

SaaS Document Management White Paper

Affordable

Scalable

Attainable



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About Document Management

“Document Management” usually refers to a system or method of organizing and using the documents (paper or electronic) derived from one’s business or organization. The promise of document management is huge. Getting the right information to the right people at the right time means faster and better decision making, shorter sales cycles, better customer service and less wasted time and steps.

Document Management Helps Organizations

- Organize and share critical information in order to compete
- Establish and manage document workflow processes
- Maintain document security
- Control information assets

Unfortunately, many document management systems require big commitment, investment and risk. These initiatives can be characterized by: lengthy installation times in months or years, high price tags with unexpected costs, complex technical infrastructure requirements, and the need for company-wide buy-in. These factors have historically put document management out of reach for small and mid-sized businesses or departments within larger companies simply looking to solve their own group’s needs for document management.

About Software as a Service

The Software-as-a-Service (SaaS) model provides organizations with total cost of ownership (TCO) savings. With this approach, the software is paid for by subscription and the back-end infrastructure is outsourced. This breakthrough in deployment of document management software is especially beneficial to small and mid-sized organizations because they can have access to the benefits of document management without the big start-up and overhead expense. With SaaS, available IT budgets can be spread across many applications to support and grow the business.

Document Management Solution	Traditional Software	SaaS
Acquiring Licenses	Purchase	Subscribe
Servers	Purchase / Lease	N/A
Storage / Backup	Purchase / Lease	Included
Network Infrastructure	Setup / Maintain	Included
Implementation	Months	Weeks
Software Updates	Additional Fees	Included
Annual Software Maintenance	Additional Fees	Included
IT Resources	Required	Optional

Comparison of Traditional Software and SaaS

Benefits of Software as a Service Document Management

- Access the service through the Internet from any location
- No large up front hardware purchases
- Little to no IT resources required
- Upgrades to the software are included

- Easy to get started with implementation taking days/weeks
- Low-risk solution - short time to be able to demonstrate ROI

About DocumentMall

DocumentMall combines the benefits of document management and the benefits of SaaS to give businesses of all size a scaleable, affordable and immediately deployable document management solution. DocumentMall is developed on the industry leading EMC Documentum Enterprise Content Management (ECM) platform and architected by Ricoh specifically for delivery as a service over the Internet. DocumentMall is managed by Ricoh and hosted at a Savvis Data Center facility that complies with the SSAE 16 attestation standard. Savvis is a one of the world's largest global IT utility services provider and is a recognized leader in delivering secure, reliable and scalable hosting, network, and application services.

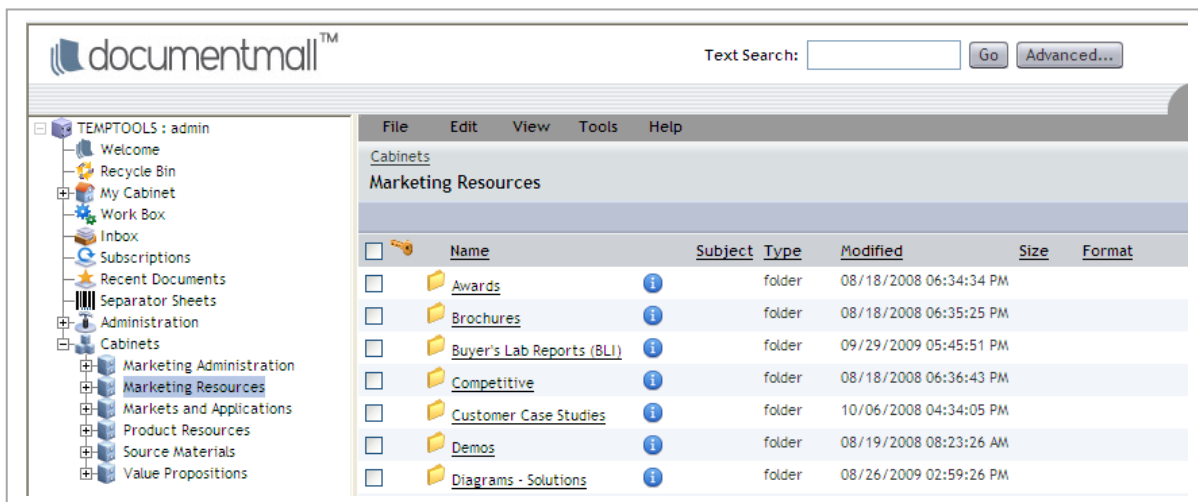
With DocumentMall companies simply subscribe to a service and receive powerful document management features and a secure environment for storing business documents and information. DocumentMall delivers all this at a fraction of the cost of traditional document management solutions and also provides valuable off-site disaster protection business critical documents . DocumentMall's SaaS model eliminates purchasing and supporting software licenses, hardware and backend infrastructure and helps businesses do more with limited budgets and IT resources.

“What I like most about DocumentMall is the ease of use, little setup time, little training, and little IT involvement. DocumentMall has allowed us to extend our documentation outside of our internal network, allowing our other sites global access.”

Information Technology Manager

Powerful Document Management that is Easy to Deploy

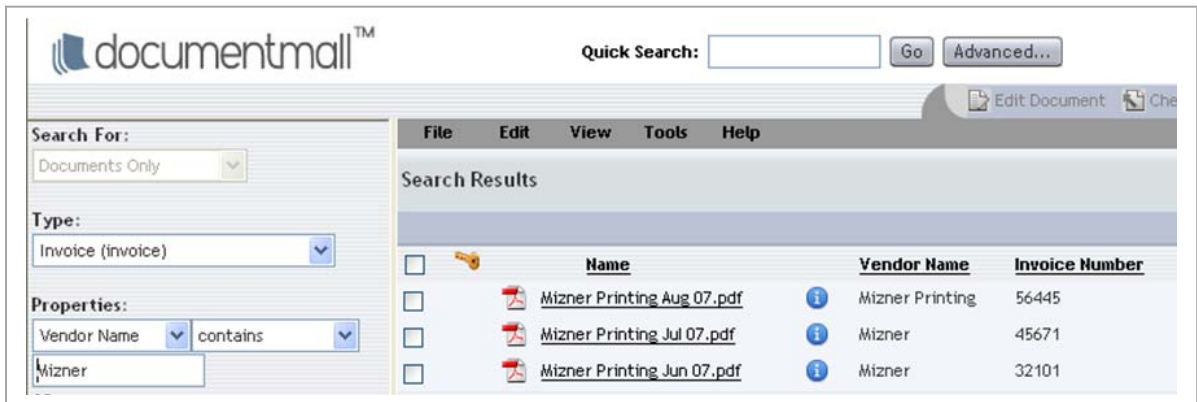
All you need is the Internet and a DocumentMall account to store, manage and retrieve documents. An easy to use web user interface gives DocumentMall users and administrators access to powerful document management features of the EMC Documentum platform.



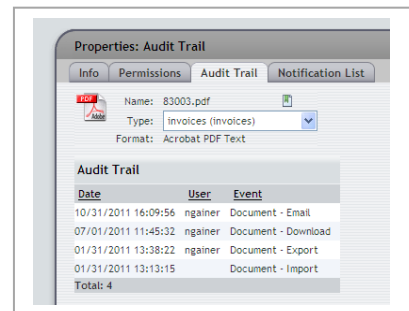
DocumentMall Application User Interface

Key Features

- You can use DocumentMall to store and manage both paper and electronic documents and files
- Automatic optical character recognition (OCR) enables full text search of information in scanned paper documents
- Create customized “document types” that allow you to categorize documents in a way that is relevant to your business and use the information to quickly retrieve documents.
- Advanced searching allows you to narrow your results to locate specific documents or the exact documents in seconds



- Version documents, check-in / checkout for editing
- Subscribe to documents and enable notifications when information is updated
- Online Viewer supports viewing of files without having the native application. Viewer also supports annotations that lets users markup a file without editing the original document
- Auditing capabilities produce detailed records (audit trail) on each document as well as the entire account
- Retention Policy Services help companies set schedules for retaining documents
- Administrative tools lets businesses establish and manage users, groups and security so the right people have access
- Ability to “Brand” the service with company logo

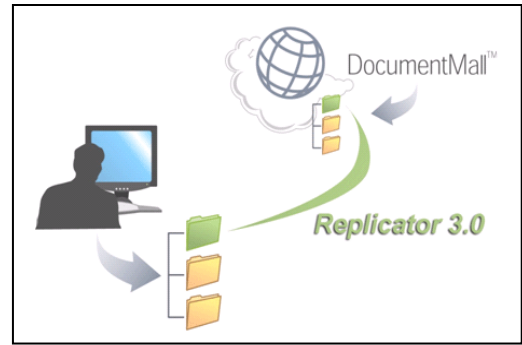


Document Management Extended

More than just an online repository of storing and managing documents, DocumentMall provides a variety of optional products ranging from solutions that automate the upload of documents into DocumentMall to apps that provide access to documents on mobile devices. Ricoh has extended the functionality of DocumentMall and the SaaS content management solution to other applications and devices in order to extend the benefits of document management to businesses of all size and workers in all environments.

Keep Everything in Sync

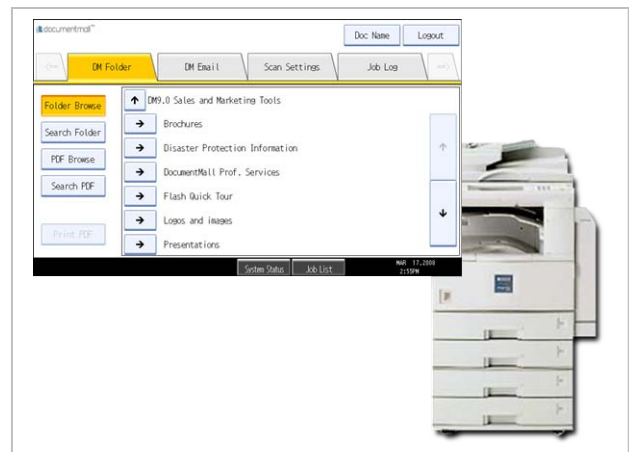
DocumentMall's Replicator helps businesses protect documents residing on local computers and network drives. Replicator lets users map folders on local computers to folders in DocumentMall for automated transfer. Replicator can be scheduled to run on a daily, weekly or monthly basis to keep everything in sync and can be used to transfer files from DocumentMall to a computer.



Improving Paper-based Workflows

Document management solutions should handle both electronic and paper-based documents and that applies to SaaS solutions as well.

Documents can be securely scanned to a specific cabinet and folder in DocumentMall from Ricoh MFPs. The **DocumentMall Firmware for Ricoh MFPs** supports authentication into DocumentMall as well as folder selection from the LCD panel on the MFP. Documents can also be selected and downloaded for printing. A secure and encrypted connection is established between the MFP and DocumentMall.



DocumentMall's Barcode option for Ricoh MFPs add batch processing and indexing capabilities to the MFP scanning.

DocumentMall's Upload Agent provides a secure method for transmitting large volumes of documents along with indexing data to a specific DocumentMall account. Designed to work with 3rd party capture solutions, Upload Agent takes the output (scanned documents) as well as indexing data and delivers it securely and reliably to DocumentMall. Upload Agent is ideal for large volume processing of paper-based documents and large projects such as file room conversions.

Mobile Applications Provide Access to Documents on the Go

Whether you have an iPhone or iPad, BlackBerry or Android device, DocumentMall's Mobile Apps can provide an ideal solution for sales and services professionals, real estate agents, or consultants – businesses large and small, looking to maximize time, increase productivity and keep customers satisfied.

DocumentMall App for iPhone / iPad Features

- Search by Filename, Text in the File, or by DocumentMall Type
- Display cabinets, folders and documents
- Update index values of documents (*only iPhone*)
- Open document in supported external applications



- Download and View the File
- Email the File
- Mark folders as Favorites for easy access
- Save documents on iPhone or iPad for quicker access
- Print a File via email to AirPrint supported printer devices

DocumentMall for Blackberry Features



- Open, rename and create cabinets
- Upload/download files between cabinets and folders
- Open, copy, rename, delete, move, create folders
- Search files by Filename, Text in the File, or by Document Type
- Download and View the File
- Email the File and Print a File via PrinterOn

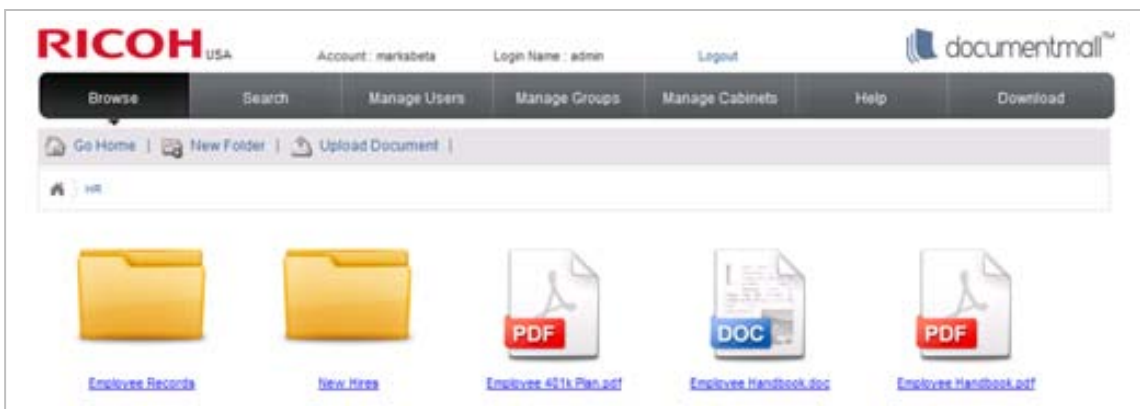
DocumentMall for Android Features

- View Cabinets, folders and documents
- Search documents by file name, text or document type attribute
- Email document as an attachment to an email address or hotspot printer
- Email links to a document



DocumentMall Express

DocumentMall Express is a streamlined version of the standard DocumentMall user interface. It provides a simple and friendly interface for quick setup and use by new DocumentMall accounts as well as existing accounts. Since DocumentMall Express is built on the existing DocumentMall platform, existing accounts can also use DocumentMall Express, and take advantage of document type indexing that may have already been implemented. Express is ideal for users performing basic document management tasks such as uploading files or searching for documents. The standard user interface with full functionality is always available to organizations and individuals that require more advance features.



Professional Services

DocumentMall's professional service packages are available assist customers with training and implementation of DocumentMall products and services. Designed to address a wide range of needs and budgets, DocumentMall offers a selection of professional services packages that can be performed remotely or, in the case of larger scale projects, on-site. From custom web training and account configuration to on-site workflow analysis and integration with third-party solutions, DocumentMall's professional services will help customers establish best practices for implementing and maintaining DocumentMall and optimizing the service for the customer's specific business needs

Is a SaaS Solution Right for Your Organization?

DocumentMall lets you solve the problems you have now - in your small business, in your department, even large enterprises use DocumentMall. Document management helps you control and manage documents to improve your business. Document management as an on-demand service makes this process affordable and attainable.

Is a SaaS solution right for you?

- Do you have the capital resources / budget for acquiring software licenses and hardware for an in-house document solution?
- Do you have the IT resources to deploy, train, and maintain an in-house document management solution?
- Do you have the expertise to combat today's security threats?

If you answered "No" to any of these questions, or if you would rather focus your financial and human resources on systems that support your core business - take a closer look at DocumentMall. No matter what type of documents you need to manage, with DocumentMall you can streamline your business processes and work simply.