DocuWare info®

The Standard for Document Management

Storing Documents with SAP R/3®

Electronic document management and with SAP R/3 is a perfect pairing for substantial cost cuts and service improvements. Paper and electronic documents are available on every PC at a keystroke, directly within R/3 or via independent DocuWare clients. Implemented in a matter of days, this is an investment that pays for itself in just six months.

This special issue of DocuWare Info explains the functions and benefits of electronic document management and storage, presents some of its successful end users, and gives you details of an attractively priced solution with SAP-certified DocuWare, which is especially easy to operate and administer.◁

Hummel Figurines

SAP R/3 and DocuWare - a Winning Team

The Goebel Porzellanfabrik is known for its world-famous porcelain Hummel figurines. Manufactured in the town of Rödental, in Bavaria, they are exported to happy collectors all over the world.
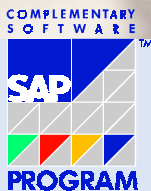
Goebel has been using Docu-Ware since 1996. Up to that time, incoming invoices, refund vouchers and reminders that had been compiled in an SAP R/3 system were filed in a DocuWare file cabinet via the DocuWare COLD/READ module. This form of filing functioned flawlessly, but did not fulfill the need to image-enable the in-house SAP R/3 system. Although it was possible to search for documents created with a SAP application through DocuWare, users were unable to file and search for documents directly from the SAP interface (SAPGUI). To this end, Goebel opted for the DocuWare CONNECT to R/3 module.

DocuWare CONNECT to R/3 is the SAP certified solution that seamlessly integrates DocuWare with a SAP system. This allows users to perform document management without having to know how to operate a second program interface besides SAPGUI- reducing the possibility of operating errors even further. The connection between DocuWare and the business object of SAP is made immediately on creation of a document in R/3. Additional index information is read by a programming component in the SAP programming language and is stored in Docu-Ware along with the document. Retrieval is performed simply by pressing a button on the SAP interface.

Expanded Use

After the filing of outgoing documents was implemented successfully, Goebel was ready for the next step - to use Docu-Ware for filing incoming invoices as well. Invoices are entered in SAP and a barcode label is assigned to each document. Using a service bureau, all documents are scanned and then returned to Goebel on a CD. The invoices are then transferred to file cabinets via the DocuWare batch processor and SAP is notified automatically of the barcode numbers. A search for the documents can subsequently be run via SAP R/3. And all retrieved documents can be viewed immediately with the DocuWare viewer.◁

How to Make the Introduction of File Cabinets a Success

„Plan your work and work your plan." This principle particularly applies to the introduction of electronic document management, so that errors can be avoided in the implementation of a system. You should ask for a proposal on planning and consultation before awarding the actual contract. Your DocuWare Partner will be pleased to work out such a proposal for you.

The planning process breaks down into three steps:

Step 1: Defining Documents
First you specify what document types are to be managed by the electronic document management system. Possible generic categories include commercial documents, technical documentation or general correspondence. Under these categories, you list the document types that are relevant to your particular application, like incoming bills, outgoing faxes or drawings. For each document type, you then define the following:

▷ Technical document class (= choosing document format, such as paper, PC file, printer spool data)
▷ Volume of existing inventory to be entered (= number of documents and average page count per document)
▷ Volume of monthly additions (= number of documents and average page count per document)

This information is needed to determine the type and size of the required storage media, document database and scanner.

Step 2: Defining the Users
For each document type, note who generates it, who may retrieve it from the electronic file cabinet and who may edit it. This information determines which documents go into which file cabinets (with what index criteria and access rights), which workstations are equipped with what DocuWare modules, and which users are comprised into what groups.

Step 3: Clarifying the Requirements
Following this, it is necessary to determine the hardware and software components that will be required, plus the investment for installation, configuration and training.

When all this is collected, now it is possible to produce a qualified proposal. Every authorized DocuWare Partner has been thoroughly trained by DocuWare AG to give you the right support in this planning process. DocuWare Partners use standard tools to make planning fast and efficient.

Implementation
The ultimate success of an electronic document management system depends very much on its acceptance by the people who have to work with it, so make sure that organizers, computer/software administrators and future users are included in a project very early on.

The users must be able to see quite clearly how their work procedures will be changing. What has often proven to be a major factor contributing to the success of a system is the installation of the electronic docu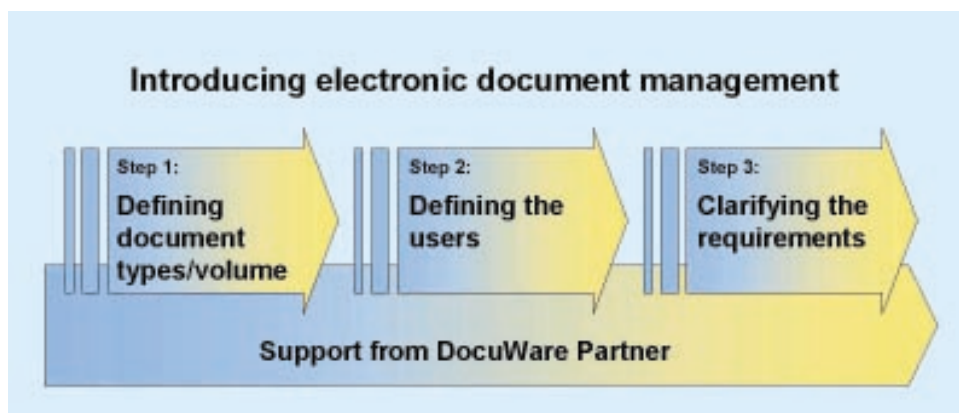ment management system in just one part of a company, thereby enabling users to gather experience for wide use of the software at a later date.

SAP R/3 and DocuWare
Prior to the implementation of document storage with SAP R/3 and DocuWare, it is also advisable to collect the following information:

▷ Assignment of document types to R/3 document classes
▷ Definition of storage strategies
▷ Determination of the customizing requirement for SAP R/3
▷ Decision whether and, if so, what index criteria from R/3 are also to be transferred into the DocuWare file cabinet

Usually your DocuWare Partner will call in an internal SAP ArchiveLink consultant during planning and implementation.◁

Certified for Commercial Documents

Potential users of electronic document management repeatedly ask whether the switch from paper filing to electronic storage media is legal, i.e. whether it satisfies all the rules and regulations applying to the world of business and commerce.

So DocuWare AG commissioned the world-renowned accounting firm Ernst & Young to thoroughly audit DocuWare 4 for compliance with the requirements of German commercial and tax legislation.

They were able to confirm that DocuWare completely satisfies the demands for archiving business records for stipulated accounting periods.

Storage Media
Another question that is frequently asked is which storage media are legally acceptable in the first place. For instance, in Germany any storage medium is permitted, as long as you can ensure that they can be retained for the prescribed term. That is no problem when you use CD-ROMs, for example. The only exceptions are opening balance sheets and year-end settlements, which must also be kept as paper originals.

Regardless of the storage medium stored documents must appear in their original form when retrieved. With DocuWare, this is ensured by scanning, as well as by the COLD and TIFFMAKER functionalities.◁

Introducing electronic document management

Step 1: Defining document types/volume

Step 2: Defining the users

Step 3: Clarifying the requirements

Support from DocuWare Partner

Gasversorgung Sueddeutschland GmbH

Purchasing and Financial Accounting Filed with DocuWare

Gasversorgung Sueddeutschland GmbH (GVS) is the district gas utility for Baden-Wuerttemberg and a supplier for parts of Liechtenstein and Switzerland.

Established in 1961, today the company is one of Germany's biggest district gas utilities, supplying environmentally friendly natural gas to regional utilities. Two hundred sixty staff members work with the latest technical facilities to ensure that natural gas is available round the clock.

GVS has used SAP software since 1988. In October 1997, it upgraded from SAP R/2 to R/3, adding the FI, AA, MM and CO modules. The surveying and documentation department has used DocuWare for over two years to store its construction and pipeline plans. So when the subject of a document management system for the purchasing and financial accounting departments came up, mainly due to a need to save space, DocuWare was virtually an automatic choice. The reasons were the positive experiences already gathered with the system at GVS, and the SAP-certified CONNECT to R/3 add-on module.

Invoices and Orders

Since July 1999, the SAP-supported departments have been using DocuWare to file both incoming bills and orders, each category producing some 16,000 documents annually, although ordering operations create much more volume because of attachments like purchase requisitions and delivery notes.

In the accounting department, stickers with consecutively numbered barcodes are attached to the incoming bills, and they are posted into the R/3 system by this number. These barcode numbers are maintained as open barcodes in a table in the SAP system until the original bills, scanned and written onto a CD by a service facility, are read into the DocuWare file cabinet for incoming bills. This data is linked with the table of open barcodes between DocuWare and R/3, and then removed from the table so that only those barcodes not yet scanned are open.

Orders are organized as follows: The orders are scanned in completely - including correspondence, competitor documents, invitations to bid, purchase requisitions, etc. The CD generated by the facility is read into the DocuWare file cabinet for orders and linked with the R/3 system by means of a SAP report created for this purpose. The ordering code alone serves as a search or link criterion.

Straightforward Introduction

Filed documents are all stored under a document class called "Fax." What GVS found to be especially positive was the fact that filing with DocuWare necessitated no organizational changes, and that customizing on the SAP-end is extremely user-friendly and straightforward. "DocuWare is a crash-proof document management system that pays off for us primarily through its simple operation, fast access to documents and enormous space savings," emphasizes Gerhard Bantle, SAP administrator at GVS. This lack of space was one of the major reasons for introducing filing by DocuWare.◁

Cutting Edge with DocuWare ——————————————

Filing Made Easy

When you are looking for a document storage solution for your R/3 application, you will find various kinds of SAP-certified software available. We want to show you that our product - DocuWare - is the best solution for you and will contribute directly to the competitive edge of your business, assuring a successful and more profitable future.

Highest Quality
DocuWare is in use at more than 4,500 companies worldwide, and is available in nine different language versions. We operate exclusively through regional sales Partners. And since we want to make their work as simple as possible, DocuWare has always been very easy to install and to administer. Highest quality and straightforward, intuitive operation guarantee that your employees are satisfied. These features of DocuWare have been the source of our success to date and you, as an R/3 user, can now also get the full benefit of them.

Quick Implementation
As a file cabinet solution for R/3, DocuWare is very easy to install and administer. The documentation is thorough and simple to understand. Together with your R/3 system support, our Partners can configure your file cabinet solution and have it working productively in just a few days.

Choice of Database
DocuWare builds upon a common database for both filing and document management. This enables you to use the database you prefer for all functions. DocuWare supports the MS SQL Server as well as Oracle, Informix or full-text Fulcrum databases. If you have no particular preference, use the runtime version of the Microsoft SQL Server that is supplied.

Scan Services
Special functions in DocuWare make cooperation between you and your scan service especially simple. Scan services assume an obligation for proper capturing of documents and indexing. With DocuWare the scanned documents are integrated into your R/3 archive by just a few mouse clicks.

Independent of R/3
With DocuWare you also have access to all documents independently of your R/3 system - even by browser through your company's intranet. Only DocuWare offers you the possibility of moving whole file cabinets (including a search module) to CD, so that you can retrieve straight from the CD without having to install software on your PC. To find out more about document management with DocuWare outside of R/3, please read "Document Management, Internet & Co." at the end.

Cost cuts and improved customer service are the major objectives when introducing any document management solution. DocuWare delivers these objectives. In addition, its core competitive advantages are that it is immediately reliable, simple to manage and completely robust. As we see it, our competitive advantages are your competitive advantages.◁

How Filing Works

DocuWare CONNECT to R/3 is an add-on module that allows seamless integration of Docu-Ware 4 into a SAP R/3 environment. It supports the entire functionality of the SAP ArchiveLink communication interface contained in the basic SAP module. Certification of Docu-Ware CONNECT to R/3 by SAP AG guarantees operability and compatibility.

DocuWare CONNECT to R/3 consists of three components: the imaging client, the RFC Server and the batch processor. The imaging client is responsible for the scanning, storing, reading, displaying and printing of documents. It is installed on each workstation needing to use any one of these functions. The R/3 client drives the imaging client by the Microsoft OLE (object linking and embedding) protocol. The document ID and file cabinet ID are exchanged on the SAP ArchiveLink interface. These two IDs are linked with the

outgoing documents and reorganization data (archive files in R/3), or it can also be used to retrieve documents.

The third component, the Batch Processor, files incoming (scanned) documents. It is usually installed on a central Docu-Ware workstation and has two main functions. First, it places the barcoded and scanned-in documents from the Docu-Ware basket into a flexibly defined DocuWare file cabinet and generates a transfer table for R/3. 2. Then it sends the transfer table by RFC to the R/3 system. The link of the filed documents with the R/3 business objects, such as a posted invoice, is produced automatically in R/3, as long as the barcode is also detected when posting. The two functions can be executed independently on separate workstations. In this way scan facilities can be optimally integrated into the storage process.
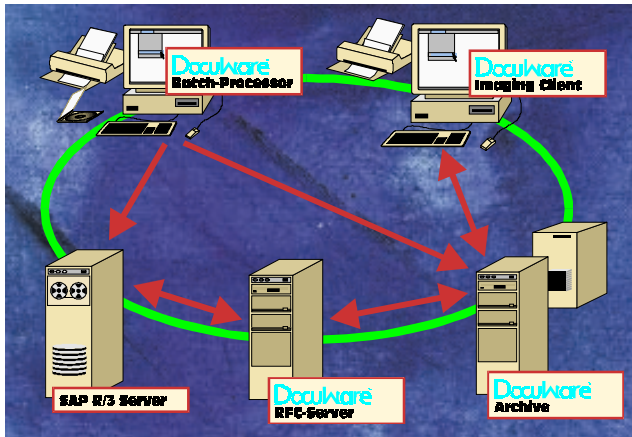
R/3 business object (e.g., posting record), and allow the user direct access at anytime to documents filed from R/3.

The second component, the RFC Server, is a Windows NT service that allows communication between R/3 and Docu-Ware without separate user guidance. It is installed on a Windows NT server and controlled by remote function calls (RFCs) from the R/3 server. The RFC Server is primarily intended for filing print lists,

Extra Functionality

DocuWare CONNECT to R/3 offers extra functionality not covered by the ArchiveLink interface. Indexing and search options can be flexibly expanded to enable a search outside of R/3. Since R/3 stores all documents in the DocuWare file cabinet with a document ID and file cabinet ID, additional index criteria (e.g. invoice sum, date, vendor account) must first be extracted from the R/3 databases and written into an ASCII or dBase

Improve Service, Cut Costs

**What are the benefits of an electronic document management system for your business?
In today's economy, the quality of service is a major issue - and quality is exactly what can be improved substantially through DocuWare.**

The instant availability of documents on screen means that you can give customers the right answers to their questions and inquiries without delay. Internally, too, there is greater communication between departments, producing more efficiency in all levels of work procedures.

The cost savings with Docu-Ware are also substantial, of course. Studies show that the average person working in an office or administration spends half an hour per day looking for documents. Electronic filing with DocuWare reduces this to a few seconds. So you save almost half an hour per day, or 100 hours annually. In financial terms, that's about $5,000 per person per operating year! Figures like these demonstrate that DocuWare can pay for itself within one year if deployed for a working group of five, for example.

Savings are also found on the physical storage front. With

electronic document management, all your documents are right there in your PC. This means you can do away with the immense space needed to keep paper documents in cabinets or on shelves. The space required for storing and filing your documents is easily reduced by 95%.

As an added bonus, you never need to worry about the security of your documents. DocuWare gives you maximum protection against data and document loss - through fire or flood - as well as unauthorized access to protected and sensitive data.
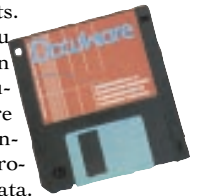
Calculation Disk Free of Charge

To enable you to work out how much you can actually save, we are offering you, free of charge, a cost calculation and comparison disk. It holds a Microsoft Excel file with sample data for personnel costs, material costs as well as document retrieval times. Simply replace these figures with your own corporate data, and you will get a comparison of the costs for conventional and electronic filing. The integrated bar charts show you quite clearly your own cost curve.◁

table. The DocuWare AUTO-INDEX add-on module then reads this table and enters the additional index terms automatically into the DocuWare file cabinet database.

In the R/3 application, the flexible and powerful storage management of DocuWare 4 is

available in its entirety. Migration functions allow file cabinets to be moved to other media and self-supporting file cabinets to be created on CD. These can be searched straight from the CD, with any PC and without the need to install extra software.◁

Storing Documents vs. Archiving Data

How are the two terms "optical storage" and "data storage" correctly used in relation to SAP R/3?

Basically, optical storage refers to the storage of documents in an external file cabinet. SAP R/3 simply manages a pointer, which is a document ID that establishes the connection to the associated business object in R/3. In this way, stored documents can be displayed again via the SAP ArchiveLink interface. Such documents can be scanned-in originals like incoming bills or inquiries, or they may be outgoing documents like material orders that are stored as PDF format in the file cabinet. Print lists resulting from SAP R/3 reports can also be stored in the file cabinet. The following overview contrasts the different document types and their technical document classes.

Data archiving, on the other hand, means moving application data out of the SAP R/3 database. Data that is no longer playing an active part in a business process or data of closed business objects can be archived on external memory media. In this way the SAP system stays lean and maintains its high performance, without costly hardware additions or by deleting data. This kind of archiving is controlled by the Archive Development Kit (ADK) component, which is part of the SAP system.

Both terms - "optical storage" and "data storage" - are used in the same context if archived data (REO) is stored directly into an external file cabinet via the SAP ArchiveLink interface.◁

Traditional Natural Gas Utility Works with Latest Technology

Wiengas is Austria's biggest provider of natural gas. It supplies gas to Greater Vienna and 14 other communities. Having celebrated its 100-year anniversary in 1999, Wiengas is an enterprise with tradition. However, Wiengas is also a corporation that uses modern information technology to control its operations.

At Wiengas, the SAP R/3 release 4.0B has been in operation since January 1, 2000. This system was set up on a DB2 database with the following modules: AM, CO, FI, MM, PS and SD. Fifty users currently work with R/3, and more will be joining them, as the company is presently considering expanding the system to better use the program's workflow functions.

100 Users Working with DocuWare

DocuWare 4.0 is used for modern document management. This easy to operate and administer system allows 100 users to handle a wide range of document types from invoices to memos. DocuWare creates extra space in the office by eliminating paper files, and allows documents to be retrieved fast.

Simple Implementation

In the accounting department, 40 staff members use a link between SAP R/3 and DocuWare through CONNECT to R/3. The main documents filed here are accounts payables and credit memos. The existing DocuWare INTERNET-SERVER significantly improves access. Wiengas currently employs two Fujitsu A3 - GX3096 high-performance scanners for entering invoices. What Wiengas especially appreciates about the solution with DocuWare CONNECT to R/3 is the simple implementation on all workstations.

Service Improvements

Wiengas, with 1300 people spread across five sites, wants to be more than "just" a big supplier of natural gas. The central corporate mission also includes proximity to the customer, security of supply, and a 24-hour help via hotline. As a competent Partner in all matters relating to natural gas, Wiengas wants to support its customers from the planning stage onwards. Achieving these central corporate goals is assisted by the combined solution of SAP R/3 plus DocuWare. In particular, faster retrieval time, service improvements, more customer satisfaction and space savings are helping Wiengas to fulfill their corporate mission.◁

Document Types	Technical Document Class
Scanned Documents accounts payables, incoming faxes, all those captured by scanner	FAX Format for scanned-in documents; corresponds to TIFF (tagged image file format).
Outgoing Documents accounts receivables, delivery notes Generated in R/3 system, usually printed, can be machine-edited	PDF (portable document format) OTF (output text format) SAP (proprietary) format; no longer used
Print Lists Generated in R/3 system, usually printed, can be computer-edited	ALF (advanced list format) SAP (proprietary) format
Archive Files Database extracts; generated in R/3 system, can be computer-edited	REO (application data, formerly reorganization files)
Binary Files Consists of random data generated in the R/3 system	BIN
Desktop Files Application data, e.g. from MS Word, MS Excel	DOC, XLS, JPEG etc.

Automatic Barcode Detection

A producer of high-precision optical fiber cables for the telecommunications industry, CORNING Optical Fibers in Neustadt near Coburg, Germany, employs 480 people, of which 100 are SAP R/3 users, and 25 work with DocuWare.

The introduction of DocuWare as a document management system in the fall of 1997 went very smoothly. Easy operation requiring little training, plus flexibility in terms of linking to SAP R/3, were the major factors in opting for DocuWare.

Easy Introduction

Since October 1998, the company has been using SAP R/3 - starting with the FI and CO modules. One year later, DocuWare CONNECT to R/3 was introduced at the same time as the SAP modules MM and SD. "The introduction of DocuWare CONNECT to R/3 went easier than expected," says project manager Uwe Herold of corporate controlling, recalling the uncomplicated and fast linkup of DocuWare with CONNECT to R/3 on SAP R/3. "CONNECT to R/3 is simple to administer, works error-free and is a high-performance module," said Herold, who was happy to report this about the DocuWare component.

The SAP application server is also a file cabinet server for DocuWare. SAP R/3 operates in this release with an Oracle database, which is designed to also function in the future as a database for DocuWare file cabinets. The front-end is SAPGUI 4.5B, which the users work with on Pentium II 266 MHz PCs equipped mostly with 21" monitors.

More Than 100,000 Pages Annually

In the commercial area – which includes the accounting, purchasing, sales and distribution processing departments – more than 100,000 pages of scanned originals are turned into posted documents and filed annually. The corporation's scanning facility in Nuremberg returns the processed scan data via ISDN. Using a barcode with a number combination that is composed of posting data like company code and document number, they save more time and don't need to enter this information manually in the SAP system. In addition, more than 20,000 outgoing documents per year such as orders, delivery notes or invoices, which are created in the SAP modules MM and SD are stored in DocuWare in PDF format. For document retrieval independent of the SAP system, the file cabinet entries are post-indexed using DocuWare AUTOINDEX.

Benefits

The words "a document is just two clicks away" say it all when it comes to the benefits of electronic archiving under SAP R/3. Uwe Herold compares this to the earlier method of archiving, where all originals had to be committed to rolls of film once a year. Multiple access, decentralized retrieval in a matter of seconds, certainty of access and greater safeguards against destruction plus substantially smaller error susceptibility of the filing and retrieval processes are the chief benefits of electronic filing with DocuWare. Plus, he adds with a smile, "It's also not a bad thing that filing costs have been cut by nearly 50 percent." ◁

It's All In The Options

Seven Storage Strategies For SAP R/3®

To allow for as many different business situations as possible, SAP offers a total of seven options for storing incoming documents as of release 4.5.

These scenarios are differentiated by method and sequence of scanning a document and entering it in a SAP system. A distinction is made between storing with the aid of SAP business workflow (partly using the SAP document number) and storage with a barcode.

Storage with SAP Business Workflow

There are four storage options with the aid of SAP business workflow.

In storing a batch for later entry, documents are scanned in and remain in a temporary document archive until they are divided by document type, which automatically starts a workflow process. The business object generated in this way appears in each input box of the particular clerks. The one who generates the business object, e.g. posts an incoming bill, automatically initiates the link entry that links the business object and archived document. This process is called archiving for later allocation if the business object is generated first and you scan later

If the two steps (scan, generate business object) are performed on a workstation immediately after the other, and if the SAP business workflow is used, depending on the sequence of operations, this scenario is referred to as storage and entry or storage and allocation.

If the business workflow is not used, the strategy is called allocation and storage. This is similar to the classic procedure, where the document is stored after going through the particular processing steps. The clerk looks for the particular business object in SAP and scans in the document straight from the SAP system to store it in the right context.

Storage by Barcode

If you want to draw a dividing line between scanning and generating a business object (e.g. updating a document) or working with a scanning facility,

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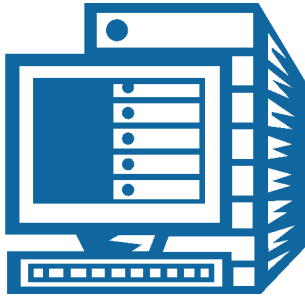
The Paperless Office Project

As the sole gas utility in Upper Austria, Linz-based Oberoester-reichische Ferngas AG is responsible for local and industrial gas supply, as well as the building of pipelines. In 1999 the company had revenues of over 3.19 million Austrian Schilling.

Oberoesterreichisch Ferngas currently employs 213 people at its headquarters, four customer centers and four branch offices. One hundred forty of these staff members work with SAP software, which has been used in the company since 1995.

The 40 DocuWare users at Oberoesterreichisch Ferngas archive data from the AS/400 using the current version of DocuWare, version 4.1. Customer receipts and data relating to regular customers are archived using the DocuWare COLD/READ and DocuWare AUTOINDEX modules. In addition to this, the software is used to archive documents such as pipeline distribution plans and technical certificates. For legal and real estate documents alone, more than 300,000 pages are input into the computer and electronically archived using DocuWare annually.

The Paperless Office Project

As part of its "paperless office" project, Oberoesterreichisch Ferngas graphically archives documents from SAP R/3 using the DocuWare add-on module CONNECT to R/3. The workstations have 17" monitors and 15" LCD screens.

Later, incoming receipts for the MM, FI and PM modules will be archived with DocuWare and DocuWare CONNECT to R/3 module.

The most suitable archiving method will be used for individual receipt types. That includes simultaneous data collection, early data collection using SAP Business Workflow, and late data collection using barcodes. The archiving of print lists and outgoing receipts is also

planned. It is also possible to use DocuWare CONNECT to R/3 to archive receipts via ArchiveLink, the SAP interface, since Oberoesterreichisch Ferngas is using the SAP modules CO, HR, PS, IM and AM.

DocuWare can be found in many different parts of the company. Whether it's in the legal/real estate department, purchasing and quality assur-

ance, controlling/accounting, IT, personnel or technical services, DocuWare can be adapted for every field of work.

By using electronic document management, Oberoesterreichische Ferngas is lowering its costs by reducing document search time and optimizing data processing. At the same time, it wishes to increase customer satisfaction by improving its overall service. If the billing department has a customer on

the phone, it's important to be able to get the information he needs as quickly and easily as possible. DocuWare satisfies this requirement.

The decision makers at Oberoesterreichisch Ferngas have said they would always choose DocuWare again, since it fulfilled all their expectations and has provided plenty of value for their money.◁

▷▷▷ there is the possibility of storage by barcode with two alternative scenarios. This means that each document must be provided with a barcode that the DocuWare RECOGNITION add-on module can read. In early storage with barcode, the documents are first scanned. The barcodes of the documents are read out by DocuWare RECOGNITION and stored with the document in the DocuWare basket. The DocuWare Batch Processor puts all documents from the basket into the R/3 archive and generates a transfer table for SAP R/3 that is sent to the SAP ArchiveLink interface after successful storage. The open barcodes are now ready and waiting.

If documents like invoices are now posted, the entry operation ends with a barcode query. The barcode of the document must be entered manually or alternatively with a handheld barcode reader. If this barcode matches one of the codes still open, the business document is allocated to the document in the archive by a document ID and an archive ID.

The procedure is similar in late storage with a barcode. The only difference is the sequence of scanning and posting, which is the other way round. Scanning can also be performed by an external facility that delivers the documents in electronic form with a barcode. In house, after importing the documents into the basket, only the DocuWare Batch Processor has to be started.◁

Document Management, Internet & Co.

If you use DocuWare as an R/3 archiving solution, you get a wide selection of functions for modern document management. DocuWare file cabinets function as document storage for all your applications and business processes.

In most cases, SAP R/3 is just one of many IT applications implemented in a company. Like R/3, most of these applications generate a whole variety of documents or files: word-processing, e-mail, fax, CAD, PPS, etc. Through universal interfaces, the documents and files of all these applications are stored together, grouped by subject, in DocuWare. So, for a customer's project, you can find all the details in one place: invoices, correspondence, memos, drawings and more. And you can ensure that everyone files in the same, systematic way, for optimum, error-free communication.

Storage Interfaces

Just as for SAP R/3, DocuWare also offers special interfaces for other applications like Navision, SageKHK, Exact and Nemetschek Allplan. DocuWare also features the universally applicable TIFF-MAKER storage function. TIFFMAKER is connected between your Windows application and the printer and then, for every printout, automatically puts a copy into the DocuWare file cabinet as a TIFF file that cannot be altered. Search words are excerpted automatically and, optionally, letterhead can be electronically placed in the background. For Win-Word, Excel and PowerPoint there is an add-on, which lets you store an opened file straight from these programs into DocuWare. Plus, the Docu-Ware TOOLKIT allows you to program your own interfaces for storage in DocuWare. The many different storage interfaces mean that you no longer have to search for related documents and files in the individual applications - now they can be found quickly and sorted by subject.

Document Organization

DocuWare administers live documents, i.e. ones that are constantly being worked on, in a very convenient way. Either you edit a document directly in the file cabinet, or you copy it from the file cabinet into your DocuWare basket (checkout), edit it there and return a new version to the file cabinet. With DocuWare you can create any number of file cabinets, grouped by subject, by department or by document type. You can move out file cabinets in segments, as new copies or store them on a CD at any time. Likewise, documents can be copied between file cabinets.

Documents on the Internet

DocuWare 4.1 includes a very convenient-to-use Windows client for retrieval of all documents in your file cabinets. On the Internet or an intranet you search through the HTML-based client of the DocuWare INTERNET-SERVER. You can then access your documents from anywhere in the world and can very easily link up field service or outlying business offices.

Mobile Use

DocuWare is very simple to install on a standalone PC, as well. With a minimum of effort, external staffers can create file cabinets on a notebook, exchange documents by e-mail or update their files to those held centrally. If a file cabinet is transferred entirely to CD, people in the field can be supplied fast with huge numbers of documents. After all, a CD holds over 12,000 pages! ◁
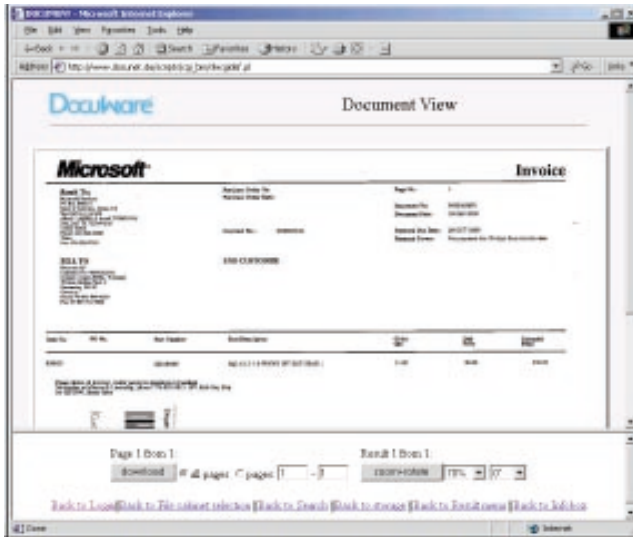
DocuWare Info Coupon

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