

# Open Text Document Server 8.3 Product Overview

A trusted imaging and archive solution

## Application overview

Open Text Document Server document management software creates an electronic file cabinet for your organization, a trusted archive where you can securely store any document type and then find it within seconds, even years later. Document Server is very good at capturing, indexing and managing scanned paper documents, faxes, emails, PDFs, computer reports, and anything else in its final form.

## Current issues

The majority of the unstructured content in an organization is “fixed” content.<sup>1</sup> Examples include contracts, invoices, statements, reports, technical documentation and even email. There are a number of challenges related to this content:

## Lost or misplaced information

Knowledge workers spend 3.5 hours weekly searching for information that is never found and three hours a week recreating that lost content.<sup>2</sup> One study concludes that companies lose \$14,000 a year per employee in wasted productivity due to lost and misplaced documents.<sup>3</sup>

## Compliance and e-discovery issues

Organizations are under more pressure than ever before to manage fixed content for compliance and risk reduction purposes. New e-discovery rules can lead to exorbitant costs for the unprepared company.

## Lack of integration with other applications

CRM, ERP, HR, ECM, claims processing, health information systems, etc.—all these applications need fast and accurate access to scanned and archived content but it is rarely accessible.

## What is Document Server?

Software for creating and managing document repositories and archives.

## Why use Document Server?

**Save Time** Significantly reduce the time it takes your employees or customers to find documents—speeding up this process by as much as 90 percent.

**Save Money** Significantly reduce paper storage, resulting in impressive cost savings and reclaimed office space.

**Provide Better Document Security** A trusted document repository helps you comply with government regulations and legal retention requirements. It also prepares you in case of a sudden e-discovery request.

## Why choose Document Server?

With more than 13 years in service, more than 11,000 systems sold into every industry and size of company, and mission-critical uses such as the International Space Station Project, the US Nuclear Weapons Test Data Archive and patient records retrieval at many healthcare facilities—be assured that you can trust your documents to Document Server.



## The benefits of Document Server

**Increases productivity by speeding up document retrieval and finding 'lost' information.** An office equipment dealer cut file retrieval time from one hour to three seconds. A hospital reduced patient record retrieval by 50 percent. A credit union verifies account signatures in seconds now. An insurance agency reviews policy documents in two minutes, as compared to two weeks.

**Saves money by reducing the need for paper supplies, paper delivery and storage.** A state transportation department cut printing and delivery costs in half. A hospital saved hundreds of thousands of dollars by eliminating a records storage warehouse and cancelling its off-site storage vendor contract.

**Helps with compliance by creating a secure archive.** Hospitals and medical clinics use it to create secure archives that protect patient information. State government offices use it to comply with records retention policies. Airlines use it to comply with FAA regulations.

**Connects scanned content to other applications that need it.** A manufacturer integrates scanned images into Microsoft® Office SharePoint® Server 2007. A district council integrates 850,000 property files with its Geographic Information System (GIS). A hospital integrates patient records with its Health Information Management System.

## Key features and options

### Capture

Images from scanners or MFPs, OCR, barcode recognition, PDF conversion, fax archiving from Open Text Fax Server, email archiving from Microsoft® Exchange Server and Microsoft Office Outlook®, Microsoft Office doc archiving using Office or SharePoint Server connectors and computer report processing and archiving.

### Manage

Library services, full-text indexing, integrated security, audit logging and backup.

### Deliver

Search and retrieval programs for Web and Microsoft Windows, CD/DVD delivery, and custom integration with other applications.

### Archive

Secure repository, scales to handle millions of images; viewing and retrieval software with support for removable media; records retention module.

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<sup>1</sup> Doculabs Market Focus White Paper on Fixed Content Management, Feb. 2005;

<sup>2</sup> The hidden costs of information work, International Data Corporation (IDC), March 2005;

<sup>3</sup> IDC Canada report, 2006