

Vignette® Integrated Document Management FAQ

What is Vignette Integrated Document Management?

Vignette Integrated Document Management is a scalable application with modules for high volume document imaging, e-mail and desktop capture, business process workflow and case management, internal report distribution and management, and electronic statement capture and presentment.

Why should I obtain Vignette Integrated Document Management?

Vignette Integrated Document Management facilitates the capture, management, delivery and long-term storage of structured and unstructured information. Vignette Integrated Document Management supports high volume browser and windows-based interactions for creating, capturing, retaining, and distributing virtually all forms of documents and transactional content including: images, forms, computer-generated reports, statements and invoices, office documents, Web content, e-mails, faxes, rich media, and online assets. Vignette Integrated Document Management is unique in that complete case folders, containing various document types, can be quickly located using a single database query, retrieved quickly from a single repository and displayed in a single universal viewer.

What is the target market for Vignette Integrated Document Management?

Vignette Integrated Document Management targets organizations with high volume throughput requirements, manually processed information transactions (such as loan originations), or requirements for highly controlled information routing and approvals. These organizations will benefit from a transition from paper-based processes to automation with Vignette Integrated Document Management. Vignette Integrated Document Management will help reduce paper document storage needs, streamline processes, and ensure that organizations can meet their compliance and governance obligations through tighter information controls.

What are the key benefits of Vignette Integrated Document Management?

The key benefits are:

- High volume transaction processing for improved customer self-service and support.
- Integrated document and transaction archive and retrieval.
- Extensive capture and storage management capabilities.

What is the value of Vignette Integrated Document Management?

Vignette Integrated Document Management enables organizations to effectively reduce costs and improve customer service by transitioning from paper to high volume digital processes, streamlining document intensive transactions, and helping to ensure the retention, access and expiration of the organization's business information assets.

What is the key capability of Vignette Integrated Document Management?

Vignette Integrated Document Management helps businesses to organize and fully leverage their corporate information and knowledge assets; by making them available for transaction processing, case management and customer service applications. With Vignette Integrated Document Management, organizations can get more work done faster, with fewer people, better accuracy and less paper.

What are the key capabilities of Vignette Integrated Document Management?

- **High volume production imaging** – Scan and index high-volumes of bi-tonal or color images in a centralized or distributed production environment. Scan color images in large batches, without the need for periodic scanner contrast adjustments and rescans for fast throughput, high accuracy and low labor costs.
- **Case management** – Manage business critical transaction processing with different business rules for each type of transaction. Deploy many dynamic rules-based event steps with decision points, conditional branching, wait points, rendezvous, prioritization, escalation, running case notes, notifications and correspondence generation.
- **Report management** – Capture, store, view, mine, reprint and distribute formatted computer output documents. Supported print streams include ASCII, EBCDIC, Carriage Control and XML, as well as native support for "All Points Addressable" formats including IBM AFP, Xerox Metacode, DJDE, Postscript and PCL. Sort, aggregate and reformat specific line and column data from one or more reports to generate custom "reports from reports". Link specific line items in output reports to related data elements or initiate work actions, such as linking to a specific folder, document or workflow process. Use e-mail automation to notify users and directly link to electronic versions of reports, statements and invoices.

What additional features should organizations carefully consider as part of an evaluation?

- **E-mail archiving** – Capture the message body and all attachments, which are encapsulated in a single document for referential integrity. Use the high-volume bulk e-mail capture utility to intercept, filter, categorize, sort and archive internal and external e-mail transmissions prior to delivery for legal and regulatory compliance.
- **Browser client** – Access documents, folders and workflow from Web browsers. Capabilities include security, permissions, search, retrieve, view, annotate, print, fax, e-mail, check-in, check-out and workflow queues. Native format documents are converted, one page at a time, to an optimized PNG format for high-performance viewing within a Web browser.
- **Storage management** – Choose an appropriate storage subsystem to meet your specific business needs across a variety of storage technologies and devices including DAS (Direct-Attached Storage), NAS (Network-Attached Storage), SAN (Storage Area Network) or CAS (Content-Addressed Storage) disk arrays, tape silos and optical jukeboxes. Transparent automated caching technology is used to improve active file retrieval performance from relatively slower access devices such as CAS, tape silos and optical jukeboxes. The database and documents can be automatically replicated to a remote hot standby disaster recovery site as soon as they are captured. In the event of a disaster, users can directly access this backup server and the data over the Web.

What business challenges can Vignette Integrated Document Management help address?

Vignette Integrated Document Management will help your organization:

- Streamline document transaction business processes.
- Deliver self-service document presentment.
- Archive and retrieve documents.
- Archive and retrieve transactions.

How can Vignette Integrated Document Management help me streamline document transaction business processes?

In today's mixed paper/Web business environment, the need for document management and automated case management solutions becomes more complex; organizations are challenged to transition business processes, like claims processes, loan applications, underwriting, from paper-based to electronic processes. Customer expectations of the Internet will put additional pressure on organizations to provide access to archived information and transactions in context and in real-time.

How can Vignette Integrated Document Management help me deliver self-service document presentment?

The business cost of responding to a customer service request using traditional paper-based processes, can be many times more expensive than an electronic/Internet enhanced call center transaction. Presentment of computer output, like bills or invoices, into Web presentation within customer service, self-service and support initiatives requires a secure Internet-based infrastructure. In a customer service call center environment, fast access to exact replicas of customer statements and invoices are crucial for first call problem resolution, especially while the customer is still on the phone.

How can Vignette Integrated Document Management help to archive and retrieve documents?

Organizations are often lacking efficiency in their business operations when managing their information assets throughout a complete lifecycle of capture, creation, delivery, long-term storage and the final expiration. An integrated document management system must provide superior risk management and mitigation support through identification, management and retention of sensitive information. Whether it is unstructured or structured content, documents should be captured from across a variety of repositories and managed under the business policies set forth by the organization.

How can Vignette Integrated Document Management help me archive and retrieve transactions?

Organizations are challenged to link their online transactions with their traditional business processes, whether paper-based or electronic, and deliver the output to a warehouse for archival and retrieval. They need an infrastructure for capturing, validating and processing business transactions; links to a content repository that merges traditional documents, cases and processes with these transactions; interfaces for system, application and data integration; and "Web-to-repository" capabilities for customer self-service applications. The transaction archival and retrieval application must facilitate the ingestion and archival of transactional records from enterprise systems such as SAP, Oracle, PeopleSoft and Lawson for example.

How is Vignette Integrated Document Management different?

Unlike the competition, Vignette Integrated Document Management offers an enterprise scalable document and records processing system that can serve as the system of record for the breadth of an organization's business content (images, forms, computer generated output, statements, invoices, and all manner of unstructured content), and can also manage the delivery of that enterprise information to targeted audiences.

Vignette Integrated Documents Management offers organizations:

- High volume document transaction capture and imaging scalability to meet the demands of your daily transactions.
- Adaptable content repository addressing the needs of your entire organization from a single integrated document management application.
- Comprehensive case management support for automated business process workflow.
- Exceptional computer output to laser disk (COLD) report management capabilities for long-term storage, record retrieval.

How can I get more information about Vignette Integrated Document Management?

For more information about how Vignette solutions can benefit you, visit www.vignette.com/info for informative Web casts, event schedules and the latest product developments. Or if you would like to speak directly to a sales representative, please call 866.844.6383.



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