



Picture This: An Integrated Archive

Olympus, the internationally acclaimed producer of cameras, lenses, binoculars, and other demanding opto-digital products, is well-known for quality – delivering as well as demanding. Therefore, an integrated corporate archive solution was not the question – it was the obvious answer.

Integration is the name of the game at Olympus. Integration to Movex and to Office XP is therefore among the most appreciated benefits of the MultiArchive solution at Olympus Deutschland GmbH – the European headquarter of the Japanese giant with 18,000 employees worldwide and an annual turnover of around 4.5 billion USD.

The corporate slogan, "Your Vision, Our Future", which has been used worldwide from 2003, encapsulates the essence of the Olympus brand.

Needs exceeded stand-alone solution

Olympus itself, of course, also has visions – and one of these evolves around integrated IT. "It was therefore a very strong point in favour of MultiArchive that the solution could be integrated with our ERP system Movex when we decided to take our electronic filing to a new level," explains Peter Rann, who is the IT Teamleader for iSeries at Olympus Deutschland GmbH.

Up until that time Olympus had merely used electronic filing as stand-alone PC-based solutions. But the ever increasing speed of daily business made integration an obvious answer to the need for filing efficiently

and in the large volumes that Olympus demanded.

So today Olympus runs an environment where MultiArchive is fully integrated with all Movex modules. This means that all documents generated by Movex's Streamserve are directly passed on to MultiArchive. At the same time MultiArchive also handles all classic iSeries reports. For output management, Olympus uses several different servers – and MultiArchive just plays along.

Movex integration

Also searching is fully integrated – using the Movex-Explorer. Furthermore, it is possible to use free search where all search fields can be defined freely.

Orders that are to be registered in Movex are handled by back-end-scanning. Incoming invoices are processed using the Lotus Notes-based Workflow and of course also filed in MultiArchive.

Finally, MultiArchive is also used to file EDI and XML data – which at Olympus makes a lot of sense since a large part of the internal corporate communication is based on EDI.

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Welcome to IDMfocus

Welcome to this spring/summer issue of IDMfocus, our corporate news letter intended to provide you with inspiration on how to enhance your business using our IDM (Intelligent Document Management) technology and solutions.

Spring is over and the summer has just begun, a wonderful time of the year, at least here on the Northern hemisphere where everything is now blooming and growing. In other parts of the world it is not so, the seasons are simply different.

The World of Business

The same goes for the world of business. We clearly see financial spring with growth in some regions and countries while others are still in autumn or even bitter winter. I'm not going to provide you with any prophecies on how, when, and where this will evolve in the future, but simply point you to the fact that it will! The only certain fact is that it will change. Economics will go up and it will go down. Nobody believes in the fantastic "New Economy" with eternal growth anymore so

once again the ups and downs are facts of life to be reckoned with.

With "changes" as the only certain fact in life, our IDM concept with its ability to increase the efficiency, flexibility, and scalability of organizations becomes a key technology for companies and organizations who want to be ideally positioned for growth, decline, merger, acquisition, centralization, decentralization, or any other changes down the road.

This issue

In this issue you may read how the European headquarter of Olympus chose to create a unified corporate business archive totally integrated with their corporate business system Movex and their corporate personal productivity suite Microsoft Office XP. Having only one business system, only one office suite, and only one archive add to the efficiency, flexibility, and scalability of this huge constantly changing company. You will find other stories from companies in Denmark, Finland, Germany, Norway, and the UK who all have taken steps in the direction of the "paperless

organization" – some of them the initial step, others with previous experience from other solutions.

Beside customer stories we have included a few technical articles focusing on features and technology - and even some information on the also constantly changing Multi-Support Group.

Let us know

I hope you will find valuable inspiration from this newsletter. As always we do appreciate your comments, hence if you have input of any nature, please feel free to call or mail me.

Enjoy the reading and enjoy the summer. □

Kim Hellum

Kim Hellum is CEO of the Multi-Support Group. You can reach Kim Hellum at hellum@multi-support.com



Picture This: An Integrated Archive

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"The Movex integration really proves itself in all these areas," Peter Rann points out. "The ability to handle documents of different origins and data of different formats in the same archive and at the same time be able to optimize output load using different servers saves us from lots of manual tasks which both means less man hours and less human errors.

Microsoft Office XP integration

However, no company today consists of "hard ERP data" alone. The amount of data created by office automation is surely not to be

neglected if you want to run an integrated environment. At Olympus Deutschland GmbH the office automation platform is Microsoft Office XP and due to MultiArchive, the Microsoft Office documents are also part of the easy-accessible and all-integrated environment.

If a letter is created directly from within Movex, the customer data is automatically caught from Movex's customer files. The document is processed using an Office-Workflow that ensures all the right handling and filing steps are taken.

"This, of course, also improves efficiency and accuracy in our handling of customer documents," states Peter Rann.

Of course, implementing the integrated MultiArchive solution did not mean that Olympus could just forget about legacy data in the old PC-based archive.

Easy migration

But migrating these data into MultiArchive was actually no task at all since MultiArchive has a lot of open interfaces that allow legacy data to be retrieved from the PC-based archive and filed in MultiArchive. During the same import process, all spool files were converted into PDF or DOC formats allowing these data to be accessed by other applications.

Right now MultiArchive holds more than 1.2 million documents at Olympus Deutschland GmbH – and this number increases by about 85,000 every month. And the key word for future filing is still integration. □

Peter Rann is the IT Teamleader for iSeries at Olympus Deutschland GmbH. He can be contacted at peter.rann@olympus-europa.com. Jörg Anhalt is implementation consultant with Multi-Support Deutschland AG and account manager for Olympus in Germany. You can contact Jörg Anhalt at anhalt@de.multi-support.com.

Supplementary information is available on www.multi-support.com. Click here or search for the article title.



Administration Clean Sweep

How do you balance 100 years' history of good customer service off against the relentless efficiency demands of modern days?

The situation is well known in every service organization: An account manager receives a customer request for a copy of a document. The request is then by phone forwarded to a clerk who goes to the archives to find the document. The clerk copies it and passes it on to the account manager who then posts it back to the customer. Well, not at Johnston Sweepers – not since the implementation of MultiArchive.

iSeries – but no restrictions

"We were primarily after a system to store documents electronically – that could bind documents together by category and easily retrieve those documents from a screen that is familiar to the end user. The bulk of our data is held on our IBM iSeries server, however, we wanted a system that was not restricted to just iSeries documents and we found that MultiArchive satisfied all of these areas", says Stuart Cox who is the IT Manager for Johnston Sweepers – founded in 1904 and today the world's largest manufacturer of sweepers.

With MultiArchive, the above described scenario is now handled fully electronically directly from the account manager's own screen.

Filing invoices and credits

Customer service, however, is not the only area that has gained considerable time savings. Ever since the loading of MultiArchive, Johnston Sweepers immediately started filing invoices and credits directly from the iSeries. All relevant users have access to all of the filed information directly through their familiar iSeries screen.

"Since installation, we have just left it to run with no administration required", Stuart Cox points out. "We have only just touched on the full capability of the product and we are expecting to expand the use to file other documents in the company. In conclusion, the solution is seamless from a user's view, simple from a system administrator's view, and professional from the customer's view." □



Use scox@johnstonsweepers.com to contact Stuart Cox, IT Manager at Johnston Sweepers. Jay Naidoo is managing director at Multi-Support UK and the account manager for Johnston Sweepers. You can reach Jay Naidoo at jay@multi-support.com.

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Multi-Support Expands

The IDM concept from Multi-Support is continually gaining grounds – thus in the last edition of IDMfocus you could read about Multi-Support entering the Benelux with a Dutch based office.

However, Multi-Support's growth not only arises from expanding to new countries. Also in "old" countries we experience growth – namely in an increasing number of employees.

New director of R&D

As of 1 January 2004, Thomas Hougaard-Enevoldsen is the new director of R&D in Multi-Support where he and CEO Kim Hellum form the management team of Multi-Support A/S and Multi-Support International A/S. Thomas Hougaard will in time have the primary

responsibility for Multi-Support A/S, while Kim Hellum continues as the Managing Director of Multi-Support International. The two gentlemen will, however, still work as a joint management team.

Thomas Hougaard joined Multi-Support leaving a position as sector manager with one of Denmark's leading ERP vendors EDB Gruppen who is the supplier of the widespread ASPECT/4 solution. With EDB Gruppen, Thomas Hougaard was responsible for the ASPECT/4 consultants. It is exactly Multi-Archive's ability to integrate with largely all important ERP applications that he considers to be one of the reasons why the archive solution – and the entire IDM concept – is such a big success.

With Thomas Hougaard in charge of Multi-Support's research and development office, the development of integration abilities with other platforms will continue to be of top priority. Just like other areas such as workflow, graphical user interface, and web components can be expected to be further improved.

Thomas Hougaard-Enevoldsen is the new development director with Multi-Support A/S. Thomas Hougaard-Enevoldsen can be contacted at hougaard@multi-support.com. Øivind Sverdrup is the new director of sales with Multi-Support Norway. Contact Øivind at sverdrup@multi-support.no. Jay Naidoo is managing director of Multi-Support UK. Contact Jay at jay@multi-support.com. □

New director of sales in Norway

Multi-Support Norway has also expanded on a management level: As of February, Øivind Sverdrup has signed on as director of sales and he will be part of the day-to-day management together with Multi-Support Norway's managing director.

Multi-Support has in many years had a strong position in Norway and it is expected to be further enhanced with the new strengthened management.

Øivind Sverdrup has formerly worked at Canon System with document management and he also has experience from working with different forms tools. In this way additional IDM expertise has been injected into Multi-Support Norway to the benefit of both existing and future customers.

Strengthen organization in the UK

In the UK, Multi-Support's office has moved to new and larger surroundings north of London. At the same time, the organization has been strengthened with the addition of extra staff.

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Pensions and Documents – Both Matters of Trust

If 465,000 persons trust you with their pension savings, you need to run a solid and secure business. Guaranteed document storing for decades is only one aspect of this.

Of course, you expect a pension institution to know its numbers – and at Finnish KEVA (The Local Government Pensions Institution) you can get almost any number you like. How about these: 33,000 new pension applications per year. 500,000 new documents per year. Document storing requirement of minimum 10 years. Pensions paid out to nearly 272,000 persons in 2003 (totalling roughly 2 billion Euros). Some 465,000 persons covered by KEVA's scheme.

KEVA did the adding up and came to the result: Electronic Document Management!

Sensitive documents

Panu Rautala who is the IT manager at KEVA explains about the background of the project: "We had several reasons for turning to electronic document management – among these are faster case administration, wanting to implement a uniform solution for the whole company, and simply the cutting down on low-efficient paper administration. And above all our requirements, the solution also had to meet our strict demands regarding security".

The issue of security is, of course, not to be taken lightly in any aspect of a business involving sensitive documents – as most of the documents regarding pensions are. At KEVA, which has offices on three different

locations in Helsinki, the scanning solution in MultiArchive actually made things easier regarding security. Now no document has to leave any of the locations physically but can merely be transferred electronically.

PDF and Java

All scanned documents are filed directly in PDF format, as KEVA has chosen this format to be the common standard for all documents filed in MultiArchive.

Documents filed in MultiArchive, such as memos, electronic forms, applications, iSeries reports, office documents, etc., are furthermore integrated through Java APIs in the Java based pension application which is running on iSeries. This is one example of how the solution has improved the speed of case administration.

Another is the writing of memos. Through the workflow of a pension application, the user can add a memo on the fly. Microsoft Word is launched and when the document is ready, a process in the workflow automatically converts it to a PDF file and files it with the other case documents.

"The workflow not only speeds up our case administration it also eliminates the risk of misfiling", Panu Rautala points out.

With a current rate of 500,000 new documents per year and a legal obligation to store



Panu Rautala is IT manager at KEVA. You can reach Panu Rautala at panu.rautala@keva.fi. Jarmo Hakanen is managing director at Multi-Support Finland Oy and the account manager for KEVA. You can reach Jarmo Hakanen at jarmo.hakanen@multi-support.fi.

them for at least 10 years, you might think that Panu Rautala doesn't want growth – but on the contrary:

Ready for more

"We feel that this is just the beginning", he says. "One of the reasons for starting Electronic Document Management is readiness for the future where lots of business – also within the pension area – will be based on electronic documents and browser based access. And by choosing MultiArchive we have a platform that is already fit for this environment".

Pensions and documents are indeed both matters of trust. □

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MultiArchive is IBM ServerProven

MultiArchive has been certified by IBM as a solution that fulfils the conditions for being "IBM ServerProven". Certification reflects IBM's evaluation of MultiArchive as a leading-edge solution which provides customers substantial business advantages and which uses the advanced technology of IBM's servers.

"We are very pleased with the certification," Kim Hellum, the CEO of the Multi-Support Group, says. "Especially because IBM's evaluation criteria are in keeping with the basic ideas in our development of MultiArchive as well as the mentality of Multi-Support.

MultiArchive's and Multi-Support's existence justification is unmistakably business advantages for the customers. That is the reason why our development is always based on the context in which the solution is to work with the customers and it is the reason why workflows and integration to business applications are key elements in the concept of intelligent document management."

As an example of the technological interaction between MultiArchive and the IBM iSeries server, Kim Hellum points at IBM's integrated development of hardware, control system, and database which gives the solu-

tion developers optimal possibilities for focusing on own development knowing that the solution can always be executed on the latest iSeries technology. "For example, the prevailing debate about using 64 bit technology is not something that we need to consider. The moment iSeries started working with 64 bit RISC technology, all programs were able to use it – including also MultiArchive even though we didn't change a single code line."

Ebbe Rostorp, iSeries Business Unit Executive Nordic at IBM, emphasizes that IBM uses the ServerProven certification to ensure an even closer correlation between the underlying technology and a solution developed by an IBM Business Partner – for the benefit of the customers. He comments: "It is therefore natural to certify a solution which is developed directly to the iSeries platform and which is ongoing developed further with focus on the customer's business advantages." □

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10 Million Documents Automatically Transferred

Normally drinking and driving doesn't mix – but when you are in the business of actually transporting beverages it's a different matter all together. However, you need to stay perfectly sober if you are servicing more than 15,000 customers operating over 400 trucks. It's all a matter of planning and handling logistics – and paper work, of course. So when you are going to transfer 10 million documents to a new solution, you want that solution to be reliable.

When the German company trinks Getränkelogistik GmbH decided that Intelligent Document Management was the way of the future, they started looking for a corporate-wide platform for electronic filing and managing of documents.

trinks GmbH is known as an efficient and qualified carrier of beverages for the trade, catering, and business industries – and it has more than 270 years of experience in the business. So efficiency and quality in the archive solution were obvious requirements.

Group archive and key processes

"With the nationwide logistics network including more than 20 departments, 1,700 employees and the need to manage more than one million documents a year, it was clear to trinks right from the beginning: we need an archive for managing and searching all the various document types throughout the entire company, in short, a Group archive", Detlef Waschke, Manager of the IT software development at trinks, explains.

To a very high degree, trinks found that MultiArchive covered these requirements as not only the organisation units but also all their processes were managed by the solution. This meant that the implementation of incoming invoice scanning also included the scanning and handling of all relevant in-house documents.

With MultiArchive the handling of all incoming documents, e.g. delivery notes, was solved in a very simple way using the decentralized scanning. An internal workflow ensures the fast distribution of the documents and guarantees completeness, security, and transparency.

Integration and spool files determined the issue

The smooth complete Microsoft Office integration and the integration of all common electronic documents (such as e.g. EDI invoices) together with the simple filing of spool files determined the issue. Without any problems the iSeries spool data could automatically be transferred to the archive.

"Another requirement, however, was the integration to our iSeries based beverage account application GAT and the financial application DCW", Detlef Waschke adds. "The DCW integration was already included as a standard feature. The link to the beverage accounts was realized very easy through some of the more than 140 standard interfaces without using a noticeable amount of working hours".

10 million documents from IBM Image Plus

"The predecessor archive "IBM Image Plus" did not match our considerable document volume nor the requirements of a modern company. Today there is an ever growing demand not only to file company documents but also to manage them. To us that means: no more plain filing – proceeding to Enterprise Content Management instead!"

MultiArchive had all prerequisites to process the transfer of historical data via standard features, i.e. conversion, testing, filing, indexing, and error recovery. Approximately 10 million documents of all kinds and formats were automatically transferred to MultiArchive and indexed.

Integration to Office applications

If Detlef Waschke seems enthusiastic about MultiArchive, the financial department at trinks is no less. The enthusiasm in this department is primarily focused on the archive integration to the Microsoft Office products. Word and Excel documents are indexed fully automatic and filed in the relevant customer and precedent folders. The user only has to accept the choice of folder to start the automatic process. Subsequently, the documents are immediately available to all employees.

In the same simple way, all important E-mails are transferred to the relevant archive folders. The document search time amounts to approximately 1 second!

"The solution's cost-effectiveness, Multi-Support's integration competence and wide project experience were the main reasons for choosing MultiArchive", Detlef Waschke sums up – and adds: "With MultiArchive we feel confident that we are optimally prepared for future challenges". □

Detlef Waschke is manager of the IT software development at trinks Getränkelogistik GmbH. You can contact Detlef Waschke at detlef.waschke@trinks.de. Jörg Anhalt is implementation consultant with Multi-Support Deutschland AG and account manager for trinks. You can contact Jörg Anhalt at anhalt@de.multi-support.com.

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If You Just Don't Want to Wait 100 Years...

Danske Traelast early on started to work with EDI invoice reception. But with the current spreading rate it will be about 100 years before all the various suppliers can provide EDI data. And if you just don't want to wait 100 years, you have to consider the alternatives. The alternative at Danske Traelast is interpretation.

Danske Traelast receives around 500,000 EDI invoices a year and even if this is an impressive number, it is surpassed by the 800,000 incoming paper invoices in the same period.

Project manager Mads Hvelplund at Danske Traelast also points out that the 500,000 EDI invoices only comes from 125 different suppliers while the 800,000 paper invoices are received from more than 4,000 different suppliers. He did a bit of calculation and reached the conclusion that with the current EDI spreading rate it would take around 100 years before all of Danske Traelast's suppliers would be EDI set.

"So we wanted to see if we could reach the same level of efficiency through intelligent electronic management of the paper invoices as the EDI invoices provides", Mads Hvelplund explains. A goal which was supported by an investment in a MultiArchive based scanning and interpretation solution.

"Dumb" and "intelligent" validation

The focus on efficiency is reflected in the advanced environment built by Danske Traelast. The company has chosen to split the validation of the scanned data into two processes – with the words of Mads Hvelplund it is a matter of a "dumb" and "intelligent" validation. He explains: "The first – "dumb" – validation we use to ensure that we find six areas with standard information, i.e. purchase order number, invoice number, invoice date, total amount, VAT amount, and the supplier's phone number. This results in a recognition rate of 70 – 80 percent. The standard information which the interpretation does not find is subsequently typed in manually".

When the first validation is complete and missing information has been typed in, the second phase begins – the "intelligent" validation where the solution's integration to the business application ASPECT/4 and the possibility to design specific workflows really show their worth.

"In the "intelligent" validation we draw on data in ASPECT/4 and by means of own set up of rules, we check if e.g. an interpreted invoice number and the relevant supplier are

accurately connected. On the whole, the "intelligent" validation and the ASPECT/4 integration reflect the fact that we strive to use the resources – both human and system-wise – in the most efficient and practical way".

2,500 employees and a robot

Another example of Danske Traelast's approach to not putting unnecessary strain on the employees can be found in the structured workflow which has been defined for receipt of goods and approval of the relating requisitions and invoices.

"It can very well happen that there is a mismatch between our requisition and the delivered goods without necessarily resulting in an actual error", Mads Hvelplund points out. "If the goods reception department find that 9 pallets of any given goods have been delivered and our order was for 10 pallets, it is registered all the same. And when the invoice comes in it is checked that it is for 9 pallets only. If this is the case, it is approved – even if there is still a mismatch between the original requisition and the final invoice. We are not wasting people's time in the goods reception, finance, or stocks departments when the system itself is intelligent enough to match the right numbers".

In connection with the workflow for invoice approval, there is actually added various thresholds. If an invoice has not been registered with goods received, the status "Await receipt of goods" is applied for some days before the status is changed to "No goods received" and not until this point the flow sends an electronic message to the relevant persons. For further optimization, Danske Traelast makes a robot remove messages from all electronic work baskets if the relevant voucher is approved by the goods reception department after it has been sent by the workflow. It is not only polite not to waste people's time if the case meanwhile has been solved by the electronics but it is also financially rational when 2,500 employees are connected to the system.



Saves big on postage

"We have reached our goal to be able to handle EDI invoices and scanned invoices with equal electronic efficiency", Mads Hvelplund emphasizes. "We do not burden people with approval tasks before it is necessary and through the general, centralized invoice management we use the resources to a much improved degree. And as a not unpleasant bonus, we now save more than 66,000 Euros a year on postage only because we no longer have to send physical vouchers back and forth between the head office and the 80 stores". □

Mads Hvelplund is project manager with Danske Traelast and responsible for the MultiArchive environment. You can contact Mads Hvelplund at mh@ddtdetail.dk. Kim Rudbeck is the managing director for Multi-Support Copenhagen and responsible for the solution at Danske Traelast. Kim Rudbeck can be contacted at rudbeck@multi-support.dk.

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Saved from Drowning

The Norwegian store chain Torshov Bilrekvisita, dealing in equipment and accessories for cars, has saved itself from death by drowning – maybe not literally but certainly in a figurative sense. A yearly usage of a full pallet of paper for each branch is no longer necessary after the adoption of MultiArchive with a forms solution. And 60 metres of shelves in the local archive have now disappeared.

The person responsible for MultiArchive at Torshov Bilrekvisita, Marvin Castle, draws this dramatic picture with the words “we were drowning in paper” but he found the right “life jackets” in MultiArchive and the forms solution InterForm.

A pallet of paper every year

Torshov Bilrekvisita is Norway’s leading store chain within equipment and accessories for cars and has 12 stores and more than 300,000 product codes ranging from paint and car care products to tools for car stereo and child life



support systems. However, the wide range of products has a reverse – a complete list of goods would fill 3,000 pages if printed on paper. And Marvin Castle has calculated that the operation of each branch required a full pallet of paper every year.

It was, of course, not only the lists of goods that caused the large amount of paper. As many other companies with several branches, Torshov Bilrekvisita sent large amounts of vouchers on paper between the 12 stores and the head office. Manual handling of all the vouchers often resulted in delays, reminders, and default interest – not to mention the annoyance at misallocations and wasted time when searching for this or that voucher.

“We were drowning in paper – and spent an absurd amount of time on retrieving information”, Marvin Castle recalls.

Integration power

Marvin Castle went hunting for a solution and became convinced that this solution should be based on MultiArchive when he saw the efficient integration possibilities to Thorshov Bilrekvisita’s other applications – first and foremost the ERP application Løsning 1 – and that MultiArchive could contribute to improve efficiency in many other areas than just voucher management.

Today Marvin Castle can smile at all the pallets of paper that he will not be needing again.

In addition to report filing, Torshov Bilrekvisita uses the solution for scanning incoming vouchers and workflow for the succeeding approval.

The strength of the integration to Løsning 1 becomes apparent in a set-up with which Multi-Support Norway assisted Torshov Bilrekvisita. In this set-up the user is automatically presented with relevant account recommendations based on the supplier of each separate voucher – with a significant decrease in misallocations in Løsning 1 as the result. And at the same time the integrated set-up always ensures the right connection between e.g. a received invoice and the branch which is to be charged.

Reduction and control

“We have obtained a dramatic reduction in time usage as a consequence of the voucher management and at the same time we have gained full control of our expenses”, Marvin Castle says. He cannot, however, put exact numbers on the savings compared to the investment but he has no doubt that the calculation is positive. “And at the same time we have achieved the delegation of functionality and responsibility to the individual branches”, he emphasizes.

In addition, he observes that they now have considerably more space in the local archive where 60 metres of shelves have disappeared parallel with the electronic filing of both outgoing and incoming papers.

Past – present – future

“People quickly get used to having the best”, Marvin Castle smiles and he adds that everyone are pleased with the new routines and that he himself sometimes have trouble remembering how bad it actually was when the “the risk of drowning” was at its height.

“We can even achieve more savings by exploiting MultiArchive better yet”, predicts Marvin Castle who is already full of new ideas. “Among others we are planning to start interpretation of the scanned vouchers, use the web as user interface, and exchange electronic information with our suppliers... and we have still more ideas”.

A few years ago, Torshov Bilrekvisita may well have been close to death by drowning in a violent stream of papers but now the store chain vigorously swims towards new horizons.

Marvin Castle is responsible for MultiArchive at Torshov Bilrekvisita. Marvin Castle can be contacted at marvin.castle@torshovbil.no. Trine Mathisen is project manager with Multi-Support Norway and responsible for the Torshov Bilrekvisita project. Trine can be contacted at mathisen@multi-support.no.

Supplementary information is available on www.multi-support.com. Click here or search for the article title.

Moving Almost Anything – Except Dossiers

Dossiers are almost the only thing they won't move at the transport operator A/S J. Lauritzen's Efff. Instead these will be transferred electronically. And with up to 300 document handlings in each individual shipment, electronic management means noticeable time savings.

At A/S J. Lauritzen's Efff. (JLE) they are oriented towards development. "The ability to adapt overrules all other abilities and explains why you will eventually succeed or not..." - quotation from JLE's website. This Darwinistic attitude is not only applicable as regards offering customers new services – it also applies to the in-house administration in the company. And the core of the adaption-oriented administration is Multi-Archive and the transport and logistics solution AxsFreight from Transaxiom.

The electronic folder

"The electronic folder", this was the headline for IT manager Alex Lyngsøe when he together with Transaxiom and Multi-Support plunged himself into adapting JLE's procedures.

"In the transport business we have a lot of documents originating in a wide variety of sources. Therefore large collections of folders with documents are more often the rule than the exception. We have a vision to abolish the traditional folder and have all information regarding each shipment made available electronically", Alex Lyngsøe says.

At JLE the MultiArchive solution started off by handling scanned supplier invoices and as this project very quickly paid off, Alex

Lyngsøe and co.'s interest was aroused. Transport and shipping is traditionally a rather paper-heavy business and the vision of the electronic folder is therefore both logical and also tremendously challenging. However, Alex Lyngsøe has already calculated the initial achieved benefits. He gives an example:

Saves half a day a week

"A working week for a forwarder can very well concern only one single case – or "shipment" – involving e.g. 60 different bookings with 5 documents each. This is 300 document handlings for one shipment. Our calculations show that the electronic document management saves us between 3.5 and 4 hours on a shipment like this – which means that within a week we save approximately half a working day to be used for more constructive things than moving paper."

Integration to AxsFreight

One of the reasons that JLE is so far in the process towards the electronic folder is that the implementation of the MultiArchive functions all the time has been tied closely with AxsFreight which is JLE's central business application. Today there is a close integration



between document solution and business application. The integration ensures that a large number of reports from AxsFreight are filed directly in the relevant electronic folder in MultiArchive – and everything is controlled through definitions in AxsFreight. During the handling of a shipment, an employee can retrieve any document filed in MultiArchive directly from AxsFreight.

"We are well on our way towards the vision – especially as our systems are so well integrated", Alex Lyngsøe says. "But the more you have the more you want, so we are now working on an extended categorization of our filing structure in order for us to be able to obtain a higher detail level – on the separate bookings. And finally, we have now started filing e-mails." □

Alex Lyngsøe is the IT manager with JLE and can be contacted at al@lauri.dk. Kim Olsen is the project manager with Multi-Support and responsible for the solution at JLE. You can contact Kim Olsen at olsen@multi-support.dk.

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Integration is Business Value

In the previous edition of IDMrfocus you could read about how Multi-Support in a wide range of companies has carried through integration projects with many principal, international ERP solutions such as ASW, Movex, and SAP. The verdict is clear: Integration equals business value. The structured access which MultiArchive offers to otherwise unstructured information very often means an impressive efficiency increase in the daily business.

Both universal and industri specific

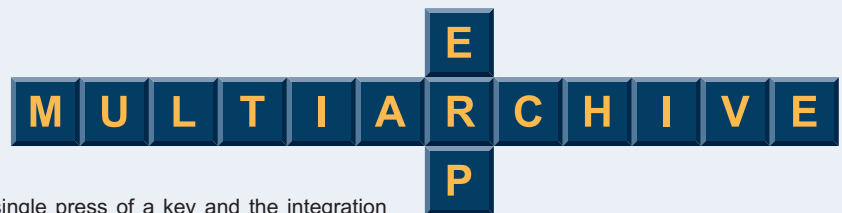
As it appears from the article above, also an industri specific solution such as AxsFreight from Transaxiom now has integration to Multi-Archive. From AxsFreight you can display an image of a relevant scanned voucher with just

a single press of a key and the integration also works "the other way round" as AxsFreight reports are filed directly and automatically in MultiArchive. When a supplier invoice is approved for payment in AxsFreight, an automatic relation between AxsFreight's shipment number and the relating scanned invoice in MultiArchive is established, and at the same time the log of improvements is updated.

Another example of tight integration between archive and business application is Finnish Solteq who provides solutions for the retail and wholesale trades and who has integrated MultiArchive as well as the reports solution InterForm and the fax/mail solution BlueSeries in their business application. The integration is actually so tight that MultiArchive today is included as a part of the business application Solteq Profit.

"We feel convinced that integration to an increasing extent will play a decisive role for the customer's business", Multi-Support's Director of R&D Thomas Hougaard-Enevoldsen says. "And our declared intent is to provide business value to the customers. That is why integration will continue to be an essential focus point in our development – both integration to universal solutions and to more niche oriented, industri specific solutions." □

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Product News

This section provides an overview of the most important product enhancements available since version 1.5.0-000 of MultiArchive.

These enhancements cover the product until modification level 1.5.0-008.

Re-organizing the folder structure

1.5.0-003: With the new API RGZARCFRLR, it is now possible to remove any empty folders within the internal MA folder structure. Please refer to the manual "PG1212-01 Guide to APIs and User Exits" for additional information.

Unlock report batches

1.5.0-003: If a job performing report filing is cancelled for some reason, it will most likely leave a locked batch which will prevent any further filing to that batch.

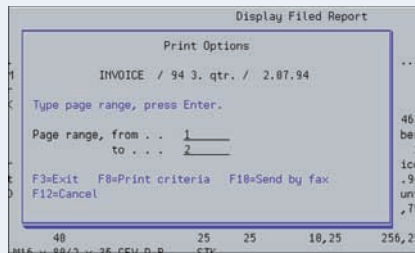
With the new API RCLRPTBCH, it is now possible to release such locks and continue filing. Please refer to the manual "PG1212-01 Guide to APIs and User Exits" for additional information.

Automatic recognition for origin *IMP

1.5.0-004: The new feature "automatic recognition" released with release 5.0 is now also available when importing multiple documents into MultiArchive.

Extended page range when printing reports

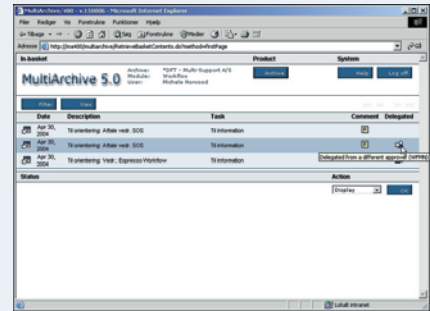
1.5.0-005: When re-printing a report from the archive, the default page range is now set to "actual page" - "last page" for a more convenient re-print of multipage documents.



MultiArchive Workflow for Web

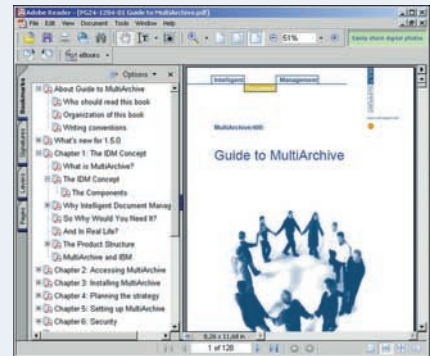
1.5.0-006: The module has been enhanced with the "re-delegate" functionality known from the OLTP as option 26=Re-delegate.

The user interface provides detailed information about the delegated document.



Documentation enhancements

All product guides have been enhanced with PDF index for easy navigation.



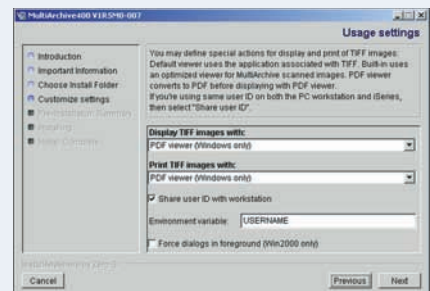
TIFF to PDF on the fly

1.5.0-007: It is now possible to use "on the fly" conversion from TIFF to PDF when displaying or printing scanned documents.

When this feature is enabled, any TIFF image is converted to PDF and launched in the Acrobat Reader.

Printing TIFF documents as PDF can be combined with the usage of the built-in TIFF viewer.

The feature is enabled during installation of the GUI client and was released with the GUI client version 1.5.0-007.



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Henrik Fjorback is a member of the Multi-Archive development team. You may contact Henrik at fjorback@multi-support.com.

Events and Schedules

Under this headline we are introducing scheduled events together with major recent events related to the Multi-Support Group. A more up-to-date schedule will be available on www.multi-support.com.

United Kingdom

On 13 May Multi-Support UK were hosting a big customer event at Manchester City Football Ground.

On 21 – 22 June Multi-Support UK will participate in the conference "Common Europe", which focuses on the iSeries platform. The conference takes place at Cardiff International Arena.

Norway

On 25 May Multi-Support Norway participated in the "Løsning1 Day", arranged by 3Part. The "Løsning1 Day" took place at the IBM-bygget on Mastemyr on the outskirts of Oslo.

Mid August Multi-Support Norway is hosting various events in connection with the introduction of browser based workflow.

On 14 – 15 September Multi-Support Norway participates in "Kompetansedagene" which is arranged by Datateam.

From August to December courses are held in all of MultiArchive's different modules. For details please refer to www.multi-support.com.

Germany

In the period 18 – 28 May Multi-Support Germany arranged a roadshow about Multi-Archive in several large cities in Germany. Focus were among others on scanning of supplier invoices, workflow, and integration to business applications.

On 19 – 20 November Multi-Support Germany participates in the yearly conference "Common Deutschland" focusing on the iSeries platform. The conference is held in Würzburg.

Denmark

On 9 June Multi-Support took part in an "Olympic conference" with the subtitle "The Transport Industry's Summit" which was arranged by EDB Gruppen. Under the motto of the Olympic Games – faster, higher, stronger – the conference was aimed at giving inspiration to think new thoughts that will ensure better results and set new records.

From August to December courses are held in all of MultiArchive's different modules. For details please refer to www.multi-support.com.

Benelux

Multi-Support Benelux invites to Open House events about the IDM concept. On 3 June the event was held together with Dicom and



Eniac. On 14 September it is held with Dicom, Eniac, and Mifa.

Finland

On 14 October Multi-Support Finland participates in "IBS One Stop" which is arranged by IBS Finland and it is the largest event for IBS customers in Finland. At the last "IBS One Stop" which was held in the fall of 2002, nearly 300 customers attended and they were offered both interesting product presentations and new inspiring business input.

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Nuts and Bolts

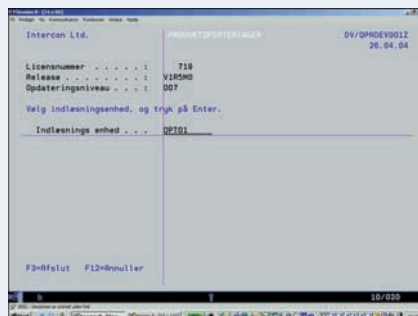
In this column we would like to share with you some tips and tricks that will make your IDM life easier, more efficient, or simply more fun. These tips and tricks come from our development team who are anxious to share their experiences. Please feel free to contact the team.

Hotline assistance

You can contact Multi-Support's hotline on the mail address support@multi-support.com or the support phone number +45 96 600 606.

Before you contact Multi-Support's hotline, we recommend that you have prepared the following information:

- License number (appears on the license and service agreements and on the service charge invoice as well as under Multi-Archive's product administration menu, point 11 = "AUTHORIZE PRODUCT").
- Current update level for MultiArchive. You can find this under point 21 = "PRODUCT UPDATE" in the product administration menu.
- If possible, archive identification for the relevant problem.
- Detailed information about how the problem has arisen. If possible also job log and/or client log.
- If possible, information about the item type(s) in question.
- Available options for remote connection.

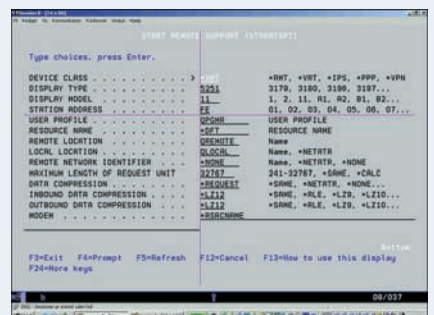


- If possible, environment for installation of GUI Client (PC, Citrix, or other terminal server).

Options for remote connection

If you are encountering technical problems, the best way of assisting you is often by connecting to the problem-stricken system. For this purpose we recommend the following:

- iSeries Remote Support - using the IBM supplied support configuration where we dial in through the IBM modem, which is often connected to your iSeries, directly from our iSeries.
- PC Dial-in - connecting to your network using ISDN or analog modem.
- VPN - accessing your Cisco VPN Network Concentrator using the internet.
- Net-OP - dialing directly into your PC workstation using ISDN or analog modem.



If none of the supported options above are available, we are, of course, willing to try other methods. However, please note that this is not covered by the service agreement and time used on establishing the connection will be invoiced by the hour.

Dorthe Vestergaard is a member of the MultiArchive development team. You may contact Dorthe at dorthe@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 the Benelux, 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

International Distribution

Multi-Support International A/S
www.multi-support.com
+45 96 600 600
mail@multi-support.com

Research & Development

Multi-Support A/S
www.multi-support.dk
+45 96 600 600
mail@multi-support.dk

Local Sales & Implementation

Multi-Support Benelux BV
www.multi-support.nl
+31 297 527 370
info@multi-support.nl

Multi-Support Copenhagen A/S
www.multi-support.dk
+45 70 23 23 63
msk@multi-support.dk

Multi-Support Finland Oy
www.multi-support.fi
+358 93 48 90 70
mail@multi-support.fi

Multi-Support Germany AG
www.de.multi-support.com
+49 700 96 600 600
mail@de.multi-support.com

Multi-Support Norway A/S
www.multi-support.no
+47 67 10 05 40
mail@multi-support.no

Multi-Support Sweden AB
www.multi-support.se
+46 42 32 81 55
mail@multi-support.se

Multi-Support (UK) Ltd.
www.multi-support.co.uk
+44 (0) 1234 43 6140
mail@multi-support.co.uk

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 the Benelux, 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.