

Scanning and Electronic Document Management

Q. We are looking to start scanning our paperwork, where do we start?

A. There are a few scenarios to consider:

- 1/ Do you want to scan your paperwork yourself?
- 2/ Do you want an outside bureau to do it?
- 3/ Do you just want your paperwork scanning onto disc?
- 4/ Do you want a document management solution installed?

If you prefer an in-house solution then you will require at least one scanner (or copier/scanner) and some scanning software which may well be part of a document management solution. You will need to have a reasonably clear idea of what you want to achieve, but you will probably not know how to get there and because of this you will also almost certainly need a helping hand.

If you are happy to have an outside bureau deal with your scanning (and most companies are) you can choose to simply have the scanned data returned on CD (usually in PDF format), or to have a document management solution installed and your data imported into it.



So, if your scanned data is on CD, what are you going to do with it? Perhaps copy it to your server? Maybe put it in your desk drawer so you always know where it is? You are basically on your own and it's up to you to look after it. Not such a good idea if it's sensitive or confidential data, or files that you constantly use.

The answer is an Electronic Document Management solution. This type of software will let you (and/or the bureau) scan your paper files, add electronic documents and "tag" them with field information which will then let you retrieve them easily. There are dozens of solutions on the market, all purporting to save you time and resources by being easy to use and having a fast Return on Investment. However, not all solutions fulfil this dream without a good helping of your company funds and resources.

Where do we come in?



Yes, we've thrown our hat into the ring but no, we don't expect you to be techies and we don't think that expensive necessarily guarantees excellence. Just ask any government department. Our solution, Eyeball, has been designed from the perspective of the end user to keep it simple so that it can be mastered in 5 minutes and still maintain all the essential functions.

Q. So how does scanning into Eyeball work?

A. We are really proud of this. Simply place the document in the feeder and sit back! Eyeball then automatically activates the scan. We call this technology ClickZero and it features throughout the software.

Q. Can we scan more than one page at a time?

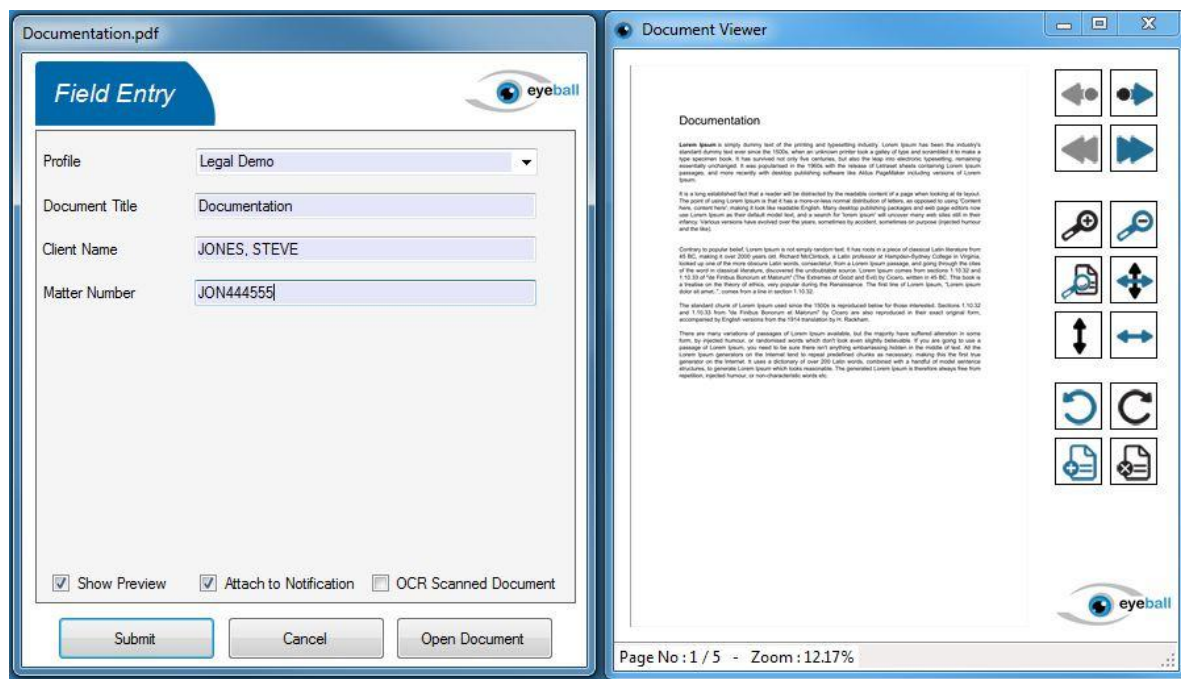
A. Yes, the scanners we offer all have multiple page document feeders such as the Epson, Fujitsu and Kodak ranges. We will always advise you of the best choice for your situation.

Q. What happens to the scanned images?

A. Eyeball will prompt you to save the images in a structured manner so that you can easily retrieve them.

Q. How does it do that?

A. Once the file has been scanned, you simply add relevant information in the window that pops up. For instance, a legal department may want to record the client name and matter number. The system is very flexible and we can set it up to suit your requirements. You can also choose to OCR the document or, with an additional module, attach it to a notification to inform a colleague that the document is ready for them to view and action. For extra security, scanned documents are now previewed through a new internal viewer which incorporates zoom/rotate/insert/delete functions.



Q. What happens if I have different types of files that don't really belong together?

A. That's Ok. We can set up various "Profiles" and you can just switch between them whenever you need to. It may be however, that certain HR files are not meant to be viewed by all employees and so access permissions are setup to deal with this.

Q. What do you mean by "access permissions"?

A. Because certain departments will have confidential files, such as HR, we set the system up so that only certain users will have access. We can also determine what actions they are allowed to take such as print or email. It makes the whole solution very secure.

Q. I have heard that some Document Management solutions are complicated and difficult to use, does Eyeball take much learning?

A. Our solution has been designed from the perspective of the end user, not a techie whizz kid! It only takes us 10 minutes to train a group of 4 people and we guarantee you won't have forgotten it the next day.

Q. Do I have to use a scanner or can I use my photocopier?

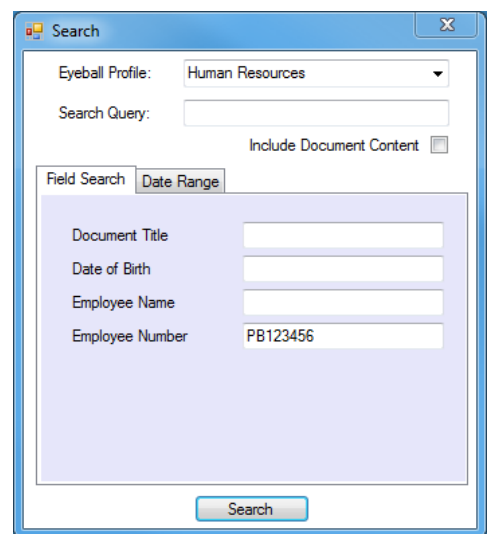
A. Either will do the job perfectly well, although you can only take advantage of our ClickZero technology by using a Twain compliant scanner. We will advise you on the best way forward.

Q. How do I find my files once I have scanned them?

A. It's really easy, just click on the search box icon in the bottom right hand corner of your screen and enter the text you want to search for. A window opens with the relevant files and you can then just click on one to open it.

Q. Can I narrow my search down to achieve a more accurate result?

A. Yes, you can enter your search query directly into a field or choose a date range such as all documents from yesterday or last week. You can also combine these functions to perform a very powerful search.

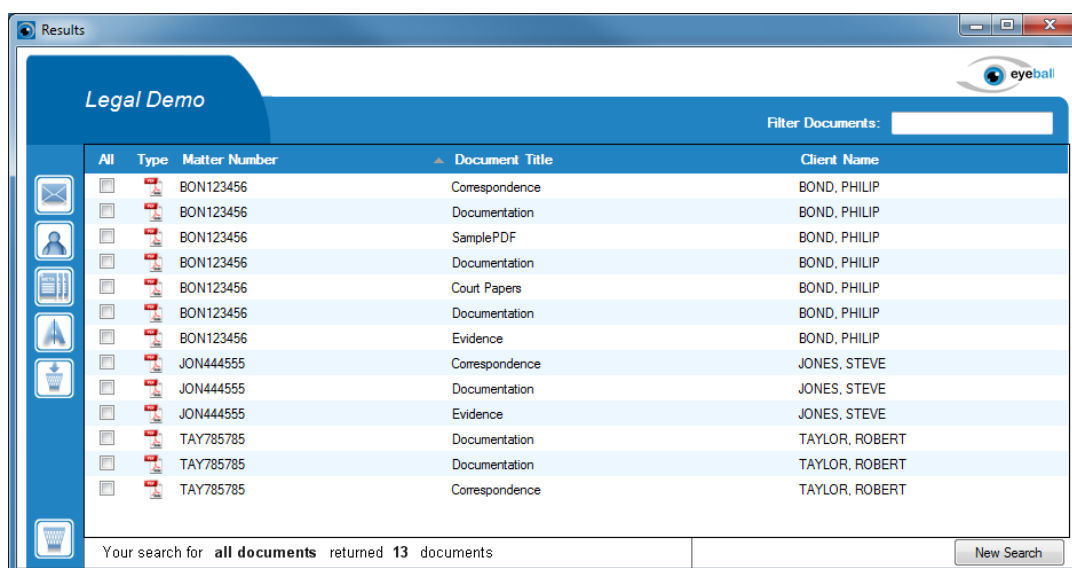


Q. Can I search for the actual content of a file?

A. Yes, as long as the document has already been OCR'd, you simply tick the "Include Document Content" box. You can perform the OCR process during the scanning process, or from the Results Screen at a later date.

Q. What happens next?

A. The "Results Screen" appears and shows you the various documents found in the system. Just click on one to open it in its native format.



This screen also allows you to email, create a notification, edit metadata, OCR, and delete/undelete files. You can also sort and filter the columns and arrange them in any order.

Q. Can I archive my electronic documents as well?

A. Yes, just right click on a file and choose "Send to Eyeball". The "Field Entry" screen opens and the process is then exactly the same as with scanned documents. You can also "Print to Eyeball" or manually add them into the "Hot Folder".

Q. What about emails?

A. Outlook Emails are very easy to archive. Click on "Save to Eyeball" on the ribbon or click the Quick Link.

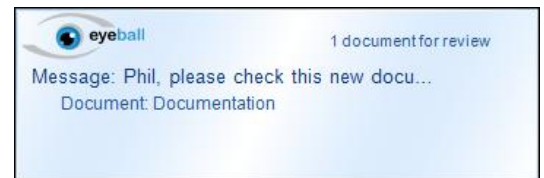
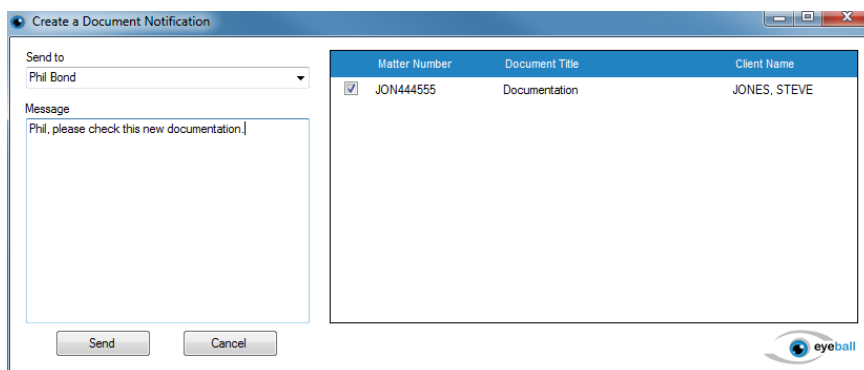
Q. What other features are there within Eyeball?

A. The latest addition is "Document Templates". These allow you to:

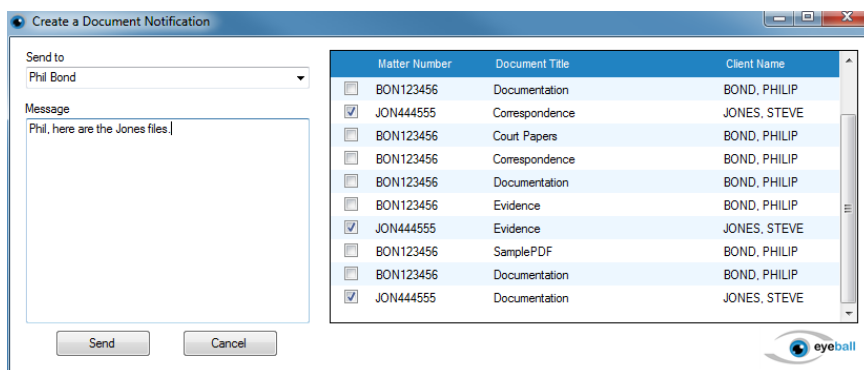
- Speed up field entry and ensure accuracy.
- Pre-format fields as Date fields, as a drop down list or as a pre-determined value.
- Set up a template to retrieve field values from a CSV or database.
- Scan barcodes and patch pages.
- Recognise recurring forms.

Q. Does Eyeball allow communication between users?

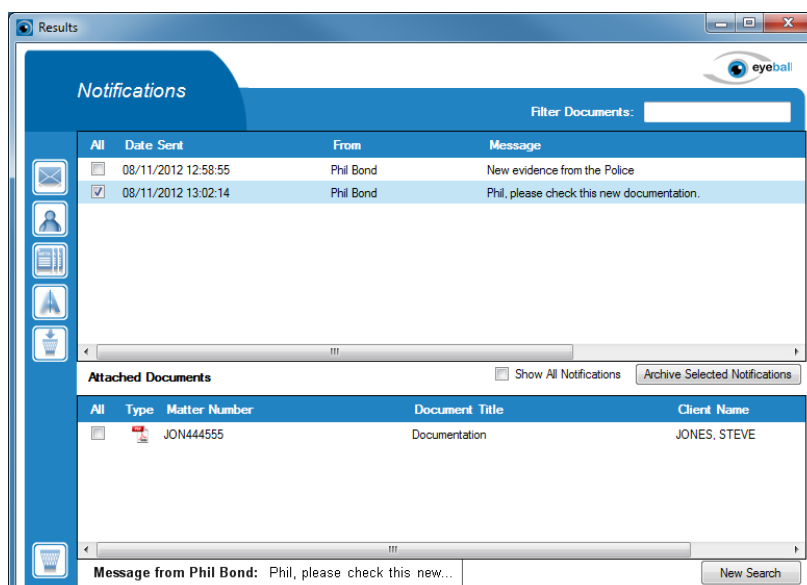
A. The new "Notifications" module is now available. As you scan a file, you can notify another user on your network that there is a document waiting for them to review and include a short message. This will initiate a "Popup" window for the receiver. Sharing and collaborating information has never been easier!



You can also send a message and share any number of documents from the archive to any of your colleagues by creating a Notification from the "Results Screen".



In either case the receiver can click on a document name to open it or click on the message to open the "Notifications" window. Here you can access all notifications that are not attended to and then archive them.



This window shares many of the same features as the “Results Screen” such as email or OCR.

Q. We have a limited amount of money in our budget for scanning and document management, how does your solution compare to others?

A. As you can see from the example prices below, we are very competitive in terms of features and price. Eyeball conforms to all modern standards, has all the most used features and comes in at around a quarter of the price of other solutions with similar features.

Q. Can you give me an idea of what it will cost?

A. We have two versions of Eyeball:

- 1/ On site server (we can supply a small server sited on your premises)
- 2/ Hosted (we host your data and indexes on our secure servers).

Both versions are the same price and include support for 12 months.

1 User	£780.00
5 Users	£1572.00
10 Users	£2262.00
20 Users	£3642.00
30 Users	£5022.00
50 Users	£7782.00

It is important to understand that these are one-off costs, and, unlike some other packages, there are no limitations on the number of pages you can scan. The installation charge is £400.00 per day and the examples above would all take just one day. Servers start from only £1799.00. Support packages from year 2 start from only £156.00 and include email, telephone and remote logon support as well as service packs, updates etc. All prices exclude VAT.

Q. When can I expect to recover my Return on Investment?

A. Generally speaking, about 6 months is quite common. The more you use it the quicker the return.

Q. Do you support “cloud computing”?

A. Yes, we offer both on-site and hosted solutions to suit your requirements. Both solutions require a small client module to be loaded on each PC/device.

Q. What type of customers do you have?

A. All sorts including Legal, Finance, Charities, Medical, Engineering, Retail. In fact Eyeball will appeal to anyone who shuffles paper for a living or accesses electronic files constantly!

Q. What type of scenarios does Eyeball fit into to?

A. As well as simply archiving all your company documents, there are specific scenarios such as:

- Post room - scan the morning post and then distribute through Eyeball using Notifications.
- Scanning forms - set up a template to automatically recognise a type of form.
- Existing field data - use the database connector to ensure accurate and speedy field entry.
- Extreme security - Eyeball can secure documents, users and workstations.
- Budget conscious - Eyeball is fully featured but still low cost.
- Multiple departments - set up profiles with various set of fields tailored to specific needs.