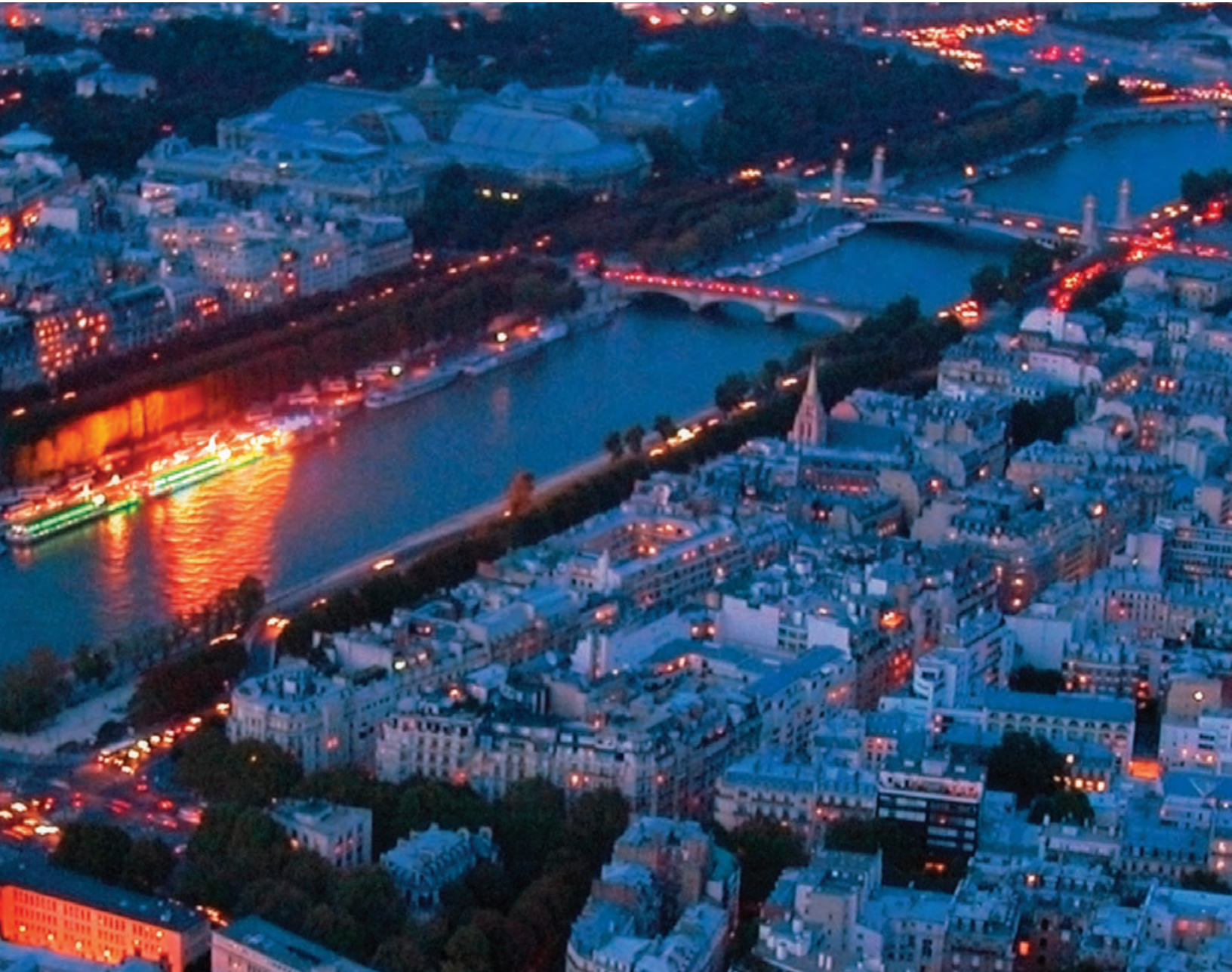


Bridging the Information Gap

**Enterprise Content Management
from Xerox DocuShare**



XEROX®

Technology | Document Management | Consulting Services

Creating the Responsive Enterprise

Content is the modern day organization's lifeblood. Every relevant discussion, action, and decision is captured in a myriad of channels—from paper documents, such as invoices, forms, schedules, and even handwritten notes, to varying forms of digital communication such as email, blogs, wikis, and scanned documents. Fast, flexible, secure, and centrally controlled content management enables not only operational effectiveness, but competitive viability and regulatory compliance by making information more accessible. Xerox DocuShare unlocks and harnesses the power of that information, bringing its value directly to your organization's bottom line.

Why Organizations Need Enterprise Content Management

The need for Enterprise Content Management solutions is growing significantly, driven largely by the exponential increase in unstructured content, stiffer regulatory compliance requirements, and the need for greater efficiency, cost control, and process improvements. Ongoing consolidation in the ECM marketplace means fewer vendors offering more complex solutions, which can create confusion and risk, particularly for first-time buyers or companies looking to expand beyond small, departmental installations. Although major ECM vendors continue to drive down the cost of their software and implementation, costs for ECM projects still average \$500,000 for midsize deployments of 100 users, depending on the functionality required¹.

We have a better answer. Xerox DocuShare offers a simple, easily deployed, and highly scalable solution that gracefully handles ECM requirements from simple single-use installations to enterprise-wide content solutions. And, with Xerox DocuShare CPX capabilities enabled, DocuShare extends beyond Basic Content Services (BCS) to meet end-to-end ECM requirements, including certified records management and workflow capabilities for better governance—all on a single platform and at one of the most affordable price points in the marketplace.

Xerox DocuShare manages the broad needs of Enterprise Content Management (ECM) and the processes that make content powerful—providing fast, flexible access to business-critical information wherever it resides.

This high-performance solution is architected to scale seamlessly from as few as 20 to tens of thousands of users, managing literally millions of documents and transactions on a single server. Because it is Web-based and runs on multiple platforms, deployment across the enterprise is quick and easy regardless of users' existing computing environments or physical

locations. And, DocuShare's elegant yet simple interface facilitates rapid adoption at any skill level, enabling significant personal and organizational productivity gains in a fraction of the time needed for less flexible systems.

With more than 5,000 customers in 80 countries, DocuShare is a proven leader in ECM solutions for businesses who rely on true control of their content. Known for decades as the premier global provider of high-quality document management technologies and services, Xerox takes a place at the forefront of ECM technology with the sophistication and power of DocuShare.

"Content management really constitutes a spectrum of capabilities, with BCS at one end for basic and horizontal capabilities and full ECM at the other for process-centric applications."

— Gartner, Inc.
Magic Quadrant for Enterprise Content Management, 2006
Karen Shegda et al.
11 October 2006

¹ From Gartner presentation ECM: Content Infrastructure in Your Future, Gartner Symposium/ITXpo, Orlando, FL, 11 October 2006. (Analyst: Mark Gilbert)



The Xerox DocuShare Difference

With a ten year proven history for effectively managing day-to-day business content, Xerox DocuShare is distinguished among ECM solutions. Its range of fully-scalable products offer both the basic content services needed for widespread document management and image capture, and the advanced ECM capabilities necessary for more complex process-centric document workflows. All DocuShare products are built on an open core platform, offering a full range of basic to advanced user functionality on a single DocuShare server. A flexible blend of user levels and capabilities are enabled by a simple

license key change. No other ECM vendor can make that claim. What's more, DocuShare is easily customizable, through open, thorough APIs that support tight integration with other enterprise systems. This outstanding flexibility enables the enterprise to precisely align feature and content access based on specific operational and business needs as they arise.

DocuShare is also integral to end-to-end Document Lifecycle Management. Using DocuShare, organizations can tightly control valuable information assets by directing the flow of documents from capture and creation

to publishing and distribution to archiving or destruction.

These powerful image capture, document management, workflow, collaboration, and storage capabilities work with multifunction devices to make DocuShare content readily available in the most useful format to both highly structured and more ad hoc collaborative business processes.

With its flexibility, breadth of capabilities, affordable price point, and trusted brand, Xerox DocuShare stands as one of the highest value ECM solutions in today's marketplace.

Kaiser Permanente provides basic Web-based document and content services to thousands of intranet users through Xerox DocuShare

Kaiser Permanente of Northern California needed a system to manage documents, so that non-technical people could publish documents to a Web site for browsing or searching. Xerox DocuShare was easy for busy administrative staff, doctors, and nurses to use with very little training. The IT staff used DocuShare to create a main internal Web site from which all registered users can gain access. Many of Kaiser's internal Web sites point to policies, procedures, and forms stored in DocuShare. People often don't realize they're using the software, as it integrates so well with the intranet Web site.

DocuShare compliments Kaiser's culture of geographically distributed teams. After an initial departmental installation of several hundred users, DocuShare use spread quickly to more than 5,000 contributing users. Additionally, all eight regional centers, supporting nearly 30,000 people, can access certain documents in DocuShare through the 'guest' feature that allows people to view, download, or link to a stored document without login.

Information+Agility=Success

DocuShare enables personal productivity, collaboration, and Web publishing capabilities for individual users, while also supporting compliance and content-centric business processes across the enterprise.

- **Document Management.** A vast amount of disparate content is created and handled daily across any organization, often across multiple platforms and geographies. DocuShare products make it easy for knowledge workers, regardless of location or system, to securely capture, manage, and share electronic content, significantly increasing efficiency and productivity while reducing the costs associated with maintaining paper files. DocuShare CPX provides advanced capabilities, including renditioning and XML component-based document composition.
- **Collaboration.** DocuShare's routing and workflow capabilities facilitate stronger team work and increased productivity. Dispersed knowledge workers can easily collaborate on a single document or a collection of content in a shared project or team workspace, and communicate through blogs, wikis, and Web conferencing. The resulting enhanced team performance can lead to more rapid product innovations, increased sales wins, faster order fulfillment, and other improvements directly affecting customer satisfaction and the bottom line.
- **Workflow.** The manual flow of documents across a business process can be slow and error-prone. Automating workflow via an embedded, advanced business-process engine ensures that documents move along at an appropriate pace to the right parties at the right point in the process—whether it's ad hoc or mission-critical. With DocuShare, each user can initiate or participate in routine content routing and approval workflows to streamline ad hoc business processes. The workflow capability can be easily extended by professional workflow designers to support highly complex process-centric applications.
- **Image Capture and High-Volume Archiving.** Digital documents are more easily protected, managed, and accounted for than paper, yet paper persists. To help, DocuShare supports a wide range of scanning capabilities, including scan to email and support for third-party devices, dramatically increasing the ways paper documents can be captured and brought into the DocuShare environment. This allows organizations to integrate a greater breadth of scanning configurations, ultimately increasing the amount and type of content that can be included in business processes and sophisticated workflows.



"DocuShare is exactly what we need to help us deliver solutions that meet the business challenges our customers face every day—and it fits companies of all sizes."

— Harald Larsen
Managing Director
Aladdin Software AS
Oslo, Norway



Once content is no longer routinely used, DocuShare also supports high-volume archiving, freeing up active computing resources. In fact, millions of documents can be archived on a single server for rapid search and retrieval with metadata and access permissions preserved.

- **Records Management.** With the proliferation of corporate content, organizations are experiencing both exponential growth in extraneous information and increased vulnerability in defining which content is or is not a formal record. DocuShare simplifies electronic records management so that everyone, including the average knowledge worker, can easily classify and declare documents as records, with minimal training or work practice disruption. Records management with DocuShare maps to the ways organizations work, giving average users classification capabilities but reserving final declaration of records for subject or compliance experts.
- **Web Information Publishing.** DocuShare supports rapid dissemination of information on company intranets or externally facing Web sites through a range of Web-centric editing, management, and publishing tools—all protected by security protocols.
- **Social Computing.** As services and applications continue to evolve towards Web 2.0 configurations, companies need to manage the constantly changing content within tools such as blogs and wikis. DocuShare supports delivery of content through these channels, and adds behind-the-scenes management, tracking, and accountability—including records management—for advanced social computing that is seamless, secure, and simple to use and administer.
- **Document Lifecycle Management.** DocuShare is an integral part of the complete Xerox document lifecycle management solution. It provides end-to-end management of content, from creation or capture to document management, workflow, and routing to long-term storage or final destruction. Throughout this continuum, the information is sharable, auditable, searchable, and secure, allowing better control, responsiveness, and informed decision-making.
- **Business Continuity.** The unexpected can happen at any time. Preservation of critical content and quick access to it after infrastructure loss can make or break a business. The security of a comprehensive and scalable document management solution, in concert with high-availability, archiving, and failover capabilities, make DocuShare a critical component of any serious business continuity plan.

Mizuho Capital Markets Corporation stored vast amounts of customer and trading documents at its World Trade Center offices in New York. After losing every physical asset in the attacks of September 11, 2001, Mizuho quickly opted for an Enterprise Content Management system to protect its critical but fragile paper records going forward. A thorough product search and cost/benefit analysis convinced them that Xerox DocuShare was the right choice due to its comprehensive out-of-the box capabilities, scalability, ease of installation and use, and affordable price point. With DocuShare, Mizuho has significantly reduced the cost and risk of physical storage, while greatly improving productivity and security around many of its business processes.

"DocuShare lets us protect all our vital documents and in a way that's under our control."

— Mark Brumante
Associate Director
Mizuho Capital Markets Corp.
New York, NY, U.S.



Industry Solutions

Xerox DocuShare is an ideal solution for any document-intensive business, offering process efficiencies that support and enable use in a wide variety of applications. DocuShare's business process and content automation capabilities, combined with its ability to support compliance initiatives, allow organizations to rapidly customize it to meet unique industry requirements.

Industries that may particularly benefit include:

- **Healthcare**—for improved tracking of patient data, and greatly simplifying adherence to regulatory compliance requirements such as HIPAA
- **Government/Public Sector**—for easy public access to government information and documents, and improved collaboration across agencies and workgroups
- **Higher Education**—for efficiently managing student records, instructional guidelines, program certifications, research, and document-intensive administrative processes; and supporting e-learning and the ready exchange of information with parents and students
- **Financial Services**—for streamlining paper-intensive transactions, from loan applications to financial reporting, in a highly secure environment
- **Pharmaceutical**—for reliably managing documents supporting any regulated product, controlling documentation in accordance with FDA regulation 21 CFR Part 11, applying for new drug approvals, and enhancing R&D team collaboration
- **Legal**—for accessing volumes of litigation documents on demand, streamlining discovery of case-critical information, and easily sharing information among attorneys, across offices, and externally with clients
- **Manufacturing**—for effective project management and document workflow across the supply chain, managing Material Safety Data Sheets (MSDS) and manufacturing documentation, and collaborating with supply-chain partners

Leading UK-based aerospace supplier Sil-Mid Ltd. was faced with the daunting problem of managing voluminous documents in its two-decade-old, paper-based library of legally mandated product safety information. Datasheets, often many pages in length, by law must be provided free of charge for every product a customer buys—sometimes hundreds of products for a single customer. After reviewing a number of possible solutions, Sil-Mid chose DocuShare because of its rich document management functionality, modest price point, Web information publishing capability, and easy-to-use search engine. Customers are now allowed to self-serve on demand by remotely accessing needed documents through a secure DocuShare Web portal. With more than 50 customers accessing Sil-Mid's DocuShare site daily, the company wins by providing its customers with a high-value service while significantly lowering its own storage, labor, taxes, and postage costs.

"We don't just reduce costs. Through DocuShare's convenience and ease of use, it adds value to the service we offer our customers, setting us apart from other suppliers in the market."

— Andy Nickson
Chief Information Officer
Sil-Mid Ltd.
West Midlands, U.K.

The Xerox DocuShare Product Family

DocuShare offers a full range of content management solutions, readily available to knowledge workers or expert users. All DocuShare products can be hosted on a single server instance, enabling organizations to rapidly scale and customize application-specific deployments. This flexibility is enhanced with the ability to license any combination of DocuShare user levels—DocuShare CPX, DocuShare, Read-Only, and Guest—delivering the capacity to precisely align system capabilities with specific operational and business needs.

- **Xerox DocuShare**—DocuShare enables knowledge workers across virtually any business to quickly bring diverse content types together in a secure, indexed, searchable, and highly scalable repository. They can centrally manage that content—as well as user access to it—for better governance, collaboration, and business productivity.

- **Xerox DocuShare CPX**—DocuShare CPX integrates content flow into enterprise business process management. Extending the core DocuShare functionality, DocuShare CPX accelerates high-value transactional business processes with a rich set of tools and capabilities, including sophisticated content rules that easily drive customized workflows and project workspaces to coordinate people, content, and tasks.

- **Xerox DocuShare Enterprise Content Platform (ECP)**—The base upon which all DocuShare products are built, ECP is a common, highly scalable, and easily extensible Java 2EE application that empowers organizations to broaden their DocuShare installation quickly and easily. It is designed to accommodate large volumes of content, users, and transactions.

- **Xerox DocuShare Developer's Environment**—Incorporating a broad set of application development tools, the DocuShare Developer's Environment (DSDE) leverages today's leading languages such as Java, Visual Basic, XML, and C++

for technical experts who wish to customize their DocuShare installation and create process-centric applications. Because it's standards-based, DSDE offers maximum flexibility to developers when integrating with third-party applications or building distributed solutions.

- **Supporting DocuShare Products**—DocuShare offers additional products that seamlessly support the expansion of ECM and business process management to meet organizational needs.

- Xerox DocuShare Optical Character Recognition (OCR) module transforms scanned images into searchable PDF files, enabling the files to be searched, selected, and viewed in DocuShare.

- Xerox DocuShare Records Manager enables knowledge workers to support records management policies and procedures from within a DocuShare ECM environment.

- Xerox DocuShare Archive Server enables users to easily move older content into a secure archive, preserving access controls, locations, fully searchable indexes, and other document metadata.

- **Xerox DocuShare Support and Services**—The power of the DocuShare product offerings is backed by a comprehensive and customer-focused service and support model:

- Xerox Global Services, providing premier consulting and outsourced services for managing documents,

Industry-Leading Performance

Xerox DocuShare received the InfoWorld 2006 Technology of the Year Award for Best Document Manager on the market.



In addition, DocuShare is included in the "Visionary" quadrant for the 2006 Gartner Research Magic Quadrant¹ for enterprise content management systems.

¹ The Magic Quadrant is copyrighted 2006 by Gartner, Inc. and is reused with permission. The Magic Quadrant is a graphical representation of a marketplace at and for a specific time period. It depicts Gartner's analysis of how certain vendors measure against criteria for that marketplace, as defined by Gartner. Gartner does not endorse any vendor, product or service depicted in the Magic Quadrant, and does not advise technology users to select only those vendors placed in the "Leaders" quadrant. The Magic Quadrant is intended solely as a research tool, and is not meant to be a specific guide to action. Gartner disclaims all warranties, express or implied, with respect to this research, including any warranties of merchantability or fitness for a particular purpose.

can help you design an ECM system that will streamline your business processes.

- The Xerox network of partners further extends DocuShare's power through customized and advanced solutions to meet the needs of specific industries.
- DocuShare's own global support organization provides around-the-clock phone and email support to help you keep your DocuShare system operating most effectively.

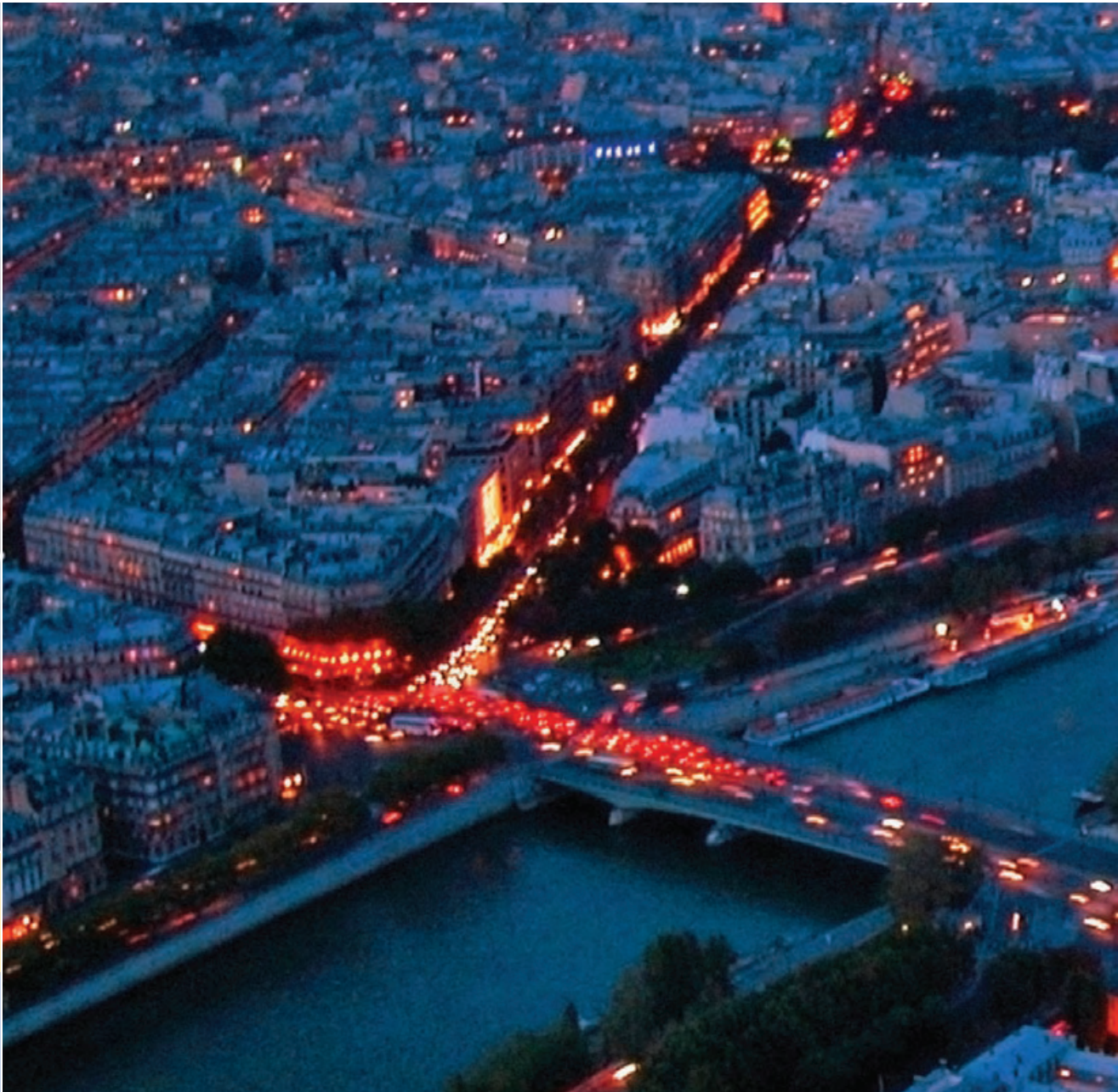
Are you interested in learning more?

For more information on how the Xerox DocuShare family of Enterprise Content Management products can bring greater efficiency and productivity to your organization, please visit docushare.xerox.com or contact us at:

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