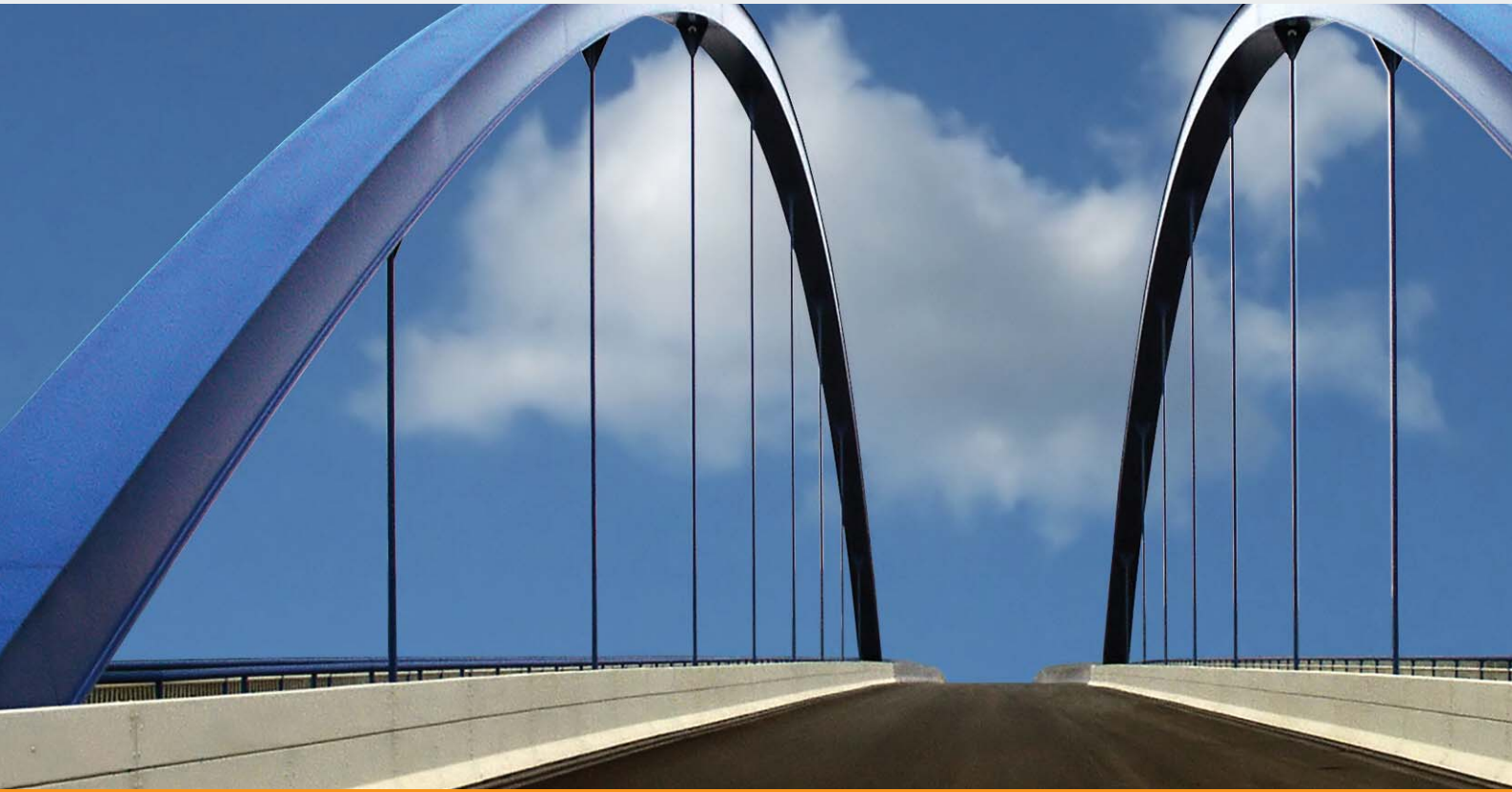
We are always available to offer support with individual solutions or provide know-how and business expertise, as are our specialist **ELO Business-Partners**. Many satisfied customers can speak for the quality and performance provided by our products.

Yours faithfully



Karl Heinz Mosbach
ELO Digital Office GmbH

HIGH PERFORMANCE ARCHITECTURE



ELOenterprise - The ECM architecture for the future

The outstanding characteristic of **ELOenterprise** is the complete central repository based system architecture, which is provided by the Enterprise Content Management services. These services have been completely developed in Java and can therefore be implemented on virtually all platforms including Windows, Linux, UNIX, Solaris, etc. A high degree of scalability is achieved by utilising server cluster capabilities together with modular application server functionality. Naturally this enables the use of sizeable server farms for larger companies. **ELOenterprise**'s service oriented architecture (SOA) allows the simple integration of content, process and repository services with existing applications which use SOA. Web services provide **ELOenterprise** with the ability to integrate existing processes, with all the relevant data and documents, together with other applications in a fast and cost efficient manner.

Wide ranging integration system functions already exist for numerous business critical applications, such as SAP, Baan, Navision, Sage Software, etc. This broad band of available functions provides the power of the **ELOenterprise** ECM Suite. The flexible modular component structure allows virtually all functions to be ably provided for by **ELOenterprise**. High performance components, such as the **ELO** DocXtractor, provide the automatic, intelligent classification of large volumes of unstructured information such as emails and invoices. The super efficient **ELO** Workflow module controls the complete business process, without pause or downtime, whilst the **ELO** Archive Server takes care of the legal requirements for signature and the long-time archiving of documents and data. No matter which direction you are moving in, the **ELOenterprise** Suite provides security for your investment.



*“He who wants to build towers,
needs solid foundations...”*

*“The same goes for businesses
and their business processes”*

ELO LIFECYCLE MANAGEMENT



Availability of Information is the Key to Success

In the modern business environment it is particularly important that the appropriate information is delivered at the correct time to the correct location. With older traditional methods this can often no longer be guaranteed. The efficient and economical management of the information flow and life cycle requires a powerful ECM system, a role that **ELOenterprise** comfortably fits. **ELOenterprise** offers intelligent data capture and the subsequent complete data administration, all within one communal repository. Whether the information is supplied by email or post, from internal employees or from specialist software and applications, **ELOenterprise** not only archives but also analyses the content of the information and then, either automatically or when required, makes the information available for use by the subsequent business processes.

The **ELOenterprise** Workflow-server controls the automated and rule-based flow of information depending upon the business methods. In addition the repository's powerful search capability ensures the availability of the data and knowledge. All of this is carried out with the inbuilt intelligence of the **ELOenterprise** Archive and Content server. The **ELOenterprise** ECM system allows economic data management using various storage technologies, depending upon the life cycle of the information and the requirement for rapid access to the data. This includes the automatic storage of information and the controlled final deletion of the information, in accordance with the appropriate legal requirements. The **ELOenterprise** ILM strategy ensures that the business information for the user is readily available and at the lowest possible cost for the business.



*“To lead the race it is not only
necessary to run quickly, ...
...but also to start at the right time“*

ROBUST AND SECURE



Legal Integrity - An Important Aspect of ELOenterprise

The security and availability of business information is an underestimated aspect of data storage. If an unclear storage concept exists or internal company rules are not sufficient, then often-important documents can be saved or distributed in or between various locations and can even be unintentionally deleted. It is often the case that an overview is no longer available and no-one knows where the information is stored or if it actually still exists. It is also possible that versions of the same information exist in multiple locations, which provides problems during the administration of the information and also leads to problems when trying to retrieve the correct information. In addition to the time and cost factor this can lead to serious legal risks. Companies are required by law to ensure that business information such as documents, emails, attachments or protocols are securely handled, safely stored and that suitable protocol data is created. ECM systems such as **ELOenterprise**, provide all of the required mechanisms to achieve complete legal 'compliance'.

ELOenterprise supports the entire range of regulative and legal requirements, such as non-editable (frozen) documents, electronic signature and protocol creation etc. **ELOenterprise** provides modules for the efficient saving of emails as well as the archiving of ERP and invoice data. The spectrum of available modules provides a complete functional overview from the display of information to the creation of all necessary data and the saving of information. Numerous customers have also had individual solutions tested and have received certification with respect to tax regulation and compliance. Without **ELO** the application of the legal requirements would have proven to be much more difficult and time intensive. With **ELO** customers are on the safe side!



*"We spend too much time working
to think about our processes"*

*"The art is to win time
by introducing new technology"*

REACH YOUR TARGETS



Rapid Process Administration with **ELO**enterprise Workflow

The success of a company can often be measured by the speed and integrity of its business processes. The quality and the performance, with which orders can be created, processed and delivered, provides information as to the capabilities of a company. Properly organised and automated processes are the foundations for success and growth within a company. Developing these is no easy task when one views the complexity behind the majority of business processes. As an ECM solution **ELO**enterprise offers an ideal basis for the combination of systems, the automation of information and document flow and to accurately control the business requirements of a company. The key component here is **ELO**'s own Workflow Server, which enables business processes to be controlled and targeted to match the company's requirements, both internally and externally. A highly practical graphical user interface supports the creation of such business processes.

Standard interfaces and the availability of pre-defined Portlets enable the effortless integration of the Workflow functionality in an individual company portal. In addition to the standard functions **ELO** Workflow provides Java-script capability for simple customisation to individually fulfil any further customer requirements. The standard version **ELO** Workflow offers a wide range of capabilities, which allow orders to be created and delivered directly into an ERP system via a Portal. Individual company documents can be automatically forwarded to customers or partners, for example, because process steps can be carried out and released directly from within Microsoft Outlook.

Due to the automated business processes errors and document inconsistencies can be avoided. Fast and robust processes are the result, with all of the associated advantages.



"The success of a company lies in the individual success of the employees"

"It is the art of combining these individual successes that takes a company forward"

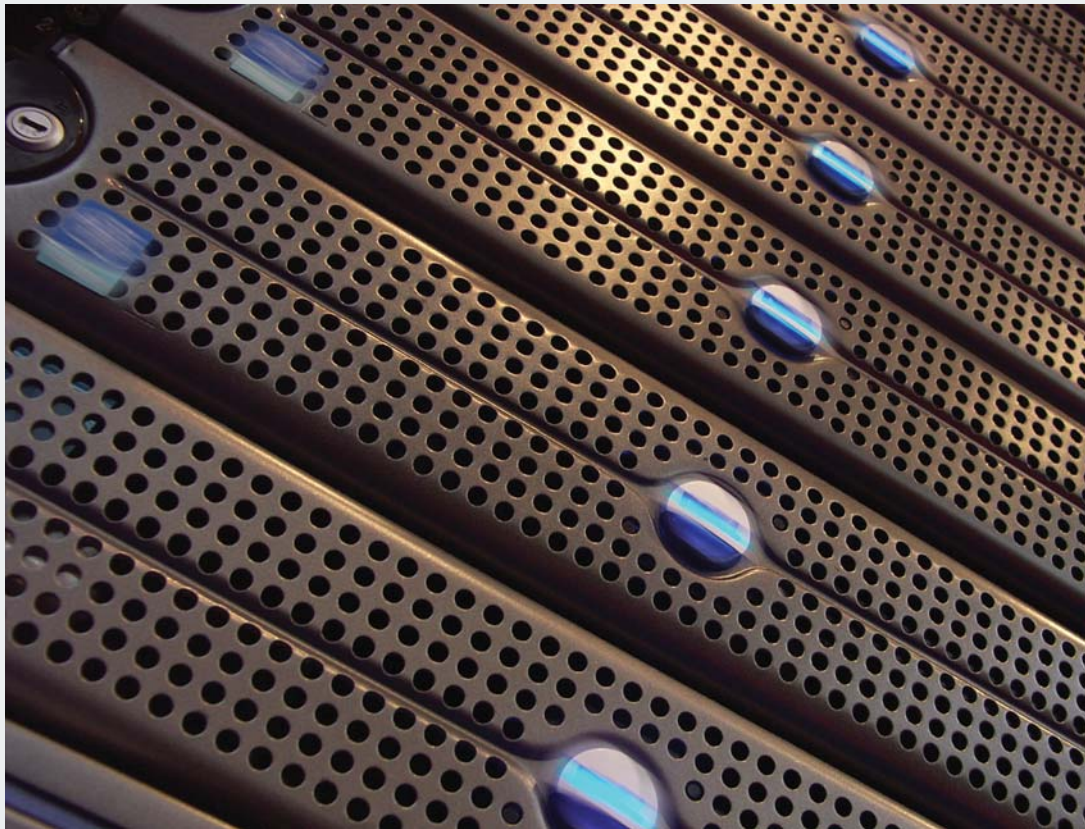
BUILDING TEAMS AND NETWORKS



Enterprise Content Management for Effective Teamwork

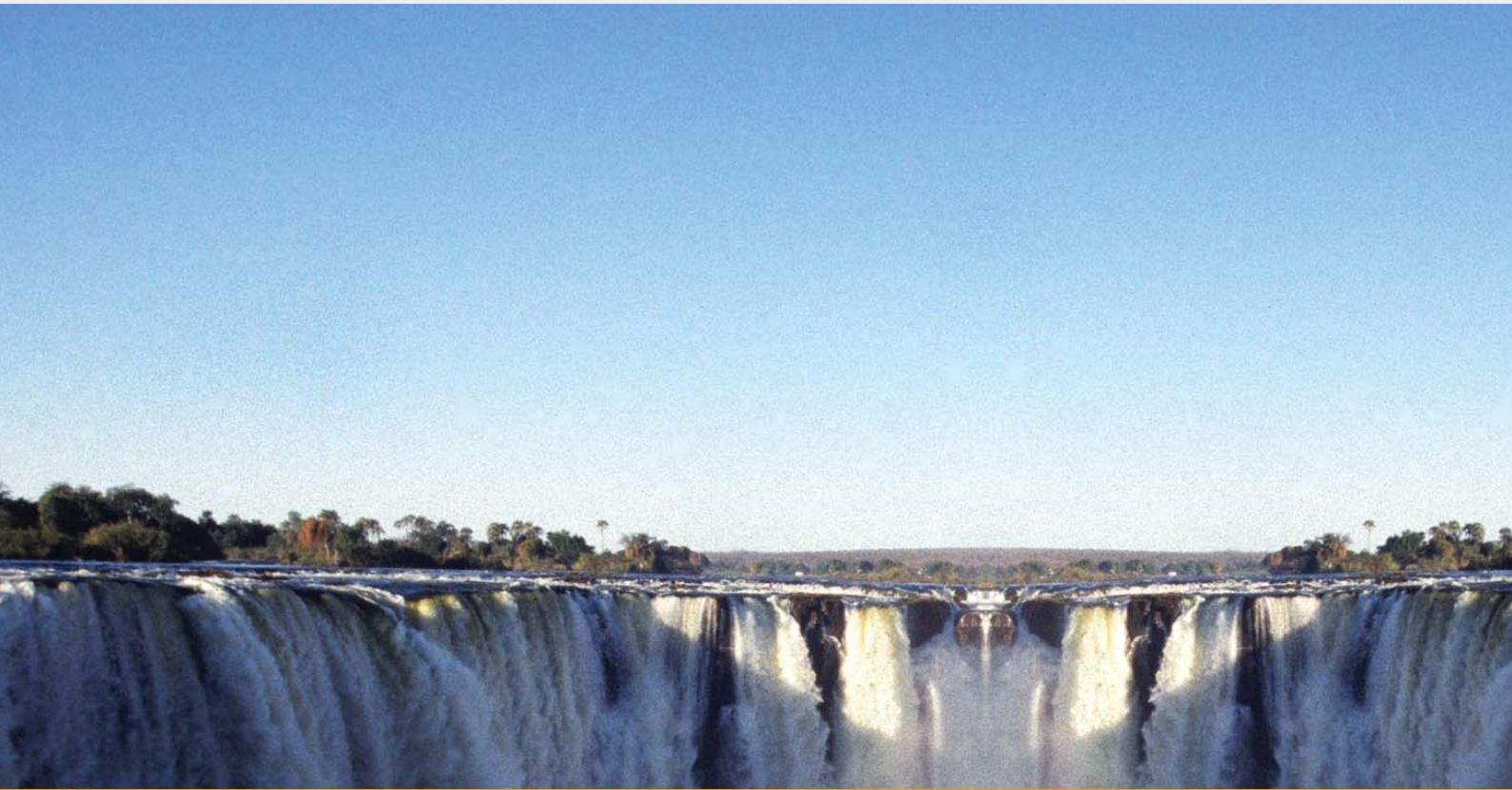
No matter which area of the company we work in, whether management, sales, financial or accounts, marketing or administration, day-to-day work involves a range of paper and digital documents of varying styles. When this is compared with what is possible with the tools that are available for handling documents, the loss in efficiency can be quickly identified. Significant time costs are encountered when administering documents in various different locations, such as the email system, paper archives and the electronic document filing system. In addition to this there is the relatively high manual effort required for the administration of the physical documents. Enterprise Content Management systems, **ELOenterprise** included, can provide significant improvements in the administration of documents. The information and documents are stored in a central repository and together with the appropriate document management system (DMS) function, a significant increase in quality and efficiency can be achieved in the workplace.

This begins with the automatic filing of all types of documents in task related levels and standard filing structures. Another string to the ECM bow is the improvement in teamwork provided by various mechanisms such as automatic version control, change protocols, Check-In and Check-Out functions during processing of documents and the replication of data for portability with the laptop. **ELOenterprise** ensures that when sending documents the data is sent in its entirety. The system uses Reminder Items to provide users with punctual reminders for important task steps and creates protocols for each of the individual processing steps to ensure traceability later in the process chain. The highly efficient search mechanism finds content and information, even when the current location is not known. It also makes the retrieved information instantly available. Introducing the appropriate tools allows significant increases in the effectiveness and competitiveness of the organisation.



*"With the appropriate tools
much can be set in motion"*

PROFIT MAXIMIZATION IS THE TARGET



Intelligent Information Processing and Knowledge Management with **ELO***enterprise*

To control the increasing flood of information in the modern office and to help with its administration within the system, a highly capable data entry tool is required. With conventional working methodology and tools, such as the manual sorting of incoming post or the filing of papers in physical archives, a significant improvement in business efficiency cannot be obtained. The pressure to reduce costs whilst simultaneously increasing efficiency means companies require help from intelligent modules such as **ELO***enterprise*. Previously effort intensive manual tasks can be carried out automatically and the workload within the office can be drastically reduced. The **ELO** DocXtractor module is designed to automatically process paper documents, especially in large volumes. It analyses documents and emails before automatically extracting the content of the document that is required for the archiving process.

The module is based on a database with artificial intelligence that enables even the processing of unstructured information. The system is self-learning and, when possible, constantly improves the results and efficiency of its work. Rule based algorithms are not used. This leads to greater flexibility. The usage spectrum of the **ELO** DocXtractor is extremely wide. For example all incoming invoices can be automatically processed along with the appropriate orders. The DocXtractor can extract important information such as invoice number, article or customer number directly from the invoice. This results in time and money being saved. Whether in the Personal Department, Quality Control, Sales or Accounting the **ELO** DocXtractor is the appropriate tool for the automatic processing, classification and extracting of data during day-to-day business processes.



*“Many people work hard ...
... the successful ones
are the ones who work intelligently”*

KEEP THE FUTURE IN VIEW



Internet and Portal Technology Open up New Possibilities

The Internet as a communications platform has revolutionised many things in both our business and private lives. It offers a highly capable tool for widespread communication and endless possibilities for developing highly flexible business tools and processes. It allows business transactions to be carried out throughout the world, regardless of company or international borders. **ELOenterprise** has been produced to maximise these opportunities. The ECM suite has been developed according to international technology standards and protocols, such as JSR 168, HTML, XML and others, which allow smooth integration into the Internet world. Using Java technology throughout, the ECM suite runs on virtually all platforms and can be effortlessly integrated into portals and individual Internet sites. This enables internal information to be made available for external applications and data from external sources can be transferred into the internal system. Yet another advantage of the ECM suite.

The complete business process is built around a repository and a standard data basis. This doubles the amount of data that can be stored and simultaneously reduces interface problems, naturally reducing costs in the process. **ELOenterprise** can handle multi-format data, which ensures that the information can be found in the appropriate format whenever it is required, allowing data from the Internet to be easily integrated into business processes. The result is the development of new business procedures and expanded opportunities for working together with customers and business partners. These benefits can be smoothly integrated into business processes for rapid results. The data security and integrity are provided via special encryption and authentication mechanisms, naturally provided by **ELOenterprise**.



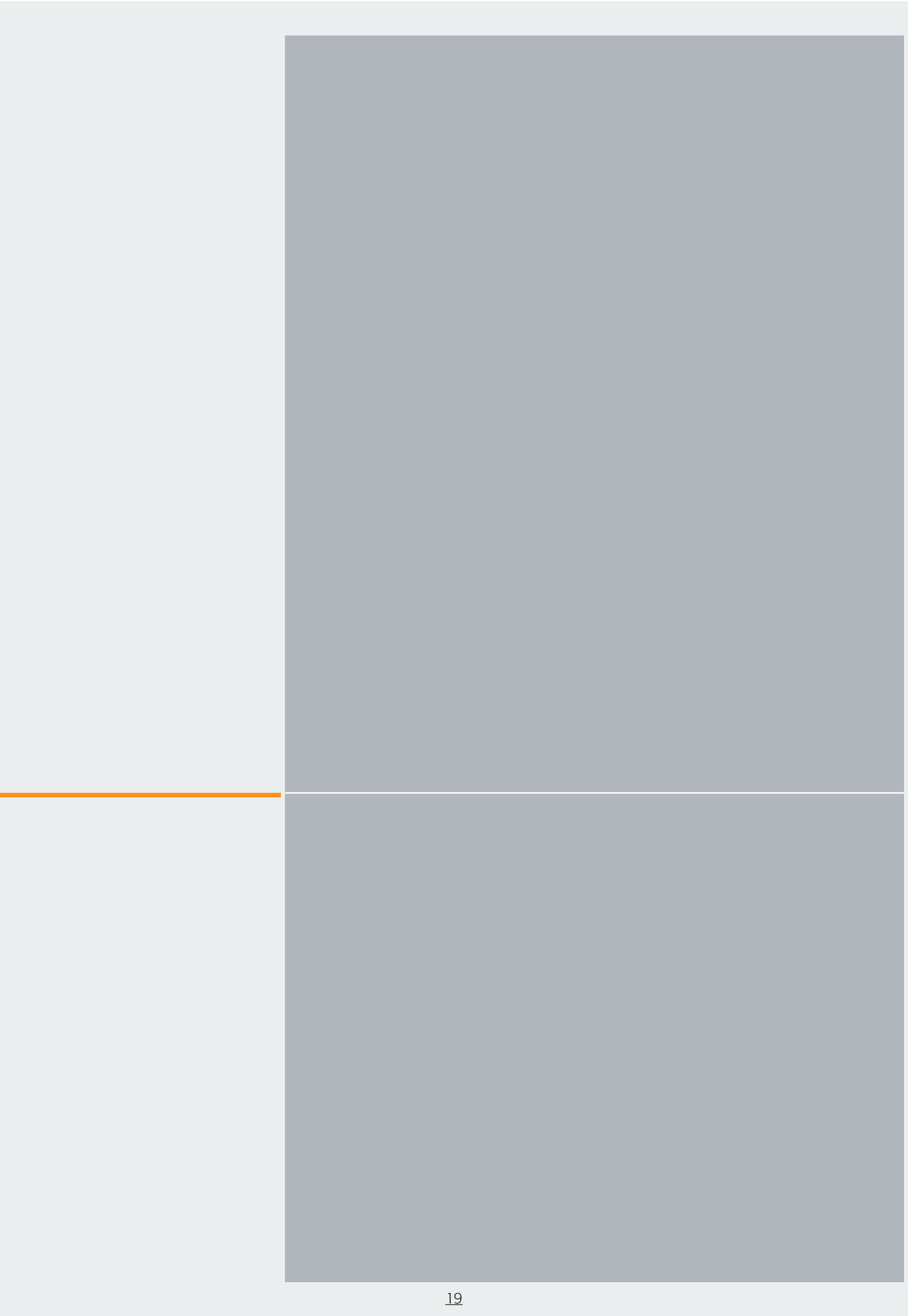
*"He who wants to see new shores
must first leave the old ones"*

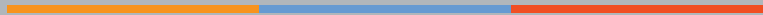
*"Shaping the future
means using new technology"*

Enterprise Content Management systems are the modern basis for the merging of specialised applications as well as the transferring of documents and important information to a central repository. They specialise in the administration of different content formats and in ensuring that legal requirements are fulfilled. Another strength is the ability to support business processes throughout the complete life cycle and to make the appropriate data available at the required point in time. Where longwinded manual tasks were previously required, the advantages of automated processes can now be realised, saving time, effort and money.

Nowadays the question is no longer whether an ECM system is required, but when an ECM system will be introduced. The advantages are becoming harder to ignore. Whether dealing with the urgently needed email archiving, the automatic management of incoming bills and invoices, the central project administration or the creation of digital customer or order files, the advantages can be clearly identified. All of this offers such an optimisation potential that action is needed. The greatest saving through this optimisation is gained when the solution is specially designed for individual business processes. The specialised team of **ELO Business Partners** is always available to help with any questions and to offer suggestions, independent advice or recommendations.

ELO Digital Office





ELO solutions improve business processes



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