TOSHIBA Strategic Alliance Program

PREMIER PARTNER

DocuWare

DOCUWARE

DocuWare is an intuitive document management and digital workflow solution that securely captures, routes and archives documents across your business processes — any time, any place and from any device. By eliminating the hassle of manual tasks and the headaches of paper and cluttered shared drives, teams have more time to focus on work that really matters; increase productivity, improve customer service, secure information, and easily control your bottom line.

SOLUTION

DocuWare is known for its advanced security, scalability, an easy-to-use interface, and flexible integration. DocuWare is available as a cloud solution (Software as a Service), on-premises, or a combination of the two.

DocuWare office automation solutions deliver smart digital workflow and document control that set a new pace for worker productivity and business performance.

DocuWare's zero-compromise cloud services are a recognized best-fit for digitizing, automating and transforming key processes.

DocuWare is used in over 100 countries. Their headquarters are in Germany and the U.S.

KEY FEATURES

WORKFLOW

DocuWare Workflow Manager empowers you to set up precise rules for handling documents, information, and decisions with deep levels of control and transparency. For example:

- Assign tasks to either specific employees or general roles
- Specify substitution rules when a colleague is out of the office
- Use stamps and data fields to inititate next steps and add context to a document
- Leverage metadata to automatically route documents into the right queue
- Define the triggers that launch a workflow, such as submitting a web form, adding a certain document type like an invoice to a file cabinet, changing a document's status, or when a certain due date has arrived

Every employee involved in a workflow sees their tasks directly in the DocuWare client with special task lists. Email can also be used for new task updates. At a glance, you can see what steps have been completed and which ones are still open.

e-SIGNATURE SERVICE

DocuWare supports DocuSign as a signature service provider for integrating electronic signatures. Authentication types included: Access Code, Phone, SMS, Knowledge Based Authentication (KBA) and None.

CAPTURE

DocuWare handles all types of paper and digital documents. Paper documents are scanned in; email is stored with a mouse click; files are captured via menu command or by a simple drag & drop. You can also use your smartphone to capture and file documents when out of the office using their free scan app.

eFORMS

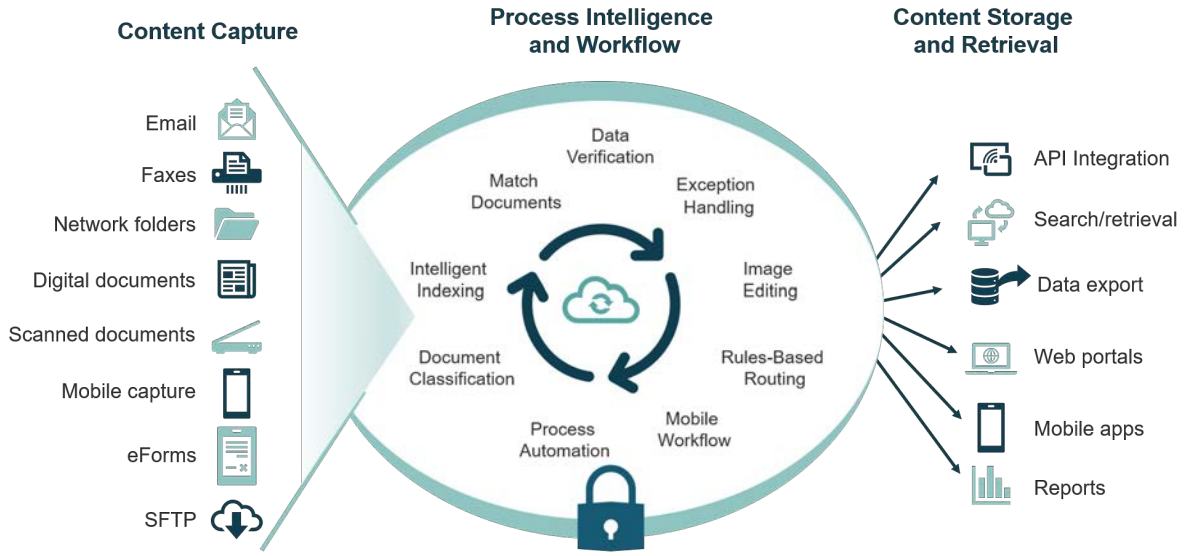
DocuWare Forms enable you to create flexible web-based forms with no programming required. Use text fields, checkboxes, dropdowns, calendars, file uploads and more to capture the information. To further simplify and accelerate processes, combine these forms with digital workflows where each filled-in form triggers the next step in a process. Forms are automatically optimized for mobile users.

INTELLIGENT INDEXING

DocuWare's Intelligent Indexing technology helps employees index and file documents automatically – making information available for everyone to use in seconds. Machine learning technology remembers each document and indexing corrections, so every capture increases the speed, accuracy and reliability of the tool.

360-DEGREE INTEGRATION

DocuWare seamlessly integrates into existing applications such as ERP, CRM, or email programs. For example: SAP, Microsoft Dynamics, Sage, Microsoft SharePoint, Microsoft Outlook and QuickBooks. Integration happens through simple wizard-led configuration, special DocuWare connectors or programming via standard interfaces.



BENEFITS

GET MORE DONE

Tedious and routine tasks such as manual data entry and looking for information in email, paper documents, shared drives and file cabinets consume valuable resources. With DocuWare, one quick search allows staff to focus on more productive tasks.

SAVE PAPER, SPACE AND MONEY

Stacks of paper and rooms filled with file cabinets often clutter an office. Free up your organization from wasted cost (printing, postage, handling…) and improve the office space and environment for customers and staff all while lowering your operational costs.

ELIMINATE ERRORS

Poor decisions are made when there is lost information or version confusion. Eliminate costly errors with a secure, central repository with version control.

IMPROVE EFFICIENCY

Paper intensive departments like accounting, human resources, and production can be more efficient when business processes are digitized. Employees can focus on decision making, meeting deadlines, and improving service — not tracking paper files.

BETTER EMAIL MANAGEMENT

Business-related information is often held hostage in individual inboxes. With a click of a button, every user can add business related email to a structured filing system. Centrally stored email makes information accessible to authorized colleagues even when the receiver is out of the office.

GO MOBILE

Your workforce spends time working on the road, from home, at a branch location or customer's site. Mobile access to documents and information via laptop, smartphone or tablet is critical. Establish a secure mobility strategy for your organization, ensuring processes remain uninterrupted and employees are well-informed.

FAST USER ADOPTION

Our users aren't just happy with the intuitive interface, they also appreciate DocuWare's many options for customizing the program to suit their own requirements – no need for advanced IT skills. Video tutorials and our Support Forum offer assistance when needed.

BUSINESS CONTINUITY

DocuWare protects document information from unauthorized access as well as from data loss and system failure. Catastrophes like fire, flood or even man-made disasters are not a problem; you have peace-of-mind knowing your documents can easily be restored for business continuity.

GET AHEAD OF COMPLIANCE

Complying with HIPAA, Sarbanes-Oxley, GDPR and other government and industry mandates does not have to slow down an organization. In fact, by modeling digital document management and digital workflow automation around these rules, smart leaders increase the pace and performance of their business.

- Remove paper and regain cost savings on paper, printing, storage
- Share digitized files

- Intelligently index everything
- Search content and meta
- Secure documents
- Use mobile devices to capture and access
- Meet regulatory compliance
- Start records management
- Integrate with CRM, ERP

- Turn business rules into real action
- Configure workflow for adaptive work environment
- Resolve process bottlenecks
- Optimize staff for exceptions
- Improve customer service

DEPLOYMENT FLEXIBILITY

DOCUWARE CLOUD

DocuWare Cloud provides the complete features and capabilities of the platform. Built on Microsoft Azure cloud infrastructure, DocuWare's powerful multitenant architecture guarantees maximum security and availability. All documents are encrypted using Advanced Encryption Standard (AES) in data centers in the U.S. and EU. The cloud advantages include no additional hardware and maintenance costs, automatic updates and faster ramp up times. Pre-configured cloud solutions with build-in workflows for standard business processes are also available for invoice processing and employee management.

DOCUWARE ON-PREMISES

For customers with an IT staff and infrastructure in place, a more hands-on approach may be preferred. DocuWare supports the newest Windows versions available. In addition, all leading database server technologies such as MS SQL, MySQL, and Oracle are supported across a multitude of versions.

VALUE

To keep pace with the modern world, teams require truly streamlined processes whether working in the office or from the road. Productive companies use document management and workflow automation to maximize revenue growth, build the skills of their employees and ensure future-readiness.

"The number of documents we print has been reduced by 90% as electronic processes have been put in place. More significant than our cost or environmental savings is our ability to ensure orders are being processed in a timely manner and accounts payable invoices are processed efficiently."

– Ian Nicol, Finance Manager
Talbot Marketing

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