

ParaDM offers solution to document management

by Tony Henderson

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An efficient and effective document management system is highly important in the fast-paced business world.

Such systems provide storage, versioning, metadata, security, indexing and retrieval capabilities - often in one package.

"Our ParaDM product handles document management and workflow operations," said ParaDM pre-sales manager Tomy Chan.

These systems allow users to manage content throughout an organisation by automating and streamlining the paper-trail of business related processes, and providing the connectivity needed to simplify everyday decision making.

"The capabilities of ParaDM run through easy retrieval of documents because you can scan documents into the system.

"You can upload into the system, or you can save your word processor files there or compile these into spreadsheets.

"These possibilities are the benefits of building a central repository of documents, allowing people to share these, and also to collaborate when document building. These are the main functions of our platform," Mr Chan said.

ParaDoc is a web-based core module of ParaDM that allows any document and relevant associated documents to be located at any time and with an assurance that they are correct to date.

The promise is that customers, suppliers, partners and everyone in an organisation will see improvements in the quality of managing documents, and that will help to eliminate human error.

On the security side, critical documents can only be retrieved by the right people at the right time and on the compliancy side, the system ensures that critical documents will not be inadvertently deleted, so that critical evidence is always available.

Collaboration is also made more effective, with knowledge management becoming part of an organisation's long-term assets. With traditional systems, that knowledge might leave the company along with the departure of employees who had developed particular expertise.

The centralised data retrieval feature means it does not matter how dispersed documents are stored, they can be easily accessed through a single gateway.

Also, ParaDoc's "high clustering" availability means work remains uninterrupted despite network failures.

There are all the search and collaboration tools and if, for example, a file name is forgotten, full text search allows use of any relevant words in the content, and the required information can be found.

Profile search allows documents to be located by pre-defined profiles, and this helps bring greater relevancy in search results and also improves collaboration.

There is also a threaded discussion forum. This feature ensures dialogue can be easily traced and stored.

Multiple levels of document access rights can be defined down to file level.

The imaging solution ParaScan, also a core module of ParaDM, works with ParaDoc, and converts paper-based documents into digital form.

With ParaScan, both centralised and distributed scanning can be flexibly deployed into different environments - from small scale to enterprise level.

"Ours is a software system. We are not a shop though, we are an application developer, which is something other than a vendor of hardware devices.

"We can recommend hardware and normally this depends on the number of concurrent users. We recommend a hardware configuration for customers and they

will purchase what they need on their own, or we can align with a dealer company to handle the hardware part.

"We usually just give our recommendations and run the tests on the servers and do not resell hardware," Mr Chan said.

This is good practice, as in the health industry where doctors prescribe medicines but their sale is kept separate, under the purview of an independent pharmacy.

The competition in document management for ParaDM comes from Fujitsu Xerox with its Document Lifecycle concept, and FileNet, an IBM company that aims to help organisations make better decisions by managing content and processes with the company's Enterprise Content Management (ECM) solutions.