

MULTI SUPPORT

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Magazine

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– a new magazine

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... step by step!”

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25/7

Intelligent Document Management reframed

A new self-perception – a new magazine

If you asked me some months ago “What does Multi-Support do?”, I would have replied “We make Intelligent Document Management systems”. From one perspective this is of course very true – it does, however, not tell much about what we actually do for our customers.

We have realized that no one is in need of an intelligent document management system – absolutely no one! But many companies do need better structure, higher security, better service, greater efficiency, lower costs and more time. This is exactly the effect that our customers experience when implementing our IDM concept. Therefore we have changed our self-perception from being providers of document management systems, to the far more value adding status as providers of “time and money”.

What we do is saving you valuable time and money – providing you with more time – around the clock, day in and day out – 24/7. To underline this new raison d’être we have renamed our previous magazine IDM Focus to 25/7 Magazine. This is not only done in order to get a catchier name. For us 25/7 is also an important metaphor that pinpoints the increased efficiency that we provide. The intention of the magazine is still: “To inspire current and future users

of MultiArchive solutions to enhance and expand their usage and thereby maximize their benefit from the solution, by showing what others are doing”. This means that 25/7 Magazine is still a platform where customers are telling others about their specific projects, experiences and benefits.

Returning readers will experience that the new magazine appears in a lighter and more visual layout with shorter texts more focused on need to know rather than nice to know. This could also be seen as yet another way to demonstrate for you as a reader, that we know time is a very valuable resource.

This issue of 25/7 Magazine carries a number of carefully selected inspirational cases. Therefore we hope that even if you are not in the banking sector as Secure Trust Bank, you may appreciate how vital efficiency and reliability both now and in the future is. And not being in the steel business, you may still see how Starck-johann Steel Oy Ab have saved thousands of man hours, and at the same time improved customer service dramatically. All the stories in this issue are the focus on “efficiency and reliability” – factors relevant to most business in a world where the competition is getting tougher by the day, and where time is becoming more and more scarce.



If you have any questions or suggestions regarding the 25/7 Magazine, I encourage you to send me an email. I wish you inspirational reading.

Regards

Kim Hellum
President and CEO
Multi-Support Group

A handwritten signature in black ink, appearing to read 'Kim Hellum', written over a light blue background.

“Climb Mount Everest ... step by step!”

Full-blown solution

Today, the solution used by Aarsleff includes: complete corporate archive, supplier invoice scanning, web-based workflow, electronic HR files and financial document archive. As Aarsleff expands its utilization of the IDM concept it plans to add more elements.

Says Susanne Grumløse, system administrator at the Per Aarsleff A/S, a Danish-based international contractor. Over the last six years, the company has undertaken a number of projects to build a comprehensive and modern Intelligent Document Management solution for the entire company, which, at the moment, has 2,400 employees and a revenue of 470 million Euro.

The development and implementation of the solution happened in close collaboration between the management team, the users and a team from Multi-Support. In fact, according to Susanne Grumløse, this collaborative effort is the “secret” behind the successful IT project at Aarsleff.

“When you listen to the users’ wishes and demands before beginning development, it makes it easier to develop a solid solution,” explains Susanne Grumløse. “It’s like going to the tailor, who carefully takes all of your measurements before cutting the cloth.” Moreover, she stresses that this method reinforces the users’ positive attitude and expectations towards the new system.

Since Aarsleff began scanning documents into their system six years ago, it has

experienced significant business advantages. Recently, their workflow solution for managing supplier invoices has provided significant efficiency gains and minimized errors dramatically. Now that the solution is fully integrated with the business application, ASPECT4, it is much easier for the accounting department to trace a specific document and manage cash flow. This integration provides them with a clear picture of outstanding invoices and future expenses. The solution also means that the company avoids double payments and other costly errors.

Before Aarsleff implemented their latest MultiArchive solution, paper supplier invoices were normally sent directly to the job site where the materials were delivered for manual approval. When approved, the invoice was then returned to the central accounting department. With approximately 40% of the turnover for the Aarsleff Group coming from activities outside of Denmark, the Group was naturally concerned about the time-consuming and logistically complicated manual process, which also increased the risk of losing documents along the way.

Furthermore this procedure made it almost impossible to get a clear view of the finan-

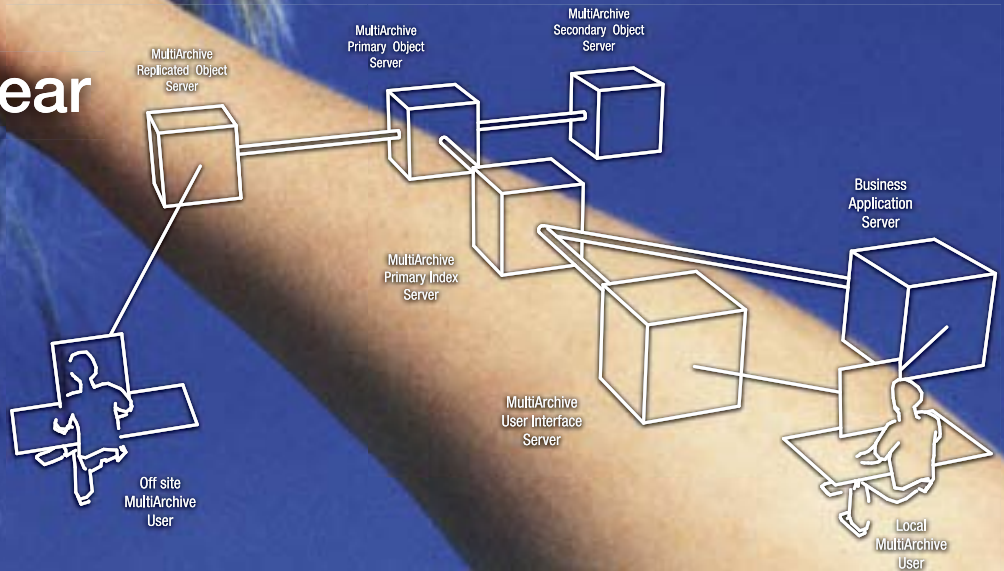
cial situation in a given project since the sufficient reliable documentation was never available. Today, all the more than 100.000 invoices are sent directly to the central accounting department where they are registered, put in the digital flow and distributed to one or more of company’s approximately 650 key personnel at building sites around the world.

The ROI (return on investment) has been so convincing that no precise calculation has been made. Although the company has experienced growth, the central accounting department never felt pressure to hire additional staff. In fact, accounting department has one employee less today than it did before implementation. Moreover, substantial resources have been reallocated to other administrative tasks. In all, a dramatic increase in efficiency for Aarsleff.

Learn more about Aarsleff at www.aarsleff.com

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Face of the year



Maybe “Face of the year” is taking it a bit too far, and maybe MultiArchive is not a real beauty – but the new web-based user interface does have another and somewhat sexier appeal than the existing Notes, GUI and traditional iSeries user interfaces.

While looks may not be everything, they are still very important. That is why the new web-based user interface for MultiArchive 6 is considered its single most important feature.

Besides its “better looks”, the new user interface has a number of important advantages, such as a single unified user interface. This unified approach is easily recognizable to any user in the organization, whether they are in Finance, Customer Service, Manufacturing, HR – even in Sales and Marketing. And the other “access clients” are still available, allowing you to continue using iSeries screens in bookkeeping, or Lotus Notes in sales.

From the perspective of management, outsourcing may be an attractive way of handling your corporate archive, including the extremely important security measures, and, with a complete browser-based solution, it is now possible.

From the perspective of a systems administrator, a “zero installation” browser client is naturally an attractive solution if you have 3,000 users in 30 countries spread over 3 continents. But even for smaller installations it makes life easier. From the perspective of a user, it is great that you are now able to read your physical mail, and approve urgent supplier invoices via the internet during a five minute wait at the airport.

Under the covers

MultiArchive 6 not only offers full flexibility at the user level, but also under the covers. While most organizations prefer the simplistic implementation with MultiArchive installed on the same server that runs the business applications, other organizations have different preferences.

No matter what the requirements might be, we meet them all. Take this complex scenario:

- Users running MacOS X
- Business Application Server running SAP under AIX
- MultiArchive User Interface Server running Tomcat under Linux
- MultiArchive Primary Index server running i5/OS
- MultiArchive Primary Object Server running SUN Solaris
- MultiArchive Replicated Object server running Windows 2000
- MultiArchive Library Object Server being an IBM 3996

Simplistic or complex – the Multi Tier Deployment Architecture handles it all.

Tamper-proof digital signatures

Beside the new user interface, MultiArchive 6 introduces a substantial number of new and enhanced features. Digital Signature, an optional module, is one of the most significant newcomers. This feature allows you to automatically sign documents in the archive digitally, making them tamper-proof. Once a document has been signed it can not be altered without you knowing about it!

Future features

And it doesn't end there – many more features are yet to come. Later this year

we will be introducing web service interfaces for integration, a certified SAP interface, enhanced search capabilities, and possibly even a new module that will allow you to perform free text search in the archive. MultiArchive is always on the move forward, adding new functionality month after month based on creative input from our customers. Visit www.multi-support.com to learn about the most recent developments.

MultiArchive 6 acceptance

Since its initial release a little less than a year ago, customer acceptance of MultiArchive 6 has been strong. This positive response might well be due to the fact that the new release, including the new browser-based user interface, is absolutely free when a maintenance agreement is in place. According to Susanne Grumlose of Per Aarsleff, another reason is: “The user interface is intuitive ... no additional training was required for the employees ...”

If you are not already running MultiArchive 6 my advice to you is – GET GOING! – With so many advantages and benefits, it would be a shame not to.

If you have questions regarding MultiArchive 6, or any future releases, please do not hesitate to send me an e-mail.

Thomas Hougaard-Enevoldsen is the Managing Director of Multi-Support R&D A/S, the research and development unit of the Multi-Support Group. You may reach Thomas at hougaard@multi-support.com

A new corporate archive to Trust

In today's competitive business environment it is absolutely essential for banks to stay ahead through continued innovation and increased efficiency. This means that they must place ever-increasing demands on developing an effective document management set-up. With this in mind the highly-reputed British bank, Secure Trust Bank PLC, switched their existing basic electronic archive system to a complete document management infrastructure.

Founded over 50 years ago, Secure Trust Bank PLC is a well-established full service bank serving customers predominately in the West Midlands and the North of England. The bank offers a great variety of financial services. One of their core products is a household budgeting service marketed under the Secure Homes and Onebill brands. Being the market leader in this field of service the customers in the Birmingham-based bank quite rightly expect that the bank demonstrates the ability to manage vast amounts of information.

And the ability to meet this expectation is the very heart of a modern bank's service,

since it is the key to service, security and efficiency. This means that information such as financial statements, journals, loan agreements, letters and other documents are handled in a safe and easy manner and that they are always accessible at all of the bank's branches.

Each and every business document in the bank must be captured, stored, and indexed in one common corporate archive, regardless of whether it is a report, a physical document, an e-mail, or whatever. This information has to be available to authorised personnel, regardless of time and place. The consultants of the bank can access their relevant customers or prospects information whilst on the move and internal staff can investigate the same document if also authorised to do so – this ensures that everyone is working with the most up-to-date information. No longer is it reliant on individuals to remember the correct procedures to process the documents in the bank. The system offers pre-defined workflows that are properly documented, and at the same time monitor for and cope with the exceptions that are bound to come up.



"In this way, and in this way only, you will be able to build the efficient, flexible and scalable bank of the future. A bank where all information is kept secure, easily accessible by anyone authorized to do so irrespective of location, and where everything is done according to best practice," says Keith Deakin

– Keith Deakin, Joint Managing Director at Secure Trust Bank.

“MultiArchive has worked well for Secure Trust Bank”



“Multiarchive has worked well for Secure Trust Bank and we look forward to extending our use of the product in the future. Life would be a lot easier if all software performed and was as well written and developed as Multiarchive”

– Mat Stevens IT, Manager of Secure Trust Bank PLC, UK

Changing horse midstream

Secure Trust has been using a basic electronic archive for many years. Reports from the banking application were filed electronically and many paper documents were scanned into the archive. The bank wished to move further up the ladder by implementing a complete electronic document solution, which integrates the remaining information systems and business solutions the bank already deployed.

Even though we all know that it can be dangerous to change horse midstream, Mat Stevens, IT Manager at Secure Trust chose to do so. “For seven years Secure Trust had a basic archive solution in place, and the system has served us well – it just wasnot the right platform for us for the future vision that we had for the bank due to its limited capabilities.”

Finding the platform for the future, Mat Stevens had a number of prerequisites.

The solution should be:

- functionally rich to meet all current and future requirements of the bank
- well-developed so that it required no regular support from the supplier
- easily integrated with their iSeries-based banking application
- easily integrated with various PC applications
- open and extendable – not requiring the vendors assistance for every change
- easy to implement – taking weeks, not months or years
- easy to use – requiring a minimum amount of training
- able to import all the documents from the existing archive



Last but not least, it had to be extremely cost effective from the start and over time.

MultiArchive met all of these requirements to such a degree that Secure Trust Bank and Mat Stevens now act as a reference site for Multi-Support – and to quote Mat Stevens “MultiArchive and our migration to MultiArchive met our original expectations and objectives but now allows us to develop our archive and workflow processes to improve the way we work and service our customers effectively in addition to satisfying regulatory requirements.”

The conversion was not hassle-free, but Multi-Support managed to convert all of the data that has been held in a proprietary system over the past seven years.

And it Pays Off

“In spite of the cost for conversion and new software licences, MultiArchive was providing Secure Trust with a Return On Investment that was one of several compelling reasons for us to choose MultiArchive as our future Document Management platform.”

“At this point in time we have converted all the existing documents, implemented scanning, automatic report filing, and PC document management, and the next phase will be the implementation of the Workflow processing module which will bring huge efficiencies to our organisation,” concluded a smiling Keith Deakin.

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A healthy investment



The two historic towns of Soltau and Walsrode in the northern German district of Lüneburger Heide have much more to offer than the scenic landscapes known to many tourists. Although the two local hospitals have a history dating back more than 100 years, today they are modern hospitals with a combined capacity of 470 patients, a highly professional staff and a long list of special medical departments.

Since 1997, the two hospitals have functioned under a shared administration known as Heidekreis-Klinikum. The goal of their merger was to optimize operations, to improve patient services and to reduce costs. Hospital management quickly realized the only solution to meet their medical and budget demands was to implement a shared electronic document management



solution capable of archiving and managing patient medical records and other important documents.

With the new shared electronic archive, the hospitals have become more closely connected. Now they have a user friendly and reliable solution with the necessary data security. That means that doctors, medical staff, and administrative personnel at both hospitals can always access the necessary information when they need it. This helps save valuable time and money in daily routines. More importantly, they can provide a higher level of service during the critical situations when a doctor needs to make a quick decision regarding a patient's treatment.

The MultiArchive solution is fully integrated with the hospitals' existing data system (KIS) via a HL7 interface. This means

authorized personnel have up-to-date access to any patient journal the instant a journal is modified. In addition, a digital signature and time stamp are incorporated in every update and amendment, providing a complete and traceable medical history. With the update to MultiArchive 6, these two hospitals are able to optimize their processes with a highly structured document management solution. The two hospitals plan on expanding the current solution in the future by scanning all of the old paper journals into the central MultiArchive.

Learn more about Heidekreis-Klinikum at www.heidekreis-klinikum.de

For further information please contact Managing Director in Multi-Support Germany Claus Cordes at cordes@multi-support.com

MultiArchive in the Healthcare Sector

Due to the unique combination of functionality and price, significant interest has been shown in MultiArchive since its launch in the healthcare sector. In contrast to other solutions in the sector, which charge by the number of users or hospital beds, the MultiArchive license is unlimited. Moreover, MultiArchive is a well-proven, easily integrated and user-friendly solution, not least of all because of its unique web-based user interface.

Nuts and bolts

“If you have an apple and I have an apple and we exchange these apples then you and I will still each have one apple. But if you have an idea and I have an idea and we exchange these ideas, then each of us will have two ideas.”

Shared Knowledge

In this column our development team will share their valuable experience with you. Take a few minutes to study their helpful tips, tricks, and hints. It will make your IDM life easier, more efficient, or simply more fun. If you have any questions or comments please feel free to contact the team at hougaard@multi-support.com.

Secure and reliable archive access from anywhere

MultiArchive 6, the new browser-based interface, provides you with secure and reliable archive access through any browser – anywhere. Release 6 also includes the following features and benefits:

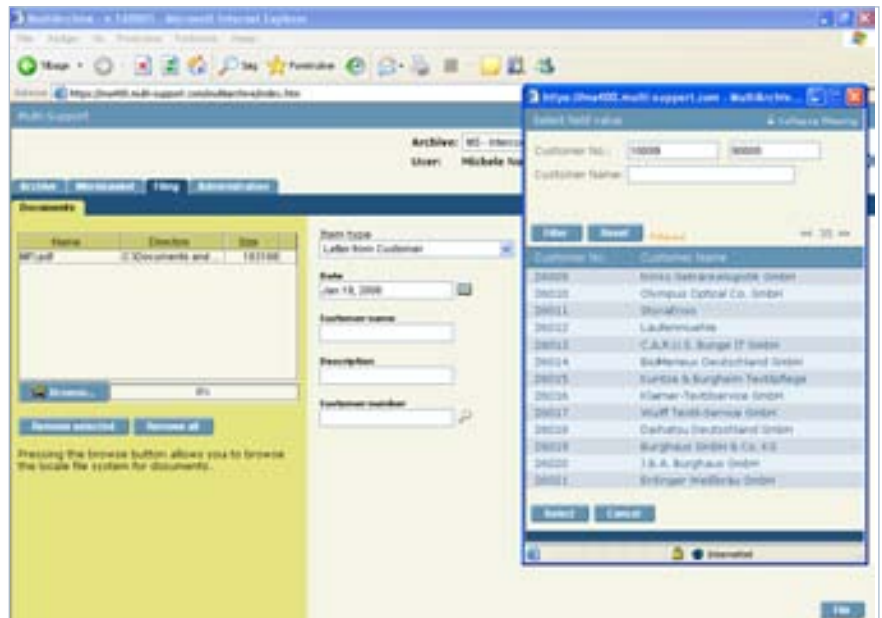
- Fully customizable – as many users as you like, or for the individual user or the entire department
- Simplified search and browse of the archive
- Simplified “Drag and drop” document filing
- Enhanced workflow, including new supplier invoice prompt and validation feature
- Simplified administration

Prompt and validation

One of the most exciting features of MultiArchive 6 is the new prompt and validation feature. For example, by using a simple setup in your e-mail filing system, you can validate a field value in your customer or project database. Additionally, you run extensive searches of the databases even while you are filing e-mails.

Setting up a field value validation is similar to setting up a list. The purpose of the validation is to ensure that the field exists in the ERP system and to display a description of the value so the user can confirm entered value is correct.

An example could look like this:



This demonstrates a document filing directly from the browser interface. By entering the customer number the user can search for customer and the chosen value will be validated.

This function can be implemented for the number of fields required. The setup is done on the Item type and is available for *DDE and *CMP. Use the F10 button to access the setup. For more information, please refer to the MultiArchive manuals.

Nice to know

The latest versions of the MultiArchive guides and manuals are available online. Use our new website www.multi-support.com and choose Support in the menu. This is where you can find support infor-

mation and download options. To get full access of the material on-line, you must have a username and password. If you do not have a username or password, please contact your local Multi-Support office or use the website for contact information.



Working smart with certificates ...

When Arja Elkala, office manager of the Finnish steel company, Starckjohann Steel Oy Ab, first heard of MultiArchive, she immediately saw how she could streamline many of the highly labor-intensive processes in her department.

She was looking to optimize and rationalize the extraordinary amount of work required to manage more than 120,000 steel mill certificates every year. A certificate is a piece of steel's "birth certificate", "medical certificate" and "merchandise specification" wrapped in one. With that in mind, it is very important the certificate always follows the product and that it exists all the way through its life cycle. Previously, this process was handled using paper certificates, which were moved, archived, copied and forwarded physically. That physical handling was both expensive and a high-risk source of errors.

"With the MultiArchive solution, all of the old certificates were scanned in, while new certificates are automatically entered into the system in PDF-format via e-mail," explains Office Manager Arja Elkala.

"Moreover, the electronic archive solution is fully integrated with our ERP-system, Solteq Merx. That means that the system automatically finds and attaches the correct certificate(s) the instant the order is expedited. In that way the documentation is sent along with the accompanying letter and order confirmation in an e-mail. Our customers are kept well-informed even before the products arrive," concludes Arja Elkala.

The rest is yet to come ...

Starckjohann Steel Oy Ab is part of the BE Group, one of Europe's largest suppliers of steel, stainless steel and aluminum. The business focuses on functioning as a value-added distribution link between steel mills and the buyer in the construction and industrial sectors. In that context, handling, delivery and documentation processes are naturally very important parameters.

The experience with the certificate management system has shown Arja Elkala and the management team at Starck-

johann Steel the untapped rationalization gains and service improvements waiting for them. They have already decided to replace their current PC-based archive solution with additional MultiArchive modules. With a fully-integrated electronic document management solution, Starckjohann Steel will be able to build a centralized corporate archive, allowing them to easily archive and manage all of their invoices (internal and external), business correspondence/e-mails and financial reports produced by their finance management system. In addition to the seamless integration with their current business application, they will also benefit from highly structured electronic workflow for handling claims and other critical business procedures.

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Ford on decisiveness



Henry Ford is one of the great personalities of industrialization. His decisiveness, ability to think big and place things in systems were just some of the secrets behind his incredible success.

As the inventor of the modern assembly line, we are convinced that he would have been an avid proponent of MultiArchive if he had managed Ford today. He would have admired the structure and the overview it would have given his company, the same benefits MultiArchive offers to its customers today.

Even though the world of business has come a long way since Mr. Ford, we believe that there

is still a lesson or two to be learned from this great man, and therefore, we have picked three golden gems from the great book of Ford quotes:

“Indecision is often worse than wrong action.”

“Nothing is particularly hard if you divide it into small jobs.”

“You can’t build a reputation on what you are going to do.”

Learn more about Henry Ford at www.hfmgv.org

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