E-Consulting's vision:

"Managing the Knowledge of the new Millenium"
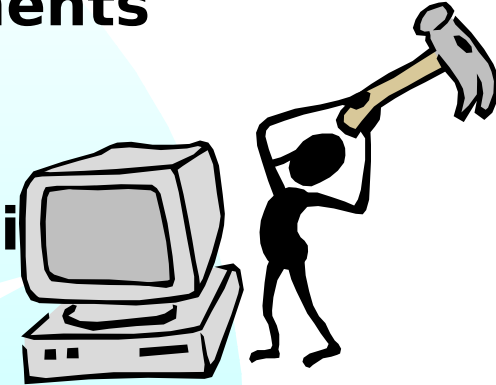
Product Offering

- **Folio Views** (SW for Information Management)

- **NXT 3** (Content Server for WEB).

- **"Paperless Office"** (Documental Management solution developed on top of Folio Views & NXT 3).
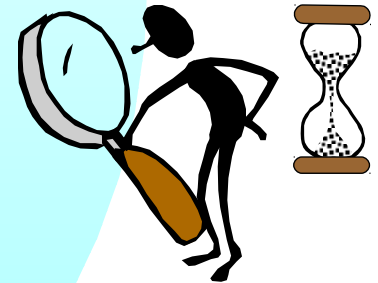
E-Consulting's Paperless Office

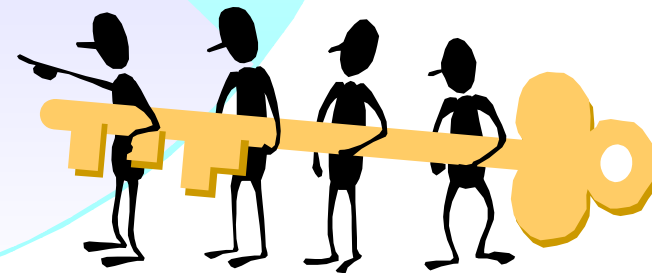**Solution for Managing Electronic Documents**
that :

- **It can back-up all type of informatino i Infobse** (up to 3GB)

- **Retrieves instant & precisesly relevant information** (more powerful than Google™)
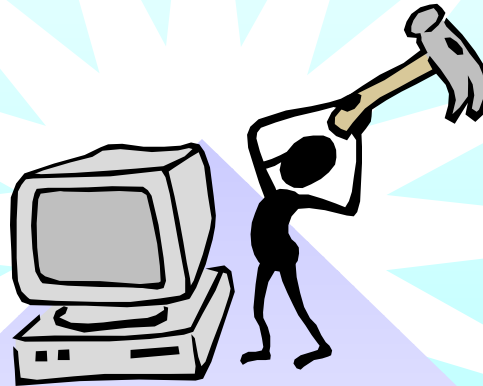
- **Promotes Collaborative Work**
  (it coordinates internal coordination)
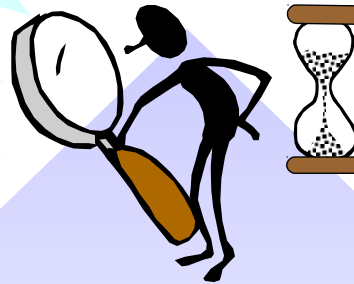
Paperless Office's value added

- **Access to Historic Backups:**

It keeps on-line backups of critical documents (eg, Invoices, Credit Notes, Account Statements, etc.)
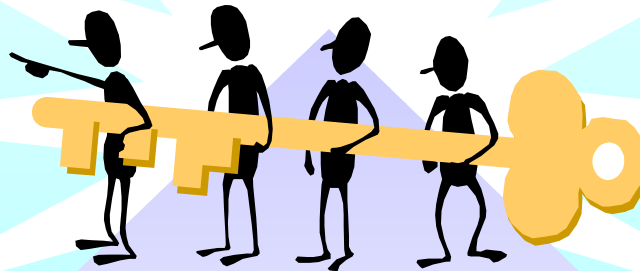
Paperless Office's value added (2)

- **Instant access to relevant information :**

Powerful searches and conceptual analysis capabilities over selected documents, frees time and centrilized IT resources.

Paperless Office's value added (3)

- **It promotes Teamwork :**

Resources for coordinating internal coordination :

(1) <u>Alternative alert approach to rigid work-flows</u>,

(2) <u>It eliminates document duplicity and outdated versions</u>, and

(3) <u>It allows to add analysis information over the master data and also allows to keep a shadow file with private notes</u>.

Paperless Office's Benefits

- **Empowers any activity that is document-intensive:**
  - Collections, Auditing, etc.
  - CRM and SRM.
  - System, Business Processes & Policy manuals.
  - Help Desk's logging and coordination.
  - Training manuals, CBTs, etc.
- **It works as a backup of Critical Information**
  - It allows to set-up in one hour a Disaster Recovery temporal solution that delivers basic operation continuity (queries to historic records backed-up in the System)
- **It promotes team work**
  - It facilitates collaboration via multi-use, on-line editing
- **It has a GUI similar to MS Word™**
  - It reduces the learning curve.

Paperless Office's Benefits (2)

- **It improves Customer Service :**
  - Clients have the perception that are dealing with "knowledgeable people", "at all time", and "in any place".
- **It increases the Operational Efficiency :**
  - It improves Customer Service's Quality by reducing drastically the timings of administration cycles,
  - It releases resources allocated to filing tasks that do not add value to the organization, and
  - It reduces Operational Risks when facing a disaster.
- **It increases Stakeholders' value :**
  - By publishing in a Corporate, secured, encrypted repository the Organization's knowledge, and
  - It facilitates Auditing processes.

Alert Creation

In four steps :

1. Select text to Highlight,
2. Apply the propper "Alert",
3. Add a Sticky note with details, and
4. Save the changes.

Quering the Alerts

Alerts can be queried in only three steps :

1. Call the "Query by Alert" command,
2. Select the Alert name from the Alerts list, and
2. Click OK.
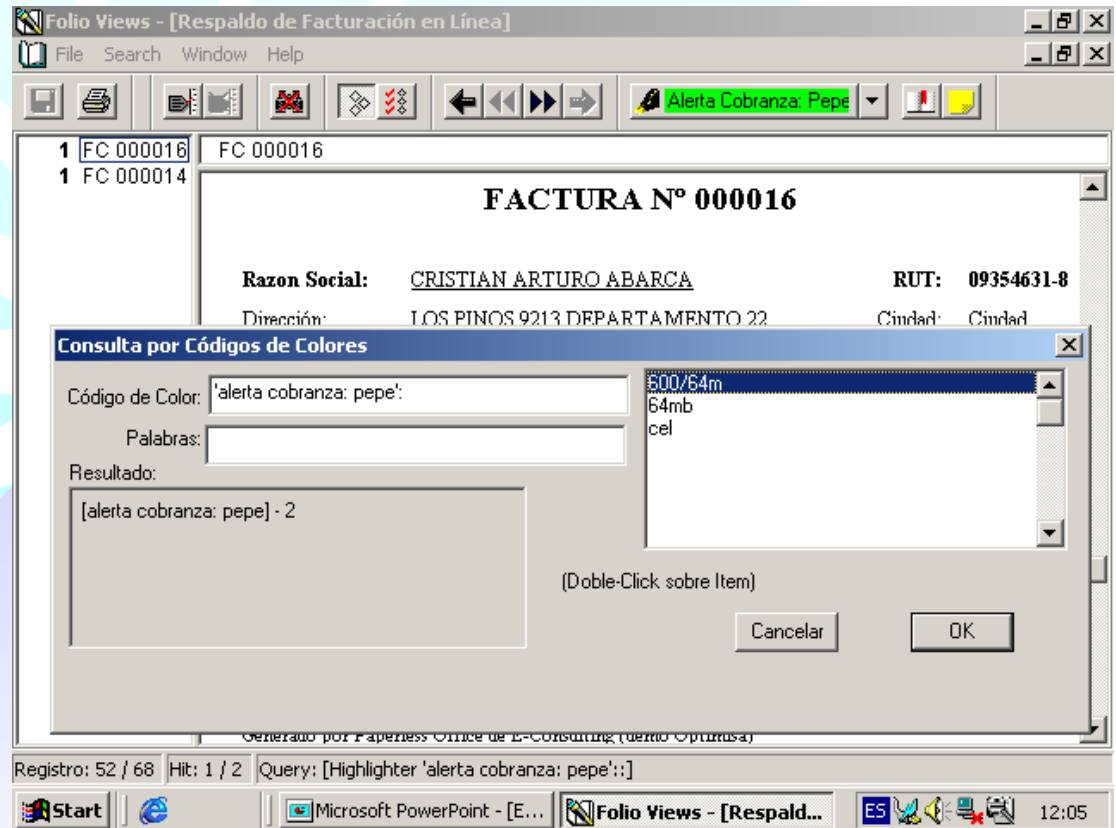
E-Consulting's Paperless Office : CASE: Electronic Invoices

- Collections' clerk **requires less than 1 minute** to do its job :
  - 5 seconds to retrieve the requested Invoice,
  - 30 seconds in create a Sticky Note with historic data, and
  - 5 seconds to apply a colored "Alert" to coordinate the team work (eg, its boss).

- Notice that is no more required to have a "phisical dossier" :
  - Everything is on-line (document + process' history) <u>sharing with others authorized your notes.</u>
  - Reduce space, furniture, paper, and ink costs.
  - It protects the organisation from clerk's absentism.

- **It reduces costs in about 30% and Administrative Cycle in about 70%**

Accessing the Data via a WEB Server

- A Content Server Module (eg,. NXT 3) can be added to expand access to WEB users :

Paperless Office's Architecture

Access to Infobase from Internet

Organisation's Currrent Systems

Data Source

User's Application

USER

NXT 3

Folio Views

Infobase Documental

Ad Hoc App

INTEGRATION: *Extracts data to be backed-up*

Data

Access to Infobase from Intranet / Wan

Format

Paperless Office Platform

It merges Data with Formats (Background)

Paperless Office's Architecture (2)

- **Architecture :**
  - 3 tier Client/Server:
    - Client App. (eg., Interfaces tu current Systems)
    - Logic App. (eg., Document Publishing rules)
    - Data Sources (eg., DDB / RDB)

- **Folio Views' HW and SW requirements:**
  - From PC Intel 386 / 50 MHz, 8 MB RAM, with Win 98 or superior

- **Folio Views' Network requirements:**
  - There are not specific requirements.

Paperless Office Solution

- Thanks to its modular design :
  - **Can be installed in less than 1 hour**, <u>in any PC</u>,
  - **It provides advanced security features,**
  - **Can be integrated to legacy systems**, and
  - **It allows to resume some basic operations in hours**, as a Disaster Recovery Temporal solution.

- It is a scalable solution:
  - **Adding NXT 3 Content Server**, it can become the Content Server of your Internet/Intranet Portal.

- It is built with **robust and mature NextPage's Technology** (eg., Folio Views, Folio Builder, and NXT 3).

Paperless Office Solution (2)

- **Based in Folio Views:**
  - **It allows to "Register" any historic data in an Infobase** (eg. transaction, document, form, call transcript, request's status, etc.)
  - **It promotes state-of-the-art search technology**
  - **It allows to coordinate collaboration with "Alerts"** made of "Hightlighters" and "Sticky Notes" over the historic documents / information.
- **Low Total Cost of Ownership :**
  - It allows to have a large percentage of functionality only present in more complex and expensive systems, that typically require dozens of thousands of dollars to acquire and months for implementing them.

E-Consulting

END

More information in:

www.e-market.cl