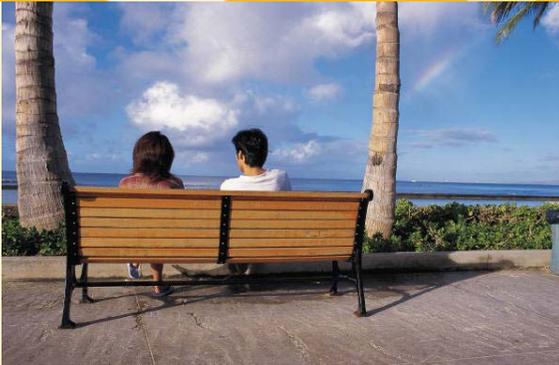


e-info

Partner Newsletter



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Impressive start to DocuWare Ltd.'s first quarter!

Peter Collins

Business has kicked-off well for DocuWare's new UK subsidiary, following its incorporation on April 1st. UK revenues have increased by 70% on the same period for last year, achieved by more new system sales *and* increased order value size – a trend reported across all DocuWare territories.

The current prospect pipe-line has also grown significantly for most ADP's during this period – in part bolstered by DocuWare's on-going telemarketing campaign – creating a bright outlook for this coming quarter's results!

Three new Authorised DocuWare Partners joined our ranks in Q2: G&T Office Equipment, an Essex-based Nashuatec dealer; Intelligent Filing, an EDM system reseller based in Wiltshire; and Stanley Dean Ltd., a Middex-based Canon and Ricoh dealer.

Welcome on-board!

Q3 has already seen a significant milestone for DocuWare Ltd., with the hosting of DocuWare's first ever UK customer seminar tour.



Through the support of ADP's – in particular, Document Technology – a significant number of DocuWare customers joined partners and prospective clients at two regional events, at Heathrow and Manchester.

Over 50 delegates participated in a range of presentations and workshops, aimed at broadening knowledge in the many ways in which DocuWare can support key business processes, and providing a preliminary insight into the next release of DocuWare.

Feedback from delegates was very positive indeed, and reinforces our intention to hold a similar event each year.

Thank you to all ADP's that supported and attended this event, and for your contribution to DocuWare Ltd.'s on-going success!



Feedback & Photos of the events in London and Manchester

What did you appreciate the most about our seminars?

Meeting the people behind Docuware and other users. Demonstrations directed at users were worthwhile. Thomas's presentations excellent.

What did you appreciate the most about our seminars?

FINDING OUT ABOUT DWS - VERY IMPRESSED WITH WHAT I SAW. A GOOD REFRESHER FROM MY RECENT 'DAC' TRAINING COURSE!!!

What did you appreciate the most about our seminars?

VERY HELPFUL & USEFUL LEVEL OF DETAIL

What did you appreciate the most about our seminars?

How the DWS modules fit together to solve business processes, Presentation method & style, Good slides, DWS information.

What did you appreciate the most about our seminars?

Reminder of what is available for v. 4.6. Interesting view of version 5.

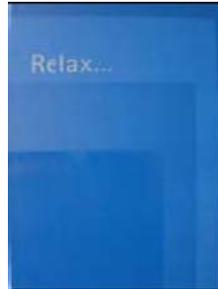
What did you appreciate the most about our seminars?

Chance to get some ideas on docuware and how we can develop our processes.

DocuWare DVD-Video „Relax“

Max Ertl

You can now order the newest DocuWare film in our online eShop by selecting „DVD-Video Relax.“



Cost: 4 Euro per DVD, with a minimum order of 5 pieces.

The DVD comes inserted in a beautiful booklet. The DVD can be viewed on either a regular DVD player or on a PC running specific software; you'll need a bit more than Microsoft Mediaplayer.

The necessary software can be located in the Internet or within our download file cabinet under **name=DVDPlayer** as well as on the updated Compendium CD.

Why a new video?

The new DocuWare film is no DMS teaching tool. It's designed instead as a way to build confidence and trust in DocuWare products among decisionmakers, reducing any hurdles they may have for making a critical purchasing decision. In one scene, a company executive is shown enjoying the benefits of having introduced DocuWare into his company. There are specific scenes filmed in the Accounting, Sales and HR departments. To further emphasize the product's advantages, existing customers were interviewed. These Case Studies and more can be found at our web site.

Who gets the video?

Please hand out the video to decision makers after an individual presentation as a special gift. Then they can take a quiet moment to watch how DocuWare benefits their Accounting, Sales or HR department. The testimonials from DocuWare customers help confirm the information presented – increasing the trust in the solution, the Partner and in statements made in the individual presentation. Any doubts decision makers may have will ultimately be dispelled.

What should I do with the video?

Show smaller parts of the film at the beginning or end of an individual presentation. To achieve optimum impact, avoid showing too many sequences from various departments in rapid order. Or use the film during Infoseminars. It's also advisable here to focus on one specific department and the testimonials.

To make it easier to incorporate individual scenes, we'll be providing parts of the film as wmv-files as part of the next Compendium CD.

The video is not really suited as an eyecatcher for trade shows or exhibits. Someone quickly passing by will not be engaged by this particular film in quick bits. Viewers are better served if they are first prepped about what the general content is and then have the necessary time and attention span to enjoy the content.

We wish you lots of success in using this new marketing tool!

Invitation to DocuWorld 2005 in Germering

Patricia Herion

We would like to repeat the invitation we sent to you in advance by post a few weeks ago: Join us for this years DocuWorld, from *September 22-23*, for two days of interesting information and sociability! Exchange experiences with other DocuWare ADPs and take the chance to talk to DocuWare staff from Germany and the US personally.

We have put together the following agenda:



Thursday, Sept. 22, 2005

9:00 - 4:30 DocuWorld

5:00 - 11:00 International Evening - Get Together

Friday, Sept. 23, 2005

9:00 - 4:30 DAC/DSC Trainings

DocuWorld and Training Course Registration Instructions

Go to our website, www.docuware.com. Click on Customer Login. Login with your existing username and password, or create one if you do not already have one.

Once logged in, under Service, click on Classroom Training. Click on the event(s) you would like to attend, then click on Register to Training. That's all there is to it!

EVENTS 2005

JULY

DW-Info

SEPTEMBER

DocuWorld 2005

22th to 23th September

Germering/Germany

OCTOBER

DW-Info

DECEMBER

User magazine 5

Develop a DocuWare Solution for this Sporting Goods Clothing Company

Robin Horner

This is an excellent tool for keeping your DocuWare solution skills sharp or for training new personnel. Design a DocuWare solution for the integrated document management problem presented for shipping of goods and subsequent invoice processing.

Compare your results to the solution provided.

Current Situation

Sports Craft is a sporting goods clothing manufacturer with a distribution of about 500 independent retail outlets. Daily shipments go to all 500 outlets using various shipping methods and each shipment generates an invoice, packing slip and a bill of lading. All orders are shipped complete.

The 20 member Accounting staff enter the invoice number into the accounting system when the order is generated. The three documents generated for each order, the invoice, packing slip and bill of lading, have the invoice number printed on them as a reference. The bill of lading is created by Sports Craft and is used as the Proof of Delivery receipt or POD after it is signed by the retail store, upon receipt of goods.

Sports Craft would like to immediately provide their retail outlets with online access to accounting documentation and enable each store to check the status of their order as required.

Currently, the shipping company faxes the POD receipts to Sports Craft. The company will require an automated way to receive these PODs and match them with each order.

Sports Craft does not have space or budget to accommodate the estimated three additional staff at \$30,000 each per year needed to fulfill these changes under their current paper-based system.

The company is running a Windows 2000 Server with 292 GB Raid 5 storage and they host the company website on a separate Windows 2000 Server. All client machines are running Windows XP Professional, the accounting system uses Microsoft SQL 2000 as the database and their fax machine operates on a dedicated phone line. Sports Craft would like the electronic document management system to run on a separate Windows 2000 Server.

Challenges

- Improve customer service by answering questions about orders while the customer is in the phone; also reducing phone expenses due to no call backs.
- Increase productivity without adding personnel.
- Reduce document storage space and costs.

Proof of Concept

Accounting will generate invoices and packing slips as normal. Using DocuWare, the documents will be automatically filed and indexed with all relevant information using the invoice number as the match code and extracting the index information from their accounting system. All packing slips will be immediately available to the shipping department.

The shipping department will print one copy to go with the shipment and stamp the electronic copy SHIPPED.

Once the order is marked SHIPPED the invoice will be generated and sent by e-mail to the outlet store, as well as be filed electronically.

Faxed PODs will be automatically brought into the system and electronically stamped with the invoice number and stored with a status of Goods received. A process will be running to extract the remaining index information based on the invoice number. This will allow the shipping invoice to be processed immediately and paid. All documents are immediately available online for the outlet store to check the status.



Proof of Benefits and Risks

	Benefits	Risks
Reviewed Process		
User	<ul style="list-style-type: none"> ■ Less paper to handle ■ Easier to perform required job tasks ■ No misfiled documents ■ Less time researching order inquiries 	<ul style="list-style-type: none"> ■ More paper to handle ■ More time researching order inquiries ■ Lost files
Department	<ul style="list-style-type: none"> ■ Better communication between stores and home office ■ Improved productivity ■ Improved customer satisfaction 	<ul style="list-style-type: none"> ■ Fiction between stores and home office ■ Misplaced files ■ Incorrect items being shipped
Corporate	<ul style="list-style-type: none"> ■ Tighter control of inventory ■ Decreased shipping errors ■ Better customer relations 	<ul style="list-style-type: none"> ■ Poor accountability ■ Shipping errors ■ Difficult customer relations
Prior Process		
User	<ul style="list-style-type: none"> ■ Less paper to handle ■ Less stress ■ More productive 	<ul style="list-style-type: none"> ■ Paper burden ■ Stressful enviroment ■ Difficulty completing tasks in timely manner
Department	<ul style="list-style-type: none"> ■ Getting orders into system faster ■ Improved productivity ■ Improved order processing 	<ul style="list-style-type: none"> ■ Slow to get order information into system ■ Poor productivity ■ Slow order processing
Corporate	<ul style="list-style-type: none"> ■ Better inventory control ■ Increased sales ■ Accurate shipping information 	<ul style="list-style-type: none"> ■ Inventory control problems ■ Lower sales ■ Unnecessary shipping expenses

Following Process

- | | | |
|-------------|--|--|
| User | <ul style="list-style-type: none"> ■ Less paper to handle ■ Ability to satisfy customer demands ■ Less stress | <ul style="list-style-type: none"> ■ Greater paper load ■ Poor customer satisfaction ■ Stressful work environment |
|-------------|--|--|

- | | | |
|-------------------|--|---|
| Department | <ul style="list-style-type: none"> ■ Less overtime ■ Less employee turnover ■ Faster inventory turnover | <ul style="list-style-type: none"> ■ More overtime ■ Greater employee turnover ■ Increased inventory |
|-------------------|--|---|

- | | | |
|------------------|---|--|
| Corporate | <ul style="list-style-type: none"> ■ Reduced employee costs ■ Better cash flow ■ Improved customer rating ■ Reduced phone expense | <ul style="list-style-type: none"> ■ Higher payroll ■ Slow cash flow ■ Poor customer satisfaction ■ Greater phone expenses |
|------------------|---|--|

Over all Process

- | | | |
|-------------|---|--|
| User | <ul style="list-style-type: none"> ■ Less paper to handle ■ Less stress ■ Better working environment | <ul style="list-style-type: none"> ■ Less efficient ■ Poor time management ■ Unpleasant working environment |
|-------------|---|--|

- | | | |
|-------------------|--|---|
| Department | <ul style="list-style-type: none"> ■ More efficient ■ Able to meet deadlines ■ Less employee turnover | <ul style="list-style-type: none"> ■ Reduced efficiency ■ Deadlines are not met ■ Increased training |
|-------------------|--|---|

- | | | |
|------------------|--|---|
| Corporate | <ul style="list-style-type: none"> ■ Improved sales ■ Improved customer satisfaction ■ Improved cash flow | <ul style="list-style-type: none"> ■ Reduced sales ■ Reduced business ■ Slow cash flow |
|------------------|--|---|

Investment Estimate

Software	\$ 50,200
Hardware	\$ 7,000
Professional Services	
Configuration Development	\$ 3,000
Installation/Implementation	\$ 4,500
Training	\$ 1,500
Total	\$ 66,200

Congratulations! You have shown that DocuWare can solve the customer's challenges and at the same time earned a very nice commission for yourself.

This solution will eliminate the need for adding an additional three people at a cost of \$90,000 per year.

Additional bottom line increases will be generated by improvements in customer service, reduced shipping costs, improved inventory control, and reduced costs for storage space. The DocuWare solution will pay for itself in approximately nine months.

The cost of waiting is \$ 7,500 each month!

