



DELPHI GROUP

SNAPSHOT

It's in There

All in One and Ready to Run Enterprise DMS-Based Knowledge Management From SAPERION

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Document management concepts, technologies, and procedures provide the basic discipline to kick off a successful effort (in Knowledge Management). The document is an important concept for getting started—documents are the vehicles for knowledge. Document management provides the central framework and discipline for successfully capturing, validating and moving content to employees, partners and customers.

~ W. Applehans, A. Globe, and G. Laugero, *Managing Knowledge* {1999}

Document-Based Knowledge Management

One of the most daunting issues facing business today is the rethinking, reengineering, and restructuring of the enterprise and its information systems to accommodate and support the requirements for success in the digital economy. There is a growing awareness that intellectual property is often a more important asset than the traditional triumvirate of land, labor, and capital (the financial kind). Indeed, knowledge is one of the major currencies of today's digital economy. Recognizing that intellectual property and applied knowledge represent a significant source of competitive advantage, enterprises are actively seeking methods of creating an environment that nurtures and refreshes a cycle of creation, collection, discovery, use, and reuse of knowledge in support of new business value.

A tactical definition of knowledge is *the ability to convert information into action*. The emphasis is on turning information into the basis for action that has a desirable outcome for the enterprise. As Applehans, Globe, and Laugero explain, "Managing knowledge means delivering the information and data people need to be effective in their jobs." Regardless of definition, the emphasis on codifying knowledge—making it explicit in accessible form—is the basis for the phenomenon of Knowledge Management (KM), one of the most talked-about trends of the 1990s. Delphi believes that a disciplined approach to KM is both a strategic and tactical requirement for success in the digital economy.

Whether paper or electronic, picture or text, static or multimedia, the document is the essence of communication—and the common currency of every process. Just as knowledge is the new currency of business, so too is the document the lingua franca of the extended enterprise. Delphi research indicates that virtually all of the knowledge that has been codified in any given enterprise resides in documents, whether paper or digital. This means that an effective document management system has the capability to provide a foundation for knowledge sharing and management.

SAPERION® understands the requirements for document, data, knowledge, and records management. The company—a provider of storage, archiving, imaging, and document management solutions since 1985—offers a knowledge management architecture for information, documents, and records that has the capability of serving as the basic KM building block for mission critical and other business applications. Andreas Liebing, CEO, explains, "Data, their classification in a context,

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SAPERION 4.5 Highlights:

Provides an "All in One, Ready to Run" integrated Knowledge Management and eBusiness software solution, including Knowledge Management with classification, categorization, full-text database search, content and link management; eBusiness with CRM, BI, SCM, ERP, data warehouse, digital signature, and encryption; System Integration including MS-Outlook, MS-Office, Lotus Notes, SAP R/3; Document Mgt. with capture, imaging, storage, archiving, revision control, check-in/ check-out; and DoD 5015.2 Certified email and Records Mgt.

Content includes images, word processing docs, spreadsheets, databases, COLD reports, digital signatures, video, sound clips, email, forms, and data contained in ERP, DW, BI, SCM applications and data storage repositories

Standard functionality includes imaging, routing, document management, storage, capture archiving, OCR/ICR, barcode recognition, broker server, remote scanning for ASP requirements

Functional extensions ready for activation include workflow; email and records management; COLD converter; form recognition and classification; automatic document classification, categorization, and personalization; document analysis idea and pattern matching; security module; encryption; digital signature; audit log and reporting; rendering; R/Link interface to SAP R/3; mobile off-line archive

Standard library services including check-in/ check-out; version control; revision tracking on files, file parts, annotations, and indexes; and index attribute and full-text search

Imaging capabilities include image capture and enhancement; broad scanner support; barcode recognition; OCR package integration; image view supporting thumbnails, highlighting, annotations, and sticky notes; and routing capabilities

Client interfaces: Universal Web client for integrating IE or Navigator; integration for access via MS-Outlook; integration for access via Lotus Notes

Supported languages include English, German, French, Italian, Polish, Croatian, Slovenian, Hungarian, and Arabic

and their processing rules, build active knowledge. Our goal is for people of all qualifications to have intuitive access to this information, and depending on the situation, provision to this knowledge in proper presentation."

The Enterprise Document Management System (DMS)

When Delphi refers to an Enterprise DMS, we are actually referencing several integrated technologies: document management, text retrieval, imaging, multimedia, and workflow. *The goal of an Enterprise DMS is to enhance and preserve the value of an organization's information resources, and in doing so, optimize and streamline other business functions.* In an Enterprise DMS, documents are stored, transmitted, and accessed on-line. A key benefit is the flexibility to work with a variety of information sources and formats. Many forward-thinking enterprises consider an integrated DMS as a critical infrastructure layer within their information management architecture.

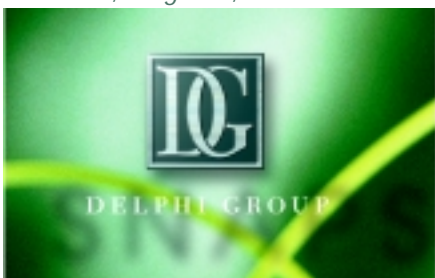
SAPERION's Enterprise DMS is an integrated solution that includes document management (DM); capturing; imaging; workflow event management; classification of unstructured data such as email, text, and scanned images; text retrieval; digital signatures; multimedia; compound documents; jukebox management; COLD; support for a variety (8+) of languages; and optical storage and archiving capabilities. The company leverages this integrated Enterprise DMS to manage knowledge through classification, categorization, high speed knowledge retrieval, efficient forwarding, and collaboration with other users and business applications.

All in One and Ready to Run

A famous consumer advertising campaign employed the tag line, "It's in There," to emphasize that every important ingredient was already included in the product. SAPERION delivers this same message with their philosophy of *All in One and Ready to Run*. "All in One" refers to the extensive functionality delivered in a single software package with an integration of all system architecture features and functionality. The major components of the solution include **Knowledge Management** (automatic classification and categorization, full-text database search, content, and link management); **eBusiness** (CRM, business intelligence, supply chain management, ERP, data warehouse, digital signature, and encryption); **System Integration** (MS-Outlook, MS-Office, Lotus Notes, SAP R/3, Navision); **Document Management** (capture, imaging, storage, archiving, revision control, and check-in/check-out); and **Email and Records Management** (US DoD 5015.2 certification).

"Ready to Run" refers to the rapid availability and compressed implementation times SAPERION has demonstrated to multiple customers. The underlying reason for this capability is that the core of the development team has remained consistent since the company was founded in 1985. As a result, all of the components in the solution are SAPERION's own—designed to easily integrate with each other and work seamlessly together. The modular platform approach aids in system installation of standard elements. Finally, the company divides complex projects into useful, functional parts (milestone-oriented scheduling) which can be managed in parallel, enabling quicker realization of ROI.

In summary, SAPERION offers a full-featured Enterprise DMS solution, capable of serving as the foundation for knowledge sharing and management initiatives. As the company says, All in One stands for an integration of all system architecture characteristics in a single software package—open, integrated, scalable, and Ready to Run. From capture through archiving, and at every point in between, this Enterprise DMS solution proudly declares, "It's in There!" 🌟



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