



Doculabs MarketFocus White Paper:

# Analysis of the Captaris Solution for Fixed Content Management



*The majority of the unstructured content in an organization is “fixed” content, which is content that is in its final form. Examples include contracts, invoices, statements, reports, technical documentation, and even e-mail. Organizations are under more pressure than ever before to manage this content effectively, not only for compliance and risk reduction purposes, but also to improve operational efficiency and productivity while reducing costs. Of course, organizations need to manage their fixed content using cost-effective technology solutions that work well in their existing IT environments and are straightforward enough to leverage existing skills.*

*Captaris Inc. provides technology that is specifically designed to address the sophisticated needs of fixed content management applications. The company’s Alchemy product provides capabilities to handle multiple types of fixed content, and to manage it through its various life cycle stages – including capture, management, archive, retrieval, and distribution. In addition, the solution is designed to be easy to implement and easy to use, providing a far lower cost of ownership than other content management solutions.*

*Captaris recently commissioned Doculabs to conduct a formal review of the Alchemy 8.0 suite and related modules. This report provides Doculabs’ analysis of the Alchemy product set. Overall, Doculabs found that Captaris provides a full-featured solution to handle a wide range of fixed content management applications, in a straightforward implementation that makes great sense for mid-market organizations with limited IT resources.*

## What's Inside

### ***At a Glance***

Provide a snapshot of background information on Captaris.

### ***The Business Case for Fixed Content Management***

Describes where fixed content management fits within the overall market for enterprise content management (ECM) and highlights a number of key business drivers and market drivers for fixed content management.

### ***The Captaris Approach***

Provides an overview of the Captaris approach and how its Alchemy 8.0 suite addresses key challenges of fixed content management.

### ***Review of the Alchemy Product Suite***

Provides Doculabs' review of the major components and modules within the Alchemy 8.0 suite.

### ***Business Benefits***

Highlights a number of key business benefits that the Alchemy Suite can deliver, showing how organizations can take advantage of the solutions to realize the value of their fixed content management strategies.

### ***Final Word***

Provides Doculabs' overall opinion of the Captaris Alchemy fixed content management solution.

## At a Glance

<b>Captaris, Inc.</b> <i>Bellevue, Washington</i> <b>425.455.6000</b> <b><a href="http://www.captaris.com">www.captaris.com</a></b>	
<b>Founded:</b>	1982
<b>Stock Symbol:</b>	NASDAQ: CAPA
<b>Employees:</b>	420
<b>Office Locations:</b>	<p>Captaris is headquartered in Bellevue, Wash., and has main offices in Tucson, Arizona; Portland, Oregon; Englewood, Colorado; and Calgary, Canada; the European headquarters is in Nieuwegein, Netherlands. In addition, Captaris has sales and support offices in Switzerland, the United Kingdom, Germany, Hong Kong, Australia, New Zealand and Dubai.</p>
<b>Overview:</b>	<p>Captaris Business Information Delivery solutions capture, process, archive and deliver data and documents, enabling customers to reduce costs and increase the performance of critical business information investments. Through its global distribution network, Captaris delivers cost-effective software products and services that help organizations manage and leverage the value of corporate information. In partnership with leading enterprise technology companies, Captaris has installed more than 90,000 systems in 95 countries in companies of all sizes, including the entire Fortune 100.</p> <p>The Captaris Alchemy Suite provides software for managing the ingestion, retention, and distribution of images, computer-generated output, e-mail, and other electronic documents. The product line consists of technologies to handle a broad range of "fixed" content types – content that does not change and needs to be managed to improve operational efficiency and to fulfill compliance and records management requirements.</p> <p>The Alchemy suite provides a straightforward solution for managing general types of fixed content. Captaris also offers add-on modules that extend the system's capabilities to store specialized types of fixed content, such as high-volume computer-generated output and e-mail.</p> <p>The Alchemy suite is designed to be easy to deploy, requiring minimal user or administrator training. Captaris solutions are sold primarily through the company's extensive channel of reseller partners and integrators worldwide.</p>

## The Business Case for Fixed Content Management

Organizations are more concerned with managing their content than ever before. More than 80 percent of the information in the average organization is “unstructured” information, such as office documents, paper documents, images, graphics, multi-media files, computer-generated reports, e-mail, and web content. Given the explosion of this unstructured information, organizations need strategies and solutions to help them control and leverage this information as an asset, manage its risk as a liability, and reduce the costs of keeping it.

Much of the unstructured content in an organization is “fixed” content, which is content that is in its final form. Thus, the content itself will not change, although the profile information about the content (i.e. its metadata) may change over the life cycle of the content.

Some content types (such as images and e-mail) are originally created as fixed content objects that will never change. Other content types (such as office documents and web content) are created as dynamic content objects, and they undergo changes and modifications over a period of time. But eventually, many dynamic objects become fixed, such as a contract that has been negotiated, modified, and eventually finalized.

Many vendors offer technology solutions that purport to manage the full life cycle of every possible type of electronic content across the enterprise. For organizations whose primary requirement is for fixed content management, deploying such enterprise content management (ECM) systems often involves more risk, cost, and time than is justifiable.

This is especially true in the mid-market, where the technical complexity of large-scale ECM deployments can be overwhelming for smaller IT shops with limited resource. In addition, large-scale content management systems can be complex, requiring significant education and training for business users to make effective use of the technology in the course of their day-to-day jobs.

Thus, it makes sense for such organizations to consider solutions that specialize in fixed content management. Fixed content management solutions can address many of the challenges and costs associated with managing, distributing, and accessing data via paper-based or microfiche approaches – allowing organizations to realize benefits such as improved efficiency, reduced costs, and improved customer service. In addition, solutions that specialize in fixed content management are often extremely cost-effective in comparison with broad ECM solutions.

## Business Drivers for Fixed Content Management

Some of the major business drivers for more effective management of fixed content include:

- **Improving operational efficiency** by digitizing content and automating manual processes. By addressing this “offensive” driver, organizations can ensure accessibility of their assets while improving productivity and reducing costs in areas such as customer service.
- **Reducing organizational risk.** The importance of this “defensive” driver has escalated as fixed content has come under increased scrutiny due to existing and emerging regulatory requirements, compliance mandates, and stringent records management demands in the wake of corporate accounting scandals. A related driver is the need to reduce the cost of compliance and information discovery or audits.
- Addressing offensive and defensive drivers with **cost-effective IT solutions.** Organizations need to ensure the effectiveness and efficiency of their IT operations, and thus require systems that are straightforward, work well in existing environments, and provide clear value for the cost incurred. Organizations also require solutions that deploy quickly and require minimal administrator and user training. Such IT drivers are critical for mid-market organizations with limited IT resources.

Driver	What Organizations Need	How Fixed Content Management Can Help
<b>Business improvement</b> (“offense”)	<ul style="list-style-type: none"> <li>▪ Take full advantage of the information that exists within the organization</li> <li>▪ Reduce inefficiencies</li> <li>▪ Save time</li> <li>▪ Save money</li> <li>▪ Improve customer service</li> </ul>	<ul style="list-style-type: none"> <li>▪ Eliminate or minimize manual or paper-based processing</li> <li>▪ Help users quickly find the information they’re looking for, regardless of format or location</li> <li>▪ Provide fast access to frequently-retrieved information</li> <li>▪ Simplify information distribution to internal and external parties</li> </ul>
<b>Risk reduction</b> (“defense”)	<ul style="list-style-type: none"> <li>▪ Compliance with industry or government regulations</li> <li>▪ Security and protection of sensitive information</li> <li>▪ Business continuity</li> <li>▪ Reduce pain and cost for discovery that can be required for legal inquiries or audits</li> </ul>	<ul style="list-style-type: none"> <li>▪ Policy-based management of information categorization, retention, and disposition</li> <li>▪ Information profiling and search to accelerate discovery</li> <li>▪ Ensure information integrity and protection, promoting business continuity</li> </ul>
<b>IT concerns</b>	<ul style="list-style-type: none"> <li>▪ Cost-effective approaches for information management</li> <li>▪ Minimize impact on IT resources; ability to leverage existing IT investments</li> <li>▪ Solutions that will be adopted by users and do not require extensive training</li> <li>▪ Flexibility and scalability to address the organization’s changing needs over time</li> <li>▪ Security</li> </ul>	<ul style="list-style-type: none"> <li>▪ A common infrastructure to manage and control multiple types of fixed content</li> <li>▪ A solution that can be less resource-intensive than all-encompassing ECM solutions</li> <li>▪ Ability to handle content generated by existing systems</li> <li>▪ Intuitive methods for business users to find information</li> <li>▪ Ability to scale as volumes grow</li> <li>▪ Secure retention</li> </ul>

*Organizations are looking to fixed content management solutions to help them address drivers for business improvement and risk reduction, while also addressing IT concerns.*

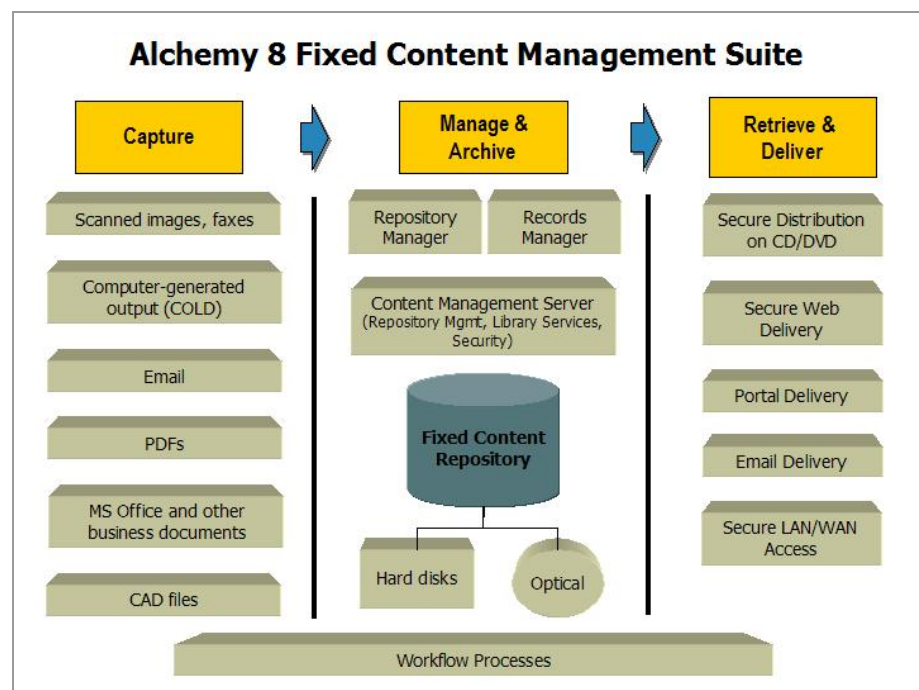
## The Captaris Approach

Captaris takes the approach of providing straightforward technology solutions for managing a range of fixed content management types. The company's goal is to address the major drivers for fixed content management by providing solutions that are cost effective, easy to deploy and manage, and easy for end-users to learn.

The company's Alchemy suite is a well-established solution for managing images, computer output, and other electronic file types. In addition, Captaris now offers add-on modules for Alchemy that address a broader range of fixed content types and provide a greater breadth of content management services. For example, Mercury is designed to handle high volumes of computer-generated output, and MailStore is designed to automate the archival and management of e-mail. Other new additions that extend the suite's product breadth include library services and records management services.

The following figure provides a conceptual diagram of the Captaris Alchemy components and capabilities for fixed content management.

*Captaris provides solutions to address every stage of the fixed content life cycle, managing a wide variety of document types.  
(Source: Captaris)*



## Review of the Alchemy Product Suite

This section provides Doculabs' review of the Alchemy product suite. This review is based on Doculabs recent review of a pre-release version of the Alchemy 8.0 suite and its modules.

### Components

Alchemy is a packaged solution for managing the capture, archival, access, and distribution of fixed content including images and electronic documents; Alchemy is available in editions for small workgroups (Alchemy Gold), larger departments and organizations (Alchemy Premium), and service bureaus (Alchemy Pro). This review focuses on Alchemy Premium and the various add-on components that are available to work with Alchemy Premium for more specialized application requirements.

The major components of Alchemy are the following:

- The **Alchemy Server**, which provides the Alchemy Database (repository) management functionality (including access control, backup, and library services functions), that manages all content objects and metadata and provides additional services and other functionality. These components can reside on a server or can be exported to optical media along with the Alchemy Search viewer (making the media a self-contained package suitable for distribution, with no need for additional client software).
- **Alchemy Indexing Station**, which provides user contributor functionality, allowing users to add documents to an Alchemy database or modify the metadata for archived documents.
- **Alchemy Desktop Integration**, which allows users to access library services and to import and export files to and from the Alchemy database, right from common desktop or office applications.
- **Alchemy Search**, which provides view-only functionality for users to search for documents, view the structure of the Alchemy document database, retrieve and view documents, and print, fax, or e-mail them. The viewer can be packaged on an optical disc (currently-supported formats are CD, DVD, UDO, and Sony Blue Laser) along with an Alchemy database, or it can run as a separate client application in a networked environment.
- **Alchemy Web**, which is a .NET client module that allows users to access Alchemy databases via the web and add documents to databases.
- **Alchemy Administrator** (previously called Alchemy Build), which allows administrators to set up and manage Alchemy databases and applications, and to run specialized capture modules such as DataGrabber, MailStore and Mercury. It also provides users document contributor functionality for adding and editing documents.

In addition, Captaris provides a number of add-on modules to Alchemy that are designed to extend the system's fixed content management capabilities. These modules include:

- **Alchemy Records Management**, which allows file plans and retention schedules to be applied to Alchemy repositories, physical storage, and the Windows file system. Also enables Alchemy clients to declare or view records. Designed to be DOD 5015.2 compliant (with JITC certification scheduled for 2005).
- **Alchemy Workflow**, which allows users or administrators to set up advanced document and process workflows (provided by the Captaris Workflow engine).
- **MailStore**, which is an add-on module designed to address the specialized requirements for managing e-mail.
- **Mercury**, which is an add-on module designed to address the specialized requirements for managing high volumes of computer-generated output in standard PDF format.
- **Data Grabber**, which is an add-on parsing engine that is specially designed to extract and index computer-generated output and print streams (ASCII format).
- **Alchemy Scan**, which interfaces with scanners to facilitate capture of document images.
- **Database Encryption**, to encrypt the content within an Alchemy repository. This is particularly useful for data that is exported to portable optical discs.
- **Alchemy Web Engine Platform**, which is a Web Services layer and software development kit that allows Alchemy databases, content, and metadata to connect to web applications such as portals. The Web Engine Platform can accept and execute XML or web services requests.

## ***Functionality***

Overall, the Alchemy suite provides an intuitive and straightforward approach for fixed content management. The process begins by setting up and configuring a database for documents. This involves defining a structure or folder hierarchy for the database, and defining the profile fields or index fields of the documents to be managed. This process is simple enough for business users to perform, using the Alchemy Administrator interface.

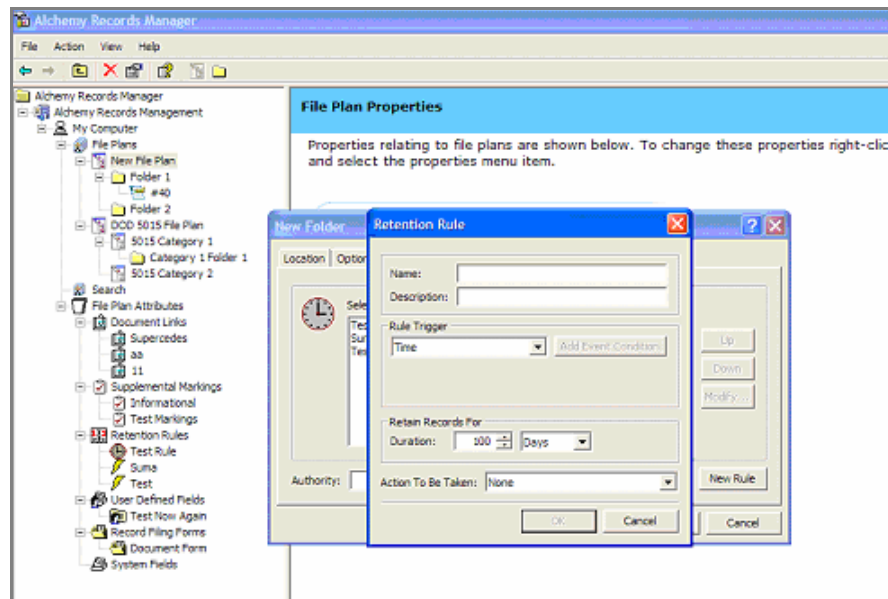
To get documents into Alchemy, users have several options. For example, users can add electronic documents directly to an Alchemy database from Alchemy Index. For image import, Alchemy is available with the Alchemy Scan component, which allows documents to be captured and indexed directly from any standard scanner (and includes capabilities such as OCR processing, barcode recognition, and image enhancement features such as deskew and despeckle). In addition, Alchemy can be used with larger capture subsystems such as Kofax Ascent Capture and Psigen's ScanHQ, importing the documents as TIF images along with the associated index metadata. Finally, the DataGrabber component allows the import of ASCII and EBCDIC reports.

Alchemy Search is the main client application that allows users to access Alchemy databases and to search for and retrieve documents in dozens of file formats. An Alchemy database is presented to the user as an "electronic file cabinet" in a familiar folder-tree metaphor, allowing users to navigate to documents in a point-and-click fashion.

In addition, users can search for documents using fielded or full-text searches (alone or in combination) using Captaris Alchemy's own search technology. Search is a key strength of Alchemy. Users can view a hit list of relevant documents and can view document thumbnails before retrieving documents. After retrieving a document, users can perform actions such as annotating documents, routing them to other users, and e-mailing or faxing them to other parties directly from the Alchemy Viewer.

The Alchemy database and server provide additional functionality and services on the managed documents including secure support for a large number of databases and connections. The 8.0 release includes basic library services such as check-in, check-out, and version control, which are important in controlling and auditing document access for compliance purposes. In addition, Alchemy now supports records management functionality such as creating file plans and managing document retention periods.

*The new Alchemy Records Manager module allows organizations to create file plans and define rules to manage document retention periods. (Source: Captaris)*



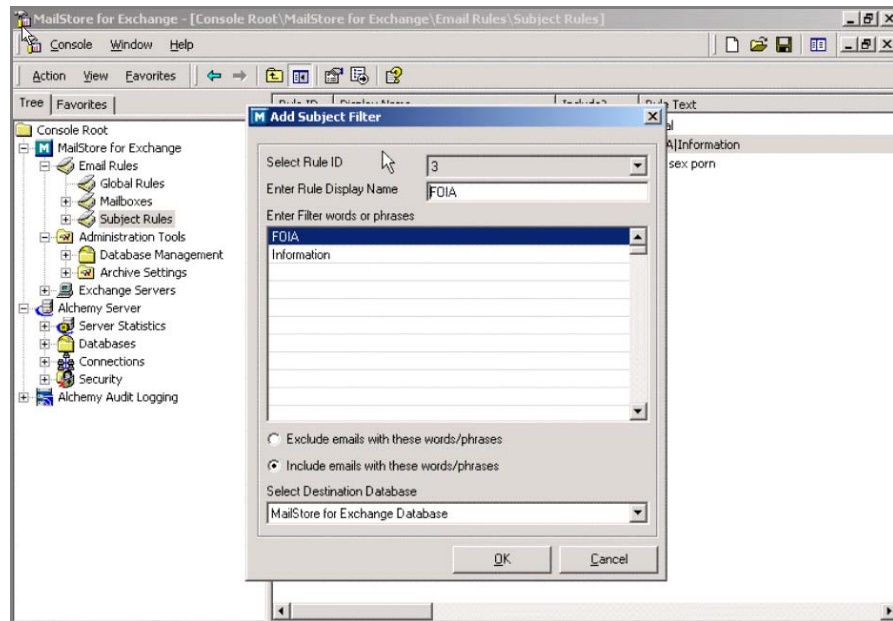
For workflow, Alchemy allows an administrator to create standard workflows associated with specific document types, routing documents and assigned tasks to users or groups of users. Alchemy is also now available with the Captaris Workflow engine, allowing organizations to build more sophisticated processes that involve documents managed in Alchemy repositories. This software provides a graphical interface that enables organizations to define workflow processes, rules, and conditions. The software also includes a workflow engine that manages process flows and routing, and maintains an audit trail of work processes.

For e-mail management, Captaris provides the MailStore module, which allows organizations to archive their e-mail to a secure Alchemy repository for regulatory or records management purposes, in a manner that is non-invasive for business users. The module provides a great way for organizations to get control of their e-mail and selectively manage specific messages as business records. It enables organizations to place rules-based controls over e-mail retention and deletion, aligning with organizational records management policies and simplifying the process of locating e-mail during audit or discovery processes. MailStore does not currently provide independent management of attachments within e-mail messages.

Two different MailStore components are available: MailStore for Exchange, which is designed as a back-office solution for e-mail compliance and can be configured for automated “lights out” archiving of e-mail from user inboxes on a Microsoft Exchange Server; and MailStore for Outlook, which allows for ad hoc archiving, search and retrieval of e-mail directly from Microsoft Outlook clients. From a plug-in to Outlook, users can search for any archived e-mail and retrieve messages from multiple Alchemy repositories.

These two modules can be deployed independently, or used together as part of a comprehensive approach to e-mail management. For example, MailStore for Exchange can be used as an automated back-office solution for filtering and archiving incoming e-mail based on corporate e-mail compliance rules, with MailStore for Outlook used as the user-facing component for ad-hoc archiving and search and retrieval of e-mail messages. Other Alchemy clients (including Web) can also be used to provide end-user access to message archives.

*With MailStore for Exchange, e-mail can be archived according to the content of the subject line.  
(Source: Captaris)*

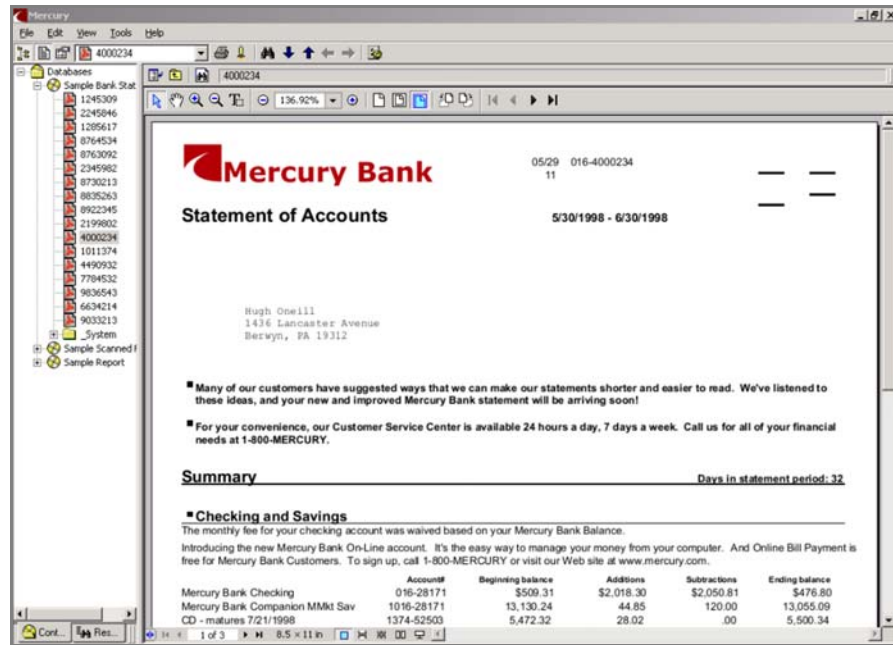


For high-volume archival, management and distribution of computer-generated output, Captaris provides the Mercury solution, which is ideal for managing output such as statements, bills, invoices, and other computer-generated reports. Mercury handles the parsing, indexing, and processing of incoming data files, storing the indexed documents and metadata in Alchemy repositories.

Other specialized components provided with the Mercury module include Mercury Manager, which is used by administrators to configure job-processing parameters, and Mercury Viewer, which provides the functionality for users to search for documents, view the structure of the Mercury document database, retrieve and view documents, and print, fax, or e-mail them. The Mercury Viewer is similar to Adobe Reader, making it intuitive for end-users. The Mercury Viewer can be packaged on a CD or DVD along with the Mercury database, or it can be run as a separate client application in a networked environment. In addition, Captaris provides Mercury Web, which is a web-based version of the viewer that runs as a browser plug-in, and the Mercury CD/DVD Producer for driving high-volume jobs to automated systems such as Rimage.

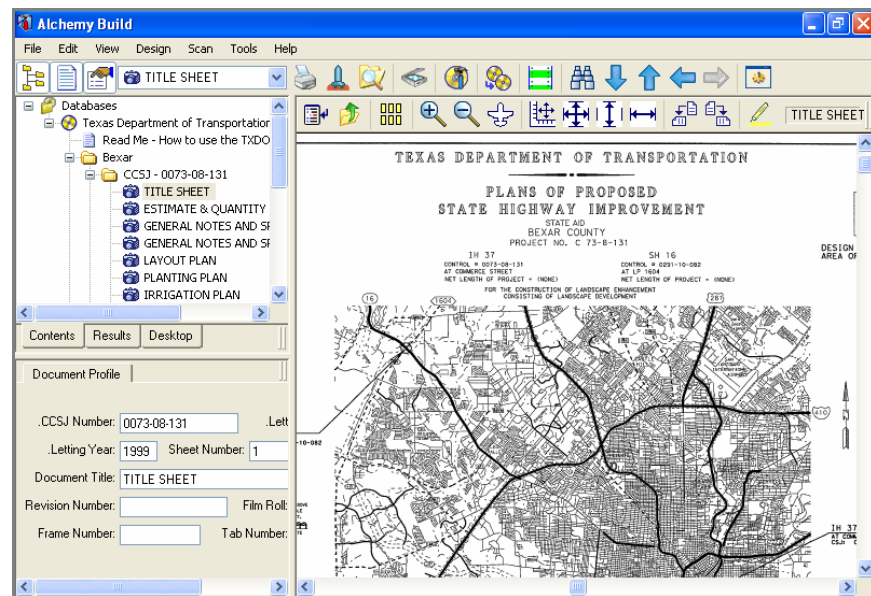
The Mercury Manager module ingests PDF as an input format (for other formats such as AFP or Metacode, third-party translation tools are required, which Captaris can provide on an OEM basis). The engine pre-parses the input files and creates a logical collection with shared resources needed by any individual “document” within the PDF file (such as an individual statement within a large file of thousands of statements). The engine builds a logical structure that presents the PDF file to users as a series of individual PDF files from which they can select, which are actually pointers to the individual pages. With this approach, users do not need to navigate through a deep hierarchical structure in order to open a document – contributing to fast retrieval performance. Mercury also can integrate DataGrabber when text-based report files need to be managed.

*Mercury can divide a large PDF file into multiple logical PDF documents, improving usability and performance for applications such as customer service.*  
(Source: Captaris)



## Administration

The major administration interface for configuring an Alchemy environment is Alchemy Administrator (formerly called Alchemy Build). With this utility, an administrator can easily set up one or many Alchemy databases (repositories) without the need for a highly technical database administrator. Databases are established in a hierarchical folder structure that can include any depth of subfolders needed. Alchemy Build includes a template to set up the folder index structure as well as to configure parameters for distributing an Alchemy database to CD or other external media. Alchemy integrates with Microsoft Management Console.



*Alchemy Administrator simplifies the set-up of Alchemy databases and their folder hierarchies and document profiles. (Source: Captaris)*

Alchemy also provides audit logging capabilities to track user activities in Alchemy databases. Administrators can configure the user actions or events that should be logged. The log information is written to a log file that is stored in the Alchemy database or a file system. This information can be accessed by administrators or be used to generate reports using standard reporting software such as Crystal Reports. Such capabilities are extremely helpful in compliance or audit scenarios, where it is important to show which users performed which actions on a given document or database.

While Alchemy is designed as a packaged solution requiring minimal configuration to get started, the system can be customized for particular requirements of a given application (such as mortgage loan origination processing, court case management in legal, recruiting and new hire documents in human resources, etc.). The system is available with the Alchemy Software Developer Kit, which is a set of documented C-level APIs and interfaces that can be used to extend the system beyond the out-of-the-box implementation. In addition, Captaris provides the Alchemy Web Engine Platform, which is a Web service layer and software development kit that allows Alchemy to connect to web applications such as portals, and to accept and execute XML or web services requests.

## **Architecture**

The Alchemy software is a Windows-based system. The server components run on Microsoft Windows NT Server 4.0, Windows 2000 Server, and Windows 2003 Server. Clients run on Windows 2000, NT, or XP clients. Web access via Alchemy Web requires Microsoft Internet Explorer; the server components of Alchemy Web are based on a .NET architecture.

The Alchemy architecture can handle a wide variety of file formats, including images, PDF files, ASCII data, and office document formats. The Alchemy viewer can display dozens of different file formats. In addition, Alchemy includes a text indexing and search engine, which is designed to be optimized for the Alchemy database environment.

As for database support, Alchemy primarily uses its own proprietary database to store the content and metadata. The database includes advanced compression technology and other features designed to optimize performance and enable the distribution of self-contained databases on portable media. Alchemy can also use Microsoft SQL Server databases to store data associated with workflows, library services, and records retention. Other databases are not supported at this time.

For security, Alchemy provides user-based and role-based access control (RBAC) to databases and documents, restricting unauthorized users from accessing sensitive information or even seeing the presence of documents to which they do not have access. Alchemy can also integrate with existing user directories such as Microsoft Active Directory.

In addition, Alchemy is available with a database encryption module that provides a key-based approach to encrypting databases using the Blowfish encryption algorithm. This approach is particularly useful in scenarios where databases are packaged and distributed outside the organization, such as providing quarterly reporting data to customers.

As mentioned, customization and integration can be accomplished using the Alchemy Software Developer Kit (which is a set of documented C-level APIs and interfaces) or the Alchemy Web Engine Platform. The Web Engine Platform web service can be used to connect the Alchemy repository, content, and metadata to web applications such as intranet or extranet portals. It provides an XML database schema, with the ability to accept and execute XML or web services requests using approaches including MSMQ and SOAP.

## Business Benefits

Captaris can provide organizations with a number of business benefits for their fixed content management applications, helping them address their drivers for productivity improvement, risk management, and IT effectiveness. Specifically, the Captaris Alchemy solution:

- ***Provides a common environment for managing a wide range of fixed content management types.*** With Alchemy and related technologies that leverage Alchemy, Captaris provides solutions that can manage images, computer-generated output and print streams, e-mail, and other electronic content types. Thus, organizations can use a common approach for managing their fixed content in a consistent manner.
- ***Contributes to improved customer service and operational efficiency.*** The Captaris solution is easy to use, helping business users quickly find the documents they need to do their jobs. Captaris provides organizations an accessible, searchable database of information that helps customer service representatives resolve customer inquiries more quickly, giving them online access to the same documents that customers may be referencing.
- ***Simplifies the distribution of client information for easy access by agents, customers, or channel partners in remote locations.*** The Captaris solution makes great sense for organizations with multi-tiered sales or service channels that need to provide easy access to all information about their customers. The Captaris technology allows organizations to easily consolidate and distribute client documents from multiple systems in multiple formats, including web and CD or DVD distribution.
- ***Reduces risk.*** Captaris gives an organization a secure archive of its fixed content, which can help in business continuity as well as records management and compliance. The Captaris technology supports rules-based capture and retention of all forms of fixed content, including e-mail. Captaris products also make it easier to find, retrieve, and distribute information as required for inquiries or audit purposes.
- ***Saves money.*** The Captaris solution helps organizations save money by reducing costs in areas such as paper processing, paper storage, printing, and distribution. In addition, the Captaris solution is significantly more affordable than most enterprise content management solutions, and customization and integration requirements are minimal.

## Final Word

Overall, Doculabs finds that Captaris provides a compelling solution for the archival, distribution, and online access of a wide range of fixed content types. The Captaris approach addresses many of the challenges and costs associated with managing, distributing, and accessing data via paper-based or microfiche approaches – allowing organizations to realize benefits such as improved efficiency, reduced costs, and improved customer service.

Key to the Captaris approach is the straightforward nature of its solution for solving complex content management problems. The system's interfaces are intuitive, ensuring adoption by business users with minimal training. In addition, the system is easy to install and configure and it requires limited customization and integration, making it easier to deploy and maintain for resource-constrained IT shops.

The Captaris software is also extremely cost-effective in comparison with broad ECM solutions. The Captaris software is more specialized and focused than broader packages, meaning that organizations concentrating on fixed content management are not forced to pay for functionality that they don't use.

All of these attributes make the Captaris solution a great fit for mid-market organizations, especially those with limited IT resources. The Captaris technology is suitable for a wide range of fixed content management applications across such organizations, with applicability for business areas including accounting, customer service, sales, marketing, legal, human resources, and various lines of business. In short, mid-market organizations that are comparing and evaluating solutions for fixed content management should certainly consider Captaris for their short lists.

## ***Strengths and Challenges of the Captaris Solution***

<b>Strengths</b>	<b>Challenges</b>
<ul style="list-style-type: none"> <li>▪ Straightforward solution that makes sense for mid-market organizations with limited IT resources</li> <li>▪ Handles a wide variety of fixed content types, including images, computer-generated output, and e-mail</li> <li>▪ Provides a great alternative to paper- or microfiche-based distribution of large volumes of computer-generated output</li> <li>▪ Software and engines designed to scale to handle significant volumes of data with good performance (proprietary compression approaches, high-speed parsing engines, etc.)</li> <li>▪ Can create self-contained packages of information (data and integrated viewing capabilities) for distribution via CD or DVD (can run stand-alone, with no need for recipients to install additional software )</li> <li>▪ Includes robust indexing and searching capabilities (fielded and full-text search) across multiple databases and document types (including e-mail)</li> <li>▪ Includes basic library services such as check-in, check-out, and version control</li> <li>▪ Includes records management features such as file plan management and defined retention periods and deletion rules, with the ability for users to declare and classify records</li> <li>▪ Strong encryption (Blowfish), role-based access control (RBAC), inherited security rights, and security-based custom view of data</li> <li>▪ Provides workflow capabilities</li> </ul>	<ul style="list-style-type: none"> <li>▪ Stores most information in a proprietary database (though metadata and files can be accessed through open approaches including ODBC connectivity or a published XML schema via the Alchemy Web Engine Platform)</li> <li>▪ The standard Search interface can be complex to use (though Captaris does offer “simple search” configurations for novice users)</li> <li>▪ Needs fully-functional Web Build client</li> <li>▪ Lacks packaged integrations with third party enterprise content management (ECM) or archival systems</li> <li>▪ Does not ship with integrated templates for common document workflow applications</li> <li>▪ E-mail management capabilities do not address inbox storage management (e.g. moving attachments out of Exchange) and other advanced features</li> <li>▪ Requires third-party translation tools to handle print stream formats other than PDF, ASCII or EBCDIC</li> </ul>

## About Doculabs



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