

CHIEF BENEFITS

TIME-SAVING AUTOMATION – By automating critical workflows while reducing “touch points” for time-sensitive documents, businesses can eliminate the manual search for documents and information, increase efficiency, and reduce the incidences of lost documents.

ENHANCED BUSINESS PROCESSES – In addition to its core workflow abilities, DocuWare offers a re-architected workflow engine that pushes the platform into the business process automation realm. The Workflow Designer uses a drag-and-drop interface and allows admins to build logic-based workflows that support multiple rules and can even integrate with external applications. So, if part of a workflow process involves searching another database for a customer number, for example, administrators can set that as part of the workflow process.

LESS MANUAL INTERVENTION – DocuWare’s optional Intelligent Indexing Service is a cloud-based service that “learns” as each document is stored and uses this knowledge to automate future indexing. According to the company, this can reduce and eventually eliminate the manual entry of metadata common with unstructured document types.

FLEXIBLE (AND FASTER) DEPLOYMENT – The online and on-premises versions of DocuWare share a common code base and UI, so organizations can deploy one or the other—or both—and be confident that end users will enjoy the same features and user experience. User synchronization between Active Directory and DocuWare Cloud speeds implementation for customers of the online version, and the on-premises editions deliver a streamlined server setup experience.

OUR TAKE

The DocuWare product family has long epitomized what a robust, scalable, feature-rich content management and business process workflow system should be. But instead of leaving well enough alone, with version 7 the company decided to re-architect much of the product’s underpinnings. The result is speed: It’s now faster to get up and running with either the online or on-premises editions, and everyday tasks such as searching, storing, and indexing documents show significantly better performance. Version 7 also delivers an improved administration experience that brings common chores closer to the surface and helps flatten the learning curve for admins new to the system.

The company made these improvements without disrupting the core strengths that have made DocuWare the benchmark in its class. As we’ve said before: If there’s a document management function that DocuWare can’t handle, we can’t think of it. For paper-intensive organizations, DocuWare provides a full complement of capture features for getting pesky paper documents into the digital realm. Documents can be processed with the included OCR (optical character recognition) engine that turns static text from scans or image files into searchable, editable text. The OCR function also underpins the point-and-click indexing feature for easy indexing and subsequent retrieval of information. Even easier is the program’s Intelligent Indexing feature, which “learns” the document types an organization captures and processes them so they are recognized automatically, without relying on preset zonal OCR methods (naturally, zonal OCR is available for organizations that prefer it). Also of note are the platform’s optional workflow abilities. Workflows are built in an intuitive, graphical workflow designer and can support all manner of steps and associated actions, including IF/THEN contingencies and parallel processing to deploy custom business process automation workflows for any type of document.

The various editions can suit the needs of a wide range of organizations, from a single office to worldwide enterprise. Moreover, unlike as with some platforms, the cloud and on-premises versions of DocuWare share a common feature set and UI look-and-feel. This makes the solution especially attractive to organizations that may need to deploy both, since users will have a common experience no matter which system they log into. Also notable are the DocuWare Kinetic Solutions: Preconfigured, cloud-based DocuWare builds custom-tailored for Invoice Processing and Employee Management (with more in development) that come pre-populated with the folder structures, file permissions, forms, and workflows customers are likely to need to automate these business practices.

With its exhaustively complete feature set, DocuWare takes IT expertise to properly configure and manage. End users in an organization will also need the proper training to get the most out of the system, although DocuWare has done an exemplary job of making a complex back-end system as streamlined for front-end users as possible. So for companies in the market for a document management, content services, and workflow automation system, DocuWare should be on the short list of vendors to invite in to pitch.

STRENGTHS

- Exceptionally complete feature set
- Intuitive document tray “Inbox” schema and extensive use of right-click task menus improve ease of use
- Impressive automation features, from auto-indexing to auto-import to smart workflows, cut down on manual intervention
- Excellent integration with Microsoft Outlook, Windows Explorer, and most Windows programs
- Workflow creator enables flexible workflows and granular control over each step
- Complete e-forms designer allows the creation of flexible electronic forms
- Control panel integration with most leading MFP brands via third-party or first-party integration modules
- Administration utility allows for very granular control over all aspects of platform
- Cloud and on-premises versions share the same codebase and UI, so all workers enjoy the same user experience
- DocuWare Kinetic Solutions cloud offerings deliver pre-built environments targeted to specific business functions
- Ecosystem of add-on modules allows for complete customization of the system

WEAKNESSES

- IT expertise required to manage and maintain system
- Like all cloud-based applications, DocuWare Online can exhibit slight latency when performing operations
- Modular nature and the fact that dealers set pricing can make comparison shopping difficult

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PRODUCT PROFILE

<p>Versions</p>	<p>DocuWare is available in a range of editions. DocuWare Cloud is the company’s scalable, hosted (Microsoft Azure) environment. DocuWare Enterprise is a scalable solution for large companies. It supports an unlimited number of “organizations” in the structural hierarchy within the same DocuWare system and offers load balancing, clustering, encryption of document data, and connection to external storage solutions. DocuWare Professional is intended for medium-sized businesses and provides support for a single organization, unlimited file cabinet size, and synchronization of file cabinets across licensed DocuWare servers at different sites. DocuWare Business is an entry-level solution for small organizations with one server, operating one production site, and with no requirement for add-on modules or larger file cabinets. DocuWare Kinetic Solutions for Invoice Processing and Employee Management are cloud-based pre-built environments tailored for those business functions.</p>
<p>Pricing:</p>	<p>DocuWare combines a core platform with various modules to meet the specific needs of an organization. Due to the solution’s modular design, the cost of each instance will vary based on an organization’s needs, and final pricing is set by the reseller placing the system. For the hosted version, pricing starts at \$265 per month for four named user licenses and 20GB of file storage. A typical purchase of the on-premises version with the most popular modules can cost between \$20,000 and \$35,000.</p>
<p>Users:</p>	<p>Maximum number of users supported: Unlimited</p>
<p>Server:</p>	<p>DocuWare Cloud: Not applicable. DocuWare on-premises: Minimum Dual core, 2.0 GHz processor (4 core 3.2 GHz recommended); 4GB RAM (8GB recommended); minimum 5GB free hard disk space; Microsoft Windows Server 2008 or later; MySQL, Microsoft SQL Server, or Oracle external databases supported (MySQL is included with all editions of DocuWare at no additional cost.)</p>
<p>Client:</p>	<p>Dual core 2.0 GHz processor (4 core 3.2GHz recommended); 4GB RAM (8GB recommended); minimum 2GB hard disk space; Microsoft Windows 7 SP1 or later; Internet Explorer 10 and later, Firefox 31.5 ESR, 38.1 ESR, and 41 or later, and Google Chrome 32.0 or later.</p>
<p>Mobile Device Compatibility:</p>	<p>DocuWare Mobile is available for Android and iOS mobile devices; DocuWare PaperScan App 2, PaperOrganizer, and Document Hub are available for Android and iOS users.</p>
<p>Compatible Output Hardware:</p>	<p>MFP-resident applets for capturing/indexing at networked MFPs is available for Ricoh, Sharp, Toshiba, Xerox, Kyocera, HP, and OKI devices. (Through the Kyocera DocuWare connector, users will enjoy bi-directional functionality for supported KYOCERA HyPAS-enabled devices.) DocuWare connectors are also available for middleware on-ramps such as Nuance eCopy ShareScan, Nuance (NSi) AutoStore, and EFI SendMe. In addition, any MFP or TWAIN-, WIA- or ISIS-compatible scanning device that can place a file in a folder monitored by DocuWare can be used as an on-ramp for the system.</p>
<p>Availability:</p>	<p>DocuWare is a global company headquartered in Germany, with offices in the US, UK, Spain, France, and Brazil. The solution is available from more than 400 Authorized DocuWare Partners worldwide in its independent reseller network.</p>
<p>Languages</p>	<p>English, French, Italian, German, Spanish, Arabic, Bulgarian, Chinese, Croatian, Dutch, Greek, Japanese, Polish, Portuguese, Russian, Swedish</p>

Features & Productivity

DocuWare supports all the features expected of a document management, workflow, and content services system, plus some unique productivity-enhancing features.

DOCUMENT CAPTURE/IMPORT

- Just about any type of file can be part of the DocuWare repository. Notably, supported document sizes range from business cards to 36" x 48" architectural and engineering drawings.
- For paper documents, the Scan icon lets users capture pages loaded onto any TWAIN-, WIA-, or ISIS-compliant scanning devices connected to the user's workstation.
- For organizations that employ networked MFPs, applets for capturing/indexing at the control panel of those devices is available for Ricoh, Sharp, Toshiba, Xerox, Kyocera, and select OKI devices. DocuWare connectors are also available for middleware on-ramps such as Nuance eCopy ShareScan, Nuance (NSi) AutoStore, and EFI SendMe.
- The solution supports "hot folders" whereby the system monitors designated folders for newly arrived documents and automatically imports them. This is ideal for organizations that use standalone scanners (either centralized or distributed) to scan files to a network location.
- DocuWare supports a batch import feature for uploading files in bulk. These files can be automatically separated into individual documents via cover sheet or barcodes or manually separated with the Split tool.
- Documents that are already in electronic form can be added to the system in several ways. Users can drag-and-drop from the Windows desktop into the DocuWare window, use the Import menu command, or save to DocuWare from just about any Windows application.

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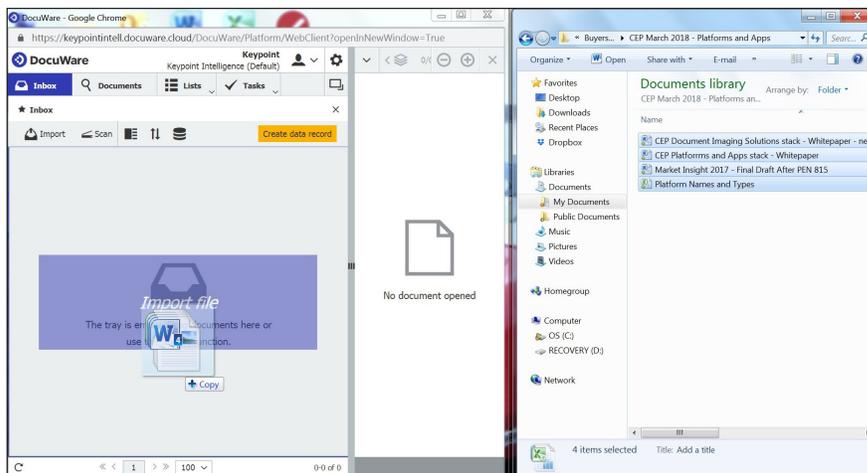
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To get files into their DocuWare repositories, users can click on the scanner icon to capture hardcopy documents from an attached scanner, click on the Import icon to navigate to files to be brought in, or drag-and-drop files from their desktop or Windows Explorer to the Inbox pane.

- Bi-directional access between DocuWare and Microsoft Outlook is particularly robust. This support, provided by the optional Connect to Outlook module, allows users to send emails and attachments directly to the DocuWare repository which can be searched for later from Outlook using pre-configured quick searches. Users can right-click messages and attachments and choose from options to select granular actions, such as save to DocuWare and delete from Outlook, save and keep in Outlook, or even store the message and attachment in DocuWare but keep the message without the attachment in Outlook. (The latter option ensures that a user doesn't inadvertently re-save an original version of the document when newer versions live in DocuWare.) Conveniently, DocuWare will flag such messages, and from within Outlook the user can click on the newly added link to open the latest version of the former attachment.
- The system can also be set to watch folders and subfolders in Outlook so that email attachments that are placed in a designated folder by the user (or routed there automatically via a forwarding rule set in Outlook) can be captured into the system. Such files can be automatically indexed with the folder (or subfolder) name.
- The CONNECT to Mail module enables email messages from a Google Gmail account to be automatically archived in DocuWare.

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DOCUMENT VIEWING, EDITING, INDEXING, SEARCHING

- More than 200 file types can be previewed in the Viewer pane, even if the application used to create the file is not installed on the user’s desktop.
- Users can add text notes, highlight passages, add custom stamps and digital signatures, draw lines and rectangles, and perform other markup actions as needed on documents open in the Viewer pane.



The Tools feature allows users to add annotations to documents that are open in the Viewer pane.

- The system supports document check-in/check-out and automated version control. Full audit control tracks and saves each new version—noting which user makes each change and when—along with an unaltered copy of the original document. Versioning can be controlled manually, as well, affording users the option to save minor changes as .x updates and major revisions as whole-number updates.
- Seamless email integration enables users to email documents (with or without annotations) through a simple right-click menu choice. When the recipient is a fellow DocuWare user on the same system, a link to the document can be messaged instead of sending a copy of the document.
- OCR and full-text indexing can be performed on imported electronic and paper documents. This is executed in real-time rather than during off-peak hours, so users can search full-text indexing data (and meta-data) immediately. Optional modules for zonal OCR and barcode recognition are also available, allowing barcodes to be used for when scanning documents for automated document categorization, indexing, and storage purposes.

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- The One Click Indexing feature lets users highlight a string of text to automatically populate the index field, which is especially useful for grabbing invoice numbers or amounts without re-keying, for example. Users can also create templates for frequently used structured documents and specify areas from which to pull index data.
- The Intelligent Indexing Service (included with DocuWare Cloud, optional with on-premises versions) is a powerful feature that greatly streamlines indexing chores for end users. The system learns to recognize the structure of documents, and can subsequently auto-fill index fields without the user having to indicate which text is associated with which field. The system will show a confidence level meter of how sure it is about its abilities in auto-filling the metadata, and the operator can check fields that may be suspect. Over time, less intervention will be needed as the system sees more documents of each type.
- DocuWare delivers particularly powerful search capabilities. A user can search by any number of parameters, including company, document type, date range, status, keyword, and more.
- Users can save frequently used searches for latter re-use, and a search results list can be shared, saved as a list, or exported to a CSV file.
- The DocuWare Mobile app provides Android and iOS users with anywhere, anytime access to DocuWare repositories. Other mobile applications, such as DocuWare PaperScan App and DocuWare PaperOrganizer deliver extended mobile functionality for on-the-go workers.
- A DocuWare button can be embedded in just about any application via the DocuWare Smart connect feature so users can easily search for a document contained in the repository, or copy index information to DocuWare based on pre-programmed configurations.
- The DocuWare Printer enables users to convert nearly any file type to PDF/A from any application and then store it to their document tray or file cabinet in DocuWare. Users can also print documents through this method, or execute both actions with one click.

DOCUMENT WORKFLOW

- DocuWare offers the Workflow Designer, which can create advanced workflows that route documents and tasks to the appropriate people to act on.
- Stamps act as workflow prompts in DocuWare; when a stamp is applied, a customized dialog box appears asking the user to confirm or select the next step for the document, such as assigning a cost center or an accounting code that then automatically routes it to the proper department. Stamps can include boxes that allow users to type in information or notes. Approving, rejecting, or adding information to a document type positions the document to start the next business process. Out of the box, DocuWare delivers nine public stamps to

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each user. Administrators can assign additional stamps to a user as required.

- Beyond the standard workflow engine, DocuWare offers the optional Workflow Manager—a much more robust document routing and workflow module that pushes the DocuWare platform into the business process automation (BPA) arena. The engine allows multiple levels of parallel routing and lets granular rules be applied, so documents that meet different parameters can follow different paths in a workflow. For example, an accounts payable workflow can be used to assign an invoice to a cost center or multiple cost centers, with each department manager along the workflow path approving just the portion that should be charged to his or her department before the invoice gets routed to the Accounting department.
- Similarly, a workflow can specify that an invoice over a given amount get routed to a designated person, such as the CFO—saving others the hassle of manually forwarding such documents for approval.
- Workflow steps can also be time-sensitive: If a document sits at a step for a set period, the owner of that step (or another individual, such as a manager) can receive a notification. And a workflow can have contingencies: If the owner of a step has turned on the “out of office” assistant in DocuWare, a document can be routed to the backup recipient (or whatever action was set in the workflow).
- Workflows can also be started according to a schedule (defined in the Workflow Designer), which can be carried out daily, on specified days, weekly, during specified weeks, monthly, or during specified months.

SOFTWARE INTEGRATION

DocuWare offers robust integration with a range of desktop and enterprise applications and platforms.

- Documents in DocuWare can be accessed and displayed directly from within other applications. Most notable on this front is the Smart Connect module, which lets companies incorporate a DocuWare link into other applications without any special programming. Users can simply position a button anywhere in their familiar business applications to access DocuWare repositories.
- DocuWare can also import e-mail from Microsoft Outlook and Exchange. Administrators can implement filtered “Select lists” from external databases. For example, a user who enters a company name in the corresponding index field will be presented with related index data for the ensuing fields about that company from external databases.
- DocuWare offers integration with Microsoft SharePoint, and the company offers modules for seamlessly integrating the SAP R/3 product family and accessing R/3 documents, as well as providing certified interfaces to Navision and many other leading ERP (enterprise resource planning) and CRM (customer relationship management) systems.

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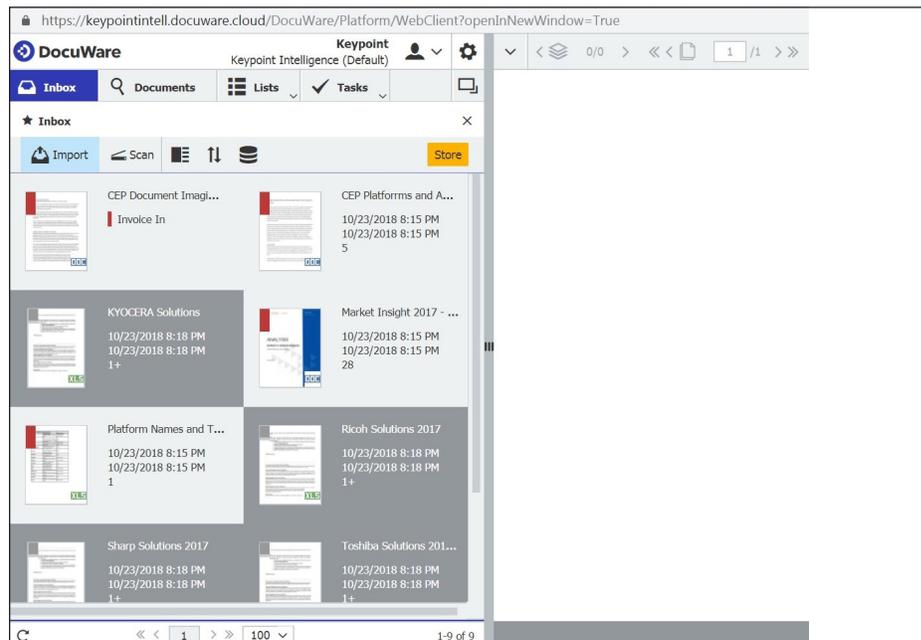
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- For custom integration, the company offers a Software Developer Kit (SDK) for C, COM, and .NET environments.

Usability

Even with its powerful tools and advanced features, DocuWare is straightforward to use, with the requisite training.

- The User Interface is clean, well-organized, and intuitive to use, with self-explanatory menu icons, pop-up tool tips, and extensive use of right-click menus to quickly access desired actions
- The framework is modeled after the familiar paper-based workflow users are accustomed to: Documents arrive first in electronic document trays, where they await the required input (markup, indexing) from the user. From there the files are stored in file cabinets and/or passed to workflows for further action.



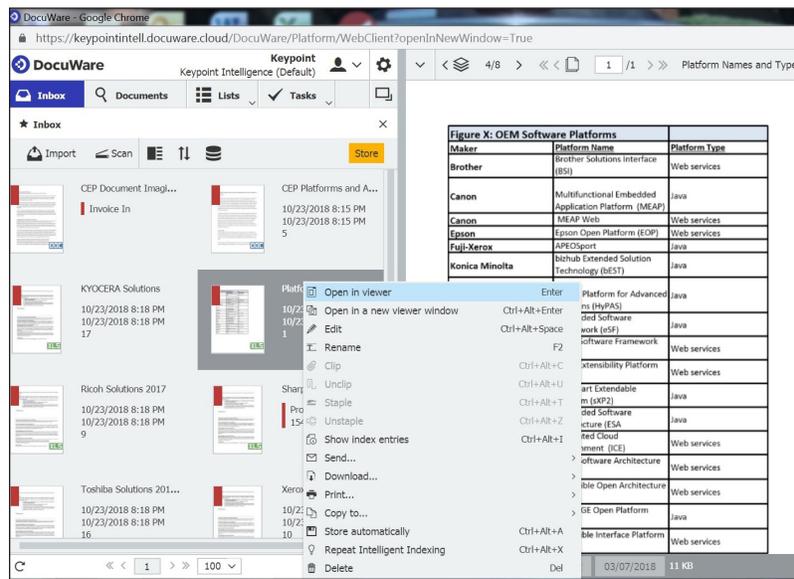
The UI is centered around an easy-to-understand “Inbox” schema, where files awaiting the user’s attention can be previewed, indexed, and processed.

- The user interface is oriented around typical tasks, such as storing or searching for documents. Depending on what task a user is performing, the interface will move the user along by automatically enabling the appropriate features and functions, while others are hidden in the background. The interface also enables users to split the work area to see different elements at the same time, such as document trays and search results.

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- Users can customize the work area to select which document trays, store and search dialogs, and To Do lists to display and in which order to display them.
- The UI features an “index card” view as the default for document trays, which shows a thumbnail of the document and its index entries.
- Double-clicking on a file name or thumbnail opens the document in the DocuWare Viewer, which users can choose to launch in the same window or in a separate window (or in a separate windows with the indexing metadata displayed). Conveniently, the size and position of each work area can be adjusted to accommodate different monitor resolutions.
- Working with documents in the DocuWare Viewer is also straightforward. Annotation tools and navigational icons frame the viewer. Other icons let users quickly jump to the previous or next document in the tray, page forward/back, search, zoom, create a copy, print the file, e-mail a document (with choices to send the whole file or only select pages), and add a text annotation. Importantly, when adding annotations and other markings, all such elements are captured as an overlay and stored separately.



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The program makes extensive use of right-click menus, which gives users quick access to features and functions.

- The re-architected underpinnings of file cabinets and document trays means futureproof scalability as well as faster performance. In fact, the company’s testing shows search operations are approximately 50% faster, storing documents is 35% faster, and changing index data is about 75% faster.
- A DocuWare button can be embedded in just about any application via the DocuWare Smart Connect feature so users can easily search for a document contained in the repository or copy index information to DocuWare based on pre-programmed configurations.

- The company offers the Windows Explorer Client. With this feature, the DocuWare repository looks like any disk drive in the Windows file directory, with file cabinets appearing as folders. Documents can be stored, searched, and opened via the familiar Windows Explorer environment. If a user copies or moves a document—or even an entire directory—into a DocuWare folder, it will be automatically indexed and archived.
- For index data that does need to be entered, DocuWare offers several methods of entry. Users can type the data string into the index field or highlight a standalone text string in the document preview to automatically OCR the text and populate the index field, which is especially useful for grabbing invoice numbers or amounts without re-keying, for example. If the desired data is part of a block of text (in a letter or legal document, for example), the user can highlight the desired word or phrase and click on it to OCR the text string and enter it into the field.
- DocuWare also supports numerous shortcuts that make indexing documents faster—a welcome relief for document-intensive environments. As an example, instead of having to type in today’s full date, a user can simply hit a single hot-key (the x key) and DocuWare will fill in the date automatically. And as noted earlier, DocuWare supports barcode recognition, so scan sheets can be used in conjunction with hardcopy documents to automatically index new arrivals. The aforementioned Intelligent Indexing Service will also streamline indexing chores for end users, since over time the system will learn to automatically recognize and index the types of documents a business receives most.
- For end users, controlling document workflows is quite simple. This is accomplished through the acceptance and rejection of stamps: setting a specific stamp or entering values into a stamp can determine the next step of the workflow. The use of stamps for process control is modeled after familiar paper-based processing and makes the applications easier for users to understand, according to the company.
- In addition, the Send Request function allows a user to perform an ad hoc workflow and send a document to a specific user (or users) for approval, without a pre-scripted workflow in place.

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Installation / Configuration

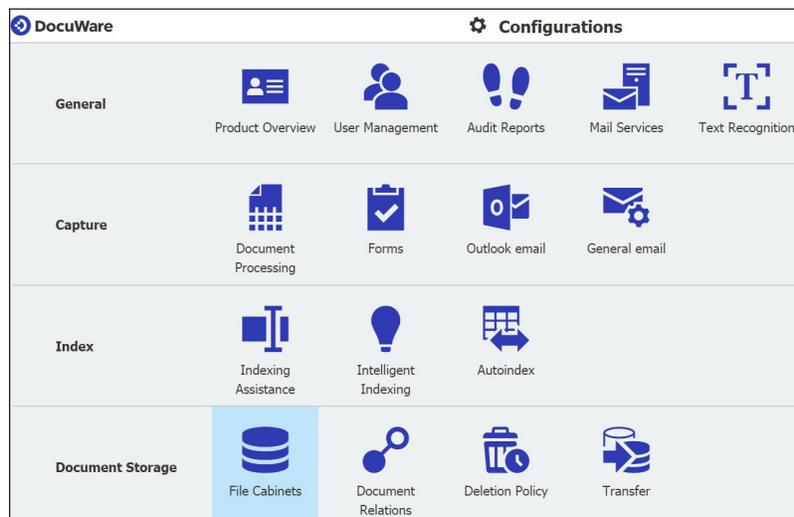
- DocuWare has an almost completely web-based architecture. The server components can run under 64-bit Microsoft Windows Server operating systems (Server 2008 SP2 or R2 and later). Organizations can choose to use the MySQL database included as a standard feature with DocuWare, or an existing external MySQL, Microsoft SQL, or Oracle database.
- For customers that opt for the on-premises version, DocuWare’s improved server setup guarantees an easier and faster installation, which can ease the burden on IT staff assigned to work with the DocuWare installer and also save in professional services costs. Instead of activating individual DocuWare components for installation, the technician simply selects from among three “roles” that the DocuWare system should execute and the proper components are then selected and installed automatically.

Ongoing Administration

- Most administration functions now reside in the web-based DocuWare Configuration admin pages, rather than the server-based DocuWare Administration console (which is still needed for some tasks). And in migrating to the new interface, DocuWare developers also streamlined the steps involved. For example, it is now much easier to set up and configure the platform’s Autoindex features in the new interface. And creating new users from scratch has also been improved in this version. The user’s personal document tray, rights and permissions, and other configuration options can be set in a few clicks.

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The DocuWare Configurations page is logically organized, giving administrators intuitive access to the system’s flexible, powerful configuration options.

- The User administration tools are particularly robust. Thanks to the program’s Active Directory integration, users don’t need to be added or removed manually: DocuWare can be set to synchronize with a company’s Active Directory database so that the DocuWare user list is always up to date as employees join or leave an organization.
- Once a user is in the system, administrators assign users to groups, assign groups to roles, and then create profiles for those roles that in turn are applied to any new users that are added to a certain group. The profiles allow administrators to set the menu choices end users will see and what actions—scanning, printing, exporting, and so on—they have access to within DocuWare.
- The DocuWare Administration utility makes it easy for IT personnel to centrally manage and customize file cabinets that end users see. The utility controls metadata for document storage and allows administrators to toggle full-text indexing on and off for a given cabinet.
- The utility also gives administrators tight control over field parameters for a given type of document. For example, administrators simply check the “Not Empty” radio button next to a given field to ensure that a record cannot be saved if the specified field is empty; the end user will receive a pop-up dialog box indicating that the field must have a value. Administrators can also set a certain field to have a unique value within the system, to avoid duplicate invoice numbers being entered, for instance.
- DocuWare Administration also lets administrators customize dialog boxes for given profiles or user groups. For example, users in the Human Resources group can have Search or Store dialog boxes that have particular file cabinets or other parameters already pre-populated, saving them time.
- Administrators can implement drop-down pick lists (referred to as “Select Lists” by DocuWare) that appear within the program to prevent users from inadvertently entering data incorrectly or in non-standard ways. The solution can also refer to external databases to mine relevant information for when a user is inputting data. For instance, if a user enters a company name, relevant data from external databases referring to that company will populate Select Lists for other fields.
- Basic workflow rules can also be set, and administrators can assign stamps to certain users or user groups.
- The optional Workflow Manager module includes a corresponding Workflow Designer in which resellers or savvy administrators can create workflows. (DocuWare Professional Services can also be contracted to create and deploy custom workflows.) The graphical Workflow Designer features a flowchart paradigm, and building blocks can be dragged and dropped into place. Clicking on a flowchart element opens a dialog box where specific parameters can be set for that element. A simulator feature allows the administrator to test and debug the workflow before putting it into the organization’s production environment.

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- DocuWare also features a very complete Forms Designer for creating and deploying customized e-forms. Electronic forms can include hyperlinks or allow the user to attach an external file (a real convenience for HR and Financial Services applications especially). Fields can be marked as mandatory, and sub-fields can change on the fly based on the user selection. For example, if the user selects “3” to the question “Number of dependents” the e-form can then automatically show three text fields for the entry of their names.

Security

DocuWare has a strong set of security features, including very granular permissions settings and encryption.

- For server-based installations, users can log into the system using SSO (Single Sign On) thanks to the system’s Active Directory integration. Or administrators can require a user name and password specific to DocuWare, which satisfies HIPPA and other regulatory requirements.
- The system supports encryption for data transfer from an MFP (if used for capture) to the server or cloud instance, as well as for data transfer from there to another destination.
- Administrators can set mechanisms, such as setting retention and deletion periods for records that are automatically monitored by the system. For example, DocuWare ensures that data, which may be needed for legal reasons, can be accessed throughout the entire statutory retention period by means of export functions.
- Administrators have tight control over who can access what documents. The granular controls allow them to set which documents, folders, and cabinets can be viewed by which user, user group, and departments.
- The new Audit Reports features gives administrators full transparency into what is happening in their DocuWare system, be it at the document, file cabinet, organizational, or system level. For example, the log captures who changed the document, what the old and new index values are, if the document was printed, and so on. Audit Reports can be downloaded in CSV format for viewing and use in other programs.

Support & TRAINING

The initial cost of an on-premises DocuWare purchase requires the first year of maintenance and support. (A DocuWare Cloud subscription includes ongoing maintenance.)

- Phone tech support through DocuWare’s worldwide offices is available from 8:30 am to 8:00 pm in the U.S., and 8:30 am to 5:00 pm Central European Time. Additional support can be found online or through the main menu (which forwards users to the online support page).
- After the first year, annual maintenance agreements are strongly encouraged in order to receive the latest version updates and upgrades; these are generally priced at about 20 percent of the total system cost (which is a typical fee for this class of product).
- Upon first use, a “first steps” tutorial walks users through an overview of how DocuWare works. This allows for even the most novice of users to acquaint themselves with common functions from day one. Users can access the support and training area of DocuWare’s website directly from the solution’s main menu.
- The company delivers three levels of training to new customers:
 - IT and help desk staff receive training on how to use the DocuWare Administration utility to change system settings, set up file cabinets for users or groups, create profiles for users and groups, set access permissions, customize dialog boxes for particular sets of users, and so on.
 - Power users in an organization—department managers and the like—receive in-depth training on both using the system and setting up file cabinets.
 - General users are trained on how to incorporate and index documents, search for documents, and other common tasks.
- Customers are also granted free access to the online portion of the DocuWare Academy training, as well as to the DocuWare forum, which allows users to post an idea (new feature, suggest an improvement) for DocuWare developers. Other users can vote on ideas that they support, and the company flags posts that have been acted upon with “Planned,” “Under Review,” and “Started.”

Value

DocuWare Cloud includes all of the platform's available functionality, with prices starting at \$265 per month for four named user licenses and 20GB of file storage. This makes the solution a relatively affordable way for organizations to get started with an advanced content platform without a big investment up front.

The on-premises versions combine a core platform with various modules to meet the specific needs of an organization. Due to the solution's modular design, the cost of each system will vary based on an organization's needs, and final pricing is set by the reseller placing the system. According to the company, a typical purchase with the most popular modules can cost between \$20,000 and \$35,000.

While the base price for DocuWare is slightly above average for document management solutions in its class, it has a more robust standard feature set than most competing enterprise-class document management platforms. The cost evens out when you look at the typical enterprise configuration, which factors in typical features, such as OCR and workflow functionality, increasing the cost of competing solutions. Based on the typical enterprise configuration, DocuWare's pricing is competitive.