



## Milk is Good for You – So is Document Management

In 2001 TINE Dairies in Norway took a major decision: 73 dairies were consolidated into 8 regional offices with electronic archives and relating workflow solution. Now TINE goes even further and centralizes the entire administration on a single giant server. MultiArchive is still the base and now there is full integration to Movex Explorer.

It was a huge task for both TINE and Multi-Support Norway when the initial phase of the archive and workflow project began in 2001 but the payoff quickly started to show. The reorganization of 73 decentralized dairies into 8 regional offices basing archive and invoice management on MultiArchive meant immense improvements to the Norwegian dairy giant.

### Phase one: From 73 to 8

TINE, which is responsible for 98% of the entire milk production in Norway, is supplied with milk from more than 23,000 farmers. This implies huge amounts of invoices and other vouchers which the new MultiArchive solution was able to handle remarkably fast and efficient. Egil Stadsnes is chief accountant and project responsible in TINE Dairies Region South which was the pilot project for the other 7 regions. He explains about the noticeable advantages of the reorganization from 73 decentralized administration units into 8 regional offices:

- Very shortly after, the reorganization resulted in a change of procedures and a higher level of information. In the former decentralized structure we had a flood of voucher copies laying around different places in the administration – everybody wanted their own copy of each invoice. At the same time the account specification was difficult and time consum-

ing. With the introduction of the MultiArchive solution at the regional offices we started to centrally scan the incoming vouchers and already at this early stage a pre-registration of the voucher takes place. The approval of the voucher subsequently takes place through a predefined workflow which is accessible from Lotus Notes.

### Online access and quicker account specification

It didn't take long before the personal voucher copies disappeared - because of the MultiArchive solution everybody now had online access to the archive 24 hours a day, 7 days a week and via the workflow the status of the individual voucher could easily be monitored. The personal copies simply became unnecessary. TINE also gained remarkable benefits regarding the account specification. As early as at the pre-registration stage the base for the final account specification is created in the business application Movex, which the MultiArchive solution is fully integrated with. The workflow that the individual vouchers follow is actually defined before TINE receives the voucher as an agreement has been made with TINE's suppliers that they mark their vouchers with a predefined code before they are sent to TINE. This code defines which

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# Welcome to IDMfocus

I am very pleased to be able to welcome you to the most recent issue of IDMfocus, Multi-Support's newsletter for organizations utilizing our Intelligent Document Management concept to enhance their business.

As always, the intention with this issue of IDMfocus is to provide you with valuable information about topics related to your document management and our IDM concept. Primarily we try to achieve this by letting people from other organizations tell about their experiences with document management.

## An interactive document

IDMfocus exists both as a printed paper document and as an electronic document in PDF. Please be aware of the fact that IDMfocus was designed primarily to be used as an interactive electronic document, and hence you will have access to additional information with a click of a mouse if you use the electronic version. You can always find it on [www.multi-support.com](http://www.multi-support.com).

From the feedback we get from our customers, there are four real hot topics right now:

"Supplier Invoice Processing" keeps on being a real hot topic, and the cover story on TINE, the largest dairy in Norway, is about supplier invoice processing in a huge organization.

"Web Self Service" is another hot topic,

and an article about self service for farmers addresses this topic.

"Corporate Document Management" is a very hot buzzword right now, and you will find an article from the Gartner Group explaining the importance of what they call the The Real-time Enterprise.

"E-mail Filing" is the last topic I will single out, as we see a growing acknowledgment of the fact that today E-mail are important business documents and should be treated as such. You will find an article where an attorney tells about the legal aspects of this.

To this we have a number of other articles, for example about the recent MultiArchive 5.0, and I trust that you will find those relevant to your needs.

## We need your feedback

I am very certain that we could provide you with even better articles and more relevant topics, and hence we need your feedback. Please provide us with any suggestions, ideas, criticism, or appraisal you may have and remember, if you have a story that might be of interest to other readers do not hesitate to contact me. Please feel free to send an E-mail directly to me.

A final word on our world: The world of business is ever changing, and the document

management business is no different. We see hot topics come and go, we see hot products come and go, and we even see hot companies come and go.

To us the most important thing has never been to be 100% "buzzword compatible".

To us the most important thing has never been flashy technology.

To us the most important thing has never been to become a top 100 technology company.

Why?

Because it is NOT important to you – our customers, and if we do not concentrate on what is important to our customers – we simply have NO justification in this world – it's that simple!

And therefore we will continue to cover the topics you need covered, provide you with the products you require and, very important, stay in business as a sound and solid partner.

Kim Hellum

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# Milk is Good for You – So is Document Management

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approval and account specification flow the voucher must follow in TINE's organization.

## Fine economy – high satisfaction level

The improved efficiency of the voucher management procedure has given TINE a substantial economic profit. Egil Stadnes estimates that on the average – and as a rough and general observation – TINE has saved approximately 15 USD per voucher by implementing the archive and workflow solution. He can thus note a payback time of close to one year for the entire investment.

It is worth noticing that this improved efficiency has taken place at the same time as a growing satisfaction among the employees. The easy operation, including the national language in the displays of the solution, and the short training period is, according to Egil

Stadsnes, important elements which have affected the employees' satisfaction in a positive direction.

As a curiosity - and to illustrate the time-saving advantages of the solution - Stadsnes mentions that TINE has been praised by the tax authorities! During a tax audit shortly after the implementation of the solution at TINE Dairies Region South, it turned out that the audit could be carried through in less than a quarter of the time that a similar visit had taken previously.

## MultiArchive chosen again

Encouraged by the success of the first reorganization and based on the experience of this project, TINE has recently chosen to carry out yet another centralization. The administration in the 8 regional offices is reduced to 5 regions (North, Middle, West, East, and South). And these regions are now brought together on a single central server.

At the same time TINE has chosen to upgrade the business application to the latest version of Movex with the graphical user in-

terface Movex Explorer. Consequently, it was not given that TINE would still choose the MultiArchive solution for the joint document management. But after having searched the market once again and after having ascertained that the integration between Movex Explorer and MultiArchive also works seamless, TINE chose yet again to base itself on MultiArchive.

Today the entire solution also includes - in addition to the actual archive part and the Notes based workflows - Interform/400 for the production of large quantities of external print-outs and BlueSeries for electronic distribution via fax and e-mail.

## A total IDM solution

Just as milk is good for the organism, document management is good for the organization, and with the IDM solution (Intelligent Document Management) from Multi-Support TINE has proved that they have a long-term solution.

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Supplementary information is available on [www.multi-support.com](http://www.multi-support.com). Click here or search for the article title.



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## In the Field and on the Web

The era where the farmer worked alone in the field or in the stables is over long ago. The modern farmer runs an efficient business in cooperation with consultants, suppliers, and customers.

**N**ordjysk Andel, which is one of Denmark's largest independent cooperative chemicals and feeds companies with 12 divisions in the northern part of Denmark, today services more than 5,000 farmers with all kinds of feedstuff, seeds, fertilizer, plant protection, and other conventional heavy goods. The turnover is of more than 100 million Euro and the number of transactions is substantial.

Nordjysk Andel has long ago started using the Internet for the servicing of the many farmers and the further development of the Internet based self-service concept is an on-going process.

### From slow envelopes to lightning quick clicks

With more than 5,000 customers, it is a giant task to print and envelope the monthly account statements and therefore Nordjysk Andel decided to use the advanced options provided by MultiArchive to give the customers access to the account statements via the web based self-service solution.

The farmer is now able, at his own convenience, to read and print the account statements - and even one or two days sooner than before. If the account statement should get lost, it is always possible to get a copy in the electronic archive.

### Standard MultiArchive features

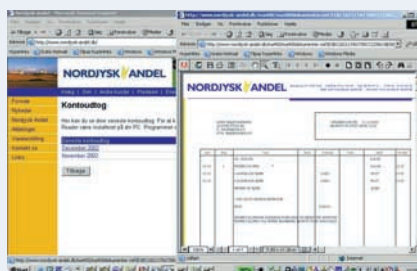
Nordjysk Andel has for several years used MultiArchive in the traditional way for internal filing of among others account statements (invoices/grain payments), fertilizer accounts, and posting records.

As Nordjysk Andel already had a Domino



based web solution, it was only natural to use the standard features in MultiArchive which makes it possible to replicate archive documents to a Lotus Notes/Domino database. The access to the documents is, of course, protected by user ID and password.

At the same time as the account statements are generated and filed in MultiArchive, they are automatically converted to PDF



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documents including an electronic InterForm and then transferred to the web solution. And all this takes place 100% automatically.

### New documents on the way

The account statements have prepared the way for new document types and thus fertilizer accounts and the farmers' grain payments are the next prints which can be accessed on the homepage, and still more are on the way.

Every time a new print is accessible on the Web, efforts and postage are saved and at the same time the customer is met with a much improved service. Therefore the investment in the solution is recovered in only a few months.

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## Daihatsu Germany Centralizes on MultiArchive

**D**aihatsu Germany GmbH has taken a strategic decision to corporately centralize their filing based on MultiArchive. The first phase of the implementation includes central filing of prints from various

sources, e.g. the ERP system DCW. The next step - scanning and workflow of incoming invoices - is already planned. "All-in-one in a central archive" is the motto of the future for Daihatsu Deutschland.



# A Screw is a Screw!

To many, a screw may just be a screw - a long metal part with a point, head, and thread, there's really no big difference...

**A**BC and their professional customers will challenge this statement. To them, a SPAX is always a SPAX and the result of many years of research and development combined with practical experience. Within the industry SPAX is a world-class brand product.

## ABC goes for MultiArchive

Mr. Wilkes, the head of the IT department at ABC, comments on the implementation of MultiArchive as the corporate-wide document management solution integrated with their ERP solution MAPICS:

### Integration is everything...

"One of the major reasons for us to choose MultiArchive was the ability to integrate the product into our existing IT infrastructure. MultiArchive is increasingly serving the role as integrator between our different systems.

Initially we took care of the main documents from our ERP application (XA from MAPICS inc.), that is orders, order confirmations, delivery notes, and invoices. This immediately reduced our costs for processing such documents in the company.

We integrated the MultiArchive Java Client with the XA-browser, using simple standard APIs in MultiArchive. This enables the employee to access the relevant customer documents in the corporate archive directly from within the ERP solution without the need to switch program or perform a new search".

### Supplier invoices

"During the initial phase we finished the integration of supplier invoices. Adding a small barcode printer to replace the manual number stamp, enabled us to perform centralized scanning of all invoices. The moment the invoice is scanned, it is available for the staff in both the Finance and Purchase departments. Subsequently, it is possible to extract any invoice for further investigation and audit, us-

ing the integration between MultiArchive and Lotus Notes".

## Total Corporate Archive

Today all employees at ABC have the option to have their postal mail and fax scanned centrally. All scanned documents are then forwarded electronically ready to be filed into the corporate archive. When you file a document from your inbasket, MultiArchive will ask for the relevant index information (e.g. customer number). The same procedure is used for incoming e-mails.

## CAD/CAM documents

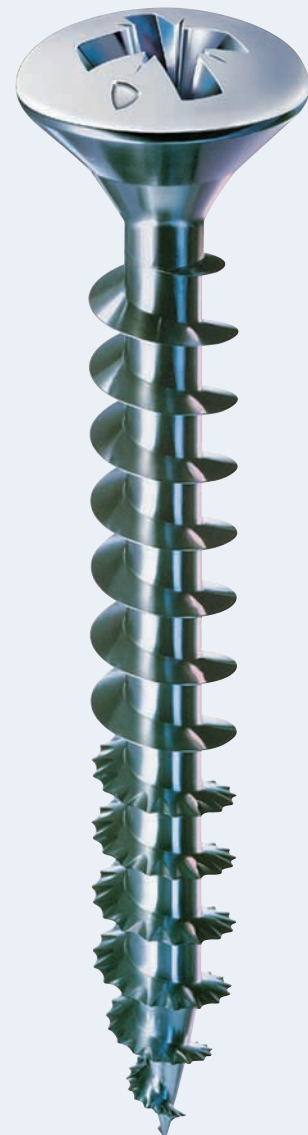
In the Constructions department drawings and other technical documents are created using a Unix based CAD/CAM system and then filed into MultiArchive. This enables the staff in the workshop to access the most recent documents with the click of a key in the MAPICS productions module.

## Complies with new requirements in the tax law

With regards to the DCW (our financial application), we utilized the standard integration module for MultiArchive. Hence the archive contents (documents, customer binders, transaction logs, etc.) are available in the Finance department as well with the click of a mouse. Thereby ABC has been very early in compliance with the new requirements recently set forward in German tax legislation.

## Step by step towards Intelligent Document Management...

The implementation of MultiArchive is performed in accordance with the organizational structure of the company. New business areas are integrated step by step including Payroll and Sales. The vision for the future is that all company documents regardless of their origin are stored in the corporate archive - MultiArchive.



## Immediate payback

The decision to implement MultiArchive has proved to be right, and we have calculated the payback time for the entire investment to be only a few months.

A screw is NOT just a screw, and the same goes for document management systems. To professionals there is a world of difference, and the IDM concept from MultiArchive is state-of-the-art.

- That's why ABC went for MultiArchive and not just any document management system.

□

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Supplementary information is available on [www.multi-support.com](http://www.multi-support.com). Click here or search for the article title.



## Integrated Interactive Filing

The people of Volvo Car Finance in Finland discovered extended use of the MultiArchive after viewing it as a productivity tool with interactive capabilities rather than merely as “storage” for approximately 55,000 contracts monthly.

**M**ultiArchive had been in use for several years at Volvo Car Finance in Finland when Customer Service Manager Kirsi Selin put forward the idea that the electronic archive system could also serve as an interactive tool in the daily work. This idea resulted in integration between MultiArchive and the financing system Solteq Profit.

### One button information

When a document is scanned into MultiArchive it is automatically filed into one or more electronic folders from where the document can be retrieved using for example the registration number of the car or the ID number of the financing contract. “The desired information can be accessed by pressing one button”, Kirsi Selin said in describing the process.

One example of how the seamless integration between the systems is effecting customer service is that in order to view the entire service invoice history of a certain car,

the user simply hits the archive button in the Financing system when looking at the car details.

“And if a customer calls us and asks for a particular piece of information, we simply retrieve the relevant document from our electronic archive and send it to the customer directly from the archive, either by e-mail or as a fax”, Kirsi Selin explains.

“From the user’s viewpoint, the boundaries between different information systems have disappeared. This also helps to increase efficiency in managing the contract database”, Robert Hernberg – Director of Finance and Operations at Volvo Car Finance – adds.

### Streamlined communication

Although Volvo Car Finance has made very significant progress in their management of documents, new ideas keep on flowing and new plans are emerging.

An ongoing project involves streamlining

communication between the financing company and the car dealers. This means, for example, that invoices, such as compensation or credit invoices, will be transferred directly from the financing company to the car dealer without the operator acting as an intermediary. The online invoice is already at the pilot stage. □

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## A Successful Brew: MultiArchive and DCW Integration

**A**t German Erdinger Weissbräu GmbH, the world’s largest wheat beer brewery, it is a stated policy to combine tradition and progress: the beer is brewed according to traditional recipes, while using state-of-the-art technology in the production processes. So it is of no surprise that Erdinger Weissbräu chose MultiArchive as the platform for Intelligent Document Management. Already on the second day after the installation, MultiArchive was fully integrated with the materials management mod-

ule of the ERP system, DCW. From this point on access to MultiArchive from materials and material variants was possible, which meant both time saving and smoother administration. The project of a full scale integration of MultiArchive with DCW is also running according to plan. In fact this full scale integration was the deciding reason for Erdinger Weissbräu’s choice of MultiArchive as their future platform for Intelligent Document Management. □



# More and More People Choose to File Prints as PDF Files

Particularly Multi-Support's Norwegian customers have realized the advantages of filing for example invoice copies in MultiArchive as PDF files. This is a relatively new option which is available if an electronic forms solution is a part of your IDM environment.

The first to have the option for PDF filing was the users of InterForm/400 – a forms management solution which Multi-Support has installed with several hundred customers in many countries. Now PDF filing is also available to the users of EDB Gruppen's DocManager, StreamServe (also known as Intenia's MOM), and FormScape. For these three solutions a small archive command is implemented in the PC based print solution.

Incidentally, it is worth noticing that PDF filing is not only an option when new invoices are filed. Also previously generated invoices filed in the traditional way can be converted to PDF files.

## Advantages

There are several advantages of PDF filing:

- The user, when retrieving an invoice copy from MultiArchive, can display an exact copy – by means of Adobe Acrobat Reader (freeware on the internet) – of the invoice originally sent.
- The IT staff no longer has to worry about the version management of the electronic

forms in connection with filed versions of invoices in the archive.

- A seamless integration with business applications that are not using Client Access on the iSeries.

## Considerations

However, consider the following points:

- The storage space usage will be increased a little but if you have chosen reasonable fonts in your print-outs corresponding to the standard fonts in Adobe, the space requirement will only increase from approximately 1 KB a page to 3-5 KB a page.
- If you have a network with a high utilization and low speed, the time to display an invoice copy will, of course, increase.
- You need to install Adobe Acrobat Reader on every work station if the program is not already installed.

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Filed invoice as spoolfile display.



The same invoice displayed as a PDF file.

# Strategic ERP Integration

Document management tends to be of increasing strategic importance to more and more organizations. Hence the integration of the document management solution with the ERP system is of still greater value. This increase in value and business focus is also visible through the many integration projects that ERP customers and vendors are undertaking with MultiArchive.

With many of the leading business applications Multi-Support already have quite a few MultiArchive enabled and integrated solutions up and running. ASPECT/4 from EDB Gruppen, ASW from IBS, BAS from BAS Systemer, BPCS from SSA, DCW Finance & Accounting from DCW, J.D. Edwards Financial Management from JD Edwards (PeopleSoft), Movex from Intenia, PAISY from BRZ, and SAP are just some of the many examples.

IBS in Finland has now decided to follow the path set forth by several other local IBS offices, and hence expands and formalizes the cooperation with Multi-Support.

IBS has a world class ERP solution with its ASW and the international organization to back that solution. Multi-Support has a world class document management application with MultiArchive, and the international organiza-

tion to back it. The match is perfect. Multi-Support Finland therefore assisted IBS Finland with the integration of MultiArchive into ASW release 5.

As Karri Soukki, the Manager of Technology Competence Center at IBS Finland, puts it: "The main idea is that documents of any type can easily be retrieved from the archive directly from within the application that the user is already working with - our ASW package."

IBS and Multi-Support already have more than 40 common customers in Finland, and this new initiative is bound to bring along more customers at the same time as existing customers benefit from the enhanced integration.

Internationally Multi-Support has thousands of organizations using MultiArchive and many of those already benefit from the solution being integrated with their business application. And the number is constantly growing.

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# 800 Mobile Phones and Four Times as Many Bills!

It is per se quite complicated to keep track of around 800 mobile phones in a company. It is an even greater challenge when each employee four times a year have to approve his/her phone bill. However, EDB Gruppen in Denmark has found a solution. MultiArchive plays a crucial role - in connection with the approval, filing, and account specification all alike.

The mobile phone company Sonofon offers their company customers to receive all data regarding the phone bills on a CD. An obvious paperless relief instead of the hundreds of pages of bills and specifications which is often the case. However, the data volumes on the CD are rather substantial – and it can be quite a task to find and distribute the exact information to be approved by the individual employee.

## Into the existing MultiArchive

However, this is not a problem for EDB Gruppen who already uses MultiArchive as an integrated part of the ERP solution ASPECT/4. Now MultiArchive is also used for presentation, distribution, and filing of the bills from the Sonofon CD. The CD contains phone bills in PDF with one or more pages per phone number. Furthermore, it contains an index file with reference between phone numbers and PDF files. When the CD is imported the initials on the first and the second approver for the individual phone number are retrieved from an internal table, the phone bills are filed in MultiArchive, and distributed automatically with MultiArchive Workflow.

In connection with the approval, the employee can display the invoice, approve or reject it, and, if necessary, add a comment to it.

The CD invoices are filed in MultiArchive together with paper invoices from other suppliers that are already being scanned and filed. These are also distributed and approved via workflow.

## Integration and pre-registration

At the same time as the invoice files are imported, the integration between MultiArchive and ASPECT/4 ensures that all data automatically are pre-registered in the ERP system and when an employee then approves her phone bill, the costs are automatically recorded on the correct accounts.

Peter Find, who is a department manager with EDB Gruppen, is very pleased with the solution: "We avoid the huge amounts of paper – both incoming and subsequently in connection with the filing. At the same time, the



internal electronic distribution of the individual bills makes it possible for the employees themselves to see, check, and approve the bills. This would be a rather impracticable task if we didn't have electronic distribution".

## A solution for the future

When the need arises, it will also be possible to handle e.g. E-invoices, XML data, and EDIFACT without changing the existing base solution. The processing of the vouchers will remain unchanged to the users.

EDB Gruppen A/S Birk Centerpark 4 7400 Herning		SONOFON Brugerspecifikation			
Gruppe	Nummer (CSM)	Afdeling	Konto nr.		
402 FPC	20579250	317	55420000		
Fakt date	Faktura nr.	Abonnement	SIM Kort nr.		
08-11-2002	20579248	Mobiletjeneste standard	0705010107		
Periode					
	Enheder	Brutto	Rabat Netto		
<b>Forbrug i tid (tommestk):</b>					
Indledende 30MIN/200 minid	20-09-19-12	0010: 46:13:8	770,74	-184,90	585,74
Indledende uden minid	20-09-19-12	0001: 13:25:9	100,31	-23,99	76,32
30SEC/200 minuttetjeneste	20-09-19-12	0016: 10:03:6	802,53	-182,33	620,20
<b>Forbrug i tid ialt:</b>			<b>1673,58</b>	<b>-491,22</b>	<b>1182,36</b>
<b>Forbrug i antal:</b>					
Forspær opkald	20-09-19-12		31,25	0,00	31,25
<b>Forbrug i antal ialt:</b>			<b>31,25</b>	<b>0,00</b>	<b>31,25</b>
<b>Forbrug i alt:</b>					
			<b>1715,83</b>	<b>-491,22</b>	<b>1224,61</b>
<b>Abonnement:</b>					
A-ansættelse	20-09-19-12		27,00	-27,00	0,00
Konferencelid	20-09-19-12		27,00	-27,00	0,00
Ledelse	20-09-19-12		40,97	-150,97	-110,00
Mobil Edbroer standard	20-09-19-12		90,00		90,00
numMER	20-09-19-12		180,00	-22,89	157,11
numMER	20-09-19-12		40,00	-40,00	0,00
Vidensdeling - videretalt	20-12-19-03		40,00	-40,00	0,00
<b>Abonnement i alt:</b>			<b>304,97</b>	<b>-407,77</b>	<b>97,20</b>
<b>Faktura (CSM) nr. 20019220 (inkl. moms)</b>					
			2220,80	412,87	1807,93
Skat moms	1126,06				
2% moms	281,74				
Bekræft og indtægter i alt gennemsendt til håndhævet på fakturaen					
Dansk MobilTjeneste UC, Dalgarnvej 9	Talcenter 10 24 24 07	Sms	1302016		
Postboks 350, DK-8000 Ålborg	Talcenter 72 12 18 32	Enhedsnr	80 18 31 00		
E-mail: Kundeservice@sonofon.dk		CVR nr	24 24 11 20		
Dokument nr. 00001 011130007					

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Supplementary information is available on [www.multi-support.com](http://www.multi-support.com). Click here or search for the article title.

# Multi-Support in the Benelux

Currently the IDM concept is implemented in more than fifteen countries from Greenland in the North to Australia in the South.

In Denmark, Norway, Sweden, Finland, Germany, and the UK these implementations are carried out by local Multi-Support offices in cooperation with local business partners. The most recent addition to this list is the Netherlands, where Multi-Support Benelux BV as of November 15th is a reality.

As the Managing Director, and a shareholder in the company, we have chosen Maarten Boender. Maarten Boender is a veteran in the

document management business in the Benelux and was the founder of Magellan Software BV back in 1996. Together with Maarten Boender we have a skilled staff of four document management specialists ready to serve the Benelux market.

Multi-Support Benelux BV will work closely together with IBM and major local IBM Business Partners. Already Eniac Business Solutions, one of the most important ERP vendors in the Benelux, has teamed up with Multi-Support and are ready to provide their customers with integrated document management based on the Multi-Support products.



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# Gartner says: Intelligent Document Management is a Part of the Business of the Future

**G**artner Inc. – the internationally acclaimed research and advisory firm – has pointed out one of the major business trends of the future: the real-time enterprise (RTE). Gartner concludes that the benefits of the RTE are real and substantial. There are scores of cases in which a focus on radical time reduction has resulted in major business benefits. Using up-to-date infor-

mation, getting rid of delays, and using speed for competitive advantage is what the real-time enterprise is all about.

According to Gartner, a key requirement for the RTE is an organizational state where information can be created, accessed, and transferred easily, as needed, for business goals.

## Important points

A couple of the points in Gartner's report "Content Management and Portals Power the RTE" read:

- "The RTE will require focused efforts on integrating business intelligence and reporting systems. Beyond these needs targeted at structured data management, equally strong capabilities must be present to create, capture, share, and publish unstructured information or any efforts at achieving an RTE will fail. Access to enterprise data means access to all types of data, not simply the structured data in databases and applications."

- "Unstructured data is the information designed for human consumption. Documents and Web pages are excellent examples, and a vast amount of enterprise information is captured in these "containers." Consider the value of accessing a scanned image of a customer's order letter when the customer calls on the telephone to inquire about an order. Better information access in real time will lead to greater customer satisfaction and, ultimately, to more revenue opportunities."

General Manager of Multi-Support International, Kim Hellum, comments: "We share the RTE vision with Gartner, and the creation, capturing, sharing, and publishing of unstructured information is the very core of our IDM concept and as such MultiArchive. With the increasing number of organizations that integrate ERP systems and MultiArchive, I think it's fair to say that MultiArchive is one of the leading solutions for managing and combining filing of both unstructured and structured information". □

## Gartner

Gartner's report "Content Management and Portals Power the RTE" with reference number COM-17-8618 can be purchased in its entirety at Gartner e.g. on [www.gartner.com](http://www.gartner.com). The above extract from the report is published with Gartner Inc.'s approval.

## Centralized Filing of E-mail – Can You Afford not to?

**M**any companies use e-mail when entering into agreements but only very few are fully aware of the legal aspects. An example is that in legal disputes it can be necessary to provide all e-mail communication relating to the case as far back as five years.

Attorney Niels M. Andersen, Bech-Bruun Dragsted, here lists five factors for e-mail which all companies need to consider – the sooner the better – as huge values can be at stake. Centrally for all matters is documentation and evidence – and with it the need for a structured management and filing of the often flighty and elusive e-mail.

### About rules of law

"It is quite simple: All normal legal rules apply also to e-mail – including, for example, contract law, freedom of expression governing, and regulations for filing and documentation".

### About binding effect

"In general, Danish legislation considers all agreements valid. An example is the general acknowledgment that an oral agreement is just as binding as a written agreement. That the documentation of an oral agreement can be quite difficult is a different matter, but when it comes to e-mail, at least you have a better documentation basis".

### About agreements by e-mail

"An agreement basically consists of an offer and an acceptance. This also applies to e-mail. You should be careful before you send an offer or an acceptance. You can easily get stuck with an offer or an acceptance because e-mail inherently is a very quick medium. After you have sent a well-considered offer or a well-considered acceptance you also have to ensure that you - or others - can find the right e-mail again at a later point in time".

### About evidential weight

"An e-mail can be produced as evidence in court but there are several potential problems: Firstly you have to prove that the e-mail has actually been sent – and received. Secondly it can be necessary to prove that the contents have not been changed. The structure and procedures for filing and handling should be aligned according to these documentation requirements".

### About filing

"E-mail should be registered, filed, and discarded according to the same principles as letters, faxes, and phone messages. Very important information is, of course, also sent by e-mail - either directly in the text or as an attached file. In this case you should be aware



that certain complaints and claims are not obsolescence until five years after. We therefore recommend that important e-mail are saved for five years - under secure conditions with up-to-date backup and other necessary safety measures. Filing of e-mail is actually not a matter of whether you can afford it but if you can afford not to". □

Niels M. Andersen's presentation "The law and e-mail" can be obtained here.



## An Archive Solution that Pays Off

**The handling of pay slips and the so-called HR documents is often underestimated when an organization assesses the need for filing and processing of administrative information. Not with Per Aarsleff A/S where the optimized handling of pay slips alone made the MultiArchive solution feasible.**

If you, as the Danish contracting firm Per Aarsleff, have 22,000 pay slips a year and daily handles 10-15 inquiries for filed pay slips, an archive solution with easy search and access functions is not only nice to have – it can be extremely profitable.

### Integration with ASPECT/4 Payroll

In Per Aarsleff's Aarhus office the payroll for approximately 700 hourly paid employees and more than 450 salaried employees is handled. Their payroll system is ASPECT/4 Payroll. The task of handling the copies of the many pay slips for all these employees had eventually become so extensive that it was decided to find an electronic archive solution. The choice fell on MultiArchive which was set up to create electronic employee folders where the pay slips could automatically be filed into and retrieved from.

It is also possible with a single stroke of a key directly from the employee panel in ASPECT/4 to display an employee folder in MultiArchive.

At the same time integration was made within ASPECT/4 which, among others, has the effect that when canceling a draft payroll specification in ASPECT/4, all relating pay slips are automatically removed from MultiArchive and replaced with updated drafts or final pay slips.

### 10-15 calls a day

The adoption of MultiArchive had an enormous effect as it was no longer necessary to

put the more than 22,000 pay slips a year away in ring binders. The 10-15 calls a day from present and former employees who wanted copies of pay slips from as far back as a year could now be handled right away while the employee was still on the phone. Previously, everything had to be handled manually which often meant trips to a remote archive to find the relevant ring binders and after that an extensive copying task. If an hourly-paid worker wanted copies of one year's pay slips, it meant 26 pay slips to be handled manually.

The achieved productivity gain due to a more flexible and faster handling of pay slips alone compensated for the investment in MultiArchive but the contracting firm had still more plans. The first natural enhancement of the solution was implemented shortly after with filing of vacation forms and yearly disclosure forms. Also this filing is integrated with ASPECT/4 and consequently, the filing takes place automatically when the print-outs are being generated.

### Scanning and interpretation

Even though Per Aarsleff started with the electronic company archive from rather a different angle than most organizations (filing of pay slips), they were not blind to the many other possibilities. Today the MultiArchive solution is also used for the scanning and handling of suppliers' invoices. And the experiences with this process have been used for the handling HR documents as well. Con-

sequently, several varieties of HR documents on paper are now scanned, e.g. employee disclosures, solemn declarations, weekly statements, discharges, resignations, and sick pay.

The latest addition is the scanning of work sheets from the many hourly-paid workers and here the contents are also interpreted using OCR technology. The extracted hours, activities, and machine hours are automatically recorded in ASPECT/4 and the work sheets are filed in the employee folders in MultiArchive.

The over all objective for the use of MultiArchive with Per Aarsleff is that all relevant paper documents are filed centrally. The next step is the filing of the monthly statements from the salaried employees. It is a long time ago that the filing was solely about pay slips – but it is still very much about profitability. □

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Supplementary information is available on [www.multi-support.com](http://www.multi-support.com). Click here or search for the article title.

# MultiArchive 5.0 Hits the Streets

As of October the most recent major release of MultiArchive has been available to partners and customers.



## MultiArchive 5.0 Objectives

When we started the development of MultiArchive 5.0, we had four distinct objectives:

- Regain earlier strongholds
- Consolidate current strengths
- Enhance current features
- Establish a platform for the future.

## MultiArchive 5.0 Contents

With previous releases of MultiArchive we had excellent documentation available, but with the huge number of new features and functions added to the product recently, we have not been able to keep up with adequate documentation.

## Documentation

From now on this is history – the updated and enhanced documentation covers all aspects of the product and is provided in the form of nine new Guides providing more than 1,000 pages of written documentation available in PDF.

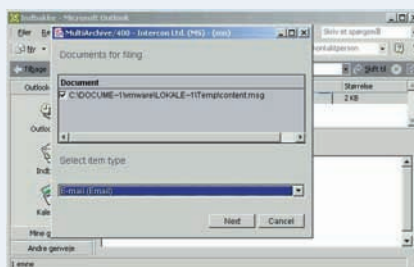
Add to that online help for 60 OS/400 APIs and you will find that the available documentation has improved dramatically.

## MultiArchive Internals

The internals of MultiArchive have been improved to secure improved performance, reliability and conformity with new OS/400 versions. Also the language support provided by MultiArchive is strengthened by the addition of Norwegian and Finnish as new languages.

## MultiArchive E-mail Filing

A new module in MultiArchive provides enhanced e-mail filing capabilities for both Lotus Notes and Microsoft Outlook users. As mentioned elsewhere in the IDMrfocus, e-mails are important business documents, and the E-mail module lets you treat them as such. If

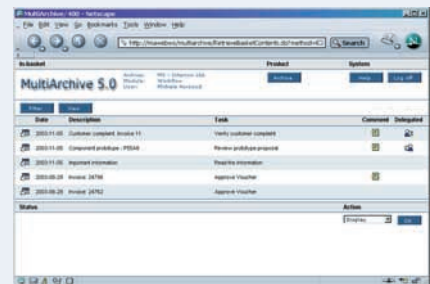


you had a license for the Documents module before 1 July 2003, this module is for free!

Also you will find a whole bundle of enhancements and improvements especially in the Workflow modules.

## MultiArchive Components for Web

As a foundation for the future MultiArchive development we have created MultiArchive Components for Web (MACW) and implemented MultiArchive Web Workflow as the initial functionality in this framework. With MultiArchive Web Workflow we are able to provide our customers with a structured workflow where the users can interact freely from either a browser or an OLTP (5250) emulator. With large organizations the zero-administration promise of the browser interface may prove significant savings.



## MultiArchive 5.0+ plans

We are very open to your suggestions for the future development, but already now we know that the near future will bring:

- Web Workflow enhancements
- Web Archive features
- GUI client enhancements
- Automatic indexing for PDF and XML
- More national languages
- Programmers Guide.

We are quite confident that you will find that we have succeeded in meeting our objectives for MultiArchive 5.0 and encourage you to take advantage of the new options as fast as possible.

You can learn more about MultiArchive 5.0 in the news section of [www.multi-support.com](http://www.multi-support.com) or by attending one of our national release seminars.

And you are always welcome to contact your local Multi-Support representative to arrange a face-to-face meeting.

*Dorthe Vestergaard is a member of the product management team for MultiArchive. You can contact Dorthe at [dorthe@multi-support.com](mailto:dorthe@multi-support.com).*

Supplementary information is available on [www.multi-support.com](http://www.multi-support.com). Click here or search for the article title.

## Events and Schedules

Under this headline we are introducing scheduled events together with major recent events related to the Multi-Support Group. At present many of the activities for the next year are still at the planning stage but a more up to date schedule will be available on [www.multi-support.com](http://www.multi-support.com).

### Germany

On 22 - 24 November 2003 Multi-Support Deutschland was represented at the yearly conference "Common Deutschland" which focuses on the iSeries platform.

### United Kingdom

On 15 and 16 October 2003 Multi-Support UK participated in IBM's extensive exhibition and conference "Seeing Eye to iSeries" in Coventry with approximately 200 participants.

### Denmark

On 10 and 13 November 2003 inspiration seminars was held in Ikast and Lyngby – on the same occasions MultiArchive 5.0 was introduced.

In January - April 2004 courses are offered in all of MultiArchive's modules. Please refer to [www.multi-support.com](http://www.multi-support.com) for an updated schedule.

### Norway

In the period December 2003 - February 2004 MultiArchive 5.0 is introduced to both new and existing customers.

During spring 2004 a trade seminar will be held for the logistics industry and users of ASPECT/4 and Løsning 1.

In February - April 2004 courses are offered in all of MultiArchive's modules. Please refer to [www.multi-support.com](http://www.multi-support.com) for an updated schedule.



### Finland

On 15 December 2003 an update seminar is conducted about MultiArchive 5.0. □

Supplementary information is available on [www.multi-support.com](http://www.multi-support.com). Click here or search for the article title.

## Nuts and Bolts

In this column we would like to share with you some hints, tips, and tricks that will make your IDM life easier, more efficient, or simply more fun. These tips and tricks comes from our development team who very much would like to share their experiences. Please feel free to contact the team.

### Launch Your Archive from the Browser

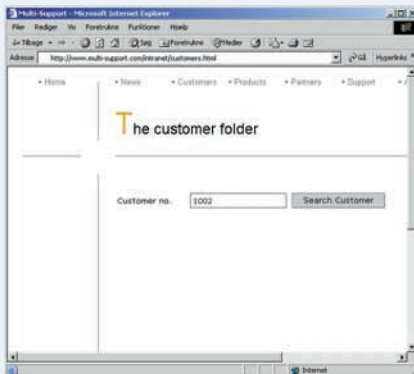
Ever wanted to provide your users with access to the corporate archive from your Intranet?

Viewing their own personnel folder, searching for a customer folder or maybe retrieve a specific invoice?

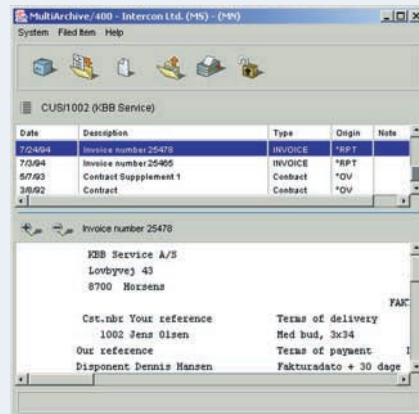
With MultiArchive 5.0 and our new "Multi-Archive HTML Launcher" you can do just that – almost with the snap of your fingers.

### The customer folder

Type the customer number or specify the customer name to locate the customer.



The result will be displayed by the Multi-Archive Graphical Client.



### Technology

The MultiArchive HTML Launcher is implemented as a number of Java applets and requires only a Java 1.4 compatible JVM and a newer browser. Until MAHL is made a part of the official MultiArchive product we will provide you with a copy for a minor fee.

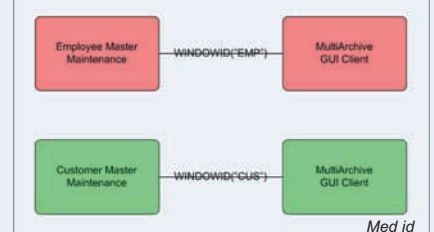
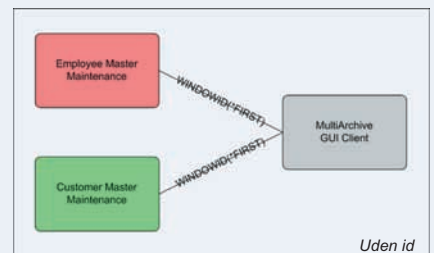
### Strengthen Your Integration to the GUI Client

If you have made an integration from your business application to our GUI client, you may have noticed that with two (or more) integration points (for example from both the Employee master and Customer master) it may be inconvenient that only a single GUI client is available to show both (first the Employee folder and then the Customer folder).

The problem can be solved by specifying an ID on the window that is displayed from a



specific place in the business solution. Thus there will automatically be one window open for the customer folder – which is replaced when you choose another customer – and at the same time another separate window open for the employee folder.



WRKFILTIM FLR("Customer/&custnr") WINDOWID("CUS") will ensure that the integration from the customer folder always uses window "CUS". □

Marianne Østergaard is a member of the Multi-Archive development team. You may contact Marianne at [marianne@multi-support.com](mailto:marianne@multi-support.com).

**How to use IDMrfocus:**

IDMrfocus is designed for and intended to be distributed and read electronically.

- Click on a topic in the table of contents to jump directly to the article of interest.
- Click on the end-of-article marker to return.
- Click on any e-mail address to comment using e-mail.
- Click on any internet address specified to open your browser.
- Click on "Supplementary information..." to link directly into www.multi-support.com.

You will need Acrobat Reader from Adobe to read IDMrfocus electronically.

Use <http://www.multi-support.com/idmrfocus> to change your subscription to IDMrfocus.

The central MultiArchive technology is developed by Multi-Support, and the IDM concept also incorporates technology from selected technology partners. The IDM solutions are sold and implemented by the dedicated employees of the Multi-Support Group from offices in Denmark, Finland, Germany, Norway, Sweden, and the United Kingdom and also by certified partners throughout the world. Together with our partners (IBM, Lotus, and a number of the leading ERP vendors) we constantly strive to deliver the best, fastest, and most usable Company Intelligence.

The Multi-Support Group was founded in 1986 in Denmark and is today a leading international provider of IDM solutions. Multi-Support is an IBM and Lotus Advanced Business Partner.

Please feel free to contact us for further information.

Several hundred organizations worldwide have chosen to entrust their document management to our IDM concept. These are organizations ranging in size from ten to tens of thousands of employees in almost every line of business.

We can also provide you with a solution to fit your needs.



*"The IDM concept from Multi-Support is a remarkable example of utilizing advanced technology to obtain an efficient and scalable organization."*

Preben Herholdt-Rasmussen,  
Sales Director, IBM Nordic

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Intelligent Document Management for your entire business

*MultiArchive is the market's leading system for Intelligent Document Management. This solution has been developed by Multi-Support which has branch offices in Denmark, Finland, Germany, Norway, Sweden, and the United Kingdom - and business partners throughout the world. Multi-Support is an IBM and Lotus Advanced Business Partner.*