



Technology | Document Management | Consulting Services

Xerox DocuShare Enterprise Content Manager

Delivering Essential Content Management to the Enterprise

Information is power, and harnessing that power is critical to achieving greater efficiency and competitive advantage. However, accessing and releasing information stored in disparate silos throughout an organization is no easy task. Content types and information channels are vast and touch knowledge workers in unpredictable ways. Many activities are ad hoc engagements that generate both paper and electronic documents, as well as discussions, emails, and pointers to other content. Enterprise Content Management (ECM) software provides a mechanism to effectively harness the information contained in documents and content.

To be truly effective, an ECM solution must do more than simply provide an environment to store and retrieve documents. It must support day-to-day business productivity through an easy-to-use interface. After all, average knowledge workers are the ones handling an organization's varied content. Ease of deployment, configuration, and maintenance are also imperative because of limited IT staffing and budgets—new products, new plug-ins, and complicated IT configurations create complexity and add cost. Moreover, the solution must fit the realities of today's infrastructures: a multitude of servers, databases, authentication systems, user databases, and desktop operating systems; not to mention the mixture of work styles and processes that exist throughout an enterprise.

Bottom line: to achieve effective enterprise content management, organizations must place a flexible, scalable, cross-platform, easy-to-use toolset in the hands of every knowledge worker.



Content Control for Every Knowledge Worker

Xerox DocuShare Enterprise Content Manager, a flexible, easily deployed, Web-based software application, delivers document and content management to the average knowledge worker. With DocuShare, workers can bring diverse content types together in a secure, indexed, and searchable repository; effectively manage documents using routing and approval, check-in/check-out, and version control; and share information with other approved users using intuitive Web publishing capabilities.

With DocuShare, organizations have the necessary toolset to empower workers and unlock information stored throughout the enterprise, such as email systems, filing cabinets, or network drives.

DocuShare includes:

- Trademark ease of use, administration, and deployment
- Cross-platform support with a zero client footprint that works in any environment
- Scalable, sophisticated capabilities right-out-of-the-box, including basic workflow, collaboration, security, and federated search across multiple servers
- A rich set of developer tools for business application integration

Equally important, DocuShare offers an open, J2EE core platform that reduces complexity and supports a mix-and-match enterprise content infrastructure, instead of requiring enterprises to standardize on IT applications from multiple vendors. This not only brings ECM to every user, it ensures that IT can deliver to workers the exact toolset they need to do their jobs.

Key Capabilities

Xerox DocuShare supports content management processes across the enterprise, enabling turnkey solutions that can be implemented in hours and mastered in minutes.

- **Document management**—DocuShare makes it easy for knowledge workers to share ad hoc information more efficiently and allows organizations to do away with the time, labor, and cost of maintaining paper files.
- **Collaboration**—DocuShare allows workers to engage in ad hoc collaboration through document routing and workflow and by creating Web-based collaborative spaces that support concurrent content development and basic project management.
- **Image capture**—DocuShare delivers tightly integrated scanning and imaging solutions that also offer secure transmission and image encryption for security-conscious environments such as government and healthcare.
- **Records management**—DocuShare supports compliance initiatives by enabling users to classify and declare records within the DocuShare environment using Xerox DocuShare Records Manager.
- **Workflow**—DocuShare's embedded routing and approval tools let every user initiate or participate in routine content routing and approval workflows as a part of daily activities.
- **Search and index**—DocuShare offers metadata indexing and embeds the best-of-breed Autonomy search engine for rapid content retrieval.
- **Web content publishing**—DocuShare supports rapid dissemination of information on company intranets or externally facing sites via a range of Web-centric editing, management, and publishing tools, protected by security protocols.

Transforming the Management of Document-Centric Activities

Xerox DocuShare delivers the best of both worlds—an enhanced, feature-rich application that increases productivity yet can be used right out of the box. And DocuShare still delivers the fastest ROI of any ECM application available today.



Enhanced Content Management

With DocuShare, knowledge workers receive the same functionality they've come to depend on for managing documents. But that's just the beginning. Users also have access to a broad range of new features and others previously only available through add-ons, such as:

- Federated searches across multiple DocuShare servers
- High-capacity indexing with the Autonomy search engine
- IBM DB2 database support (in addition to SQL and Oracle for enterprises and MSDE and PostgreSQL for smaller deployments)

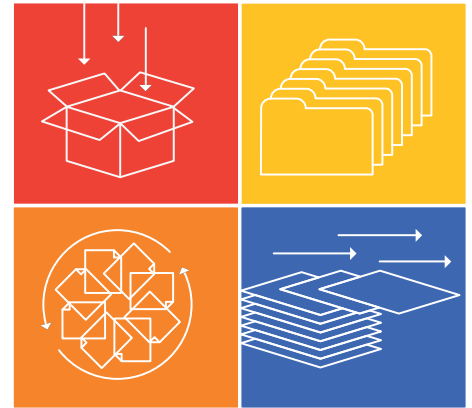
- Increased disaster recovery/high-availability
- Desktop Client deployment via remote “push” technology – essential for large organizations

Routine Records Management

When deployed as an add-on to DocuShare, Xerox DocuShare Records Manager provides intuitive Electronic Records Management (ERM) tools that are specifically designed to meet the divergent needs of both records managers and knowledge workers. Built to map to the way organizations work, DocuShare Records Manager allows RM staff to define and manage compliance policies and procedures, while enabling any authorized knowledge worker in the enterprise to easily and accurately

DocuShare in Action—Image Capture

DocuShare integrates with a wide range of imaging solutions to bring hard copy documents into the DocuShare environment. Knowledge workers can support regulatory initiatives such as HIPAA or JCAHO (healthcare), Sarbanes-Oxley or Graham-Leach-Bliley (finance), or CFR21 Part 11 (pharmaceutical). Medical facility employees can scan photos, x-rays, lab results, and physician comments, creating comprehensive digital patient records. And any organization can transform paper documents—from hand-written project notes and research results to committee memos and meeting notes—into electronic records by scanning hard copies into a common, controllable format, thus protecting corporate knowledge and providing business continuity and disaster recovery. DocuShare supports end-to-end document lifecycle management through tight integration with Xerox scanning software and equipment and partner hardware.



classify and declare documents and emails as records. And with DocuShare 5.0 users now have access to this rich functionality through familiar desktop applications (with or without using DocuShare Clients), and through Microsoft Outlook (with the DocuShare Outlook Client).

Increased Security and Accountability

DocuShare continues to offer multiple levels of security and permission controls down to the document version level and supports Secure Socket Layer (SSL) encryption and digital signatures (available from third-party providers). Plus, it offers enhanced password management, which is critical for HIPAA compliance, and improved auditing and logging features that enable detailed tracking of all activities within the DocuShare environment.

Superior Usability and Deployment

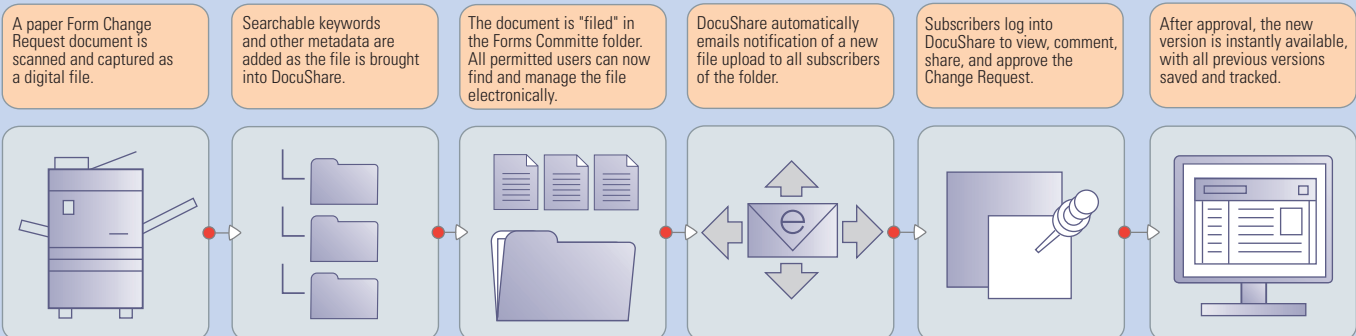
Two features that set DocuShare apart from other ECM solutions are its easy-to-use interface and the ease with which IT can deploy DocuShare throughout the enterprise. And with the usability and deployment enhancements available with the latest version of DocuShare, even greater desktop integration, faster rollouts, and wider read-only access are possible, making it easier than ever before to provide document and content management to every knowledge worker.

Enhanced features include:

- Increased "Guest" access—supports Web portals and information publishing for all internal and external constituents

- Enhanced document routing capabilities, including the ability to automatically route content for review without user intervention
- Microsoft Outlook Client, eliminating the need to open multiple applications and allowing workers to access DocuShare from the familiar Outlook environment
- Enhanced Web UI, tested against Microsoft Internet Explorer, Mozilla Firefox, Opera, and others
- Support for Xerox Production Print file formats and job tickets

Easy Forms Workflow with DocuShare

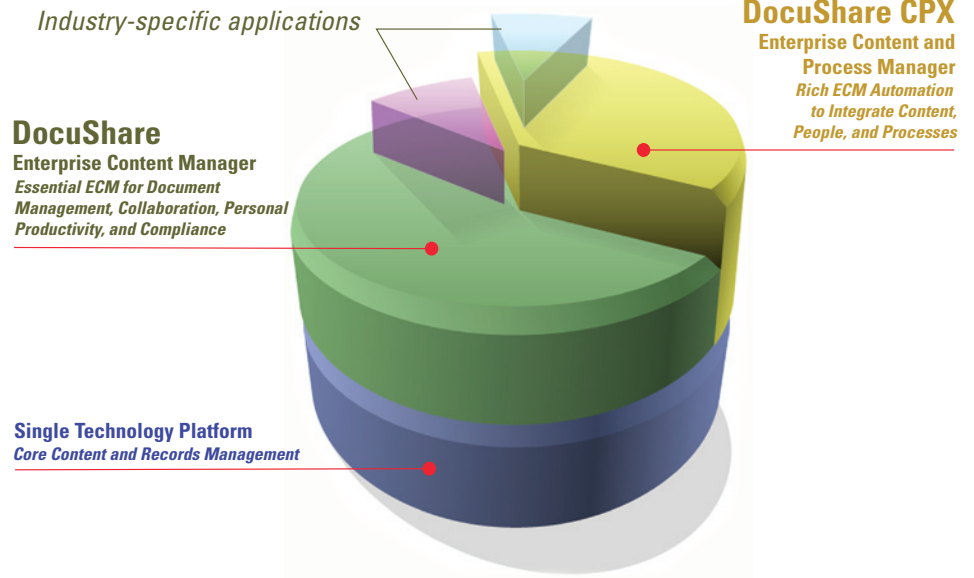


Xerox DocuShare Records Manager

Organizations can choose to add DocuShare Records Manager to their DocuShare installation to deliver compliance capabilities to every authorized user. Records Manager's key capabilities include:

- Support for corporate records management initiatives by leveraging DocuShare's easy administration to establish and refine file plans, disposition schedules, and storage locations
- Declaration of any digital file as a record: medical records, privacy forms, financial statements, trading contracts, business correspondence, inter-office communications, scanned images or files, or any other compliance-sensitive document
- Increased efficiency by distributing RM tasks out of the Records Department to the content owners
- Improved evidence discovery by using DocuShare's advanced full-text and metadata search to reduce the total time of electronic evidence discovery during litigation
- Establishment of rules to automatically comply with regulatory requirements for records retention and destruction
- Easy desktop support using direct Drag and Drop from a variety of desktop operating systems including Microsoft Windows, Mac OS X, and others that support the WebDAV protocol.

Products Specific to Enterprise Needs



One Platform, Two Applications, Infinite Possibilities

The Xerox DocuShare family of products offers innovative solutions to meet the dual challenges organizations face when implementing enterprise content management systems. DocuShare Enterprise Content Manager brings basic content management to every knowledge worker with rapid deployment and adoption at a very cost-efficient price. The advanced ECM capabilities of Xerox DocuShare CPX Enterprise Content and Process Manager perfectly compliment the core ECM functionality that DocuShare offers every knowledge worker. And all Xerox DocuShare products are built on the same open, scalable, contemporary, and easy-to-use platform, enabling tight

integration with existing applications, other DocuShare products, and a variety of Xerox software and multifunction and production printing devices.

Xerox offers decades of experience delivering real-world content solutions to some of the most prestigious businesses and government agencies in the world. The Xerox DocuShare family of products continues this tradition of excellence with critical ECM solutions, giving you control of your information—a key component to staying competitive and improving productivity.

Xerox DocuShare®

For more information on DocuShare and how it can bring greater efficiency and benefit to your department, agency, or organization, contact a Sales Representative at **1-800-735-7749**, or visit us at <http://docushare.xerox.com>.