



# Document Management Overview



## Information Flow

At the heart of **KnowledgeWorker®** is a Document Management repository which replaces the “black hole” of central network drives, storing, classifying and managing all content regardless of file format or size. Easy to deploy **KnowledgeWorker®** helps any organisation to safely and securely conduct business in a paperless environment using the administration tools your staff are familiar with such as Microsoft Outlook or internet browser. It's a document management and imaging system that transforms traditional, paper-based document storage into an efficient, cost effective electronic process.

**KnowledgeWorker®** allows you to manage text, video, audio, correspondence, faxes, scanned images and graphics as a single, electronic document. With **KnowledgeWorker®**, you can quickly and easily retrieve any content saved in the repository, no matter what its original form through its easy navigation and searching tools.

## Product Features

- Document Library
- Record Management
- Collaboration
- Task Management
- Version Control
- Content Security
- Content Relationships

The Library manages documents in a virtual hierarchy of folders which is simple to navigate, and requires little or no training to use. All the features and functions of a world class DMS are available such as, document cataloguing, version control, check-in and check-out, audit trails and access control lists.

The **KnowledgeWorker®** DMS is highly scalable, and has been designed to cope with millions of documents and files which are stored in file vaults. These vaults are virtual storage areas which can be spread across multiple machines and file systems to leverage the power of multiple processors and disk file sub-systems.

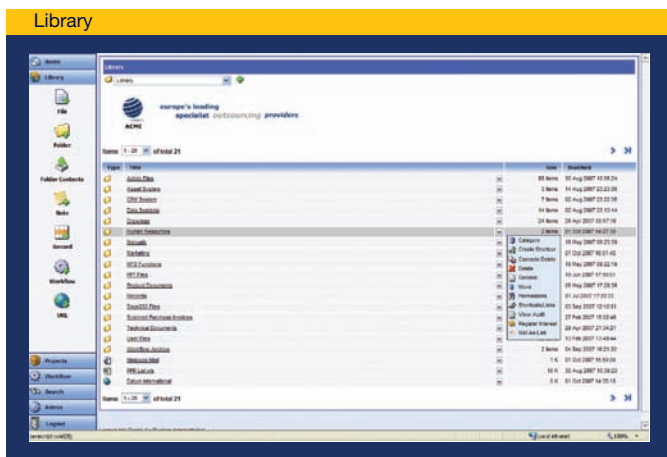
This makes **KnowledgeWorker®** ideal for capturing content from Enterprise Resource Planning (ERP) systems so that documents such as Invoices, Credit Notes, Despatch Notes and other such documents can automatically be captured, indexed, catalogued and stored for compliance and customer service requirements.

**KnowledgeWorker®** is possibly the easiest to use product of its kind, leveraging the skills and knowledge that most people already have in using their Microsoft Office and Outlook desktop applications. Even when used in a web browser, the interface looks and works in a similar way to Microsoft Outlook.

The Home page provides a ‘portal’ entry into **KnowledgeWorker®** which becomes a central point of access to relevant information such as news and answers to questions from discussion groups and tasks. All items are just one click away. The Home Page has been designed to promote collaboration and knowledge sharing, while keeping in mind ease of use.

The home page can be individually tailored to suit personal preferences, but will automatically provide links to workflow (business process) status screens, task lists, active projects to which the user is a member, unread discussion items, recently added items, recent news and more.





In addition, each user has access to a 'personal workspace' area where personal information and work in progress can be stored in full confidence that no one else can see your files.

Certain items on the home page (like tasks and news) can also be configured to notify the user via email when a new item is received.

Another great feature of the home page is that it keeps a useful record of which files you have checked out for editing, so that you don't forget to check them back into the library.

**KnowledgeWorker®** projects enable the creation of secure virtual teams providing members with a project specific Document Library, News Publishing and Discussion areas for sharing information, whilst Tasks provide an 'ad-hoc' method of organising project activities.

## • Tasks

Assign customised tasks to individual or grouped project users. **KnowledgeWorker®** will track its progress and keep you informed.

## • Discussions

Project members can communicate by means of threaded discussions. This is a great way to collaborate across the workgroup, ensuring that everyone has visibility. All comments made within a discussion are searchable, enabling users to easily find and retrieve valuable knowledge.

## • News

A few clicks and you can publish news to all project members. Published News is pushed straight to the desktop of the designated users, ensuring that they are kept up to date. If users are not logged in, **KnowledgeWorker®** may additionally send notification via e-mail.

The powerful search engine enables users to 'surf' a company's corporate information as if they were surfing the web. Search results are displayed in a manner similar to most of the popular search engines. Any content within **KnowledgeWorker®** can be searched, whether that information is contained within documents, news items, projects, notes and discussions. In addition, meta-data relating to any content is searchable.

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