

e-Dispatcher

The digital postman for distributing
the accounting and commercial documentation at bit speed!

e-Dispatcher is a powerful, flexible engine for automatic multi-channel sending (via Internet, fax, or snail mail) of documents produced by the system as an alternative to normal paper mail. e-Dispatcher is actually capable of choosing the right means of communication from e-mail, Internet and fax, saving you the normal costs of printing, posting and delivering the document to the destination as quickly as possible.



e-Dispatcher

Application scenarios: advantages

e-Dispatcher intelligently and automatically manages any type of documents sent by your company, allowing you to improve relations with suppliers and customers as well as to save time and money and generate an immediate return on investments (ROI).

It is the ideal solution to automate company processes associated with communication towards suppliers and customers, such as orders, invoices and all documentation relating to customer service rather than communication relating to marketing and CRM initiatives.

It integrates with Document Management systems for final archiving of all documents and with the digital signature software to sign the documentation, to ensure its integrity and authenticity.

e-Dispatcher

Sending documents via Internet:
zero costs and top speed

Information at your fingertips

Automatic faxing

Reliability and security

Easy-to-use and flexible

Integrated with the corporate
information system

Print

Polling and recognition of document type

Workflow configuration and simulation utility

Automatic sending from COLD files

Integration with personal records database

Integration with e-mail systems

Monitoring and recording of document
processing and sending operations

Integration with Siav Document
Management systems

Customization and integration using Siav
workflow engine

Sending documents via Internet: zero costs and top speed

e-Dispatcher handles the automatic sending of documents via e-mail, taking advantage of Internet pervasive network: virtually zero delivery cost, fastest delivery times all over the world. e-Dispatcher can read the COLD files from your company ERP systems, select the documents to be sent via Internet, convert them into screen-based documents according to legal requirements, i.e., in TIFF or PDF format, and send them to the e-mail addresses, contained in a personal-information database, accessed by the application, and at the same time store them automatically in the GED system. Not only can e-Dispatcher send the documents produced with a printing COLD, but it can also receive, as inputs, PDF files and, in general, any Windows format documents, as Word, Excel and AutoCAD files. The document integrity and origin are guaranteed by the digital signature.

Information at your fingertips

Integrated with Document and workflow Management systems, e-Dispatcher automates the document distribution flows, making all documents - produced, sent or received - available in digital format, as well as increasing the organisation's efficiency and competitiveness. Information is available immediately and transparently to the user, documents can be quickly reproduced, you can deliver fast responses and better service to customers, save time and human resources costs, optimise corporate processes, reduce costs, maintain information security and confidentiality, reduce paper circulation saving physical storage space.

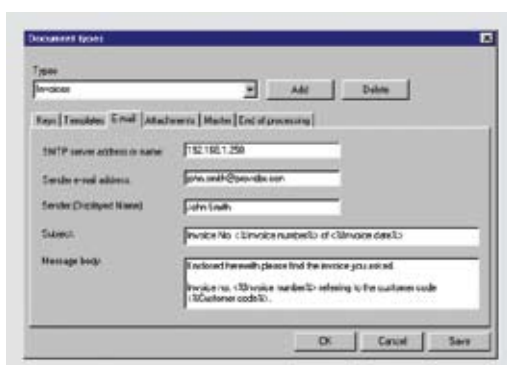
Automatic faxing

e-Dispatcher supports automatic faxing using a fax server and a customized fax cover page, made with the dynamic information extracted from the document. Integrated with GED and workflow systems, e-Dispatcher can associate the corresponding fax

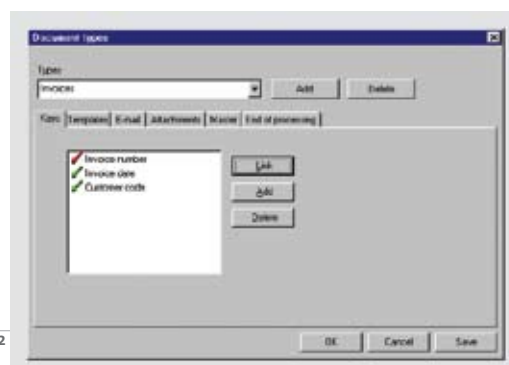
number with individual electronic documents, generated by office automation applications or by the ERP system COLD files, and thus can send faxes automatically, eliminating the user's manual activity. This is especially useful for companies that need to send (or receive) large quantities of documents via fax quickly and securely, saving time and resources.

Reliability and security

e-Dispatcher is integrated with the digital signature, that proves the origin and integrity of documents, according to signature devices of the SmartCard type, released by a Certification Authority. Integrations with Document Management and workflow systems allow to protect accesses to stored data and to check document sending and receiving, by defining user profiles and by generating log files to record any kind of application and user operations.



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e-mail
sending parameters

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document
key definition

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Easy-to-use and flexible

The intuitive Windows "look&feel" interface allows even less expert users to easily and immediately use e-Dispatcher functionalities. In terms of operation and configuration management, it provides an easy administration interface for defining the type of documents to process, the templates to use for fax and e-mail headers, the COLD configuration templates, the personal-data management. Besides allowing to define user groups, the type of automatic sending and the types of documents to be sent, the administration interface allows to configure other system users to perform specific tasks.

Integrated with the corporate information system

e-Dispatcher is designed to be easily and transparently integrated with the existing corporate information system, ERP systems, databases, and office automation applications as well as with Document Management and CRM applications. e-Dispatcher

integrates and automates the previously manually performed activities, such as sending faxes, invoices, orders and in general all corporate administrative and commercial documentation, automatically integrating the processes managed by different applications and systems. e-Dispatcher takes the documents from the ERP systems in native ASCII, Metacode or AFP format, customized COLD file templates, and sends them automatically to fax, e-mail or to printer depending on how the document processing flow is configured. It integrates with the customer database, containing the addressees' personal data and with the Document Management system to automatically store the documents, after sending them.

Print

e-Dispatcher can, thanks to its workflow, print documents on network queues enabling the dynamic selection of the printer, of the sheet size or of the document type.

Polling and recognition of document type

The e-Dispatcher engine polls the documents in the predefined folders, recognizes their type, associates the predefined workflow and immediately starts processing them.

Workflow configuration and simulation utility

Different types of documents can be configured, and for each one you can define the keys to be read from the document, along with the configuration and the operation workflow. e-Dispatcher also includes a utility that allows to simulate and to check the sending process and the documentation flow based on the settings and configuration preset by the system administrator. Configuration and workflow are described in XML format.

Automatic sending from COLD files

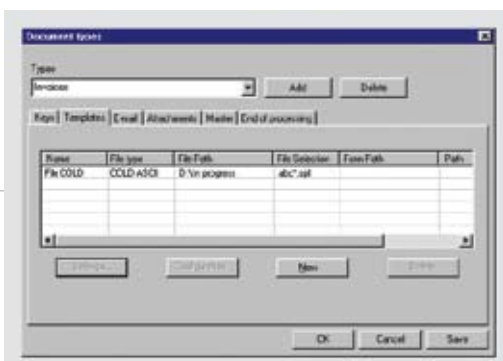
e-Dispatcher includes a powerful engine to manage COLD files and supports the following formats:

ASCII, AFP, Metacode, customized COLD file formats, PDF files.

e-Dispatcher can convert from COLD file formats to TIFF or PDF formats, which are then sent to the predefined destination address via e-mail and via fax, with a fax server, intercepting and registering the result of the forwarding.

Integration with personal records database

Multichannel sending requires a personal-data file to find the destination addresses. The system includes a functionality to define its own personal-data file, which can be integrated via ODBC/OLE DB with any database (Oracle SQL, Server, Sybase, Access, etc). You can also access external suppliers/customers' personal data through a powerful scripting engine enabling the access to external databases.



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parameters of
the processing templates

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viewing of
sample e-mail

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Integration with e-mail systems

e-Dispatcher includes an e-mail sending function, that can use any messaging system, whether inside or outside the company, even certified. For each document type, you can define the message subject and body, and insert the keys, dynamically read from the documents, into the subject field and message body. After being converted into TIFF or PDF format, the document is inserted into the messages as an attachment. Documents and/or messages can be signed digitally through a SmartCard, as required by the Country legislation. The integration with the mail servers uses the SMTP and POP3 standard protocols, even in "safe" mode. Using these standards assures the integration with any mail software (Lotus Notes, Exchange, Linux based systems, etc.).

Monitoring and recording of document processing and sending operations

e-Dispatcher generates a log file, detailing each operation and its outcome. For example, when a range of documents coming from COLD files is sent via e-mail or fax, the system records each operation in detail (time of sending and outcome: whether and when the e-mail and fax arrived at destination). It also keeps track of interactions and operations conducted on external systems, such as Document Management systems, used to store and archive documents, and ERP systems, used to import COLD files to be processed through e-Dispatcher.

Integration with Siav Document Management systems

In addition to automatic document sending, e-Dispatcher allows the automatic storing of the processed documents in Archidoc® and

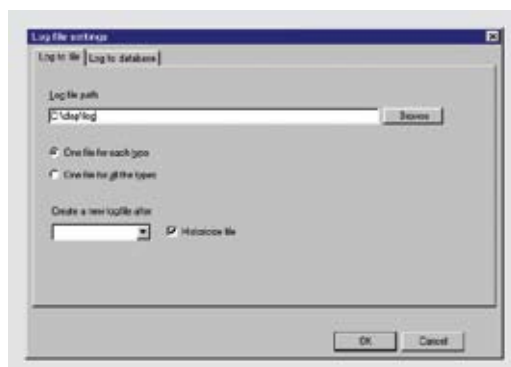
Galileo® Document Management systems. In this way all documents, incoming or outgoing, are available in digital format seamlessly and immediately, with a simple mouse click, even through a Web interface. e-Dispatcher, in the sending stage, can enrich the e-mail message with an XML file containing all the recognized keys. With such feature you can store automatically, using the mailbox reading module, the documents received from another e-Dispatcher. Besides storing documents, you can integrate e-Dispatcher with the most common ERP systems.

Customization and integration using Siav workflow engine

All available system operations can be activated when the workflow is defined for each application and for each destination. E.g., if invoices are sent via e-mail, you can define whether to send the

document to all or only to some destination addresses.

The system can be configured in detail specifying by defining which users can receive which type of documents and under what conditions. In all cases, the invoice documents will be automatically stored in the Document Management system. e-Dispatcher can be integrated with Leonardo® workflow engine as part of a process, i.e., automatic document sending, that involves entities outside the company, or as an element that sets off additional processes and activities.



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monitoring
via log file