

MULTI SUPPORT

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MultiArchive007 - with
a license to cut costs


A powerhouse
- now and in the future

A standard solution
- with unlimited
custom fitting options

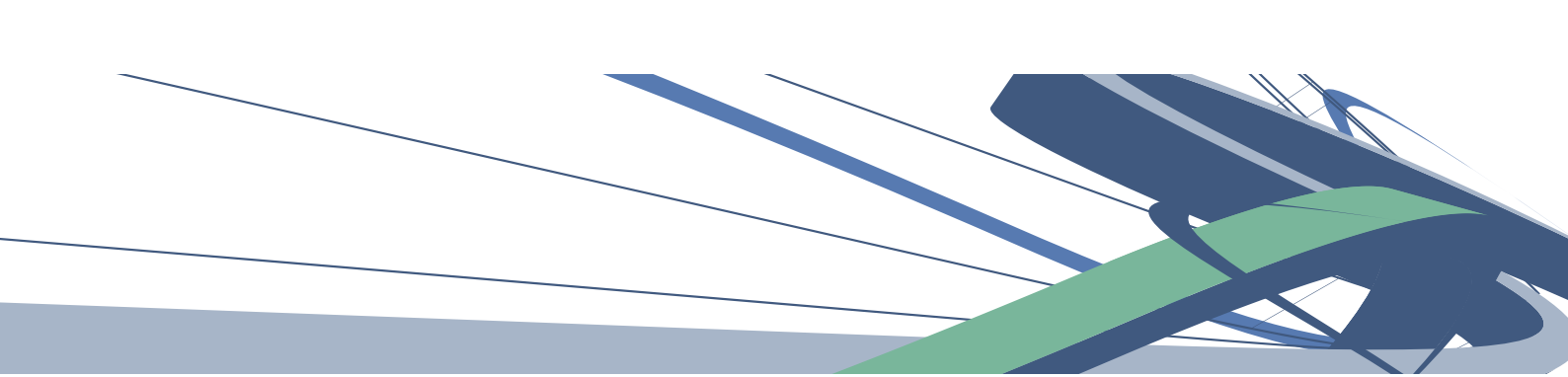
From over there,
to over here

Fast food
is a fast industry

A green solution in
black box from "The
big blue"

A photograph of a DHL Express delivery person, a man in a yellow and red uniform, smiling and carrying several yellow DHL Express boxes. He is standing in front of a tall, modern skyscraper with a distinctive lattice facade. The scene is set in an urban environment with a clear blue sky.

Global document infrastructure
- the key to better, cheaper
and more reliable logistics



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Sailing in rough waters

When sailing in rough waters, you might consider cutting all sails, reefing them, trimming them or even hoisting more. It all depends on your vessel, your crew, your competitors, and your ambition.

We are in the midst of a roaring global financial storm, and everyone is experiencing rough waters. The question is not whether or not you have to act during the crisis, but rather how you should act. Studies from previous crisis show that the most risky response to a major financial crisis is to do nothing!

I trust that you have already assessed your strategic position in relation to the current financial crisis, and have already acted upon it in one way or another.

When talking to existing and potential customers we have experienced an increased focus on cost reduction and efficiency improvements – regardless of whether the company has actually been affected by the crisis or is just considering new possibilities. Even though it may be difficult to justify the implementation of solutions that lead to direct cuts in personnel, it is somehow more acceptable in the current situation when many companies are struggling. Our customers realize an immediate advantage when they implement one of our solutions –

generating measurable savings from day one, and often experience a payback period of only weeks or months.

Besides generating immediate cost savings, implementing an intelligent document management solution also positions your company for future growth by increasing efficiency and flexibility. Read in this issue about how MultiArchive enabled DHL to move their centralized business archive from Arizona to Prague and to switch to a brand new financial package from Oracle. That is the kind of flexibility your company needs in a volatile future.

It is not too late to act – even in the midst of the current storm. Our solutions are not implemented in huge projects with massive investments and equally frightening uncertainties. Read more about how our cutting edge technology, well-proven methodology and extensive experience exceeded the highest expectations in the story on BoConcept.

This issue features a variety of articles about other large international and small national organizations in the private and public sectors that decided to implement our IDM concept in order to enhance their efficiency, flexibility, and scalability – and to save time and lower costs. And you can too!

Still in compliance?

Is compliance still an issue during the financial crisis? We believe so. Compliance can indirectly improve business results by reducing costs and by increasing profit margins and market share. More directly, compliance can also help to optimize daily routines and standard procedures, thereby increasing efficiency, improving cash flow and reducing human error.

The most common areas of COMPLIANCE are:

- Sarbanes-Oxley Act
- Euro-SOX
- local legislation
- corporate best practice
- common sense

For further information on this subject, read the article “From over there to over here” on page 10.

This is what we do. We save you valuable time and money – giving you more time where you need it – around the clock, day in and day out – 24/7... or even 25/7.

If you have any questions or suggestions regarding the 25/7 Magazine, I encourage you to send me an email using hellum@multi-support.com. As always, I hope you enjoy our magazine.

Sincerely,

Kim Hellum
President and CEO
Multi-Support Group

Global document infrastructure – the key to better, cheaper and more reliable logistics



Each day, the Scandinavian Express division of the transportation and logistics company DHL produces in excess of 50,000 documents – bills, dispatch papers, etc. For years, a growing part of these documents have been digitized and filed in a shared business archive – MultiArchive. And today, the electronic archive at DHL contains no less than 35 million documents.

Over the years DHL has gained considerable savings by automating and rationalizing the way in which the company handles their documents. “With this electronic archive, we avoid the need to file paper copies of our documents. This way, we save a lot of time and a lot of money,” explains Mats Nyman, who is responsible for system development at DHL in Stockholm.

Moving to Prague and moving to Oracle
Having grown from three employees in

1969 to 300,000 now, DHL has also moved into a lot of new businesses and markets. At the heart of the success is a focus on the customer's needs and the ability to develop and provide individually customized solutions.

Other key factors behind the success are agility and the continued optimization of business processes. For that reason, flexibility is a key requirement with any new solution at DHL.

On several occasions, MultiArchive has demonstrated its unsurpassed flexibility, as evidenced by the corporate IT department's decision to move the centralized document management server from Arizona in the USA to Prague in the Czech Republic. Not a single customer, nor a single internal user, experienced any loss of service in the vital document access. Try doing that with a physical archive.

Similar flexibility was demonstrated recently when DHL replaced its outdated financial management package with a brand new Oracle solution. With a new integration module from Multi-Support, DHL experienced uninterrupted service and a seamless integration to the new Oracle solution.

Global perspectives

For a company with a reach as global as DHL, flexibility is a key strategic parameter. An even more important parameter and significant benefit from implementing MultiArchive is the dramatic increase in the availability of information on a daily basis. Today, DHL's international network links more than 220 countries and territories worldwide and employs some 300,000 employees. DHL offers unparalleled expertise in express, air and ocean freight, overland transport, and contract logistics solutions, as well as international mail services. Therefore, the prospect of



gaining even more profit and competitive advantage through optimizing global business processes is staggering.

How to deliver reliability

DHL handles many different types of dispatches for a wide variety of customers. This results in a lot of different transportation documents accompanying every single dispatch all the way to the final address. To ensure reliable deliveries, it is vital that each DHL courier can manage both the dispatches and the accompanying transportation documents. With the new solution from Multi-Support, route lists can now also be sent by fax or text message directly to drivers who have not yet been connected to DHL's electronic route system.

In the old system, all transportation documents were printed on special forms, which then needed to be manually filed. With the transfer to the Multi-Support

solution, it has become possible to complete all the necessary transportation documents directly on a computer screen. Simultaneously, a copy is filed in the company's electronic archive.

"This is far more flexible than our previous system, where we had to order new pre-printed sheets and forms every time there was a minor change somewhere. Today, such corrections and adjustments can be implemented in just a few minutes," says Mats Nyman.

A smarter back-office

Moving boxes from A to B is actually the less complex part of the business. If you want to have an advantage over your competitors, you need to focus on all aspects of business process optimization in order to obtain maximum efficiency, reliability and flexibility – all the way from the customer, through the back-office, to the final recipient.

"By making the company's millions of documents accessible in digital format, it is now obviously far easier for our employees to locate the documents they need. This does undoubtedly save us a lot of time and money on a daily basis. Moreover, the electronic business archive and the possibility of sending documents electronically have reduced the company's paper consumption significantly, which is not only a major financial but also an environmental benefit," underlines Mats Nyman.

MultiArchive007

- with a license to cut costs

With the recent launch of MultiArchive 7, MultiArchive has taken a major step forward in exploiting the web technology introduced in MultiArchive 6. MultiArchive is the “solution of choice” for any company or organization that needs to work in a structured way with business documents of all types, and MultiArchive 7 has many new and enhanced features.

Among the many new features, the brand new lightning-fast search option makes it easier to search than ever before. The document management functionality is enhanced with complete “check in check out” functionality that works directly from a browser. One of the major strengths of MultiArchive is integration, and this is taken to an entirely new level with a Web service integration option. MultiArchive may now be an integrated component in your current or future service oriented architecture (SOA). New support for LDAP/Active Directory allows you to manage all users centrally, thereby adding to the scalability of the solution.

...and these are just some of the new options.

Search

MultiArchive 7 contains a brand new search engine that allows you to easily perform the most advanced searches for documents throughout the entire corporate archive.

The result is presented at the speed of light in a simple and intuitive overview for further processing.

Document management

MultiArchive 7 also adds complete “check in check out” functionality to the archive.

This functionality allows you to take a document from the archive or from your work-basket, edit it locally on your PC and then put the document back into the archive – all in one controlled and secure process.

MultiArchive keeps track, at all times, of which documents are checked out from the archive, and by whom. Furthermore, each user has an easy overview of the documents they currently have under revision.

LDAP/AD support

Many larger organizations already have centralized user administration in place. With this new feature in MultiArchive 7, it is now possible to log on to MultiArchive with users and user groups maintained in for example Windows Active Directory.

Web services and SOA

By introducing a new Web service interface, the architecture of MultiArchive has become even more open. You can now interface and communicate with MultiArchive regardless of platform or IT architecture. MultiArchive is ready to become an integrated part of your current or future service oriented architecture.

If you have a business application running on Windows, UNIX, System i or any other platform, integration with MultiArchive is a simple matter.



Lightning-fast search capabilities in the browser.



Complete check in check out functionality in the browser.

MultiArchive 7 also contains the following functionalities:

- New overview of documents in the workflow
- SAP-certified integration module
- New scripting capability for extensions
- User-defined options

...and much more.

MultiArchive 7 -

Build on the users' needs

One of the key factors behind the success of MultiArchive is without doubt our continuous and massive investment in product development.

All product development follows the MultiArchive product road map, ensuring that the long term strategic targets of the Multi-Support Group are met. Through long-term goals as well as short-term prioritization, we involve our many users throughout the world – either individually or organized in local user groups, like the Norwegian MultiTeam.

This interactive approach ensures that that what we develop is what you need.

A Powerhouse – now and in the future



Even though there is still a lot of heavy industry in Herne, located in the German Ruhr district, coal mining and steel production is today just a part of the region's history for most of the city's 170,000 inhabitants. At the end of the 18th century, during the Industrial Revolution, the Ruhr Valley was the powerhouse that drove European growth and Herne's population grew twenty-fold over a period of just twenty years.

The region has tried to maintain its role as a powerhouse, even though Europe's heavy industry no longer drives productivity and growth on its own. As with other cities in the region, Herne has had to shift its focus and ensure it has highly varied, future-proofed and environmentally friendly business sectors, such as the service industry, tourism and IT.

As part of Herne's modernization process, the local government decided to improve the quality and efficiency of its public services for citizens and companies. From the start, everyone knew that service improvements of this kind would not be achieved simply by hiring more staff. In fact, the service improvements had to

be implemented simultaneously with staff reductions. This required a better use of resources, mainly by improving, automating and rationalizing document processing procedures at the local government offices.

Implementing MultiArchive has improved a number of the city's public services by making the administration more efficient and faster without employing extra staff. To date, the planning department, the land surveyor's office, the tax offices, and driver's license and passport administration have all successfully implemented MultiArchive.

Everyone benefits: citizens, the business community and the employees. For citizens and the business community alike, the MultiArchive implementation has speeded up the processes, and reduced the waiting time for getting passports and building permits.

The employees now have an easier and more flexible solution that simplifies the complex procedures, and significantly reduces time spent on individual tasks. By implementing computer-aided procedures, the workflow involved with issuing passports and driving licenses

has become simpler, faster and more secure. Just a few clicks with the mouse and the employee is directly connected with the relevant authority that approves this specific kind of document. Passport photos and signatures may also be downloaded "online" while completing the necessary application forms.

The city of Herne, like many others running SAP, now sees the clear benefits from integrating their premium ERP system SAP with the premium intelligent document management solution MultiArchive. While they may be dealing with more vital and strictly confidential information than ever before, they now do so with ease, and with the ease of mind that comes from relying on a well proven and SAP-certified solution.

The results of the partnership are very positive. Herne's citizens and business community are witnessing significant improvements in the level of public services, and, at the same time, public employees in departments where MultiArchive has been implemented are experiencing a far less stressful work day.

**SAP[®] Certified
Integration**

A standard solution – with unlimited custom fitting options



Anyone who has ever tried on a tailor-made item of clothing knows the feeling of a perfect fit. The clothes feel just right thanks to a combination of thorough preparation – including sketches and measurements – and the superior craftsmanship of the tailor. In the same way, Multi-Support’s consultants spent a lot of time “measuring up” BoConcept to understand the company’s wishes, requirements and business processes before starting work on implementing a tailor-made solution.

From the very start of the project, Lene Fibæk Hansen, IT consultant at BoConcept was well aware that it would become necessary to adjust and adapt the solution to accommodate future requirements. For this reason, she presented a set of very clear requirements for the solution’s flexibility and future-proofing. The international furniture company had previous experience with a severely limiting invoice scanning system.

“On far too many occasions, we found that it was impossible to adapt, develop and optimize our old system in the direction we needed,” explains Lene. “It became clear that we had to search for a completely new and flexible solution that could live up to our requirements for reducing the volume of manual work in connection with document processing, for example.”

“The better the integration we can achieve between our invoice processing solution and our MOVEX ERP system, the more efficient we can run our business. The new MultiArchive Workflow solution features, for example, an intelligent function that differentiates between cost invoices and stock item invoices. The latter type are directed to a separate flow where an intelligent three-way invoice matching function is used to automatically check whether the invoice sum matches the purchase order issued, and the goods receipt. If the three do match, then manual approval is unnecessary. As a result, we only need to

use human resources with invoices that differ from the expected for one reason or another,” relates Lene.

Know your customer

Before the project was launched, key personnel from BoConcept and Multi-Support held a number of meetings and design workshops to identify necessary workflows, functionality and features. Based on these meetings, Multi-Support prepared a comprehensive report detailing the possibilities and limitations of the project. “The purpose of a report of this kind is naturally to balance expectations and achieve consensus regarding the scope of the task ahead,” explains Kim Rudbeck of Multi-Support Denmark, who has been the key account executive on the BoConcept project from the very start.

“In many respects, this project has been absolutely perfect. On the one hand, we have received highly qualified input from the BoConcept IT department, and on the other, the company has shown great confidence in us and given us the room we



need to complete a project of this nature,” he concludes.

Both parties are also quick to stress that the implementation itself was extremely efficient. Because of the very intuitive and user-friendly structure of the solutions, it was sufficient to give 12 super-users a 3-hour introduction to the solution, and then let these 12 people handle the training of the 80 or so other users in the company. This simple and efficient trickle-down strategy is one of the reasons why BoConcept experienced a fast, smooth and painless roll-out which, in turn, contributed to the high ROI (return on investment) of the solution and the resulting short payback time.

Satisfied customers are the best ambassadors

“As everyone knows, you’re only ever as good as your last project. That’s why I started by asking my professional network if anyone knew of good systems and skillful suppliers of document management

solutions,” relates Lene Fibæk Hansen. And the responses she received could not have been clearer.

“I’ve never had such unanimously positive feedback ... Everyone who has had direct experience working with Multi-Support gave the company two thumbs up. And I must admit that after several successfully completed projects I am quite happy to join the chorus of satisfied customers. They are quite simply the most skilled and competent IT consultants I’ve ever met. Everything was delivered at the agreed time and at the agreed price.”

“However, simply delivering on your promises is not enough to generate such a high level of praise,” continues an evidently satisfied IT consultant. “You have to exceed expectations, and the people from Multi-Support really understand their customers’ business environment. Finally, they were always extremely creative and accommodating whenever it came to developing new solutions and adaptations.”

The future features new development

In the present business climate, it is essential for an international company like BoConcept to constantly focus on reducing costs and improving the efficiency of business processes on markets all over the world. Being able to constantly optimize business processes is a prerequisite for the ability of the company to maintain and improve its competitiveness.

Since BoConcept started to work with MultiArchive, the company has tapped into a wide range of ideas for new areas of application and features. For example, work is currently underway on an exciting new project in which the new company archive is shortly to be opened up for external access via an extranet connection. This project is linked to the development of a self-service portal that will allow franchisees and other stakeholders to easily access invoices, pay slips, etc.

From over there, to over here...



The new and more stringent corporate accounting controls of today were created as a legislative response to a series of massive financial scandals in the USA earlier in the decade. At first, SOX-compliance (named after the Sarbanes-Oxley Act passed into law in 2002) was a purely American phenomenon.

The law, named after the Senator and Representative who sponsored the law, establishes enhanced standards and accountability guidelines for how publicly-traded companies administer and document their operations.

The law's goal is to ensure greater transparency and security for shareholders and a more thorough and accountable financial reporting system. Since the law's inception, it appears that SOX has also been a valuable competitive parameter, making a positive contribution to the bottom line and improving a company's reputation in society. This translates into concrete standards in regards to corporate accounting and documentation that apply to suppliers and partners.

Publicly-traded companies have used an enormous amount of time implementing the American accounting and control standards. To avoid a similar problem, the European Euro-SOX rules are not quite as detailed or rigid as their American counterpart. The softer European rules give corporations noticeable advantages when they incorporate enhanced internal routines in the areas of corporate accounting and risk management combined with systematic storage of crucial corporate data.

Law change focuses on transparency

Recent events have made it clear to everyone just how close the American and European economies are linked. It is therefore important to follow developments within American business carefully, as they can have a profound bearing on the opportunities available to European companies and the market conditions that they operate within. "As everyone knows, we are in the middle of one of the greatest financial crises of all time, especially for shareholders, who have experienced significant losses. Therefore, it is important that we rebuild trust and confidence in publicly-traded companies. This can be accomplished

by, for example, ensuring greater transparency and better documentation," explains Kurt Mathiasen, a Certified Public Accountant from KPMG in Århus, Denmark, referring to the most recent change to the Danish Financial Statements Act that went into effect on 1 September 2008 (law 516). According to the new law, publicly-traded companies must meet a series of standards, including the provision of information regarding general management principles, auditing, documentation and risk management. "After the change to the Danish Financial Statements Act, KPMG has experienced increased interest from publicly-traded companies and other organizations that are looking for advice on how they can live up to the new legal requirements."

As often happens, the new law is not just an unpleasant clamp-down and a new series of requirements to be adhered to. A company that conforms to the new law can actually achieve clear competitive advantages in terms of time

savings, gains in efficiency, an improved public image and better customer service by, for example, implementing one of Multi-Support's IDM solutions to meet these requirements for systematic document management and improved documentation.

"While the law naturally applies to all publicly-traded Danish companies, companies with other ownership structures can also benefit by voluntarily complying with the new standards. On the one hand, companies can send a clear signal to creditors, shareholders, partners and customers that they operate a professional company, while on the other hand it makes it easier for management to make an initial public offering at some point in the future," concludes Kurt Mathiasen.

Read more about the new Danish Financial Statements Act no. 516 17/06/2008 on www.retsinformation.dk.





Fast food is a fast industry

“The fast food industry is highly competitive. Process optimization and cutting marginal costs are the keys to success,” explains Bente Brocs, CFO of Umoe Catering A/S. **“To stay ahead of the competition in a market like this you need to be flexible, scalable, and extremely efficient.”** Umoe Catering, best known for its Peppes Pizza and Burger King restaurant chains, has a long tradition of pro-actively using IT to meet the challenges of the market. Umoe took another step in that direction when it ordered an IDM solution from Multi-Support, establishing a complete corporate document management infrastructure based on MultiArchive.

Umoe Catering is familiar with the standards and norms set by multinational brands, such as Burger King, in terms of business reports, procedures, and documentation. The new IDM solution allows Umoe Catering to comply more easily with existing and future demands.

The project was designed to handle a centralized purchasing system, which controls the supply chain for all of Umoe Catering’s restaurants and cafes. The IDM solution supports many different business areas, including supplier invoice processing. Over 100,000 supplier invoices, whether they are on paper, in XML, or EDIFACT, are captured and interpreted automatically using the most advanced capture technology available.

The majority of the supplier invoices are the result of transactions processed

through the procurement portal, Attento, which automatically generates purchase orders in the business application, Solution One, used by Umoe Catering.

The solution automatically performs a complete three-way-match, verifying that goods received match the PO, and that the invoice received matches the goods and PO. If any discrepancies are detected, the invoice is automatically routed to the person responsible, no matter where he or she might be located in Norway. And because the solution is browser-based, they may even decide to attend to the matter from home.

While the structured processing of supplier invoices is definitely a major application for Umoe Catering, it is far from the only one. Processing of new staff members and contract renegotiations are just two on a long list of applications.

Every part of the organization with mission critical business processes benefits from the built-in audit trail created by the structured rule and role-based workflow.

According to Henry Karlsen, CIO of Umoe Catering, the wide application scope of the IDM concept makes Multi-Support very competitive compared to all the major players in the market. “With MultiArchive we get much more than a simple invoice processing application, we get a foundation for our entire document infrastructure. The fact that it runs as a zero-install browser application, and integrates seamlessly with our business application, didn’t hurt either”.

Facts:

Umoe Catering AS is Norway’s leading chain of service establishments with an annual turnover of €215 million, and a staff of 4,000 divided between some 205 restaurants and cafés.

The company’s subsidiaries, perhaps better known to the public, are Peppes Pizza AS, King Food Norge AS (Burger King), American Bistro Scandinavia AS/American Bistro Sweden AB (TGI Friday’s), Café Opus AS, La Baguette AS, and Pubcompaniet AS. Umoe Catering AS also owns 50 per cent of Togservice Norge AS.

Peppes Pizza alone sells more than 9 million pizza meals a year. Add to that the Norwegian share of the 1.7 billion Whoppers sold worldwide each year, and the numerous meals served at Friday’s, Cafe Opus, La Baguette, etc. It all adds up to (g)astronomic figures.

Group websites: www.uc.no,
www.burgerking.no
www.fridays.no
www.peppes.no
www.cafeopus.no
www.labaguette.no
www.togservice.no
www.fattigmann.no

25/7



IBM and Multi-Support have teamed up to deliver a 25/7 Solution Server.

A green solution in black box from “The big blue”

IBM and Multi-Support Group have teamed up to develop a cost-efficient out-of-the-box solution for building an efficient and reliable corporate archive and workflow solution, including hardware, software, and service at a low, fixed monthly rate.

The 25/7 Solution Server attaches easily to any corporate network, serving business applications on AIX, IBM i, Linux, Solaris, Unix, Windows, z/OS, z/VM, z/VSE, and runs in a web browser.

“With this new offering, IBM’s bullet-proof server, and our software and expertise, we offer the market a complete IDM solution that is easy to acquire, easy to implement, easy to run, and extremely easy on the budget” says Kim Hellum, CEO and President of Multi-Support International.

The 25/7 Solution Server is based on the newest energy-saving IBM POWER6 processor technology with 4 GB RAM, 560 GB RAID-5 protected hard disc system, UPS to protect against power failures, and an integrated tape unit for automated backup.

With a 25/7 Solution Server there is no reason why you should not be up and running saving valuable time and money for your business 24 hours a day 7 days a week, by the end of the month.

Contacts: Claus Koefoed, claus@dk.ibm.com or Thomas Hougaard-Enevoldsen, Multi-Support R&D, hougaard@multi-support.com

About Multi-Support Group

Multi-Support has more than twenty years of experience in optimizing document-centric business processes based on our concept for “intelligent document management” (IDM). The objective is to make organizations more flexible, scalable and efficient, thereby saving them valuable time and money. In short we are a provider of “time and money” – 24 hours a day, seven days a week – so efficient, in fact, that you could say 25/7.

The IDM concept has now been implemented by more than 3,000 organizations throughout the world in all lines of business and by companies of all sizes. Multi-Support Group has own implementation organizations in Denmark, Finland, Germany, Norway, Sweden, Switzerland and the UK, and we collaborate with certified business partners throughout the world.

Multi-Support is an IBM Advanced Business Partner.

MULTI+ SUPPORT

www.multi-support.com