

Integration Datasheet

View, Markup, Collaborate on FileNet ECM/TCM content and more ...

eReview takes the enterprise document viewing/markup technology to a whole new plane by offering real-time collaboration, synchronous and asynchronous review processes, web-conferencing all within FileNet ECM/TCM and lot more ...

eReview's seamless and tight integration with FileNet P8 Content Engine allows users to conduct online document reviews, right from within FileNet Web interfaces. The tight integration allows the co-viewing and co-markup of the content that users store in Object Store folders, either in real-time or asynchronously. The markups get saved as separate files, associated with the base content, back into FileNet P8 repositories.

eReview allows you to view and markup many different types of documents and drawings without having or using the application that created them. Markups and annotations are non-destructive; i.e., the original document is never changed; rather, the markups, annotations and comments are saved in a corollary file, providing a history of suggested changes. This process prevents uncontrolled changes to a document/drawing while protecting the integrity of the document/drawing under review.

Collaboration simplifies and enhances the review process. What used to be sequential, time-consuming and difficult to accomplish is now intuitive, natural, and in real-time within a fully collaborative web environment. Real-time collaboration saves time, money, travel, and allows better and quicker decisions.

Real-time collaboration and ad-hoc workflow tools reduce the reaction time of the corporations much faster and enable them to respond to the constantly changing needs quickly and effectively. It also helps to collaborate on unstructured data and documents, capture the tacit knowledge and helps create a corporate memory of meetings that are searchable and replayable.

Why eReview is Unique?

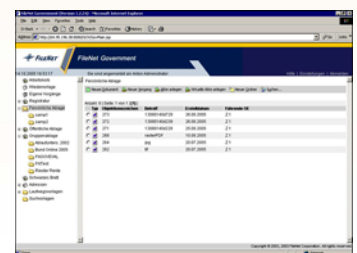
- Roll combination of web-based view and markup with collaboration and conferencing tools.
- Combination of asynchronous document review and real-time review within the same interface. Instant switching between various modes of eReview.
- A simple, easy-to-use interface. An unlimited number of users.
- Anywhere anytime access. Both stand-alone and collaborative modes.
- True Web-based power with no fat clients for the user to download.
- A server-based application accessed via the Internet that eliminates the need to install, manage, update and support many desktop solutions.
- A true firewall-friendly environment for the Internet, intranets and extranets. Powerful and intuitive viewing and annotation tools. Annotations (markups) can be shared between the desktop and server-based solutions.
- Integration with any legacy system, or with document management, product data management, ERP, MRP or CRM products for easy collaborative Web-based reviews.

Immediate ROI Benefits:

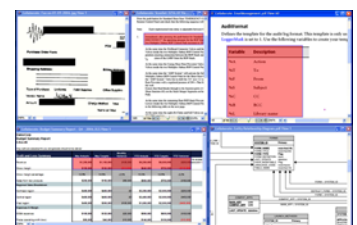
- Reduces project and product development time and cost drastically.

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View, Markup from within FileNet Government (Customized P8 Workplace) Interface



eReview Viewer Interface

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- Reduced travel costs, as geographically dispersed team members can meet in online review sessions.
- More centralized communication – cut down on fax, phone, e-mail, courier.
- Ability to store and retrieve both structured (documents) as well as ad-hoc ideas (meetings).
- View and comment on documents stored within an ECM without buying the originating application.
- Better quality control by detecting problems early and involvement of all players – customers, contractors, suppliers and entire team in real-time decision binding meetings, or in structured asynchronous review processes.
- Reduce number of licenses of the document originating applications.
- Cross platform, Server centric solution—runs on all flavors of UNIX, Windows, Sun-Solaris and Red-Hat LINUX and MAC-OS/X.
- Comes ready with a web server which is installed along with eReview during installation, however, works with all Web Servers and Web Application Servers, such as MS-IIS, Java Web Server, Apache, WebLogic, WebSphere to name a few.

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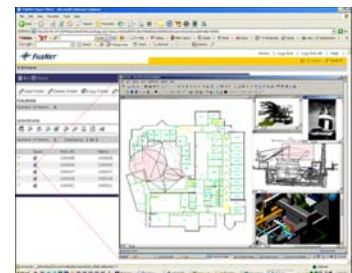


eReview and FileNet Integration Facts:

- eReview Co-View, Co-Markup and Print documents directly out of FileNet Open Client, P8 Workplace, FileNet Government and Team Collaboration Manager Web Interfaces.
- Old IDM viewer created markups in FileNet Image Services are imported to eReview markups.
- eReview User Interface customized for users of IDM viewer to provide quick adoption of eReview tools.
- Save eReview annotation into FileNet P8 secured Annotation objects.
- eReview is tightly integrated with FileNet Team Collaboration Manager (TCM).
- Start real-time, document-centric collaborative meetings, right from FileNet TCM interface; No need to go to any outside service provider.
- Natively View, annotate (markup) the content from within FileNet ECM/TCM folders.
- Business processes integrated with powerful viewing, markup and collaboration capabilities.
- Ad-hoc workflows allow easy dissemination of information within review teams; Powerful communication tools integrated within the same FileNet P8 content sharing repositories and TCM environment.



eReview Integrated with FileNet TCM

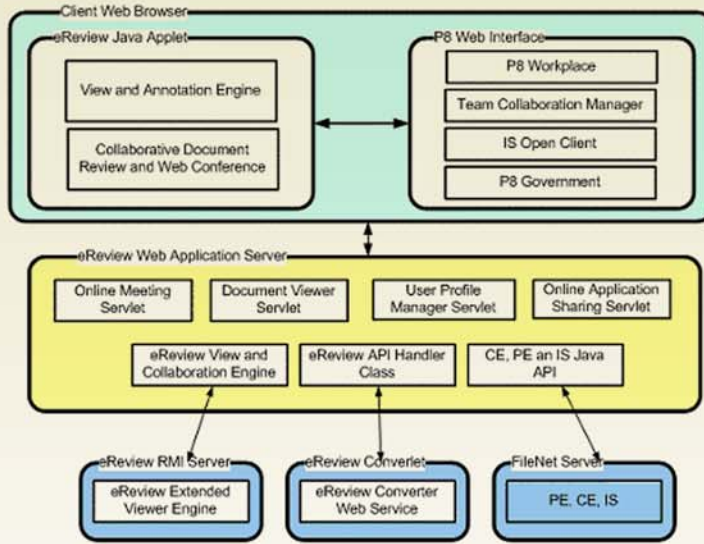


eReview Integrated with FileNet Image Services

Integration Architecture:

eReview integration architecture is a best fit to FileNet web based document management requirement. Web browsers embed applets and allow the user to interact with web host. eReview deployed servlets and applets interact like a charm while integrated and deployed in P8 hosted web application server. There is no glimpse of security threat while applets are working in a sandbox and servers stream encrypted data over http/https protocol. Following diagram portrays the eReview and FileNet integration architecture.

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eReview and FileNet Integration Architecture

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eReview Viewer Framework:

eReview has extended its viewer framework into four different forms. Each of these framework fits to one of the unique enterprise integration requirement. eReview is a generic viewer developed using Java 2 technology to provide extensive support for write once and run any where on any platform. At present eReview supports following four viewer frameworks.

1) Java Applet

- Applet allows using a generic document viewer on any web browser.
- View many document formats without having any originating application.
- Automatic software updates available from eReview Application Server.
- Support for secured server side document viewing imposing absolute restriction to the end user to access the physical document content.

2) Java Application

- Install as a windows desktop Application.
- Associate file extension with eReview mime type to view and annotate documents from your local hard drives.

3) Viewlet (A combination of Java Application and Applet)

- Install eReview Application through a thin client applet (Viewlet) from eReview Application Server.
- View and annotate documents from both eReview Application Server and client Desktop.
- Automatic software updates available from eReview Application Server.



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ActiveX Component:

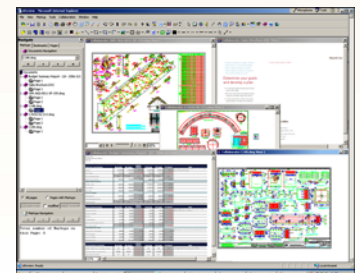
- An ActiveX wrapper is layered around eReview Java Beans to provide viewer extension for customized windows applications.
- eReview events are controlled through ActiveX to Java bridge.
- Develop custom viewers in Visual Basic or Visual C++ with eReview ActiveX Component.

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Viewer Features:

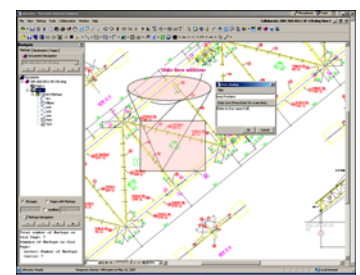
- eReview provides a true Multiple Document Interface (MDI).
- eReview Single User Interface to review documents of multiple formats. Documents are loaded into the viewer in read-only mode.
- Annotation tools allow creating annotation as an overlay on the document view.
- Server side viewer framework to handle huge multiple page PDF, TIFF and other document formats in few seconds over internet inside any web browser.
- Create compound documents on the fly using eReview Virtual page technology support.
- Overlay two dissimilar documents and compare for common, foreground and background differences.
- Compare multiple documents of different formats in Side by Side mode inside eReview viewer frame window.
- Use tools to Zoom, Pan, Rotate, Flip, Scroll and Print on different pages or views of the document.
- Use birds-eye-view or overview tool to look into complex design documents.
- Save current view of the document with or without annotations to PDF, TIFF formats eReview Integration with Outlook client to send current saved image as e-mail attachment.
- Easy navigation to specific view or page in a multiple page document.
- Intelligent Drawing control dialog to apply changes to layers, blocks, colors, brightness and many others.
- Change background color to see invisible elements blocked by background color.
- Support for CMYK colors for raster formats.
- eReview supports full-text search on many document formats.



True Multiple Document Interface

Annotation Features:

- eReview supports many industry standard intuitive graphics and text annotation tools.
- Easy to change line style, fill style, background color and foreground colors of annotations.
- Multiple markup file and multiple markup layers supported in eReview.
- Markups layers are automatically assigned to first user created it.
- On the screen text markups - WYSIWYG text editor support.
- Support for textual comments is possible for all graphical markups.
- Put comments on documents through easy-to-use, threaded discussions comment markups.



Multi-layer Markup Paradigm

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- Copy and paste group of selected markups across the document types.
- Show and hide markup layers created by multiple reviewers.
- Switch markups into icons to clear the annotation clutters on the document content.
- Support for Redaction on any document through pre-created annotations.
- Search annotations based on time.
- Instantly filter to pages with or without annotations.
- Support for easy-to-use markup navigation tools.

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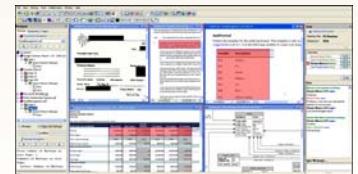
Printing or Plotting Features:

- Print or plot current view with or without annotations.
- Print header and footer with different margin settings.
- Print preview before sending to the printer.
- Print redaction markups always with correct extent.
- Print on a printer installed and connected to a remote server.



User Interface Customization:

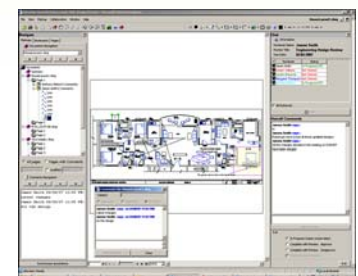
- Roll your own viewer through eReview User Interface customization.
- Personalize viewer based on user roles using eReview load configuration XML API.
- Dock, undock, move or float eReview toolbars inside eReview viewer frame window.
- Limit eReview functionality through addition or removal of action menus and buttons.



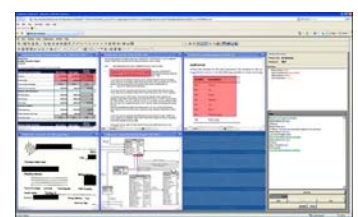
Synchronous Meeting Sessions

Synchronous and Asynchronous Meeting:

- eReview supports real-time synchronous and asynchronous document centric online meetings.
- Meeting Chairperson controls the meeting effectively with support of a control over attendee, viewing, annotation and mouse control rights.
- Strong API support for start and join both synchronous and asynchronous meetings. XML based meeting definition file to define chairperson, participant, and selected documents and save annotation locations.
- Meeting events are recorded in a XML file to play back meetings in real-time.
- Support for audio conferencing.
- Support for desktops/applications sharing over http.
- Transfer chairperson control among meeting participants.
- Whisper or direct chat messages and graphical annotations in a meeting.
- Restore previously held meetings to continue in future once again with same set of documents among same group of participants.
- Synchronized control rights available to the Chairperson to command the participants to look at the same view at all the time.
- Support for whiteboard and polling in an on-line meeting.



Asynchronous eReview Meeting Sessions



Playback of eReview Meeting Sessions

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eReview Case Studies With IBM and FileNet ECM:

Deutsche Post-DHL, Germany

Deutsche Post Profile:

- Deutsche Post AG (LSE: DPO) is a German postal, logistics and courier company headquartered in Bonn. Comprising of Deutsche Post and DHL, Deutsche Post World Net (DPWN) employs half a million people in 220 countries and territories, and generates revenue of over 50 billion annually.

Challenges:

- DP recognized that to maintain high service levels and to efficiently process shipments from customers, it needed superior document review, management, and approval workflow.
- DP's priority was to increase the efficiency of the administrative, HR, invoice and AR processing so the accounting staff could access, view, collaborate and resolve all customer queries on the spot from their desktop without having to make follow up calls.
- An exceptionally short learning curve given the scale of deployment. Import IDM Viewer markups into new Viewer.

Web4 eReview Solution:

- Integrated into the DP electronic Document processing architecture, eReview allowed quick access to the pertinent documents for viewing, annotation and stamping depending on the business rules and privileges set into FileNet Open Client, Image Services.
- eReview's UI configurability allowed users to start with interface very similar to the old system, and move up to more complex features on demand. This minimized any learning curve for the new product.
- eReview Annotation engine imported existing IDM Viewer created annotations for easy transition.

Results:

- Manual handling of the paperwork in the approval process has been eliminated.
- Lets any authorized user retrieve and stamp an image or a document from a global data warehouse directly from their desktop.
- Online document workflow, review and collaboration resulted in faster and cheaper processing.

Landesversicherungsanstalt - LVA, Germany

LVA Profile:

- Landesversicherungsanstalt (state insurance institution, LVA), is a German State Pension Fund Agency.

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■ Challenges:

- Government application, based on FileNet P8 to allow users to view and markup documents in variety of formats, right from the FileNet's P8 Workplace.
- The government organization is using this combined product in a pilot to manage documents pertaining to pensions of all employees in Germany.

■ Web4 eReview Solution:

- eReview is tightly integrated with a FileNet Government application, based on FileNet P8 to allow users to view and markup documents in variety of formats, right from the FileNet's interface.
- FileNet ValueNet Partner Steria and Web4 have already made headway in introducing this combined product to LVA, one of the leading government organizations managing pension records in Germany.
- eReview's UI configurability allowed users to start with interface very similar to the old system, and move up to more complex features on demand. This minimized any learning curve for the new product.
- eReview Annotation engine imported existing IDM Viewer created annotations for easy transition.

■ Results:

- The workflow module of FileNet, together with the power of eReview is saving costs associated with reviewing these pension documents. These pension documents are reviewed by multiple users as part of a workflow or as a stand-alone. The markup tools available in eReview are used to annotate these documents.
- The review mode of eReview is saving time to make decisions on pension documents faster and more effectively.

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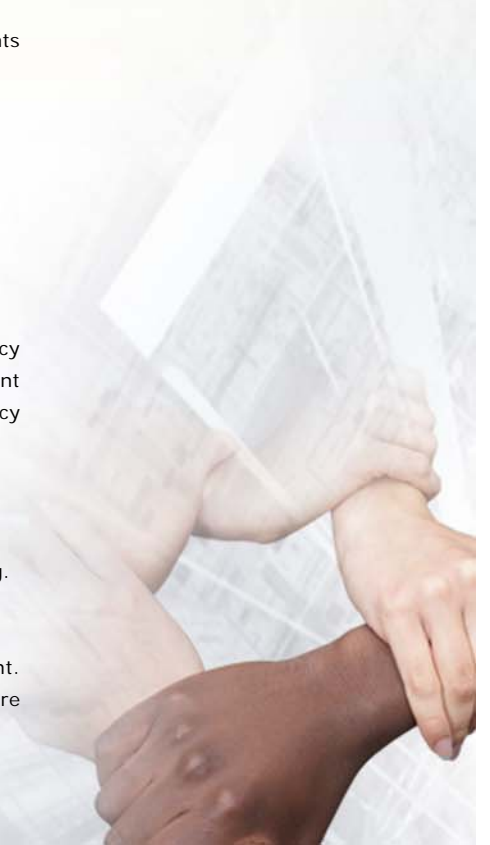
Bundesversicherungsanstalt für Angestellte - Bfa , Germany

■ Bfa Profile:

- The Bundesversicherungsanstalt für Angestellte (BfA - "Federal Pension Fund Agency for White Collar Employees") manages the state owned pension fund, unemployment insurance for salaried employees in Germany. The German federal insurance agency deals with approximately 30 million people including retired persons.

■ Challenges:

- Manual and disintegrated electronic workflow resulted in slower claims processing.
- Verification and authentication of documents took inordinate amount of time.
- Legal challenges for protecting viewing of multi-format documents in a workflow.
- Moving from stand-alone windows based application to enterprise Java environment.
- Proposed system must work with IBM Content manager, and other enterprise software in a platform independent way.



Integration Datasheet

■ Web4 eReview Solution:

- Moving to automated enterprise workflow achieved faster claims processing.
- Use of electronic signatures on documents and consequent identification of signed documents resulted in higher turn around.
- eReview's API and architecture made the integration easy and ensured platform independence.
- eReview Java Bean technology helped integrate .net and java applications.
- Documents are streamed through eReview server for each review session in workflow sequence.

■ Results:

- BfA can now execute claims at a much faster rate.
- The ECM environment is more platforms independent and more enterprise ready.
- One application to view, annotate, print and manage a multitude of document formats.

KPN, Netherlands

■ KPN Profile:

- KPN provides telephone, Internet and television services to personal customers through its fixed network in The Netherlands. The organization uses FileNet P8 ECM to manage design documents.

■ Challenges:

- View AutoCAD and other design document in collaboration for P8 web interface.
- Review and Annotate on documents with dispersed developers and designers.
- Legal challenges for protecting viewing of multi-format documents in a workflow.

■ Web4 eReview Solution:

- Moving to automated enterprise workflow achieved faster design document review and approval process.
- eReview's API and architecture made the integration easy and ensured platform independence.
- Documents are streamed through eReview server for each review session in workflow sequence giving absolute security to physical design document.

■ Results:

- KPN can now collaborate on design documents and take approval action on designs at a much faster rate.
- The ECM environment is more platforms independent and more enterprise ready.
- One application to view, annotate, print and manage a multitude of document formats.

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