



# Solution Finder

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## Paperless Fax Solution

### Challenge:

How to Eliminate Paper Fax And Receive Fax The Paperless Way

### Problem:

A company receives faxes the traditional way – inbound faxes are printed on hard-copies and manually distributed by the fax administrator. Junk faxes result in paper wastage. Duplicate copies will have to be made for multiple recipients. Faxes are misplaced or lost through distribution. Delay in distribution of documents because of the manual process.

### Solution:

Use WinFax Pro software to receive in-bound faxes via fax modem and then automatically print to the DocuWorks desktop in the fax administrator's PC. The administrator may then view the faxes, name them accordingly, delete junk faxes, add messages with annotations and then distribute to the recipients electronically by simply "drag and drop" to the individual user folder. Multiple copies can be easily made electronically. Single documents can be shared by multiple users with the same access rights to the folder.

### Benefits:

- Eliminate wastage of paper and junk faxes
- Improve document distribution via e-distribution
- No more loss or misplaced faxes
- Manage faxes and other documents in the same DocuWorks software
- Add notes, messages or instructions to documents

### Solution Components:

- DocuWorks 4.0 Software (for each user)
- WinFax Pro 10.0 Software (for fax admin only)
- External Fax/Modem (for fax admin only)
- Document Centre 250ST/350ST/400ST or 451CP/551CP with Scan-to-Mailbox feature (optional if user wants to scan other paper-based document to manage in DocuWorks)

### Where It Fits:

- Any Industry
- Particularly those who want to reduce paper wastage and set-up digital office
- Ideal for small companies and departments within large organisation

### Other Information:

- User PCs must be networked and have access to a shared drive or server
- If customer wants to send outbound faxes via WinFax Pro and share the fax/modem, each user is required to have a WinFax Pro software license



# Solution Finder

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## Office Document Capture Solution

### **Challenge:**

**How to Allow Workers To Easily Capture Paper-Documents Into Digital**

### **Problem:**

A company wants to set up a digital office and encourage workers to scan and convert paper documents into digital. The company's aim is to reduce paper wastage, improve document management, deliver documents electronically and set up a digital office. Investing in document management and messaging software is still not enough.

How can our users get paper into these systems easily? Existing desktop scanners do not allow users to share. They are slow and meant for single user. In order to achieve a digital office, all users must have the ability to scan. It is not cost effective to buy a scanner for each person .

### **Solution:**

Install the popular Xerox Document Centre with "Scan-to-Mailbox" function in strategic locations or department. Apart from the copy, print and fax function, the device enables each user to easily walk up to the Document Centre and scan any document using their personal Mailbox ID. Up to 200 mailboxes are available on each machine. Users can easily retrieve their scanned document to their DocuWorks software, which enables them to store, manage, distribute or share documents.

### **Benefits:**

- Quick capture and send to user desktop
- Allows anyone to scan with little or no training required
- Eliminate paper wastage or photocopying – share documents digitally
- Store and manage documents in DocuWorks software
- Scan and send documents to any business application

### **Solution Components:**

- Document Centre 250ST/350ST/400ST or 451CP/551CP
- Scan-to-Mailbox function with fax-harddisk required
- DocuWorks 4.0 software (1 license for each user)

### **Where It Fits:**

- Any Industry
- Particularly those wants to set up a digital office and enable every user to scan
- Those with email, workflow and document management software

### **Other Information:**

- For more advanced scanning in which the document is automatically sent to desired folder, user can install the optional CentreWare Scan Services and DocuSend software



# Solution Finder

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## Web-Based Knowledge Sharing Solution

### Challenge:

How to efficiently capture, store, route, distribute and share business documents efficiently over the WEB

### Problem:

A company wants to be able to capture paper-based information and electronic files and then store them on-line and enable users to easily search and retrieve for the knowledge they need to execute their work or reference. Setting up an intranet infrastructure is easy. However, providing the users with a tool for them to be able to create, capture, store, manage and distribute information has been a nightmare. Most systems available today are not intuitive and easy for the mainstream office workers to use.

### Solution:

Using Docuworks software and Xerox Document Centres, employees are able to quickly capture documents at first point of contact and then route them via email or import them into the enterprise's primary document management system, Docushare for future reference, all from the same desktop. DocuWorks intuitive drag-and-drop interface eliminates the need for special training since DocuWorks powerful desktop toolset works in much the same way as the Docushare system, including the ability to collect imaged documents in various file formats such as Microsoft's Word and Excel.

Users use DocuWorks to prepare and create documents on their own desktop and then upload them to Docushare for sharing with the enterprise.

### Benefits:

- Docuworks personal desktop software is easy to use
- Bridge paper and digital files together in one single document
- Easily upload any document for on-line retrieval
- Automatic notification of new or updated document
- Easily, capture, store, manage and share documents over the WEB

### Solution Components:

- Document Centre 250ST/350ST/400ST or 451CP/551CP
- CentreWare Scan Services with printer harddisk
- DocuSend Software may be required for auto uploading
- DocuWorks 4.0 Software
- DocuShare 2.2 Software

### Where It Fits:

- Any Industry
- Particularly those who want to set up intranet and knowledge portal to share knowledge across the department or enterprise
- Those already with intranet but has no easy way to store, manage, distribute and share information
- Ideal for departmental or workgroup implementation or enterprise
- Examples: Human Resource, Project Teams, Marketing, Engineering, Maintenance, Customer Service

### Other Information:

- OCR or PDF conversion software may be required if PDF or searchable text format is required



# Solution Finder

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## Automatic Document Uploading Solution

### Challenge:

How to Scan & Automatically Upload File Into Pre-Defined Folder

### Problem:

A company has invested in a document management software to manage their documents. However, the process of scanning in paper-documents into folders has been slow, manual and tedious. Documents have to be scanned and then manually imported into the folder.

The existing desktop scanners does not allow multiple users to share the scanner and it is not feasible to buy a scanner for every user.

### Solution:

Take advantage of Xerox Document Centre's unique "Scan Template" feature. Up to 100 Scan Templates can be defined in each Document Centre. User simply selects the desired Scan Template (for e.g : Purchase Order) and presses "START". The document is scanned and automatically stored in the Purchase Order folder.

If desired, the scanned image can be converted to DocuWorks format or PDF format. The user can then index the documents manually when he is available. This solution enables scanned documents to be sent to a desired folder automatically.

### Benefits:

- Quick capture and store to desired folder
- Ability to store scanned documents in TIF, DocuWorks or PDF (Image) formats
- Saves time in manual importing to desired folders
- Store and index later
- Integration with DocuWorks, Docushare or any other popular document management software

### Solution Components:

- Document Centre 250ST/350ST/400ST or 451CP/551CP
- CentreWare Scan Services with printer harddisk
- DocuSend Software may be required for auto uploading

### Where It Fits:

- Any Industry
- Particularly those who want a more efficient way to scan documents and automatically upload to desired folder
- Those with electronic document management system

### Other Information:

- Document Management software must have ability to watch or monitor folders for automatic importing



# Solution Finder

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## OCR Solution

### **Challenge:**

**How to Reduce Data Entry Time And Convert Paper-Based Information Into Editable Format**

### **Problem:**

A company often receives information on paper documents. This information has to be entered into the computer for editing and stored for future retrieval and use.

Entering data manually is tedious and time consuming.

### **Solution:**

Scan the documents using Document Centre and into DocuWork software . Then activate the TextBridge Pro 10.0 OCR plug-in in DocuWorks to start the OCR process of converting the information into editable format.

Supports many popular file formats such as Word, Excel, HTML, RTF etc.

### **Benefits:**

- Quick capture and conversion into editable format.
- Reduce data entry and editing time.
- Supports many popular file formats.
- Reduce manpower and operating costs.

### **Solution Components:**

- Document Centre 250ST/350ST/400ST or 451CP/551CP with Scan-to-Mailbox feature
- DocuWorks 4.0 Software (for forms administrator)
- TextBridge Pro 10.0 OCR Software

### **Where It Fits:**

- Any Industry
- Particularly those who need to edit information that resides on paper
- Research, Marketing, Human Resource, Web Publishing

### **Other Information:**

- Customer can store and manage the documents on-line by using the Docushare Knowledge Sharing application
- Users can easily upload and file the edited documents for future retrieval



# Solution Finder

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## Digital Document Delivery Solution

### **Challenge:**

**How to Reduce the Cost of Fax and IDD bills.**

### **Problem:**

A company relies heavily on fax for its business communication. It spends about several thousand dollars a month on fax and IDD bills. Documents are printed and then faxed manually via the fax machine. Paper documents are faxed the same way.

### **Solution:**

Use email instead of faxing. Documents created in the PC can be emailed directly from the PC. Paper-based documents can be easily scanned and emailed to the desired destination. Set-up Scan Templates in the Document Centre for frequently used destinations – those that they correspond with very often. This will enable users to simply select a “Scan Template” and then press the “START” button. The documents is automatically scanned and emailed – without the need to go to a PC.

For cases, when both paper-based and computer-generated documents need to be merged before sending, scan the paper document to DocuWorks desktop, import the electronic document into DocuWorks (e.g Word file), and then stack them together before sending the email.

### **Benefits:**

- Reduce fax and IDD bills
- Better quality documents if sent by email
- Send both paper and digital files together in one message
- Business documents delivered are tracked in message Outbox
- Quick capture and delivery of paper documents via email
- Eliminate the need manually filing the paper document again

### **Solution Components:**

- Document Centre 250ST/350ST/400ST or 451CP/551CP
- CentreWare Scan Services (requires printer harddisk)
- DocuSend software (for Scan Server)
- DocuWorks 4.0 Software (for users)

### **Where It Fits:**

- Any Industry
- Particularly those who send high volume faxes ,use courier service & high cost of IDD bills
- Logistic, legal, shipping are some examples

### **Other Information :**

- User must have email messaging system (SMTP based) such as MS Exchange in-order to send-email
- May also send faxes via Fax Server such as RightFax Server