



Education Market Toolkit



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*Software and services that deliver
any document, anywhere, anytime.*

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Education Market Toolkit

Vertical Market Toolkit Overview

What if you could enhance your knowledge of key vertical industries through materials provided by Digitech Systems? What if you could communicate that industry expertise to your customers and prospects quickly and professionally?

Welcome to the Vertical Market Toolkit for the Education sector! This toolkit compiles the resources provided by Digitech Systems exclusively for our reseller community to help you improve your knowledge of what's happening in education. It also includes samples of materials available on MyDSI such as print-ready resources you can begin using today to communicate your education expertise to customers and prospects. You'll also find customizable campaign materials including both electronic and printed items that can extend your brand awareness, grow your lead database, and nurture those leads into qualified, revenue-generating sales.

Read on to:

- Enhance and Communicate Your Industry Knowledge
- Help Your Customers Achieve a Goal, Solve a Problem or Satisfy a Need
- Get Yourself Noticed



Educational Tools

Enhance and Communicate Your Industry Knowledge

Over the years, you have indicated that the Education market is one of your most successful, so we have developed tools to help you learn more and to supplement the standard materials offered by Digitech Systems.

In this section, you'll find a reseller white paper designed to help educate you and your staff on the opportunities and issues in the education marketplace. It also includes a table that matches key features with specific regulatory requirements.

Because the white paper is designed for you, we have also included an Education Industry Brief and FERPA and NCLB Compliance Briefs that are written for an end-user audience. These briefs have been designed to complement and enhance the standard Digitech Systems collateral (product suite folder and product sheets) for your education prospects.

We recommend that you read and understand the white paper and that you print quantities of the briefs to include with the materials you send your education prospects.





Digitech Systems White Paper

October 2010

Digitech Systems and the Education Marketplace

Is the 2009 economic stimulus package driving technology in the education industry? How are schools using ECM to maintain numerous records systems, enhance education, better track student progress and provide more online services? Read on as we uncover the motivating forces behind ECM adoption in both schools and universities. You'll see a chart that matches education goals with Digitech Systems software capabilities. Plus you'll see a list of education case studies that can help you sell.



Overview



The volume of information that K-12 schools must maintain and control can be overwhelming, time consuming and costly. More importantly, the success and/or failure of school information systems can cause a ripple effect across campuses affecting student achievement, teacher productivity, parent approval, employee satisfaction, administrator effectiveness and decision making. Success in the education industry is heavily dependent upon the ability to organize, access and manage school information.

The push for more computers and more technology in schools today has never been stronger. While school boards are focused on interactive learning in the connected classroom and using technology to advance student achievement, they're also looking for ways to connect disparate school records systems and allow secure access for teachers, administrators and even parents. Government initiatives are even lending a hand and helping schools navigate their way.

At the university level, document management is more complex. Universities support numerous programs, departments, schools, centers, libraries, museums and affiliated organizations. Plus, they maintain thousands of student applications, financial aid requests, account records and performance reports.

Universities are also under a lot of pressure. With the increasing popularity of hand-held devices, college students are demanding more online services. Plus the economy is forcing schools to do more with budgets slashed by state cuts and reduced funding. As a result, universities need to enhance efficiency while providing electronic access to all their documents. To remain progressive and in touch with student needs, they must effectively manage electronic documents and find ways to control more and more records without significantly increasing costs.

Digitech Systems has made an ongoing commitment to provide offerings that meet the needs of the education industry. ECM enables schools and universities to condense records into a simple, searchable source of information, saving both time and money. Digitech Systems' scalable ECM technology can fit schools of all sizes and enable administrators to achieve operational efficiency.

The Education Market

A \$56 Billion Opportunity by 2012

The education industry is already a big IT spender, and technology expenses are surging upward. According to market research firm Compass Intelligence, U.S. education IT spending is expected to top \$56 billion by 2012. The spending spree crosses both K-12 and higher education, but the bulk of it (64%) in higher education. The spending is being fueled by telecommunications, collaborative technologies and outsourced IT services. When education IT decision-makers were asked which mobile and internet applications they planned to roll out in the next six months, collaboration applications ranked the highest.¹

Colleges Seek Security, Collaboration and More

What are the biggest IT concerns for colleges and where are universities spending their IT dollars now? A 2009 IT issues survey by EDUCAUSE found that administrative information systems and security are the second and third most important IT concerns. Not only are colleges adopting solutions for



student information needs, they are looking for systems that can help them manage alumni record and advance business intelligence.²

Lower on the IT issues list but still ranking in the top 10 are access management and disaster recovery. Many higher education institutions have created or acquired systems that require restricted and tightly controlled electronic access. These concerns drive schools to look for solutions that centralize document management into a single system where they can lock down information access and limit user capabilities. Disaster recovery is also critical. Institutions need a plan for the overall resilience of the infrastructure that supports their teaching, learning and research activities. Therefore, they need services that increase accessibility.²



From collaboration and security to disaster recovery and document management, ECM technology can put valuable tools in the hands of both K-12 and university leaders. PaperVision® Enterprise and ImageSilo® are becoming fundamental parts of university networks and online technologies that enable schools to improve productivity and profitability. Electronic document formats have become a prerequisite, and ECM has become a behind-the-scenes housekeeper for networked information.

ECM: A Government Initiative for both K-12 Schools and Universities

The government's education IT focus is shifting away from counting the number of computers in the nation's classrooms and moving toward understanding how technology can be used to improve all facets of the education systems—from data management and reporting in the front office, to student services and student learning at school and from home. Six key government laws and programs specifically highlight how technology and ECM systems improve schools and serve as stepping stones to empower schools to reach our national academic achievement goals.

Stimulus Funds are Improving School Data Systems and Infrastructure



The \$787 billion stimulus package passed by Congress in early 2009 dedicated \$115 billion for education, including public schools, colleges, universities and early childhood programs. The guiding principle is to enhance student achievement through improvement and reform. Funding is specifically set aside for schools to implement data systems and technology. Title II D, also known as Enhancing Education through Technology Funds (Ed Tech or EETT) is intended to help all students become technologically literate by the end of the eighth grade. Through the integration of technology, it is also helping establish instructional methods that can be widely implemented. One-time investments are available for K-12 schools to build the technology infrastructure needed now and in the future. These funds are available under Title 1 funds (\$3 Billion) and Title II D funds (\$560 million).³ With new funding available, school IT departments are seeking centralized data repositories, integrated systems and improved technology infrastructure.

National Education Technology Plan 2010: Driving Technology and Productivity



The U.S. Department of Education's National Education Technology Plan (NETP) incites technology-driven transformation for publicly funded schools and universities. The NETP resulted from student views on education needs and the nation's progress as a result of a decade of increased federal, state, local and private investments in connecting classrooms to the internet, providing students with computers and using technology as in educational tool. The plan suggests, however, that the nation's education sector as a whole is slow to change, even as the business sector has adapted quickly to the new information

age. It urges the education systems to redesign structures and processes to improve effectiveness, productivity and flexibility. It also provides a set of action steps and recommendations for school systems as they begin or continue to grow with technology.

Better Infrastructure

Infrastructure improvement is one key NETP action step. The plan says, we are at an "inflection point for a much bolder transformation of education powered by technology." It encourages schools to adopt an infrastructure for learning that "enables access to data from multiple sources while ensuring appropriate levels of security and privacy."

Additionally it suggests:

- Infrastructure improvements including computer systems for teachers, students and administrative personnel
- Integrated computer hardware, data, networks and information resources
- Integrated software systems as well as tools and devices that enable collaboration and data sharing

Productivity and Assessment

Productivity and assessment are two additional action steps that require assistance from the latest technologies. These recommendations stress the fact that educators and leaders at all levels must be provided with tools, training and support to help them gain productivity as they manage the assessment process, analyze records and achievement data and improve decision making at all levels. The plan states, we need to "make the fundamental structural changes that technology enables if we are to see dramatic improvements in productivity." It also identifies specific challenges to "design and validate an integrated approach for capturing, aggregating, mining and sharing content, student learning and financial data cost-effectively for multiple purposes across many learning platforms and data systems in near real time."

These and other NETP action steps identify needs that directly align with ECM capabilities. Digitech Systems technology can help school districts move toward digital content in order to cut costs, improve accessibility and provide easy updates. It can also help decision makers integrate data systems and find ways to synthesize disconnected student information databases to provide a better picture of student needs and achievements. Lastly, it enables indirect benefits such as better resource allocation, greater management between resources and goal achievement.

A Lot to Learn

"Education has not incorporated many of the practices other sectors regularly use to improve productivity and manage costs, nor has it leveraged technology to enable or enhance them. We can learn much from the experience in other sectors."⁴

—The National Education Technology Plan 2010

No Child Left Behind: Increasing the Importance of Records Management



The No Child Left Behind Act (NCLB) was enacted in 2002. This legislation requires states to develop standardized testing and reach achievement benchmarks in order for K-12 schools to receive federal funding. It also encourages schools to employ technology to become less paper dependent and manage more electronic documents.

Assessments and testing are essential components of the NCLB, and the requirements are rooted in improvements through collecting, shoring and better utilizing education data. The NCLB leaves room for states to develop their own plan for accountability, but requires

schools to collect, report on and maintain the security of student data and academic progress.

The NCLB expands the traditional scope of school records and emphasizes the importance and accuracy of the records systems. Reporting requirements have made electronic records management a challenging necessity for schools turning raw student data into usable, traceable information. EDUCAUSE published a report that highlighted this challenge. “We are expected, especially in public education, to measure and prove through formal assessment that our students are learning. Data collection and mining of student information systems for such evidence is being considered as a component of accreditation. Institutions are increasingly expected to collect, manage, sort and retrieve an expanding mountain of data related to not only learning, but the entire spectrum of their activities. Current systems are not capable of managing and interpreting real time information flows on the scale that is anticipated.”⁵

To help administrators become better data managers, the National Center of Education Statistics encourages schools to redesign data collection programs from paper to electronic, thus improving data quality and increasing data utility. PaperVision Capture easily converts paper documents to electronic files, while PaperVision Enterprise and ImageSilo help schools organize and manage large masses of student data, provide monitoring and tracking capabilities and keep sensitive information private. With ECM technology, administrators can easily control electronic files, centralize records systems, streamline assessment processes and improve data accuracy.

Email Messages can be Public Records



Federal regulations dictate how government funded agencies, including schools and universities, must manage public records. The Freedom of Information Act covers electronic records and email, mandating that electronic documents be easily accessible and readily available to the public.

At the state level, email messages can be considered public record to be archived for retrieval under open meetings laws or “sunshine” laws. Statutes are state-specific but most guarantee matters of public interest are open for public inspection. These statutes can come with consequences. For example, several school board members in Oshkosh and Madison, Wisconsin were found violating the open-records laws when they deleted emails. Also, school board members of Beaufort County South Carolina were reprimanded for using a private internet bulletin board to discuss school matters. Still other school boards and employees found

More than just Emails

“A 2009 Louisiana state law requires all school districts to implement policies requiring documentation of every electronic interaction between teachers and students—even conversations conducted on non-school issued devices such as personal email accounts and cell phones. Similar policies exist in many school districts across the country, and at least one other state has considered such legislation in recent years.”⁶

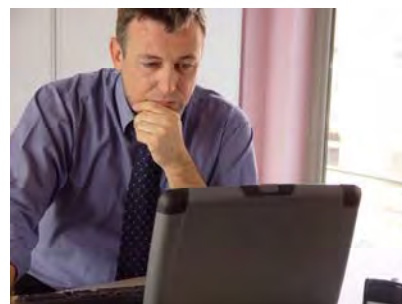
—Education Week

themselves in trouble when newspapers made open-records requests for email communications.

When information enters an email system it can be considered a public record, and PaperVision® Message Manager helps schools capture email messages from their inception. Digitech Systems ECM technology also simplifies message retrieval by managing email messages in the same searchable system where all other documents are stored. Maintaining sensitive information within public records can be an added burden when saving school records, but Digitech Systems can help with that too. Users can redact or hide sensitive information from email messages and documents saved as open records. Plus, non-repudiation detects any tampering of email message content.

All Schools Face Electronic Discovery Laws

As of 2006, federal guidelines require all companies involved in federal litigation to be able to reproduce email messages and other electronic documents as part of electronic discovery. The amendments to the Federal Rules of Civil Procedure (FRCP) impact all industries and affect all businesses including non-profits as well as public and private schools and universities. In an article regarding school archiving policies, eSchoolNews.com reported that the FRCP has “significant implications for school technology departments, especially in places where technicians routinely copy over backup discs and other information housed on school servers.”⁷



Complying with FRCP is easy with Digitech Systems. While PaperVision® Message Manager captures all email messages, PaperVision Enterprise record retention features help schools execute policies and protect records from destruction during specified time periods. Powerful search capabilities save thousands in legal fees by enabling legal teams to locate records immediately using both very broad searches and very detailed ones.

Federal Privacy Laws Protect Student Records



There are many federal laws that guard students' personal information. Many of these are supplemented by additional state statutes or local regulations. These laws require security in records systems, confidentiality of personally identifiable information and accountability for inappropriate disclosures.

The Family Educational Rights and Privacy Act (FERPA) is a federal law that protects the privacy of student education records at both the K-12 and higher education levels. FERPA protects student information that schools collect and restricts the disclosure of information without consent. It even prohibits student record matching and restricts which parties have access to student information. Special education records are also protected under FERPA and the Individuals with Disabilities Education Act.

With Digitech Systems ECM technology, multiple levels of security and enhanced auditing enable schools to safeguard student information and track and control records disclosures. Using sophisticated security settings, administrators can customize access on an individual basis and manage each user's ability to read, change or share documents. Redaction capabilities can hide sensitive student information within a document, making it protected but available for use. Also, documented disclosure tracking maintains a record of who received information, when and why.

Selecting the Right Solution

As educational facilities select technologies that best fit their needs, the following goals guide them in making a selection:

Move Toward Digital Content—Schools need the capability to capture, store, manage and retrieve information quickly and securely. Digital content can allow school leaders to consolidate applications and accelerate decision making, administrative processes and educational practices. Additionally, electronic content enables online services and simplifies disaster recovery.

Streamline Records Management—Efficient information systems are the building blocks of several government education initiatives. If schools want to stay competitive, reduce costs and react to requirements and industry trends, they need technological solutions to simplify administrative procedures, student services, security and data tracking.

Integrate Data Systems—NCLB and NETP encourage schools to use integrated approaches for capturing and sharing content. Schools want interoperable data systems to consolidate information in order to facilitate collaboration and to provide greater overall efficiency.

Implement Records Security Management—NCLB, FERPA and other federal regulations require schools to keep individual information confidential. Schools need technologies that enable them to execute policies and procedures for collecting, maintaining, viewing, sharing and disposing of individual data. Additionally, schools need a system that provides controls to dictate how data may be reviewed, shared, verified and corrected.

Find and Filter Sensitive Information from Public Records—Schools must be able to archive documents for public access and filter personal information before sharing those documents under the Freedom of Information Act.

Capture and Store Email Messages—The Freedom of Information Act and the FRCP guidelines make many schools responsible for maintaining records, including email messages. Schools must have a process for capturing, storing and retrieving email messages so they can be recovered as public records or retrieved for litigation purposes.

Employ Scalable Records Systems with Expandable Storage—As schools convert more paper to data, maintain more electronic record and deliver more online services, their need for data storage will increase. Education institutions need systems that can expand as their growth and usage increases.

Simplify Disaster Recovery—The ability to maintain or restore academic services when circumstances disrupts normal operations is becoming a rising priority. Administrators are seeking solutions that enable them to keep the institution operational after a crisis.

Digitech Systems' Solution

Digitech Systems products assist schools of all types in reaching their document management goals. With ECM technology, they can create a records management system that meets both regulation and today's market demands. PaperVision Enterprise is a scalable solution that enables schools to securely retrieve, display, distribute and track all stored documents. It allows administrators to execute security policies, audit user activity, automate complex business processes and organize unlimited amounts of student data. Using PaperVision Message Manager, school boards can rest assured that all email messages are captured,



indexed and stored. Additionally, record retention features ensure specific records are kept for appropriate timeframes and according to retention schedules.

SaaS is Ripe for Colleges and Universities

Several critical hurdles make adopting new technology challenging for schools and universities, which often operate with overloaded IT departments. The implementation of new software can be costly and even intimidating. Software as a Service (SaaS) ECM offers the perfect alternative, because it reduces the initial investment, simplifies installation and removes the burden of IT maintenance. For these reasons, ImageSilo and the SaaS model are uniquely positioned for the education industry.



ImageSilo is easy to deploy and use. With virtually no installation, it creates minimal interruption to work already underway. The online technology allows multiple departments to conveniently access a central records database via the internet, and its scalable system accommodates unlimited users and increasing amounts of stored data. Digitech Systems operates and maintains the ImageSilo storage hardware and server, saving schools thousands in hardware costs and relieving IT teams from the headache of systems management. With ImageSilo's 99.9% uptime guarantee, it can also simplify disaster recovery strategies.

The table below matches education goals with PaperVision Enterprise and ImageSilo key features and benefits.

Education Goal	PaperVision Enterprise/ ImageSilo Feature	Advantage/Benefit
Move toward digital content	Convert paper records to electronic documents	Manage electronic documents to enhance productivity and cut costs on paper, postage, storage and distribution
	PaperVision® Capture	Automatically scan and index documents containing handwriting, machine print and barcodes
	PaperVision Enterprise Directory Manager	Automate document capture, uploading and indexing
	PaperVision Distribution Assistant	Unlimited external document distribution saves printing and postage by sharing documents electronically

Education Goal	PaperVision Enterprise/ ImageSilo Feature	Advantage/Benefit
Streamline records management	PaperVision® Enterprise Workflow	Automate document-driven processes and enforce procedural steps to enhance efficiency and easily collaborate with multiple departments
	ImageSilo	Make information accessible from anywhere, anytime to increase productivity
	Search functions	Keyword and full-text searches locate files in seconds to reduce turnaround time and accelerate student services
	PaperVision® Enterprise Report Management	Automatically index and store computer-generated reports, reducing distribution costs and eliminating the need for paper storage
	Integration capabilities and PaperVision Enterprise Tools	Allow users to access any stored document without leaving Microsoft® Office or their primary line-of-business application

Education Goal	Digitech Systems Product Feature or Capability	Advantage/Benefit
Integrate data systems	Integration capabilities and PaperVision Enterprise Tools	Enable point and click integration with virtually any third-party application Allow users to access any stored document without leaving Microsoft® Office or their primary line-of-business application
	Single unified system	Save all data in one system for a total information management tool
	Store documents in native file formats	Store and view more than 250 file types in native file formats
Implement records security management	Document Grants	Securely disclose information to third parties by posting documents to a secure, password protected, web-accessible location
	Protected Data Storage	Secure information access using SSL encrypted caching technologies
	User-based Security Settings	Control users' ability to read, share or edit documents
	AES 256-bit Data Encryption	Encrypt data during processing, at rest and during transmission
	Document, Project and Index Field-level Security	Control user access by project, document or index field Allow users to view only the information necessary for the task

Education Goal	Digitech Systems Product Feature or Capability	Advantage/Benefit
Find and filter out personal information from public records	Redaction	Conceal sensitive and personal student information by hiding specific data in the document
	Index field-level security controls	Control users' ability to view document index fields
	Full-text search	Search a single word or phrase and instantly find information
Store and manage email messages	PaperVision Message Manager	<p>Capture, index and store all email messages in a single searchable system for immediate retrieval</p> <p>Non-repudiation verifies the integrity of an email by ensuring the original, stored email content is not changed or edited</p>
Employ scalable records software with expandable storage	Scalable software with PaperVision Enterprise and ImageSilo	<p>Run your ECM system on a single desktop computer or thousands of computers in distributed locations</p> <p>Unlimited users, entities and projects facilitate a department-specific or school-wide ECM solution</p>
	PaperVision Capture	Centralize capture and indexing functions or distribute them across multiple systems and geographic locations
	ImageSilo	<p>Digitech Systems automatically expands available data storage as you store more and more data</p> <p>Digitech Systems engineers maintain, monitor and manage all the software, servers and storage, minimizing impact to IT personnel</p>

Education Goal	Digitech Systems Product Feature or Capability	Advantage/Benefit
Disaster recovery	Data Transfer Manager and Data Delivery Service	Package and encrypt information for delivery and back-up to any media location of your choice Preserve identical copies of live information
	Records Retention Policies	Protect records from unauthorized deletion and then purge expired records Reports track records retention and destruction activities

Conclusion

The government, students, teachers and parents are increasing the demand for more technology and ECM systems in schools. Digitech Systems provides solutions that enable all schools to respond to government regulations and stay competitive in today's information age. With ECM technology, the education industry has the tools and systems it needs to connect records systems, enhance information analysis and reach national academic achievement goals.

Vocabulary and Terminology

American Recovery and Reinvestment Act (ARRA)

Commonly referred to as the economic stimulus package or the recovery act, this legislation was passed on February 13, 2009. The bill's three primary goals are to create new jobs and save existing ones, to spur economic activity and invest in long-term growth, and to foster unprecedented levels of accountability and transparency in government spending. The bill included \$115 billion for education.

Federal Educational Rights and Privacy Act (FERPA)

FERPA gives parents certain rights to their children's education records until the child turns 18 or attends a school beyond the high school level. Schools that do not comply risk losing federal funding. The law applies to all schools that receive funds under an applicable program of the U.S. Department of Education.

Federal Rules of Civil Procedure (FRCP)

The FRCP governs all civil action and proceedings in the U.S. district courts. FRCP amendments, effective 2006, make every company involved in lawsuits and federal litigation legally responsible for preserving and recovering electronic documents and email messages as part of legal discovery.

Freedom of Information Act (FOIA)

The FOIA was enacted by Congress in 1966 to give the American public greater access to the Federal Government's records. The Electronic Freedom of Information Act Amendments of 1996 expanded the scope of the FOIA to encompass electronic records and require the creation of "electronic reading rooms" to make records more easily and readily available to the public.

National Center for Education Statistics (NCES)

The National Center for Education Statistics (NCES), located within the U.S. Department of Education and the Institute of Education Sciences, is the primary federal entity for collecting and analyzing data related to education.

National Education Technology Plan (NETP)

Originally released in January of 2005 by the U.S. Department of Education, the NETP outlines plans to reform schools with technology. The plan resulted from a survey of 200,000 students in 50 states. It provides an overview of the current status of educational technology, examines how technology can help improve academic achievement and makes recommendations for increasing and improving the use of technology in education.

No Child Left Behind Act (NCLB)

The No Child Left Behind Act was signed by President Bush in 2002 and requires K-12 schools to address the achievement gap between advantaged and disadvantaged students and ensure that all students achieve academic success. This education reform mandates student achievement benchmarks, qualified teacher standards and makes all educational decisions based upon the best, most integrated data possible. NCLB is built on four principles: accountability for results, more choices for parents, greater local control and flexibility and an emphasis on doing what works based on scientific research.

Education Industry Case Studies

For applications and testimonials on how educational institutions are using Digitech Systems' software to comply with regulations and increase operational efficiency, please see Digitech Systems' case studies at MyDSI. (MyDSI.DigitechSystems.com)



Adams School District 50

ImageSilo enabled Adams School District 50 to gain one day of productivity per employee per week. Thanks in part to their ECM system, the District was nationally recognized for excellence in financial reporting.



Avon Maitland District School Board

PaperVision Enterprise gives the Avon Maitland District School Board access to hundreds of records instantly.



Isidore Newman School

ImageSilo® eases enrollment for students displaced by Hurricane Katrina because it allows students to provide temporary schools with critical health records, including immunization histories.



Limestone College

The Registrar's office uses PaperVision Enterprise to gain 250 hours productivity each year, enable remote information access for all campus locations and provide proven disaster recovery protection.



San Antonio Independent School District

SAISD saves 900 hours each year in document management with PaperVision Enterprise and cuts audit preparation time by 92%. Plus the easily handle 75 information requests each day.



Nucleus Research Case Study: Tufts University Fletcher School of Law and Diplomacy

Since scanning and converting paper student records into electronic files and using PaperVision Enterprise to manage them, the Fletcher School of Law and Diplomacy improves information access while reducing the risk and loss of damaged records.



United Independent School District

With PaperVision Enterprise integration ability, the Tax Office of United Independent School District can access stored documents without leaving their line-of-business application.



Wake Forest University

WFU safeguards permanent student records dating back to 1834 with ImageSilo. Undergraduate, graduate and divinity school records are easily retrieved and shared with other staff members in the MBA and law school offices. Transcripts, grade verification rosters and FERPA records are at their fingertips.

Works Cited

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Digitech Systems, Inc.

About Us

Digitech Systems, Inc. enables businesses of any size to more effectively and securely manage, retrieve and store corporate information of any kind using either PaperVision® Enterprise content management (ECM) software or the world's most trusted SaaS ECM service, ImageSilo®. By significantly reducing the cost, Digitech Systems has moved ECM from a luxury convenience to an essential element for every well-managed business.

Digitech Systems continues to raise the standard of excellence in the ECM sector, as evidenced by the numerous awards they have received including the InfoWorld 100, CRN's Emerging Tech Dynamos and multiple Nucleus Research ROI Awards. To learn more about the company's software and services that deliver any document, anywhere, anytime, visit www.digitechsystems.com.

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Industry Brief: Education

EfficiencyNOW! ControlNOW! MoneyNOW! ECMNOW!



Enhance Efficiency, Gain Control, and Save Money with ECMNOW!

In the U.S., schools and universities have a volume of information they must maintain and protect, which can be overwhelming, time consuming and costly. What if your school could enhance **efficiency**, gain more **control** and save **money** with the implementation of one system? With Enterprise Content Management (ECM) schools and universities are able to condense records into a simple, searchable source of information. With Digitech Systems' ECMNOW! your school will be able to:

- Improve **efficiency** by managing information electronically.
- **Control** security and protect student privacy.
- Save **money** by reducing document management costs.



"Most educational institutions do not realize that all collected data is becoming larger and more difficult to manage. It will slowly become a burden to educational institutions, creating issues in terms of storage, retrieval, redundancy and difficulty in conducting activities which require the retrieval of a large amount of data."

~M. Amli A. Baharum
European Journal of Science

Improve Your Efficiency with Electronic Records

Managing and retrieving paper documents across multiple departments and locations can be difficult and inefficient. At a university, information systems can become even more complex. PaperVision® Enterprise and ImageSilo® allow you to **efficiently** manage electronic files, centralize disparate record systems, streamline information management and improve data accuracy and utility.

- Make information accessible from anywhere, anytime to increase overall **efficiency**.
- Use intelligent search capabilities to find student records in seconds.
- Access any stored document without leaving Microsoft® Office or your other primary line-of-business application.

Industry Brief: Education



Gain Control of Security and Protect Privacy

The No Child Left Behind Act (NCLB), federal laws and state statutes all require schools to collect, report and maintain student data. Under these laws, schools must develop, employ and ensure **control** of student records. *ECMNOW!* simplifies information protection and records disclosure with multiple levels of security, system integrity and reliability.

- Customize access on an individual basis and manage the ability for users to read, change or share documents.
- Enable disclosure tracking to **control** who receives information, when and why.
- Increase data accessibility and security using data encryption during transmission and while information is stored.



"We have improved employee productivity and saved space without burdening our IT staff. We've become a model district in the region, and other districts frequently visit to see the ImageSilo system. If they really knew how much they'd save, they would do it; the system more than pays for itself."

*~Sandra McClure, Director of Finance
Adams County School District 50*

Save Money by Reducing Your Costs

Key Features of *ECMNOW!*

- Online access enables your school to increase information **efficiency**.
- Multiple levels of **control** securely protect your students information.
- Cloud ECM saves you **money** by requiring no capital investment and little ongoing IT support.



Schools and universities that use paper systems are wasting valuable time and money. But with ECM products like PaperVision® Enterprise and ImageSilo® you are able to simplify information management and records collection, enabling you to save money.

- Automatically index and store computer-generated reports to reduce distribution costs.
- Reduce overall **money** spent on IT services by allowing us to supply IT support.
- Cut costs by avoiding capital investments in hardware and software.

Compliance Brief: FERPA

EfficiencyNOW! ControlNOW! MoneyNOW! ECMNOW!



Applicability

The Family Educational Rights and Privacy Act (FERPA) is a federal law that protects the privacy of student educational records. FERPA provides parents and adult students certain rights with respect to their records and gives them some control over the disclosure of the information. It prevents a school from sharing current and archived student records or personally identifiable information without written consent from the parent or student. Only school officials with a legitimate educational purpose are granted access to protected records.

Educational Impact

Schools must maintain sufficient security to guard against unauthorized access to records and to document each disclosure. They must also notify parents and adult students annually of their rights under FERPA. Individual liability varies from state to state, but any school found in FERPA violation jeopardizes federal funding. To comply, schools are investing in technologies to help them:

- Efficiently store and access electronic documents.
- Meet FERPA requirements by improving control of student records.
- Save money by reducing costs and avoiding fines.



“When I sit down in conversation with other people in higher education, the concern over student records eventually is traced to FERPA. Nobody in the IT business wants to be the CIO of the university that gets written up in the New York Times because they had some breach of privacy.”

*~Jeff Schiller, Network Manager & Security Architect
MIT*

ECMNOW! Enables FERPA Compliance

Enterprise Content Management (ECM) provides a comprehensive records system that controls virtually any student document and makes it easy for schools to manage large amounts of information. Learning institutions can use ImageSilo®, the cloud ECM service, and PaperVision® Enterprise to simplify document security and to enhance productivity for both faculty and staff.

Compliance Brief: FERPA



Efficiently Store and Distribute Information

Every school is responsible for notifying students annually of their rights under FERPA. Within 45 days of a request, they must provide current and past students with their records. *ECMNOW!* enables administrators to retrieve records in seconds and to distribute documents with ease.

- Enhance **efficiency** and facilitate timely responses with powerful search capabilities that locate information in seconds.
- Enable administrators to easily share annual FERPA notices with an unlimited number of students using secure distribution capabilities.

Control Student Records to Comply with FERPA

FERPA requires schools to protect information including date of birth, test scores and grades and to ensure the confidentiality of student information. ImageSilo® and PaperVision® Enterprise assist administrators in proactively guarding against unauthorized access.

- Limit access and maintain **control** over system availability with flexible user rights.
- Use document security to restrict access to student data and to ensure that only the necessary documents needed to perform job functions are viewed.



Simplify Records Management and Disclosure to Save Money

Under FERPA, schools must account for each record released, document the reasons the information was shared and show who received it. This careful records management and documented disclosure process can become costly. *ECMNOW!* technology simplifies disclosure documentation and saves **money**.

- Document grants allow secure, temporary, web-based access to student records for those who prefer to receive information electronically, saving you **money** on distribution.
- Avoid capital investments in hardware, software or IT resources when you choose ImageSilo, the cloud-based ECM service.

Compliance Brief: NCLB

EfficiencyNOW! ControlNOW! MoneyNOW! ECMNOW!



Applicability

With the federal government aiming to increase the performance of U.S. primary and secondary schools and to ensure that all students achieve academic success the No Child Left Behind Act (NCLB) was initiated in 2001. The NCLB asks schools to make all decisions based on the best, most integrated data possible. Every student in a public school must be tested annually, and each public school must reach the NCLB's standards for adequate yearly progress.

Educational Impact

Under NCLB, states develop their own plan while still collecting, reporting and maintaining the student data and academic progress. These requirements expand the scope of school records and emphasize the importance of records systems. The government allocates NCLB funding for each state, and noncompliance can result in the loss of millions in funding. Schools are now investing in technology that helps them:

- Convert paper records to electronic data to improve information **efficiency**.
- Enhance records **control** and maintain the privacy of student records.
- Save **money** by reducing document management costs.



"The tools provided by sophisticated, technology-based student information systems will play a key role in turning vast amounts of raw data into usable knowledge for managing and guiding the education process as required by the No Child Left Behind Act."

~James Parsley

American Association of School Administrators

ECMNOW! Enables NCLB Compliance

PaperVision® Enterprise and ImageSilo® provide Enterprise Content Management (ECM) software and cloud services that allow schools to effectively capture and manage electronic information. With ECMNOW! schools address NCLB requirements while staying competitive and reducing overall costs and inefficiencies.

Compliance Brief: NCLB



Electronic Records Improve Efficiency

In response to the NCLB, the National Center for Education Statistics encourages schools to redesign data collection programs from paper to electronic, thus improving data quality and increasing productivity. Digitech Systems' *ECMNOW!* technology simplifies the document conversion process and makes records management more **efficient**.

- Centralize disparate data systems for secure yet quickly accessible records.
- Find student records in seconds and facilitate NCLB reporting with intelligent search.

Uncompromised Control to Protect Student Privacy

Secure information systems are key for NCLB compliance, which requires schools to maintain the security of student data and to protect information from unauthorized access and revision. *ECMNOW!* safeguards data with multiple levels of **control** that provide protection and peace of mind.

- Enable customized security rights for every user and give administrators control over who can read, change or share student records.
- Hide sensitive information within an academic progress report to de-identify records and protect privacy while making records available for use and reporting.



Save Money by Reducing Costs

The accountability provisions of NCLB emphasize accurate, reliable and high-quality educational data, which can become costly. Recommendations include having a procedure for data verification. *ECMNOW!* allows you to record accurate, reliable and high-quality data while saving **money**.

- Automatically index and store computer-generated reports to reduce distribution costs.
- Switch from a capital investment in software and hardware to a simple, monthly operating expense with ImageSilo.



Sales Tools

Help Your Customers Achieve a Goal, Solve a Problem or Satisfy a Need

Digitech Systems has partnered with CustomerCentric Selling® to provide a sales methodology and sales training to our reseller community. A paradigm shift is required to understand this methodology: stop selling features and benefits to IT personnel and start having conversations with executives about their goals, problems and needs.

This section includes a Sequence of Events to keep sales opportunities moving, Success Metrics to prove the value of your solution and Sales Scripts, or Solution Development Prompters (SDPs), as conversation guides for sales calls.



Sequence of Events

EDUCATION

Week Of	√	Proposed Event	Billable	Responsible
		Gain consensus on goal and capabilities		Both
		Survey current system		Reseller
		Gain preliminary financial/budgetary approval		Client
		Write RFP with the client		Both
		Issue RFP if required		Client
		Develop implementation plan with IT		Reseller
		Share survey results and provide cost estimate		Reseller
		Develop cost vs. benefit analysis (ROI Tool)		Both
		Define success metrics		Both
		Provide documentation for Purchasing/Procurement		Reseller
		Provide contracts for legal review		Reseller
		Conduct pre-decision review		Reseller
		Deliver proposal		Reseller
		Award contract		Client
		Begin implementation		Both

√ Represents steps where both parties agree to continue with the sequence of events.

Success Metrics

Company Name

EDUCATION

Increase % of records protected from disaster

Reduce cost of records management

Increase number of requests handled

Reduce headcount

Reduce distribution costs

Reduce % of non-compliant releases

Reduce time spent looking for records

Increase # of requests handled per day

Reduce information storage costs

Baseline Q1 Q2 Q3 Q4

Ownership Legend

1	
2	
3	
4	
5	
6	
7	
8	



Digitech Systems, Inc. Solution Development Prompter



Title: Education Collegiate - Assistant Registrar

Product: PaperVision® Enterprise

Goal: Comply with regulations

How do you _____ today?

How do you see yourself being able to achieve your goal of...?

Diagnostic Questions

ISSUE: uncontrolled access
#, %, \$, E?

How do you currently store student information? Multiple systems? Formats? Are you required to limit access? How do you control access? Have you ever had an improper release of student information? What was the result?

ISSUE: vulnerable record format
#, %, \$, E?

What format are you storing student records in today? What are your record retention requirements? Are the records vulnerable (theft, fire, flood) What would be the cost if the records had to be recovered from their current format?

ISSUE: uncontrolled release
#, %, \$, E?

how do you protect the release of private information today? What controls are in place for release of student information? Are you required to audit/report the release of information? Are there cost involved with auditing and controlling student information? How many people are involved?

ISSUE: unprotected data
#, %, \$, E?

What format are records in? How are they protected? What happens if confidential information is disclosed? How likely is that to happen? What is the cost?

So, the way you do it today is...

Usage Scenarios

Confidentiality of student information

Event When protecting student's confidentiality
Question could you control access more effectively if
Player you

Action could store records in an electronic system that required username and password for access and limited what a user could see and do based on those credentials?

Durable storage format

Event When storing records
Question could you improve the lifetime durability of the
Player information if you

Action could store it in an electronic format versus paper or microfilm?

enhanced auditing

Event When providing information to outside parties
Question could you better control the release of critical information
Player if you

Action could limit who was allowed to receive what information and record the reason for the distribution?

multiple security levels

Event When securing student records
Question could protection be increased if
Player you
Action could implement a system that restricted access based on the user, function, and document?

So, if you had (repeat usage scenarios) could you <restate goal>?

*Used courtesy of John Holland with CustomerCentric Systems.



Digitech Systems, Inc. Solution Development Prompter



Title: Education Collegiate - Assistant Registrar

Product: PaperVision® Enterprise

Goal: Implement Disaster recovery

How do you _____ today?

How do you see yourself being able to achieve your goal of...?

Diagnostic Questions

ISSUE: data is not portable
#, %, \$, E?

How is your data currently stored? Paper? Filing cabinets? Is it portable? If you had to leave tomorrow, how would you get your data out? How many man hours are involved in transporting it? At what cost?

ISSUE: all data is in a single physical location
#, %, \$, E?

How would you access your data in the event of a disaster? Are schools storing own records? Multiple locations? Electronic access vs. physical access?

ISSUE: data is in paper files
#, %, \$, E?

How long would it take you to restore data? Is it restorable (i.e. paper)? How many people? At what cost? How many formats?

So, the way you do it today is...

Usage Scenarios

single system

Event If a disaster were to occur
Question could disruption be minimized if
Player you
had your data housed in a single, electronic system accessible via the web versus paper filing cabinets and boxes?
Action

Redundant file backup / Data Delivery

Event When a disaster strikes
Question could your organization recover more smoothly if the system
Player provided redundant file backup to another onsite or offsite location at defined times without operator involvement?
Action

electronic vs. paper system

Event When a disaster happens
Question would recovery be accomplished more quickly if your data
Player were housed in an electronic system that allowed information to be restored following the incident?
Action

So, if you had (repeat usage scenarios) could you <restate goal>?

*Used courtesy of John Holland with CustomerCentric Systems.



Digitech Systems, Inc. Solution Development Prompter



Title: Education Collegiate - Dean of Finance / CFO

Product: PaperVision® Enterprise

Goal: Reduce records management costs

How do you _____ today?

How do you see yourself being able to achieve your goal of...?

Diagnostic Questions

ISSUE: physical space is expensive
#, %, \$, E?

how do you store records today? If paper, how many filing cabinets? One location? Square footage? Offsite storage? Cost?

ISSUE: labor is expensive
#, %, \$, E?

How do you field requests for records? How many? How do you locate the data? How many people?

ISSUE: high mailing and copying costs
#, %, \$, E?

How do you distribute information? Fax? Copy? Email? Regular mail? What are your copying costs? What are your mailing costs?

ISSUE: reporting is time-consuming & expensive
#, %, \$, E?

How often do you prepare reports? What process? How many people? How much time? What value is that time?

So, the way you do it today is...

Usage Scenarios

electronic instead of paper

Event When storing school records and information
Question could you reduce costs if
Player you
Action could store records in an electronic system and eliminate paper documents and filing cabinets, putting that space to other uses?

Searchable access saves time

Event When searching for information
Question could labor costs be reduced if
Player your staff
Action could perform keyword searches to locate a file in seconds versus the time it takes to search through a manual filing system?

electronic distribution

Event When sending documents offsite or to a specific school
Question would it be less expensive if
Player you
Action electronically via fax, email or secure web link instead of traditional mailing and copying?

consolidate reporting

Event When building university-wide reports
Question would you save time and money if
Player your staff
Action could compile consolidated electronic reports from the document management system rather than building reports for each student, project or department and trying to compile them manually?

So, if you had (repeat usage scenarios) could you <restate goal>?

*Used courtesy of John Holland with CustomerCentric Systems.



Digitech Systems, Inc. Solution Development Prompter



Title: Education Collegiate - Dean of Finance / CFO

Product: PaperVision® Enterprise

Goal: Comply with regulations

How do you _____ today?

How do you see yourself being able to achieve your goal of...?

Diagnostic Questions

ISSUE: limited tracking of activity
#, %, \$, E?

Do you report access to information to the State or District? How do you compile that information? Does your current process track who has access to information and why?

ISSUE: accidental disclosure
#, %, \$, E?

do you have to distribute documents that contain student information? Are portions of those documents required to be protected? How do you currently do this? Do you make copies and black things out? How much time is involved in preparing these documents? what is the cost of accidental disclosure? How many of these requests do you receive?

ISSUE: unprotected release of data
#, %, \$, E?

how do you protect the release of private information today? What controls are in place for release of student information? Are you required to audit/report the release of information? Are there cost involved with auditing and controlling student information? How

ISSUE: unprotected data
#, %, \$, E?

What format are records in? How are they protected? What happens if confidential information is disclosed? How likely is that to happen? What is the cost?

So, the way you do it today is...

Usage Scenarios

audit trails

Event When reviewing system activity
Question would compliance be enhanced if
Player you
Action could create reports that showed who had access what information, what they did with it, and why?

Redaction

Event When providing information to outside parties
Question would student and employee confidentiality be enhanced if
Player you

Action could hide or redact personally identifiable information on a document before sending it out?

secure release of information - enhanced auditing

Event When providing information to outside parties
Question could you better control the release of critical information if
Player you
Action could limit who was allowed to receive what information and record the reason for the distribution?

multiple access levels

Event When securing student records
Question could protection be increased if
Player you
Action could implement a system that restricted access based on the user, function, and document?

So, if you had (repeat usage scenarios) could you <restate goal>?

*Used courtesy of John Holland with CustomerCentric Systems.



Digitech Systems, Inc. Solution Development Prompter

Title: Education Collegiate - Director of Financial Aid

Product: PaperVision® Enterprise

Goal: Reduce records management costs



How do you _____ today?

How do you see yourself being able to achieve your goal of...?

Diagnostic Questions

Usage Scenarios

ISSUE: physical space is expensive
#, %, \$, E?

how do you store records today? If paper, how many filing cabinets? One location? Square footage? Offsite storage? Cost?

ISSUE: labor is expensive
#, %, \$, E?

How do you field requests for records? How many? How do you locate the data? How many people?

ISSUE: mailing and copying costs are high
#, %, \$, E?

How do you distribute information? Fax? Copy? Email? Regular mail? What are your copying costs? What are your mailing costs?

ISSUE: process inefficiencies
#, %, \$, E?

How often are student loan files reviewed? How are they accessed? How much time does that take? What is the value of that time? How many times are they copied? What does that cost?

So the way you do it today is...

paper versus electronic storage

Event When storing student records
Question could you reduce costs if
Player you

Action could store records in an electronic system and eliminate paper documents and filing cabinets, putting that space to other uses?

searchable access saves time

Event When searching for information
Question could labor costs be reduced if
Player your staff

Action could perform keyword searches to locate a file in seconds versus the time it takes to search through a manual filing system?

electronic distribution

Event When sending documents offsite or to an internal organization
Question would it be less expensive if
Player you

Action had a system that could distribute information electronically via fax, email or secure web link instead of traditional mailing and copying?

Workflow streamlines loan application process

Event When processing loan and grant applications
Question would labor costs be reduced if
Player the system

Action compiled an electronic loan application file for each student and automatically routed documents to the right person to process each step of the application?

So, if you had (repeat usage scenarios) could you <restate goal>?



*Used courtesy of John Holland with CustomerCentric Systems



Digitech Systems, Inc. Solution Development Prompter



Title: Education Collegiate - Director of Financial Aid

Product: PaperVision® Enterprise

Goal: Comply with regulations

How do you _____ today?

How do you see yourself being able to achieve your goal of...?

Diagnostic Questions

ISSUE: untracked activity
#, %, \$, E?

Do you report access to information to the State or District? How do you compile that information? Does your current process track who has access to information and why?

ISSUE: process inefficiency
#, %, \$, E?

How often are student loan files reviewed? How are they accessed? How much time does that take? What is the value of that time? How many times are they copied? What does that cost?

ISSUE: paper files are not secure
#, %, \$, E?

How do you currently store student aid files? Do they contain confidential information? How do you currently protect that information? How much staff does that require? How much time? What are the costs?

ISSUE: unprotected data
#, %, \$, E?

What format are records in? How are they protected? What happens if confidential information is disclosed? How likely is that to happen? What is the cost?

ISSUE: reporting is time-consuming and expensive
#, %, \$, E?

How often do you build reports compliance? How many people are involved in gather the data and building the reports? How much time each? What is the cost of that time?

So, the way you do it today is...

Usage Scenarios

audit trails

Event When reviewing system activity
Question would compliance be enhanced if
Player you
Action could create reports that showed who had access what information, what they did with it, and why?

proof of funding and eligibility

Event When compiling student loan information
Question would you be more compliant if
Player your staff
Action could immediately verify all the appropriate documents, signatures, and permissions were included by looking them up in the electronic document management system by utilizing a keyword search thus minimizing the number of times a file had to be pulled, copied, and reviewed?

electronic student loan file

Event When working with student financial aid files
Question could you meet your compliance goals if
Player your staff
Action could work with electronic student files that were protected from inappropriate access by security restrictions?

multiple levels of security

Event When securing student records
Question could protection be increased if
Player you
Action could implement a system that restricted access based on the user, function, and document?

consolidated reporting

Event When building university-wide reports
Question would the confidentiality of the data be enhanced if
Player your staff
Action could compile consolidated electronic reports from the document management system rather than building reports for each student and trying to compile them manually?

So, if you had (repeat usage scenarios) could you <restate goal>?

*Used courtesy of John Holland with CustomerCentric Systems.



Digitech Systems, Inc. Solution Development Prompter



Title: Education Collegiate - Director of Financial Aid

Product: PaperVision® Enterprise

Goal: Implement disaster recovery

How do you _____ today?

How do you see yourself being able to achieve your goal of...?

Diagnostic Questions

ISSUE: data is not portable
#, %, \$, E?

How is your data currently stored? Paper? Filing cabinets? Is it portable? If you had to leave tomorrow, how would you get your data out? How many man hours are involved in transporting it? At what cost?

ISSUE: all data is in a single physical location
#, %, \$, E?

How would you access your data in the event of a disaster? Are schools storing own records? Multiple locations? Electronic access vs. physical access?

ISSUE: data is in paper files
#, %, \$, E?

How long would it take you to restore data? Is it restorable (i.e. paper)? How many people? At what cost? How many formats?

So, the way you do it today is...

Usage Scenarios

single system

Event If a disaster were to occur
Question could disruption be minimized if
Player you
had your data housed in a single, electronic system accessible via the web versus paper filing cabinets and boxes?
Action

Redundant file backup / Data Delivery

Event When a disaster strikes
Question could your organization recover more smoothly if
Player the system
provided redundant file backup to another onsite or offsite location at defined times without operator involvement?
Action

electronic vs. paper system

Event When a disaster happens
Question would recovery be accomplished more quickly if
Player your data
were housed in an electronic system that allowed information to be restored following the incident?
Action

So, if you had (repeat usage scenarios) could you <restate goal>?



*Used courtesy of John Holland with CustomerCentric Systems.





Digitech Systems, Inc. Solution Development Prompter

Title: Education Collegiate - IT

Product: PaperVision® Enterprise

Goal: Disaster Recovery



How are you planning for disasters today?

Can I offer a few suggestions?

Diagnostic Questions

Usage Scenarios

ISSUE: Data is not portable

#, %, \$, E?

How is your data currently stored? Paper? Filing cabinets? Is it portable? If you had to leave tomorrow, how would you get your data out? How many man hours are involved in transporting it? At what cost?

ISSUE: all data is in a single physical location

#, %, \$, E?

How would you access your data in the event of a disaster? Electronic access vs. physical access?

ISSUE: Data is in paper files

#, %, \$, E?

How long would it take you to restore data? Is it restorable (i.e. paper)? How many people? At what cost?

single system

Event When a disaster strikes
Question would it be helpful if
Player your data

Action were housed in a single, electronic system versus multiple paper filing cabinets and boxes?

Redundant file backup / Data Delivery

Event When preparing a disaster recovery strategy
Question would it be helpful if
Player the system
Action provided redundant file backup to another onsite or offsite location on a regular basis?

electronic vs. paper system

Event When a disaster strikes
Question would it be helpful if
Player your data
Action were housed in an electronic system that allowed information to be restored following the incident?

So the way you do it today is...

So, if you had (repeat usage scenarios) could you minimize impact to your resources for deployment and support?



*Used courtesy of John Holland with CustomerCentric Systems



Digitech Systems, Inc. Solution Development Prompter



Title: Education Collegiate - IT

Product: PaperVision® Enterprise

Goal: Leverage existing infrastructure

How do you utilize your infrastructure today?

Can I offer a few suggestions?

Diagnostic Questions

ISSUE: custom components for each system

#, %, \$, E?

Do you manage the infrastructure today? How many different systems/servers are you responsible for? How many desktops? Located onsite? How many people manage them? At what cost?

ISSUE: scaling systems is expensive

#, %, \$, E?

When scaling systems to accommodate growth, do you usually purchase additional software licenses for the servers that run those systems? At what cost? Does that require additional personnel?

ISSUE: existing components not being fully utilized

#, %, \$, E?

How does your company use scanners and MFDs? How many? What initial cost? What ongoing maintenance? Are you getting the value you expected from these devices?

So the way you do it today is...

Usage Scenarios

Industry standard components

Event When installing a new document management system

Question would it be helpful if

Player your company

Action could utilize most of the existing infrastructure without purchasing specialized hardware?

no server licenses

Event When scaling your document management system to fit the growth of your organization

Question would

Player you prefer not having to purchase additional licenses

Action because there is no charge for additional application servers?

full use of existing MFD and scanner

Event When purchasing an ECM system

Question would it be helpful if

Player you

Action could utilize your MFDs for low volume scanning and your existing scanners for higher volumes?

So, if you had (repeat usage scenarios) you could leverage your existing infrastructure?



*Used courtesy of John Holland with CustomerCentric Systems.

Digitech Systems, Inc. Solution Development Prompter

Title: Education Collegiate - IT

Product: PaperVision® Enterprise

Goal: Mimimize proprietary technologies



How do you minimize proprietary technologies today?

Can I offer a few suggestions?

Diagnostic Questions

ISSUE: incompatible file types
#, %, \$, E?

How many different types of electronic files does your company utilize? Are any of those proprietary formats? Does this increase training and management costs for systems? What is your strategy for converting data to different systems? What will that cost your organization?

ISSUE: IT staff is specialized
#, %, \$, E?

Is your IT staff trained on different platforms? Which ones? Do you hire third party consultants to train needed skill sets? Do you ever outsource? At what cost?

ISSUE: custom components for each system
#, %, \$, E?

Do you manage the infrastructure today? How many different systems/servers are you responsible for? How many desktops? Located onsite? How many people manage them? At what cost?

So the way you do it today is...

Usage Scenarios

View in native file formats

When selecting a document and content management system

Event

Question would it be helpful if
Player your organization

Action

had the ability to scan and store images of everything in native file format?

leverage existing IT skill set

Event

Question would it be helpful if
Player your company

Action

could leverage the existing skill set of your IT personnel because Digitech products are built on industry standard and compliant technologies?

industry standard components

Event

Question would it be helpful if
Player your company

Action

could utilize as much of the existing infrastructure as possible without having to purchase specialized hardware?

So, if you had (repeat usage scenarios) could you minimize proprietary technologies?



*Used courtesy of John Holland with CustomerCentric Systems.



Digitech Systems, Inc. Solution Development Prompter

Title: Education Collegiate - IT

Product: PaperVision® Enterprise

Goal: Maintain data security and confidentiality



How do you manage confidential information today?

Can I offer a few suggestions?

Diagnostic Questions

Usage Scenarios

ISSUE: negligent release of information during web transfers
#, %, \$, E?

Do you ever need data to be made available outside your network? If so, what systems and protections do you use? At what cost?

ISSUE: regulations require multiple security levels
#, %, \$, E?

How do you organize your data today? Who has access? Are there multiple security levels involved? Are there penalties associated with unapproved access?

ISSUE: little/no physical security for data storage
#, %, \$, E?

What threats or concerns do you have regarding your data? Do you have a generator? UPS? How do you physically secure files and data storage? (Key card entry systems? Require ID to enter?) Are your files located in the basement?

ISSUE: Data is insecure during transfer
#, %, \$, E?

How do you secure data during transmissions? Is it important to you to use encryption when transferring data? Have you ever lost data during a transfer? What was the cost to your organization?

So the way you do it today is...

Intelligent caching

Event When implementing an ECM system
Question would security be improved if
Player the system
Action never made your critical data available to the outside world/network through the use of intelligent caching technology developed and integrated into the Digitech systems products?

multiple data security levels

Event When selecting a document management system for your organization
Question would it be helpful if
Player you
Action had the ability to assign and monitor security privileges at the project, function and document levels?

Data Delivery

Event When preparing a disaster recovery strategy
Question would it be helpful if
Player the system
Action provided redundant file backup to another onsite or offsite location on a regular basis?

Secure socket layers & encryption

Event When selecting an ECM product
Question would it be helpful if
Player the system
Action could transmit data using SSL encryption?

So, if you had (repeat usage scenarios) you could maintain data security and confidentiality?



*Used courtesy of John Holland with CustomerCentric Systems



Digitech Systems, Inc. Solution Development Prompter

Title: Education Collegiate - IT

Product: PaperVision® Enterprise

Goal: Minimize impact to resources for deployment and support



How do you use your resources for deployment and support?

Can I offer a few suggestions?

Diagnostic Questions

Usage Scenarios

ISSUE: expensive to install networked systems #, %, \$, E?	Thin vs. thick
How many networked systems do you currently use? Do you install local clients on each individual's desktop? How much time does that take? What does that time cost your organization?	Event When deploying ECM software Question would it be helpful if Player your staff Action had the option, at no additional cost, to install a thin client vs. a thick client on every machine?
ISSUE: new systems are complex to install #, %, \$, E?	install and configure do not require coding/scripting
Do most new applications require coding and scripting? If so, how much time does that take? What is average implementation of new software? How much does that cost you?	Event When installing ECM software Question would it be helpful if Player your staff Action could minimize installation time because no scripting was required and Digitech provided pre-defined options through a point and click interface?
ISSUE: Installation and training is costly #, %, \$, E?	Install and train in hours
Is your staff responsible for training users on new applications? If so, how much time does that take? What does that cost your organization?	Event When implementing ECM software Question would it be helpful if Player your staff Action could complete the installation and training in days and weeks minimizing the impact on resources because the Digitech products are so easy to install and use?
ISSUE: buy new equipment for new software #, %, \$, E?	Scalability
When scaling systems to accommodate growth, do you usually purchase additional hardware or software licenses for those systems? At what cost? Does that require additional personnel?	Event When ECM requirements increase Question would it be helpful if Player you Action had the ability to add licenses simply by making a phone call?
So the way you do it today is...	So, if you had (repeat usage scenarios) could you minimize impact to your resources for deployment and support?

*Used courtesy of John Holland with CustomerCentric Systems





Digitech Systems, Inc. Solution Development Prompter



Title: Education Collegiate - Director of Personnel

Product: PaperVision® Enterprise

Goal: Implement disaster recovery

How do you _____ today?

How do you see yourself being able to achieve your goal of...?

Diagnostic Questions

ISSUE: data is not portable
#, %, \$, E?

How is your data currently stored? Paper? Filing cabinets? Is it portable? If you had to leave tomorrow, how would you get your data out? How many man hours are involved in transporting it? At what cost?

ISSUE: all data is in a single physical location
#, %, \$, E?

How would you access your data in the event of a disaster? Are schools storing own records? Multiple locations? Electronic access vs. physical access?

ISSUE: data is in paper files
#, %, \$, E?

How long would it take you to restore data? Is it restorable (i.e. paper)? How many people? At what cost? How many formats?

So, the way you do it today is...

Usage Scenarios

single system

Event If a disaster were to occur
Question could disruption be minimized if
Player you
had your data housed in a single, electronic system accessible via the web versus paper filing cabinets and boxes?
Action

Redundant file backup / Data Delivery

Event When a disaster strikes
Question could your organization recover more smoothly if
Player the system
provided redundant file backup to another onsite or offsite location at defined times without operator involvement?
Action

electronic vs. paper system

Event When a disaster happens
Question would recovery be accomplished more quickly if
Player your data
were housed in an electronic system that allowed information to be restored following the incident?
Action

So, if you had (repeat usage scenarios) could you <restate goal>?



*Used courtesy of John Holland with CustomerCentric Systems.



Digitech Systems, Inc. Solution Development Prompter



Title: Education Collegiate - Director of Personnel

Product: PaperVision® Enterprise

Goal: Comply with regulations

How do you ____ today?

How do you see yourself being able to achieve your goal of...?

Diagnostic Questions

ISSUE: unprotected data
#, %, \$, E?

What format are records in? How are they protected?
What happens if confidential information is disclosed?
How likely is that to happen? What is the cost?

ISSUE: accidental disclosure
#, %, \$, E?

do you have to distribute documents that contain student information? Are portions of those documents required to be protected? How do you currently do this? Do you make copies and black things out? How much time is involved in preparing these documents? what is the cost of accidental disclosure? How many of these requests do you receive?

ISSUE: unprotected release of data
#, %, \$, E?

how do you protect the release of private information today? What controls are in place for release of student information? Are you required to audit/report the release of information? Are there cost involved with auditing and controlling student information? How

ISSUE: untracked activity
#, %, \$, E?

Do you report access to information to the State or District? How do you compile that information? Does you current process track who has access to information and why?

So, the way you do it today is...

Usage Scenarios

multiple access levels

Event When securing student records
Question could protection be increased if
Player you
Action could implement a system that restricted access based on the user, function, and document?

Redaction

Event When providing information to outside parties
Question would student and employee confidentiality be enhanced if
Player you

Action could hide or redact personally identifiable information on a document before sending it out?

secure release of information - enhanced auditing

Event When providing information to outside parties
Question could you better control the release of critical information if
Player you
Action could limit who was allowed to receive what information and record the reason for the distribution?

audit trails

Event When reviewing system activity
Question would compliance be enhanced if
Player you
Action could create reports that showed who had access what information, what they did with it, and why?

So, if you had (repeat usage scenarios) could you <restate goal>?

*Used courtesy of John Holland with CustomerCentric Systems.



Digitech Systems, Inc. Solution Development Prompter

Title: Education Collegiate - Registrar

Product: PaperVision® Enterprise

Goal: Reduce records management costs



How do you _____ today?

How do you see yourself being able to achieve your goal of...?

Diagnostic Questions

ISSUE: physical space is expensive
#, %, \$, E?

how do you store records today? If paper, how many filing cabinets? One location? Square footage? Offsite storage? Cost?

ISSUE: labor is expensive
#, %, \$, E?

How do you field requests for records? How many? How do you locate the data? How many people?

ISSUE: high mailing and copying costs
#, %, \$, E?

How do you distribute information? Fax? Copy? Email? Regular mail? What are your copying costs? What are your mailing costs?

ISSUE: distributing info is costly
#, %, \$, E?

How do you currently communicate with students? (grades, transcripts, notices) Are copies made and mailed? How many people are involved? What are the costs? Does information get lost? What %? What is that cost?

So the way you do it today is...

Usage Scenarios

paper versus electronic storage

Event When storing student records
Question could you reduce costs if
Player you
could store records in an electronic system and eliminate paper documents and filing cabinets, putting that space to other uses?
Action

searchable access saves time

Event When searching for information
Question could labor costs be reduced if
Player your staff
could perform keyword searches to locate a file in seconds versus the time it takes to search through a manual filing system?
Action

electronic distribution

Event When sending documents offsite or to an internal organization
Question would it be less expensive if
Player you
had a system that could distribute information electronically via fax, email or secure web link instead of traditional mailing and copying?
Action

student intranet to distribution

Event When communicating with students
Question could costs be reduced if
Player your staff
could securely distribute grades and transcripts as well as post notices by integrating the document management system with the student intranet?
Action

So, if you had (repeat usage scenarios) could you <restate goal>?

*Used courtesy of John Holland with CustomerCentric Systems.



Digitech Systems, Inc. Solution Development Prompter



Title: Education Collegiate - Registrar

Product: PaperVision® Enterprise

Goal: Implement disaster recovery

How do you _____ today?

How do you see yourself being able to achieve your goal of...?

Diagnostic Questions

ISSUE: data is not portable
#, %, \$, E?

How is your data currently stored? Paper? Filing cabinets? Is it portable? If you had to leave tomorrow, how would you get your data out? How many man hours are involved in transporting it? At what cost?

ISSUE: all data is in a single physical location
#, %, \$, E?

How would you access your data in the event of a disaster? Are schools storing own records? Multiple locations? Electronic access vs. physical access?

ISSUE: data is in paper files
#, %, \$, E?

How long would it take you to restore data? Is it restorable (i.e. paper)? How many people? At what cost? How many formats?

So, the way you do it today is...

Usage Scenarios

single system

Event If a disaster were to occur
Question could disruption be minimized if
Player you
had your data housed in a single, electronic system accessible via the web versus paper filing cabinets and boxes?
Action

Redundant file backup / Data Delivery

Event When a disaster strikes
Question could your organization recover more smoothly if
Player the system
provided redundant file backup to another onsite or offsite location at defined times without operator involvement?
Action

electronic vs. paper system

Event When a disaster happens
Question would recovery be accomplished more quickly if
Player your data
were housed in an electronic system that allowed information to be restored following the incident?
Action

So, if you had (repeat usage scenarios) could you <restate goal>?



*Used courtesy of John Holland with CustomerCentric Systems.



Digitech Systems, Inc. Solution Development Prompter

Title: Education Collegiate - Registrar

Product: PaperVision® Enterprise

Goal: Comply with regulations



How do you _____ today?

How do you see yourself being able to achieve your goal of...?

Diagnostic Questions

ISSUE: uncontrolled access
#, %, \$, E?

How do you currently store student information? Multiple systems? Formats? Are you required to limit access? How do you control access? Have you ever had an improper release of student information? What was the result?

ISSUE: reporting is time consuming and costly
#, %, \$, E?

How often do you build reports for EEOC compliance? How many people are involved in gather the data and building the reports? How much time each? What is the cost of that time?

ISSUE: unprotected release of info
#, %, \$, E?

how do you protect the release of private information today? What controls are in place for release of student information? Are you required to audit/report the release of information? Are there cost involved with auditing and controlling student information? How many people are involved?

ISSUE: unprotected data
#, %, \$, E?

What format are records in? How are they protected? What happens if confidential information is disclosed? How likely is that to happen? What is the cost?

So, the way you do it today is...

Usage Scenarios

Confidentiality of student information

Event When protecting student's confidentiality
Question could you control access more effectively if you
Player

Action could store records in an electronic system that required username and password for access and limited what a user could see and do based on those credentials?

EEOC reporting

Event When reporting to the EEOC
Question could you demonstrate compliance more effectively if your staff
Player

Action could produce records and reports instantly in an electronic format based on specified search criteria?

enhanced auditing

Event When providing information to outside parties
Question could you better control the release of critical information if
Player you

Action could limit who was allowed to receive what information and record the reason for the distribution?

multiple security levels

Event When securing student records
Question could protection be increased if
Player you
Action could implement a system that restricted access based on the user, function, and document?

So, if you had (repeat usage scenarios) could you <restate goal>?

*Used courtesy of John Holland with CustomerCentric Systems.



Digitech Systems, Inc. Solution Development Prompter

Title: Education Collegiate - Registrar

Product: PaperVision® Enterprise

Goal: Implement records retention policies



How do you _____ today?

How do you see yourself being able to achieve your goal of...?

Diagnostic Questions

Usage Scenarios

ISSUE: vulnerable record formats
#, %, \$, E?

What format are you storing student records in today? What are your record retention requirements? Are the records vulnerable (theft, fire, flood) What would be the cost if the records had to be recovered from their current format?

ISSUE: time and costs of manual records retention are high
#, %, \$, E?

Do you currently purge your student records once the retention period is met? What is the process? How many people? How much time per person? What is the cost? Does that impact their effectiveness on other tasks?

ISSUE:
#, %, \$, E?

Do you need to classify records? How do you define a student record today? What is the process? How much time is involved? Are there different retention periods for different sections of the student record?

So the way you do it today is...

durability

Event When storing records

Question could you improve the lifetime durability of the information if you
Player could store it in an electronic format versus paper or microfilm?
Action

reports to flag files for destruction

Event When purging records

Question could you reduce the amount of time necessary to locate documents and destroy them if
Player your staff
Action could run a report that showed all documents that have met their retention requirements and could be destroyed via a batch delete function?

classify records

Event When loading new information into the document management system

Question would it simplify records retention policies if
Player you

Action had the ability to classify records as they were uploaded into specific retention policy categories?

So, if you had (repeat usage scenarios) could you <restate goal>?



*Used courtesy of John Holland with CustomerCentric Systems.

Digitech Systems, Inc. Solution Development Prompter



Title: Education K-12 - District Supervisor / School Principal

Product: PaperVision® Enterprise

Goal: Reduce records management costs

How do you _____ today?

How do you see yourself being able to achieve your goal of...?

Diagnostic Questions

ISSUE: physical space is expensive
#, %, \$, E?

how do you store records today? If paper, how many filing cabinets? One location? Square footage? Offsite storage? Cost?

ISSUE: labor is expensive
#, %, \$, E?

How do you field requests for records? How many? How do you locate the data? How many people?

ISSUE: high mailing and copying costs
#, %, \$, E?

How do you distribute information? Fax? Copy? Email? Regular mail? What are your copying costs? What are your mailing costs?

ISSUE: reporting is time-consuming and expensive
#, %, \$, E?

How often do you prepare district-wide reports? What process? How many people? How much time? What value is that time?

So, the way you do it today is...

Usage Scenarios

electronic instead of paper

Event When storing school records
Question could you reduce costs if
Player you
could store records in an electronic system and eliminate paper documents and filing cabinets, putting that space to other uses?
Action

Searchable access saves time

Event When searching for information
Question could labor costs be reduced if
Player your staff
could perform keyword searches to locate a file in seconds versus the time it takes to search through a manual filing system?
Action

electronic distribution

Event When sending documents offsite or to a specific school
Question would it be less expensive if
Player you
had a system that could distribute information electronically via fax, email or secure web link instead of traditional mailing and copying?
Action

consolidate reporting

Event When building district-wide reports
Question would it take less time and money if
Player your staff
could compile consolidated electronic reports from the document management system rather than building reports for each school and trying to compile them manually?
Action

So, if you had (repeat usage scenarios) could you <restate goal>?



*Used courtesy of John Holland with CustomerCentric Systems.



Digitech Systems, Inc. Solution Development Prompter



Title: Education K-12 - District Supervisor / School Principal

Product: PaperVision® Enterprise

Goal: Implement disaster recovery

How do you _____ today?

How do you see yourself being able to achieve your goal of...?

Diagnostic Questions

ISSUE: data is not portable

#, %, \$, E?

How is your data currently stored? Paper? Filing cabinets? Is it portable? If you had to leave tomorrow, how would you get your data out? How many man hours are involved in transporting it? At what cost?

ISSUE: all data is in a single physical location

#, %, \$, E?

How would you access your data in the event of a disaster? Are schools storing own records? Multiple locations? Electronic access vs. physical access?

ISSUE: data is in paper files

#, %, \$, E?

How long would it take you to restore data? Is it restorable (i.e. paper)? How many people? At what cost? How many formats?

So, the way you do it today is...

Usage Scenarios

single system

Event If a disaster were to occur
Question could disruption be minimized if
Player you
Action had your data housed in a single, electronic system accessible via the web versus paper filing cabinets and boxes?

Redundant file backup / Data Delivery

Event When a disaster strikes
Question could your organization recover more smoothly if
Player the system
Action provided redundant file backup to another onsite or offsite location at defined times without operator involvement?

electronic vs. paper system

Event When a disaster happens
Question would recovery be accomplished more quickly if
Player your data
Action were housed in an electronic system that allowed information to be restored following the incident?

So, if you had (repeat usage scenarios) could you <restate goal>?



*Used courtesy of John Holland with CustomerCentric Systems.

Digitech Systems, Inc. Solution Development Prompter



Title: Education K-12 - District Finance / AP & AR / Treasury

Product: PaperVision® Enterprise

Goal: Comply with regulations

How do you _____ today?

How do you see yourself being able to achieve your goal of...?

Diagnostic Questions

ISSUE: limited tracking of activity
#, %, \$, E?

Do you report access to information to the State or District? How do you compile that information? Does your current process track who has access to information and why?

ISSUE: uncontrolled release
#, %, \$, E?

Do you have situations where you have to release financial information? How often? Do you have measures in place to approve releases? Can you control it?

ISSUE: reporting is time consuming & expensive
#, %, \$, E?

How often do you prepare district-wide reports? What process? How many people? How much time? What value is that time?

So, the way you do it today is...

Usage Scenarios

audit trails and secure access

Event When reporting to the State or District
Question could you simplify the process if
Player you
Action could create reports in the document management system that showed who had accessed each piece of information, what they did with it and why?

enhanced auditing

Event When providing financial information to outside parties
Question could you better control the release of critical information if
Player you
Action could limit who was allowed to receive what information and record the reason for the distribution?

consolidate reporting

Event When building district-wide reports
Question would the confidentiality of the data be enhanced if
Player your staff
Action could compile consolidated electronic reports from the document management system rather than building reports for each school and trying to compile them manually?

So, if you had (repeat usage scenarios) could you <restate goal>?



*Used courtesy of John Holland with CustomerCentric Systems.



Digitech Systems, Inc. Solution Development Prompter

Title: Education K-12 - District Finance / AP & AR / Treasury

Product: PaperVision® Enterprise

Goal: Reduce records management costs



How do you _____ today?

How do you see yourself being able to achieve your goal of...?

Diagnostic Questions

ISSUE: physical space is expensive
#, %, \$, E?

how do you store records today? If paper, how many filing cabinets? One location? Square footage? Offsite storage? Cost?

ISSUE: labor is expensive
#, %, \$, E?

How do you field requests for records? How many? How do you locate the data? How many people?

ISSUE: high mailing and copying costs
#, %, \$, E?

How do you distribute information? Fax? Copy? Email? Regular mail? What are your copying costs? What are your mailing costs?

ISSUE: late payments
#, %, \$, E?

Are some of your invoices time-sensitive? Have you been late due to lost or delayed in processing? How many? What does that cost?

So the way you do it today is...

Usage Scenarios

electronic instead of paper

Event When storing school records and information
Question could you reduce costs if
Player you
Action could store records in an electronic system and eliminate paper documents and filing cabinets, putting that space to other uses?

Searchable access saves time

Event When searching for information
Question could labor costs be reduced if
Player your staff
Action could perform keyword searches to locate a file in seconds versus the time it takes to search through a manual filing system?

electronic distribution

Event When sending documents offsite or to a specific school
Question would it be less expensive if
Player you
Action had a system that could distribute information electronically via fax, email or secure web link instead of traditional mailing and copying?

Workflow notifications

Event When processing invoices for payment
Question could you avoid late fees if
Player you
Action were notified via email by the electronic document management system that an invoice had reached or passed its due date?

So, if you had (repeat usage scenarios) could you <restate goal>?

*Used courtesy of John Holland with CustomerCentric Systems.



Digitech Systems, Inc. Solution Development Prompter



Title: Education K-12 - IT

Product: PaperVision® Enterprise

Goal: Leverage existing infrastructure

How do you utilize your infrastructure today?

Can I offer a few suggestions?

Diagnostic Questions

ISSUE: custom components for each system

#, %, \$, E?

Do you manage the infrastructure today? How many different systems/servers are you responsible for? How many desktops? Located onsite? How many people manage them? At what cost?

ISSUE: scaling systems is expensive

#, %, \$, E?

When scaling systems to accommodate growth, do you usually purchase additional software licenses for the servers that run those systems? At what cost? Does that require additional personnel?

ISSUE: existing components not being fully utilized

#, %, \$, E?

How does your company use scanners and MFDs? How many? What initial cost? What ongoing maintenance? Are you getting the value you expected from these devices?

So the way you do it today is...

Usage Scenarios

industry standard components

Event When installing a new document management system
Question would it be helpful if
Player your company

Action could utilize most of the existing infrastructure without purchasing specialized hardware?

no server licenses

Event When scaling your document management system to fit the growth of your organization
Question would
Player you
prefer not having to purchase additional licenses because there is no charge for additional application servers?
Action

full use of existing MFD and scanner

Event When purchasing an ECM system
Question would it be helpful if
Player you
could utilize your MFDs for low volume scanning and your existing scanners for higher volumes?

So, if you had (repeat usage scenarios) you could leverage your existing infrastructure?



*Used courtesy of John Holland with CustomerCentric Systems.



Digitech Systems, Inc. Solution Development Prompter

Title: Education K-12 - IT

Product: PaperVision® Enterprise

Goal: Mimimize proprietary technologies



How do you minimize proprietary technologies today?

Can I offer a few suggestions?

Diagnostic Questions

ISSUE: incompatible file types

#, %, \$, E?

How many different types of electronic files does your company utilize? Are any of those proprietary formats? Does this increase training and management costs for systems? What is your strategy for converting data to different systems? What will that cost your organization?

ISSUE: IT staff is specialized

#, %, \$, E?

Is your IT staff trained on different platforms? Which ones? Do you hire third party consultants to train needed skill sets? Do you ever outsource? At what cost?

ISSUE: custom components for each system

#, %, \$, E?

Do you manage the infrastructure today? How many different systems/servers are you responsible for? How many desktops? Located onsite? How many people manage them? At what cost?

So the way you do it today is...

Usage Scenarios

View in native file formats

When selecting a document and content management system

Event

Question would it be helpful if your organization

Action

had the ability to scan and store images of everything in native file format?

leverage existing IT skill set

Event

When purchasing an ECM solution

Question

would it be helpful if

Player

your company could leverage the existing skill set of your IT personnel because Digitech products are built on industry standard and compliant technologies?

Action

industry standard components

Event

When installing a new document management system

Question

would it be helpful if

Player

your company

Action

could utilize as much of the existing infrastructure as possible without having to purchase specialized hardware?

So, if you had (repeat usage scenarios) could you minimize proprietary technologies?



*Used courtesy of John Holland with CustomerCentric Systems.



Digitech Systems, Inc. Solution Development Prompter

Title: Education K-12 - IT

Product: PaperVision® Enterprise

Goal: Maintain data security and confidentiality



How do you manage confidential information today?

Can I offer a few suggestions?

Diagnostic Questions

Usage Scenarios

ISSUE: negligent release of information
during web transfers
#, %, \$, E?

Do you ever need data to be made available outside your network? If so, what systems and protections do you use? At what cost?

ISSUE: regulations require multiple security levels
#, %, \$, E?

How do you organize your data today? Who has access? Are there multiple security levels involved? Are there penalties associated with unapproved access?

ISSUE: little/no physical security for data storage
#, %, \$, E?

What threats or concerns do you have regarding your data? Do you have a generator? UPS? How do you physically secure files and data storage? (Key card entry systems? Require ID to enter?) Are your files located in the basement?

ISSUE: Data is insecure during transfer
#, %, \$, E?

How do you secure data during transmissions? Is it important to you to use encryption when transferring data? Have you ever lost data during a transfer? What was the cost to your organization?

So the way you do it today is...

Event

Question

Player

Action

Event

Question

Player

Action

Event

Question

Player

Action

Event

Question

Player

Action

Intelligent caching

When implementing an ECM system

would security be improved if

the system

never made your critical data available to the outside world/network through the use of intelligent caching technology developed and integrated into the Digitech systems products?

multiple data security levels

When selecting a document management system for your organization

would it be helpful if

you

had the ability to assign and monitor security privileges at the project, function and document levels?

Data Delivery

When preparing a disaster recovery strategy

would it be helpful if

the system

provided redundant file backup to another onsite or offsite location on a regular basis?

Secure socket layers & encryption

When selecting an ECM product

would it be helpful if

the system

could transmit data using SSL encryption?

So, if you had (repeat usage scenarios) you could maintain data security and confidentiality?



*Used courtesy of John Holland with CustomerCentric Systems



Digitech Systems, Inc. Solution Development Prompter

Title: Education K-12 - IT

Product: PaperVision® Enterprise

Goal: Minimize impact to resources for deployment and support



How do you use your resources for deployment and support?

Can I offer a few suggestions?

Diagnostic Questions

Usage Scenarios

ISSUE: expensive to install networked systems
#, %, \$, E?

How many networked systems do you currently use? Do you install local clients on each individual's desktop? How much time does that take? What does that time cost your organization?

ISSUE: new systems are complex to install
#, %, \$, E?

Do most new applications require coding and scripting? If so, how much time does that take? What is average implementation of new software? How much does that cost you?

ISSUE: Installation and training is costly
#, %, \$, E?

Is your staff responsible for training users on new applications? If so, how much time does that take? What does that cost your organization?

ISSUE: buy new equipment for new software
#, %, \$, E?

When scaling systems to accommodate growth, do you usually purchase additional hardware or software licenses for those systems? At what cost? Does that require additional personnel?

Event
Question
Player
Action

Event
Question
Player
Action

Event
Question
Player
Action

Event
Question
Player
Action

Thin vs. thick

When deploying ECM software would it be helpful if your staff had the option, at no additional cost, to install a thin client vs. a thick client on every machine?

install and configure do not require coding/scripting

When installing ECM software would it be helpful if your staff could minimize installation time because no scripting was required and Digitech provided pre-defined options through a point and click interface?

Install and train in hours

When implementing ECM software would it be helpful if your staff could complete the installation and training in days and weeks minimizing the impact on resources because the Digitech products are so easy to install and use?

Scalability

When ECM requirements increase would it be helpful if you

had the ability to add licenses simply by making a phone call?
So, if you had (repeat usage scenarios) could you minimize impact to your resources for deployment and support?

So the way you do it today is...



*Used courtesy of John Holland with CustomerCentric Systems



Digitech Systems, Inc. Solution Development Prompter

Title: Education K-12 - IT

Product: PaperVision® Enterprise

Goal: Disaster Recovery



How are you planning for disasters today?

Can I offer a few suggestions?

Diagnostic Questions

Usage Scenarios

ISSUE: Data is not portable

#, %, \$, E?

How is your data currently stored? Paper? Filing cabinets? Is it portable? If you had to leave tomorrow, how would you get your data out? How many man hours are involved in transporting it? At what cost?

ISSUE: all data is in a single physical location

#, %, \$, E?

How would you access your data in the event of a disaster? Electronic access vs. physical access?

ISSUE: Data is in paper files

#, %, \$, E?

How long would it take you to restore data? Is it restorable (i.e. paper)? How many people? At what cost?

single system

Event When a disaster strikes
Question would it be helpful if
Player your data

Action were housed in a single, electronic system versus multiple paper filing cabinets and boxes?

Redundant file backup / Data Delivery

Event When preparing a disaster recovery strategy
Question would it be helpful if
Player the system
Action provided redundant file backup to another onsite or offsite location on a regular basis?

electronic vs. paper system

Event When a disaster strikes
Question would it be helpful if
Player your data
Action were housed in an electronic system that allowed information to be restored following the incident?

So the way you do it today is...

So, if you had (repeat usage scenarios) could you minimize impact to your resources for deployment and support?



*Used courtesy of John Holland with CustomerCentric Systems





Digitech Systems, Inc. Solution Development Prompter



Title: Education K-12 - Director of Personnel

Product: PaperVision® Enterprise

Goal: Implement disaster recovery

How do you _____ today?

How do you see yourself being able to achieve your goal of...?

Diagnostic Questions

ISSUE: data is not portable
#, %, \$, E?

How is your data currently stored? Paper? Filing cabinets? Is it portable? If you had to leave tomorrow, how would you get your data out? How many man hours are involved in transporting it? At what cost?

ISSUE: all data is in a single physical location
#, %, \$, E?

How would you access your data in the event of a disaster? Are schools storing own records? Multiple locations? Electronic access vs. physical access?

ISSUE: data is in paper files
#, %, \$, E?

How long would it take you to restore data? Is it restorable (i.e. paper)? How many people? At what cost? How many formats?

So, the way you do it today is...

Usage Scenarios

single system

Event If a disaster were to occur
Question could disruption be minimized if
Player you

Action had your data housed in a single, electronic system accessible via the web versus paper filing cabinets and boxes?

Redundant file backup / Data Delivery

Event When a disaster strikes
Question could your organization recover more smoothly if
Player the system provided redundant file backup to another onsite or offsite location at defined times without operator involvement?

electronic vs. paper system

Event When a disaster happens
Question would recovery be accomplished more quickly if
Player your data were housed in an electronic system that allowed information to be restored following the incident?

So, if you had (repeat usage scenarios) could you <restate goal>?



*Used courtesy of John Holland with CustomerCentric Systems.



Digitech Systems, Inc. Solution Development Prompter



Title: Education K-12 - Director of Personnel

Product: PaperVision® Enterprise

Goal: Comply with regulations

How do you _____ today?

How do you see yourself being able to achieve your goal of...?

Diagnostic Questions

ISSUE: employee data is vulnerable
#, %, \$, E?

How do you current store and protect employee information? How do you control who has access to that information? Do you require approval prior to release of information? Have you ever had an inappropriate release? What happened? What cost/risk/fines?

ISSUE: paper complicates retention
#, %, \$, E?

How do you store records? Is it difficult to locate records for destruction or to answer requests for copies? Does a records have to be located in more than one location/system?

ISSUE: data is not secure
#, %, \$, E?

How do you restrict private/confidential information from non-approved access? Do you currently provide multiple levels of security for data? Have you ever had an employee view information that was restricted even though they only had general access to the system?

ISSUE: limited tracking of activity
#, %, \$, E?

Do you report access to information to the State or District? When critical information has been released, how are you able to track that disclosure to see the extent and use of the leaked information?

So, the way you do it today is...

Usage Scenarios

confidentiality of employee data

Event When protecting employee confidentiality
Question could you control access more effectively if
Player you

Action could store records in an electronic system that required username and password for access and limited what a user could see and do based on those credentials?

electronic versus paper

Event When storing employment records
Question could your records retention policy be improved if
Player your staff

Action could store records in an electronic system rather than a combination of paper, electronic and microfilm?

multiple security levels

Event When securing employee data
Question could protection be increased if
Player you

Action could implement a system that restricted access based on the user, function, and document?

audit reports

Event When reviewing system activity
Question would compliance be enhanced if
Player you

Action could create reports that showed who had access what information, what they did with it, and why?

So, if you had (repeat usage scenarios) could you <restate goal>?

*Used courtesy of John Holland with CustomerCentric Systems.



Digitech Systems, Inc. Solution Development Prompter



Title: Education K-12 - Director of Records, District Records Manager

Product: PaperVision® Enterprise

Goal: Comply with regulations and best practices

How do you _____ today?

How do you see yourself being able to achieve your goal of...?

Diagnostic Questions

ISSUE: paper complicates retention
#, %, \$, E?

How do you store records? Is it difficult to locate records for destruction or to answer requests for copies? Does a records have to be located in more than one location/system?

ISSUE: Inappropriate access
#, %, \$, E?

Do you store private/confidential information? How do you protect it from non-compliant access? Do you provide audit logs for who accessed what and why? Have you had a non-compliant exposure? What happened and how much did it cost?

ISSUE: Data is not secure
#, %, \$, E?

How do you restrict private/confidential information from non-approved access? Do you currently provide multiple levels of security for data? Have you ever had an employee view information that was restricted even though they only had general access to the system?

ISSUE: limited tracking of activity
#, %, \$, E?

Do you report access to information to the State or District? When critical information has been released, how are you able to track that disclosure to see the extent and use of the leaked information?

So, the way you do it today is...

Usage Scenarios

electronic storage instead of paper

Event When storing student records
Question could your records retention policy be improved if your staff
Player
Action could store records in an electronic system rather than a combination of paper, electronic and microfilm?

secure access to information

Event When protecting student's confidentiality
Question could you control access more effectively if you
Player
Action could store records in an electronic system that required username and password for access and limited what a user could see and do based on those credentials?

multiple security levels

Event When securing student records
Question could protection be increased if you
Player
Action could implement a system that restricted access based on the user, function, and document?

simplifies reporting and distribution

Event When reporting to the State or District
Question could you simplify the process if you
Player could create reports in the document management system that showed who had accessed each piece of information, what they did with it and why?
Action

So, if you had (repeat usage scenarios) could you <restate goal>?



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Digitech Systems, Inc. Solution Development Prompter



Title: Education K-12 - Director of Records, District Records Manager

Product: PaperVision® Enterprise

Goal: Reduce records management costs

How do you _____ today?

How do you see yourself being able to achieve your goal of...?

Diagnostic Questions

ISSUE: physical space is expensive
#, %, \$, E?

how do you store records today? If paper, how many filing cabinets? One location? Square footage? Offsite storage? Cost?

ISSUE: labor is expensive
#, %, \$, E?

How do you field requests for records? How many? How do you locate the data? How many people?

ISSUE: high mailing and copying costs
#, %, \$, E?

How do you distribute information? Fax? Copy? Email? Regular mail? What are your copying costs? What are your mailing costs?

So, the way you do it today is...

Usage Scenarios

electronic instead of paper

Event When storing student records
Question could you reduce costs if
Player you
Action could store records in an electronic system and eliminate paper documents and filing cabinets, putting that space to other uses?

Searchable access saves time

Event When searching for information
Question could labor costs be reduced if
Player your staff
Action could perform keyword searches to locate a file in seconds versus the time it takes to search through a manual filing system?

electronic distribution

Event When sending documents offsite or to a specific school
Question would it be less expensive if
Player you
Action had a system that could distribute information electronically via fax, email or secure web link instead of traditional mailing and copying?

So, if you had (repeat usage scenarios) could you <restate goal>?



*Used courtesy of John Holland with CustomerCentric Systems.



Digitech Systems, Inc. Solution Development Prompter

Title: Education K-12 - Director of Records, District Records Manager

Product: PaperVision® Enterprise

Goal: Implement disaster recovery



How do you _____ today?

How do you see yourself being able to achieve your goal of...?

Diagnostic Questions

ISSUE: data is not portable
#, %, \$, E?

How is your data currently stored? Paper? Filing cabinets? Is it portable? If you had to leave tomorrow, how would you get your data out? How many man hours are involved in transporting it? At what cost?

ISSUE: all data is in a single physical location
#, %, \$, E?

How would you access your data in the event of a disaster? Are schools storing own records? Multiple locations? Electronic access vs. physical access?

ISSUE: data is in paper files
#, %, \$, E?

How long would it take you to restore data? Is it restorable (i.e. paper)? How many people? At what cost? How many formats?

So the way you do it today is...

Usage Scenarios

single system

Event If a disaster were to occur
Question could disruption be minimized if
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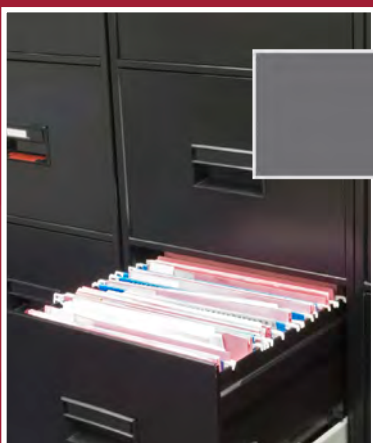
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Question would recovery be accomplished more quickly if
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So, if you had (repeat usage scenarios) could you <restate goal>?



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At the heart of every successful sales effort is a marketing campaign designed to get you noticed. Potential customers need to know that you understand their industry and are poised to help them achieve their goals.

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You'll also find a poster file that is designed to stretch to the dimensions you need for your office wall or your tradeshow booth. Just download the file from MyDSI to get started.

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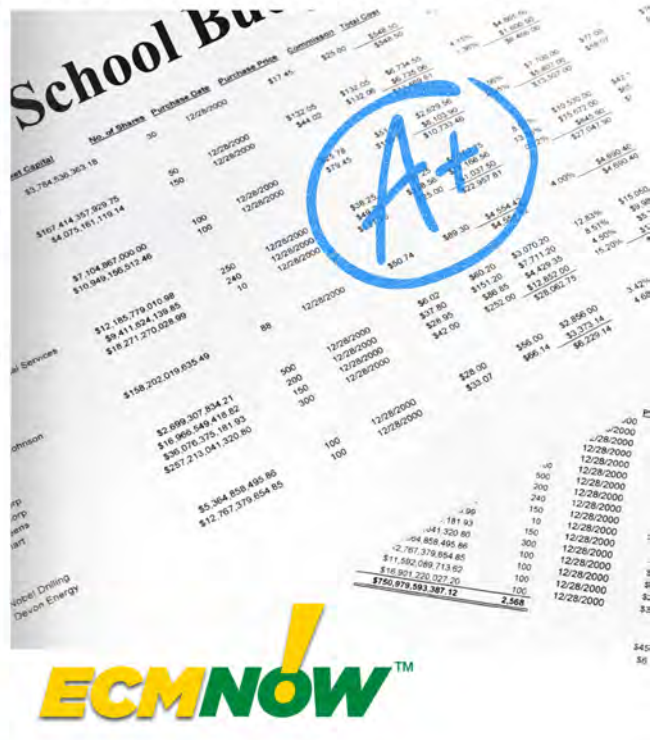
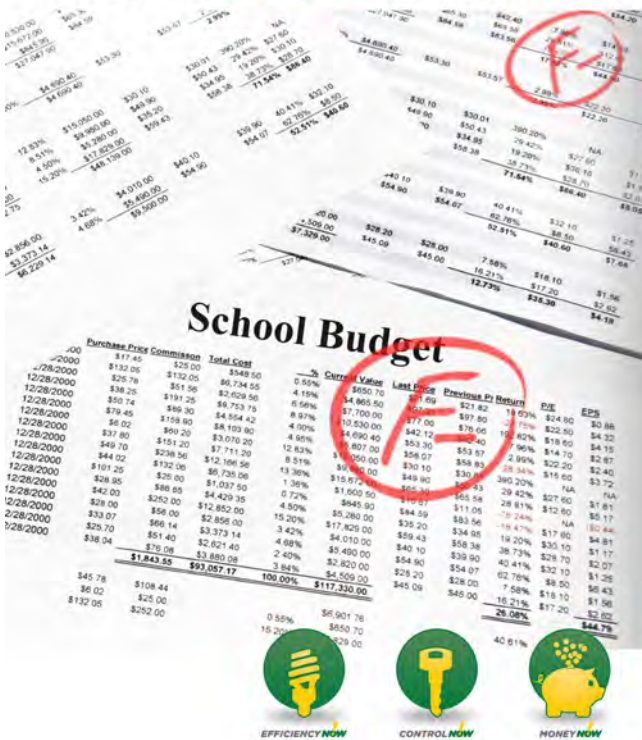
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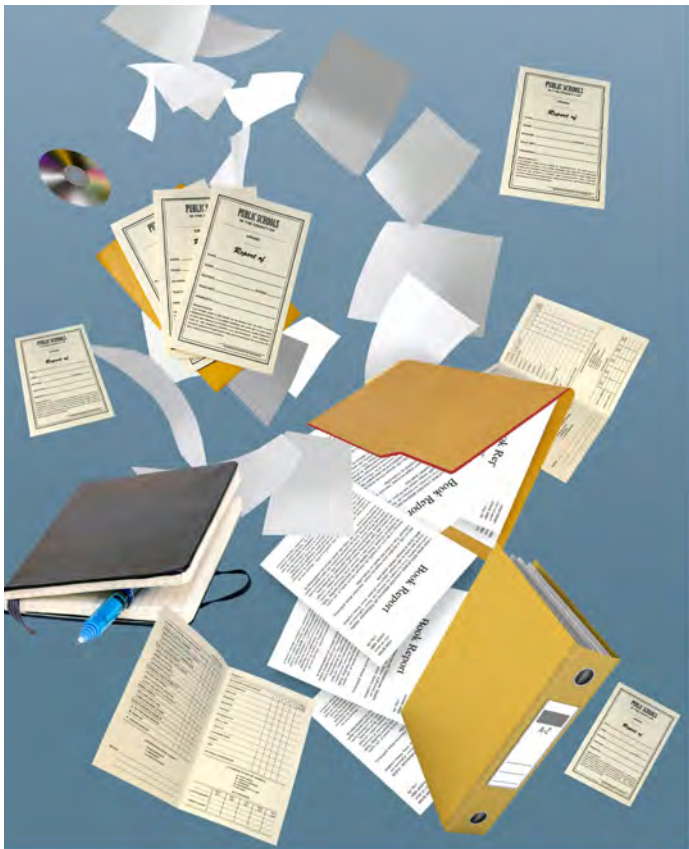


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School Budget

Purchase Price	Commission	Total Cost	% Current Value	Last Price	Previous Price	Return	PIE	EPS
\$17.45	\$25.00	\$42.45	0.50%	\$650.70	\$1.00	\$21.82	18.03%	\$0.86
\$132.06	\$132.00	\$264.06	4.15%	\$4,965.50	\$77.00	\$97.80	12.73%	\$4.30
\$25.78	\$51.56	\$77.34	5.66%	\$7,700.00	\$77.00	\$76.05	10.27%	\$4.15
\$38.25	\$191.25	\$229.50	8.97%	\$10,530.00	\$53.30	\$53.57	9.96%	\$4.81
\$50.74	\$80.30	\$131.04	4.00%	\$4,690.40	\$42.12	\$58.07	38.73%	\$2.07
\$79.45	\$158.90	\$238.35	4.95%	\$10,607.00	\$53.30	\$58.07	38.73%	\$2.07
\$6.02	\$158.90	\$164.92	12.83%	\$10,607.00	\$53.30	\$58.07	38.73%	\$2.07
\$37.80	\$60.20	\$98.00	8.51%	\$10,607.00	\$53.30	\$58.07	38.73%	\$2.07
\$49.70	\$151.20	\$200.90	13.36%	\$10,607.00	\$53.30	\$58.07	38.73%	\$2.07
\$44.02	\$238.35	\$282.37	1.38%	\$15,672.00	\$53.30	\$58.07	38.73%	\$2.07
\$101.25	\$132.00	\$233.25	0.72%	\$1,600.50	\$10.67	\$11.05	3.56%	\$1.81
\$28.95	\$25.00	\$53.95	4.50%	\$645.90	\$84.59	\$83.56	1.24%	\$5.17
\$42.00	\$86.65	\$128.65	15.20%	\$5,280.00	\$35.20	\$34.95	0.73%	\$1.60
\$28.00	\$56.00	\$84.00	3.42%	\$17,829.00	\$59.43	\$58.38	1.74%	\$4.81
\$33.07	\$66.14	\$99.21	4.68%	\$4,010.00	\$40.10	\$39.90	0.50%	\$1.17
\$25.70	\$51.40	\$77.10	2.40%	\$3,490.00	\$34.90	\$34.07	2.38%	\$1.25
\$38.04	\$76.08	\$114.12	3.84%	\$2,820.00	\$28.20	\$28.00	0.71%	\$1.96
\$45.78	\$108.44	\$154.22	0.55%	\$9,901.76	\$45.09	\$45.00	0.20%	\$2.82
\$6.02	\$25.00	\$31.02	15.20%	\$650.70	\$1.00	\$1.00	0.00%	\$0.43
\$132.06	\$252.00	\$384.06		\$17,829.00				

School Budget

No. of Shares	Purchase Date	Purchase Price	Commission	Total Cost
30	12/28/2000	\$17.45	\$25.00	\$42.45
50	12/28/2000	\$132.06	\$132.00	\$264.06
100	12/28/2000	\$25.78	\$51.56	\$77.34
150	12/28/2000	\$38.25	\$191.25	\$229.50
200	12/28/2000	\$50.74	\$80.30	\$131.04
250	12/28/2000	\$79.45	\$158.90	\$238.35
300	12/28/2000	\$6.02	\$158.90	\$164.92
350	12/28/2000	\$37.80	\$60.20	\$98.00
400	12/28/2000	\$49.70	\$151.20	\$200.90
450	12/28/2000	\$44.02	\$238.35	\$282.37
500	12/28/2000	\$101.25	\$132.00	\$233.25
550	12/28/2000	\$28.95	\$25.00	\$53.95
600	12/28/2000	\$42.00	\$86.65	\$128.65
650	12/28/2000	\$28.00	\$56.00	\$84.00
700	12/28/2000	\$33.07	\$66.14	\$99.21
750	12/28/2000	\$25.70	\$51.40	\$77.10
800	12/28/2000	\$38.04	\$76.08	\$114.12
850	12/28/2000	\$45.78	\$108.44	\$154.22
900	12/28/2000	\$6.02	\$25.00	\$31.02
950	12/28/2000	\$132.06	\$252.00	\$384.06

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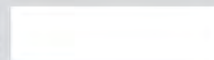
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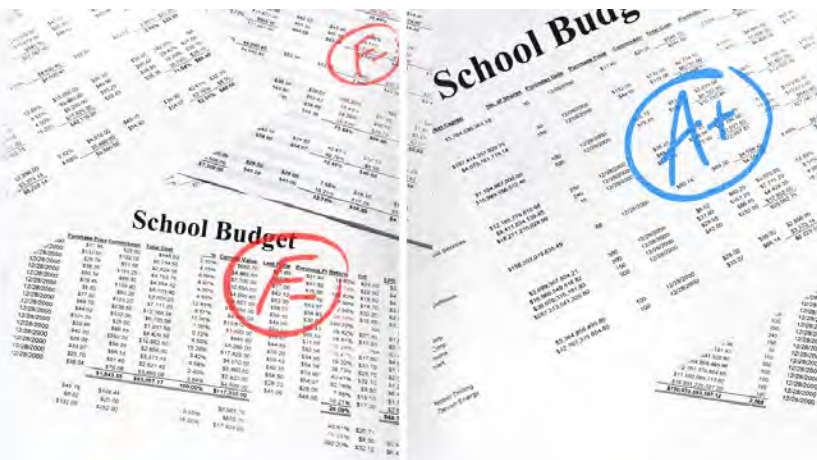
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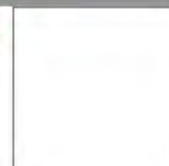
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**Get your
classroom
time back
with**

ECMNOW™

**Increase
productivity**

**Provide
student records
in real time**

**Improve
efficiency**

See what
ECMNOW™
can do for you!
888-888-8888





Could
**security and
compliance**
keep your
school from
the top?

Get
student
records
under your
control
with

ECMNOW™

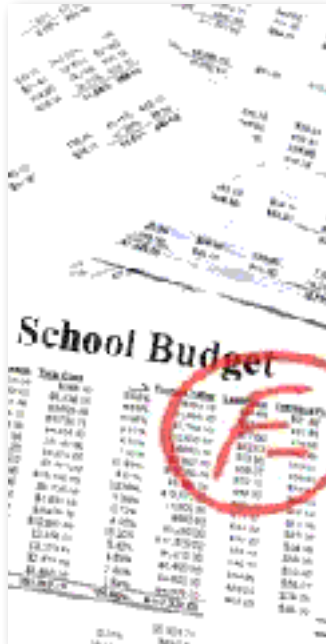
Maintain
student privacy

Control
record lifecycles

Comply
with regulations

See what
ECMNOW™
can do for you!
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**Is your
budget
failing due
to records
management
costs?**

**Reduce your
cost of
records
management
with**

ECMNOW!

**Switch
from a capital
to an operating
expense**

**Save
on storage
costs**

**Earn
612% ROI
on average**

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ECMNOW!
can do for you!

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Overwhelmed by student records?

With **ECMNOW**TM you can:

Improve your school's **efficiency** • **Control** student records • Save **money**

"We are leveraging our ImageSilo® productivity gains to save people's jobs. It enables us to do more with our current staff. If we had to keep paying for paper and temporary employees, we would have had to make cuts to our full-time staff. New employees are productive their first day on the job."

- Sandra McClure, Director of Finance,
Adams County School District 50



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