



OpenText Document Server, Alchemy Edition 9.0 White Paper

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Abstract

This white paper introduces OpenText Document Server, Alchemy Edition 9.0 and its key capabilities, features and benefits.



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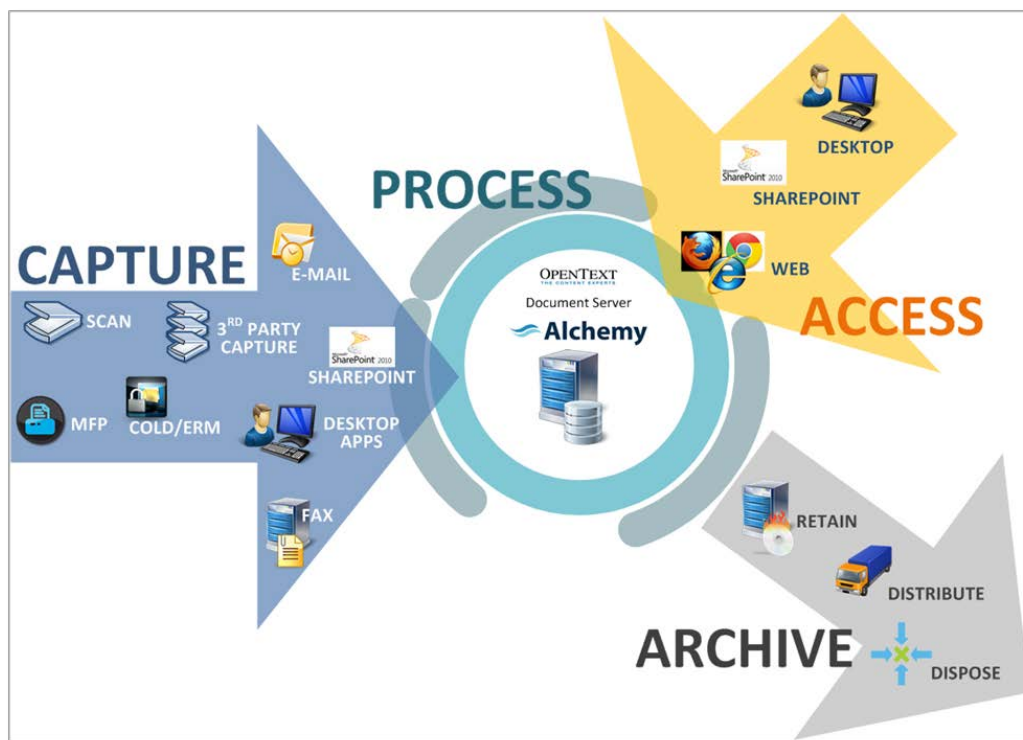
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What is OpenText Alchemy?

OpenText Alchemy is a solution which solves business problems for small to medium companies and departments in larger organizations that are caused by mismanaged documents.

Whether these are physical paper documents or electronic documents such as Microsoft Office documents, PDFs, fax images or COLD reports, failing to adopt a strategy to manage this information will directly impact the business. Alchemy unifies the processes for capturing, storing, sharing and processing these documents so that workers can work more effectively and organizations can operate more efficiently.



OpenText Alchemy allows businesses to capture, process, access and archive business-critical documents from a variety of sources in a single, central database.



What are some of the key business problems Alchemy solves?

Time and money wasted performing low- or no-value administrative document tasks

Time spent copying, moving, and searching for documents regularly prevents employees from executing tasks that add value to the business. Unfortunately these tasks have to be performed as the documents play a vital role in common business processes and are frequently used to:

- Inform decisions
- Approve requests
- Authorize transactions
- Verify information

Mismanagement of documents (e.g. poor filing, misplacement, lost pages, separation of related documents, unauthorized copying/distribution etc.) quickly leads to employees effortlessly burning through untold payroll hours hunting for files they need, records they have lost, and even paperwork they are not sure exists.

Alchemy solves this problem by providing users with a single, easily-accessible content repository that can capture and organize documents from a variety of different sources. Users can scan documents into Alchemy from MFP devices and desktop scanners, save files into Alchemy directly from their Windows desktop and applications like Microsoft Word, or import large batches of documents from third-party systems and capture tools. Accessing documents is easy whether it's from a desktop computer or over the web, and power users can take advantage of feature-rich clients that enable them to achieve more in a shorter space of time.

Key Features

Alchemy captures and import documents from a range of sources including:

- Multi-Function Print Devices (MFP)
- Scanners
- Fax platforms
- Desktop applications
- Microsoft SharePoint & Exchange
- Third-party capture platforms
- COLD/ERM



Alchemy provides multiple document access options:

- Web access (Internet Explorer, Chrome, Firefox)
 - Useful for users on the move or those with more casual document access needs.
 - Valuable to organizations looking to avoid the time and expense associated with installing client software on hundreds or thousands of users' desktops.
- Desktop access (lightweight search clients or feature-rich power clients)
 - For users looking for better performance over a web interface.
 - For users that need direct access to hardware (e.g. a direct attached scanner).
 - Useful for desktops where more than one user might be using the system (e.g. shifts or kiosks).
- Windows mapped network drives mapped on the desktop
 - Ideal for more casual users who need interact with Alchemy on a more ad-hoc basis. .
 - Useful in situations where users are opening /saving documents from a variety of desktop applications (such as Microsoft Word) as they care able to save directly into Alchemy rather saving a file locally and then importing the document into Alchemy.
- Microsoft SharePoint 2010, 2007 and 2003
 - Users can utilize a "web part" creating a view into Alchemy from their SharePoint screen. This is beneficial for users who need to spend time in both applications.
- Custom applications using the Alchemy API
 - Organizations frequently use the Alchemy API to create tools and integrations with Alchemy ranging from capture applications to line-of-business system integrations.

Different search options for different needs

- Full-text searching
 - "Google style" searching – if a word or string of words exist in a document, Alchemy will find it.
- Metadata or keyword searches
 - Akin to searching for a particular artist in iTunes. iTunes will only search against the keyword field "artist."
- Annotations searches
 - The ability to search against the contents of digital post-it notes attached to documents rather than the documents themselves.

Desktop Document Viewer supporting 300+ document formats

- Useful for organizations with communities of users who view need view-only access to documents. The document viewer removes the need to purchase full licenses for native applications which can mean significant savings if the applications are expensive (MS Office, AutoCad, etc.) or if the document is of a legacy file type such as WordPerfect.

The net result is that multiple disparate document sources can be unified to ensure that no matter where documents came from, they can all be captured and stored in one place, making them easy to find days, weeks, month and years later.



Mountains of information with no protection

While inefficient information systems and broken processes may consistently hamper an organization's ability to operate effectively, the true break points can often go unnoticed for prolonged periods of time. It may not be until an organization has to fulfill a request for information from an outside party (such as an auditor or legal counsel) that those break points become evident. Failure to provide requested documents may expose a company to unnecessary risk and result in fines, legal action or the inability to conduct business in certain markets or territories.

Alchemy solves this problem by identifying, indexing and categorizing documents as they are captured. The entire contents of longer, text-heavy documents like contracts, policies and resumes can be indexed, making it easy for users to find documents based on a single word, collection of words or a phrase. Alchemy can also selectively extract indexing information from structured documents like invoices, statements and forms, enabling users to retrieve documents based on a single field such as "purchase order number" or "account ID." In addition to indexing documents, Alchemy will store documents in meaningful folders, allowing like documents to be stored and managed together.

When documents are appropriately indexed, categorized and stored in a central and secure location, the job of servicing external information requests becomes far easier and can be executed with confidence.

Key Features

Flexible indexing options

- **Automated full-text and zonal document Optical Character Recognition (OCR)**
 - Full-text OCR captures all text and creates a text version of the image document, making it entirely searchable. This is useful for longer documents such as correspondence, contracts, meeting minutes, resumes, etc.
 - Zonal OCR captures specific values from a document and requires that the document type is known so it can locate those values. Zonal is typically used for more structured documents such as invoices, remittances, application forms, and statements.
- **Document separation using barcodes**
 - Document separation is key to accurately organizing batches of documents post-scan. "Separator" pages are pages which contain barcodes indicating whether the next page belongs to a new document and, optionally, if a specific OCR template for zonal OCR should be applied.
- **Automated document splitting**
 - Automated document splitting saves time and reduces errors associated with manually organizing scanned pages into separate documents post-scan. Unlike barcode based document separation, automated document splitting does not mandate separator pages to be printed and inserted into the batch.
- **Semi-automated indexing with Single-Click Entry**
 - Single-Click Entry (SCE) guides the user through a target document and identifies likely common indexing values. SCE identifies these values by looking for defined patterns or "masks"
 - Example: 555-555-5555 will be identified as a phone number
 - Example: 000-00-000 will be identified as a social security number
 - Example: 1234 Street Name will be identified as the first line of an address
 - Single Click also accelerates the indexing of other values by enabling the user click on a value which will then be automatically transposed into the appropriate Alchemy metadata field.



- **Automated folder creation and document assignment**
 - Automatic folder creation is useful when documents need to be assigned to folders that may not already exist. For instance, an insurance company may have a file for a customer which will only require a folder labelled “claims” if and when the customer makes a claim.

Document collation and distribution

- **Select, zip & download documents**
 - Useful for users who have searched through Alchemy for a set of documents and require a quick and easy way to forward them on.
- **Email documents and document collections as links, attachments or PDF**
 - These options save time by allowing the user to:
 - Send a collection of documents as a web link
 - Send the collection as a standard e-mail attachment
 - Send the collection as an e-mail attachment where the documents have been converted to PDF
- **Output documents to any portable media with (optionally) embedded search client**
 - Outputting or “building” a collection of documents can often be the quickest way to service an external request for documents.
 - Alchemy makes it possible to output documents to any device that Windows can see as a drive letter. Moreover these documents can be encrypted and delivered with a standalone version of Alchemy Search which the recipient can launch directly from the CD/DVD or whatever device has been used.

The net result is that a single document or group of documents can be quickly and easily located, reducing the time and effort involved in responding to an information request. Avoiding non-compliance penalties can save companies from legal actions and potentially devastating fines.



Managing the document lifecycle

Many companies operate in industries and geographies that demand strict adherence to the disposition of documents based on age and/or event triggers (e.g. ensuring a separated employee's personnel folder is retained for a certain number of years after they have left the organization). Manually searching through and removing documents in accordance with different policies and retention schedules is not only costly but also introduces significant opportunity for documents to be inadvertently destroyed during their retention period or kept past the retention deadline.

Alchemy solves this problem by removing documents and/or document folders from the repository based on age, defined business rules or a combination of the two. This simple yet highly flexible model enables organizations to automate document retention and disposition. Depending on the needs of the business, documents that meet the criteria can be removed or copied/moved to another Alchemy repository. Reports are also available detailing the documents which are eligible for disposition.

Key Features

Document Retention

- **Simple retention templates**
 - Administrators can set up most elements of a retention plan on a single screen.
- **Age-based retention**
 - Take an action on a document (remove, move or copy) after a given number of days, weeks, months or years.
- **Rules-based retention**
 - Take an action on a document when defined keyword fields exist with specified values, (e.g. "Employee status" = "inactive" or "invoice status" = "paid").
- **Combination retention**
 - Age and rules-based retention used together, (e.g. remove documents with employee status as inactive which are more than seven years old).
- **Disposition reporting**
 - View reports of which documents are going to be removed/moved/copied.
- **Remove/copy/move functions**
 - Remove: remove from the repository
 - Copy: copy from one Alchemy document database to another
 - Move: move from one Alchemy document database to another

The net result is that organizations can manage their long term document assets with a minimal administrative overhead, ensuring they avoid legal or regulatory issues associated with not being able to produce documents removed before the retention period expires, or held past the retention period.



Alchemy Solution Example

Accounts Payable – Invoice Processing

The goal of the Invoice Processing process is to process and pay invoices from vendors in a timely manner. Paying invoices on or ahead of time can often mean additional discounts or improved credit. Paying invoices late frequently results in late payment penalties and credit being restricted or cut off altogether.

The Capture Problem

Supporting documents often arrive from different sources or are generated by different people, making them often challenging to find, collate and organize.

The Process Problem: Higher-value invoices that need further approval for payment can take longer to process as the paperwork needs to be moved around the organization.

The Access Problem: Moving the documents around also opens the door for the documents to be separated from one another or mislaid.

The Retention Problem: Different documents must be kept for varying time periods after the invoice has been paid.

Impact

- Late payments to vendors resulting in penalties and less attractive credit
- Company misses out on early payment discounts from vendor
- Inability to effectively track if purchases were delivered per the order
- Loss of transparency in the purchasing process
- Potential compliance issues should the company be unable to locate supporting documentation in the future

Solution

Alchemy enables companies to capture invoices, packing slips and other invoice-related documents from almost any source. Invoices and their related documents are indexed and stored together meaning that even if they were to be separated electronically, they could be swiftly relocated. Invoices can be automatically routed for approval based on invoice amount or other criteria and approvers will have instant access to supporting documents. Documents can be set with status fields so AP can easily track what stage in the process an invoice is at. Relationships between documents – for instance the invoice is related to the packing slip and purchase order by a common purchase order number – can be established and reports can be run to identify any missing documents needed for a given transaction. Once the transaction is complete the documents will remain in Alchemy until their retention period has passed after which they will be removed from the system.

Benefit

- Reduced invoice processing costs
- No more late payments
- More early pay discounts from vendors
- Faster and easier identification of vendor delivery or pricing errors
- Improved auditability of the process



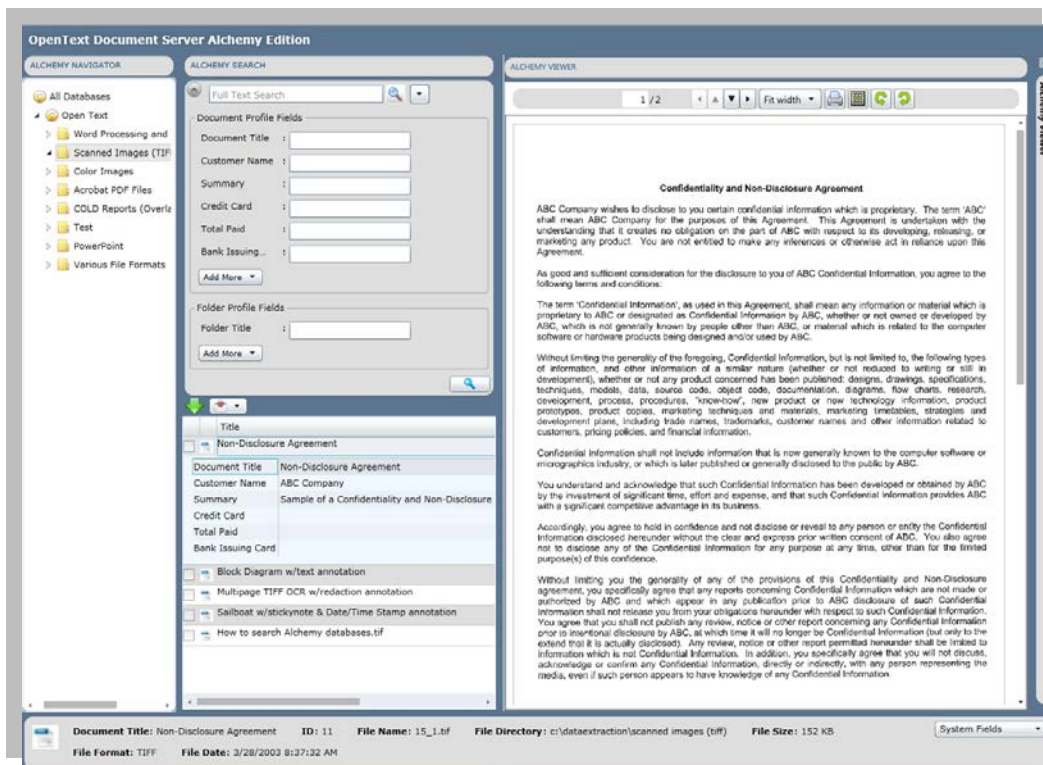
Alchemy 9.0

What is in the Alchemy 9.0 Release?

Version 9.0 features additions to the core Alchemy platform and introduces the Alchemy Productivity Suite, a collection of advanced tools designed to greatly extend Alchemy's capture, process management and document lifecycle capabilities.

Alchemy Enhanced Web – The New Web Client

Alchemy Enhanced Web client is an extension of the Alchemy Web Access Module. Alchemy Enhanced Web provides instant and secure access from anywhere in the world to the documents that are safely stored within the Alchemy databases. Using the Internet, users can search for, view, retrieve and email documents as quickly and easily as if they were in the office.



Alchemy Enhanced Web provides instant, secure web access to the Alchemy database from anywhere in the world.



Alchemy Enhanced Web's simple and intuitive interface helps users find the documents they are looking for quickly. Using Alchemy Enhanced Web, users can search for documents by words or phrases within the document, or search by profile fields such as file type, file name, date created or custom data fields. Users can also search for documents using folder profiles and text annotations, and search results are displayed quickly in an easy-to-read list format.

Alchemy Enhanced Web can also help users in finding what they are looking for by browsing through folders. Alchemy Enhanced Web handles multiple file types, retrieving and displaying each within the viewer.

Alchemy Enhanced Web makes it easy to use the Internet to get customers and partners the documents they need. When combined with the robust security functions in the Alchemy document management system, users will see only what they need to see. Alchemy Enhanced Web is easy to learn and simple to use, which means that users can be productive with little or no training.

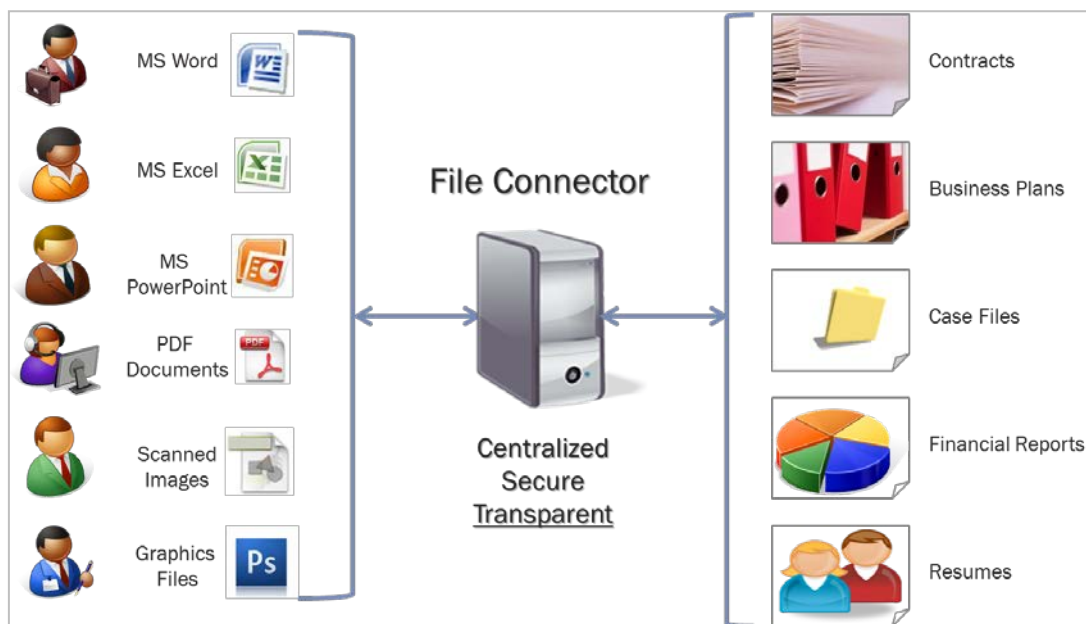
Key Features

- Enhanced user interface
- Search across multiple databases
- Download multiple documents to zip file
- Email document(s) as native attachments, PDFs or links
- Improved search capabilities with grouping
- Change profile field views



File Connector

Alchemy File Connector enables every user to store, retrieve and manage documents using Alchemy as a centralized electronic document filing cabinet. By providing access to Alchemy through a drive letter in Windows (as if they were plugging in a USB hard drive), users can interact with their documents through a wealth of familiar interfaces such as Windows Explorer, My Computer, Microsoft Office and Microsoft SharePoint, along with almost any other business application.



File Connector connects all users to Alchemy's centralized document repository

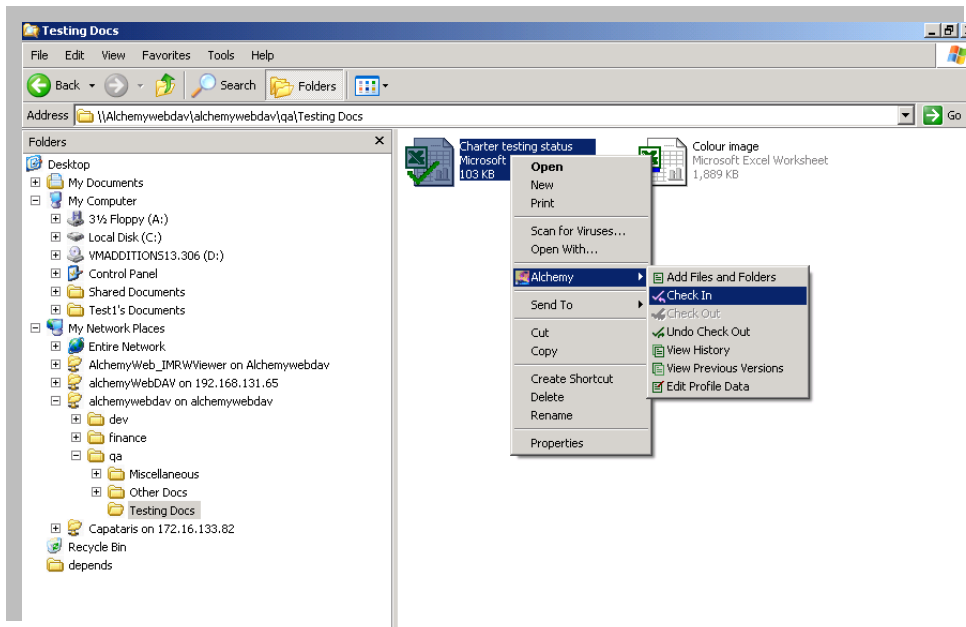


Alchemy File Connector assists users in managing the documents they work with every day including:

- Contracts
- Sales & marketing materials
- Financial reports
- Business plans
- Technical documentation
- Standard operating procedures
- Policies, guidelines & handbooks

Manage documents directly from the Windows desktop, MS SharePoint site or line of business application:

- Search for and retrieve documents
- Add documents to Alchemy
- Check in and check out documents from Alchemy (library services)
- View document versions and history
- View and modify document metadata



File Connector includes library tools to check documents in or out

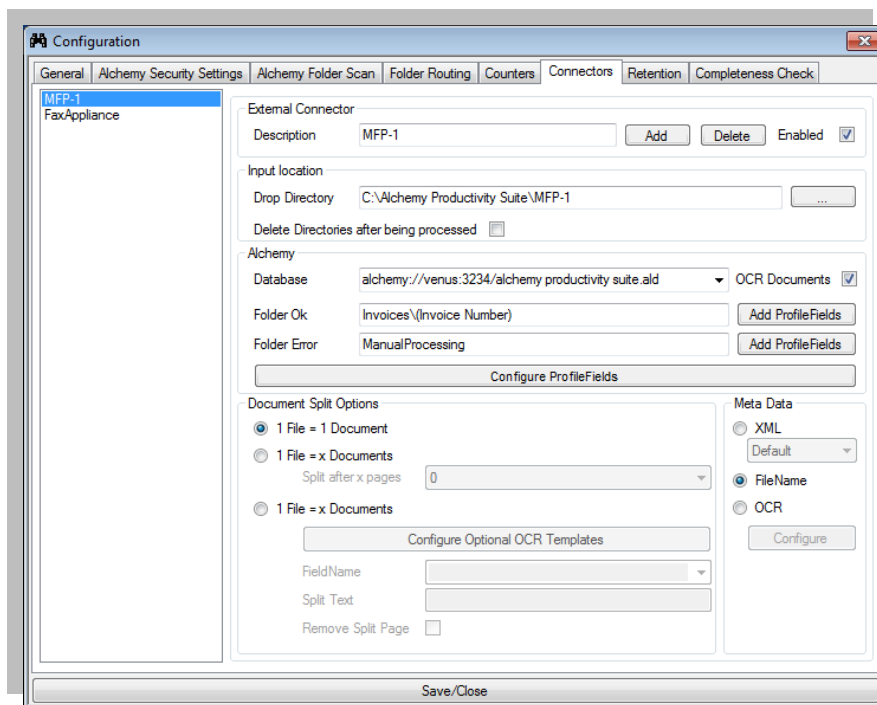


Alchemy Productivity Suite

Capture

MFP Capture

Alchemy and the Productivity Suite make it simple to capture documents from MFP devices along with any other device that is capable of outputting images to a network folder. Once the documents are picked up by Alchemy, they can be indexed and routed on to other users.

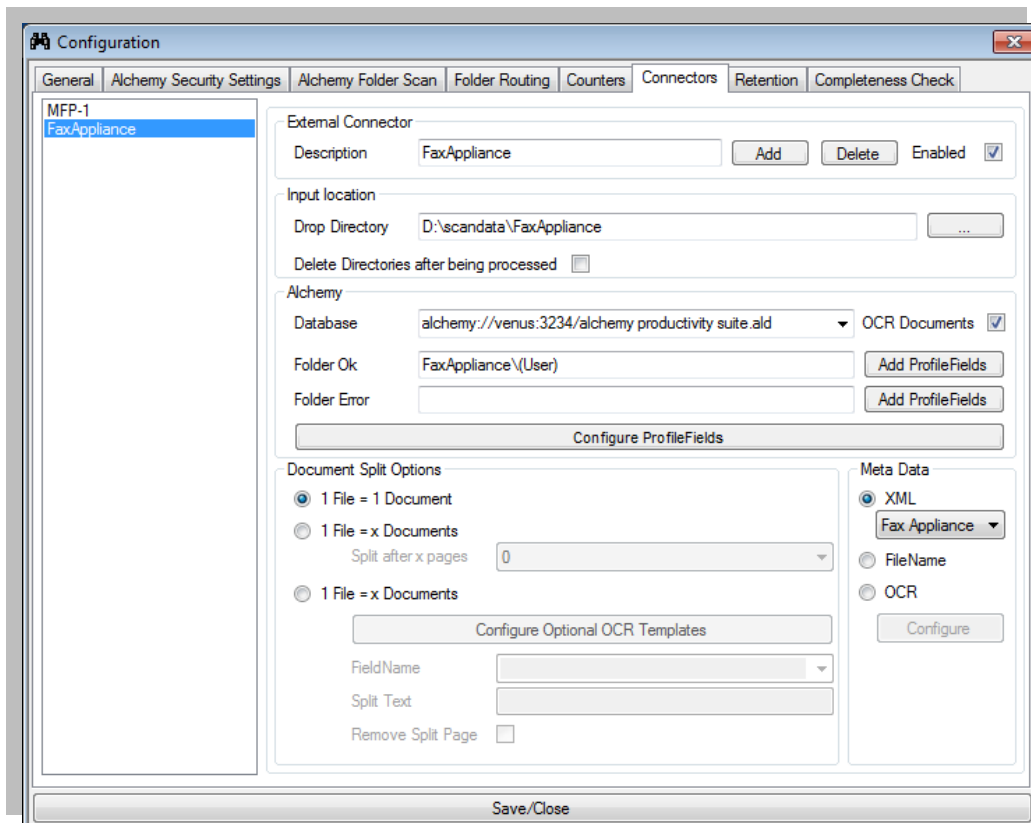


Alchemy captures and archives from MFP devices



Fax appliance capture

The Productivity Suite can archive the faxes outputted by the OpenText Fax Appliance. An OpenText Fax Appliance XML template is available. Once the template is deployed, faxes can be captured and processed in the same way as other document types.



Alchemy can capture documents from fax appliances



Single Click Entry

Among the new features in OpenText Alchemy is OpenText's patented Single Click Entry technology, which allows users to rapidly index a wide variety of documents without pre-defined OCR templates or the need to invest in costly advanced document capture solutions.

Users are guided through the indexing fields in their document by the Single Click Navigator, a small information box attached to their mouse cursor. The user points to the required information, clicks once, and Single Click Entry transfers the data to the appropriate index field for the document. Single Click Entry will auto-identify common data values such as phone numbers, street addresses, social security numbers along with any other value that can be defined using a regular expression.

The screenshot shows the OpenText Alchemy interface. On the left is a metadata form with fields for PO Number (15-998), Date (Thursday, October 28, 2010), Invoice Number, Requested By (Kendall Hyatt), Amount (\$500.00), Vendor (PC Parts Express), and Document Title (INVOICE). The main area displays an invoice from PC Parts Express. A tooltip labeled 'Invoice Number' is positioned over the invoice text 'INVOICE # 490777', showing the value 'OCTOBER 28, 2010'. The invoice includes a table of items:

SALESPERSON	P.O. NUMBER	REQUISITIONER	SHIPPED VIA	F.O.B. POINT	TERMS
GROGGINS	15-998	CHRIS MYERS	UPS NDA		30

QUANTITY	DESCRIPTION	UNIT PRICE	TOTAL
10	8GB RAM Module	\$200	\$2,000
20	1TB SATA Drive	\$150	\$3,000
SUBTOTAL			\$5,000
SALES TAX			\$400
SHIPPING & HANDLING			\$50
TOTAL DUE			\$5500

At the bottom of the interface, a status bar shows: Channel: Invoices | Split Button | Documents left (click to update): 2 | Alchemy Productivity Suite v9.0.4 | Licence: INTERNAL OT DEMO LICENSE

OpenText's Single Click Entry auto-identifies common data values



Document splitting

The Productivity Suite is able to automatically separate documents based on a set of pre-defined rules. This will benefit users who are scanning batches or groups of documents by eliminating time-intensive manual document separation activities.

Documents can be split based on:

- The number of pages (e.g. the document is split after each page or every nth page)
- File name (e.g. the document is split each time a new file name is encountered)
- A value extracted by OCR (e.g. the document is split each time the OCR process captures a new keyword field such as “account number”)
- XML data

Third-party database lookup

Documents can be indexed using metadata extracted from external SQL databases. This is particularly beneficial to organizations who are indexing documents that are related to records in ERP, CRM, Sales Management or other line-of-business systems. This method not only reduces the margin of error associated with manual or semi-manual indexing but also ensures that the indexing values are consistent with the target line-of-business system.

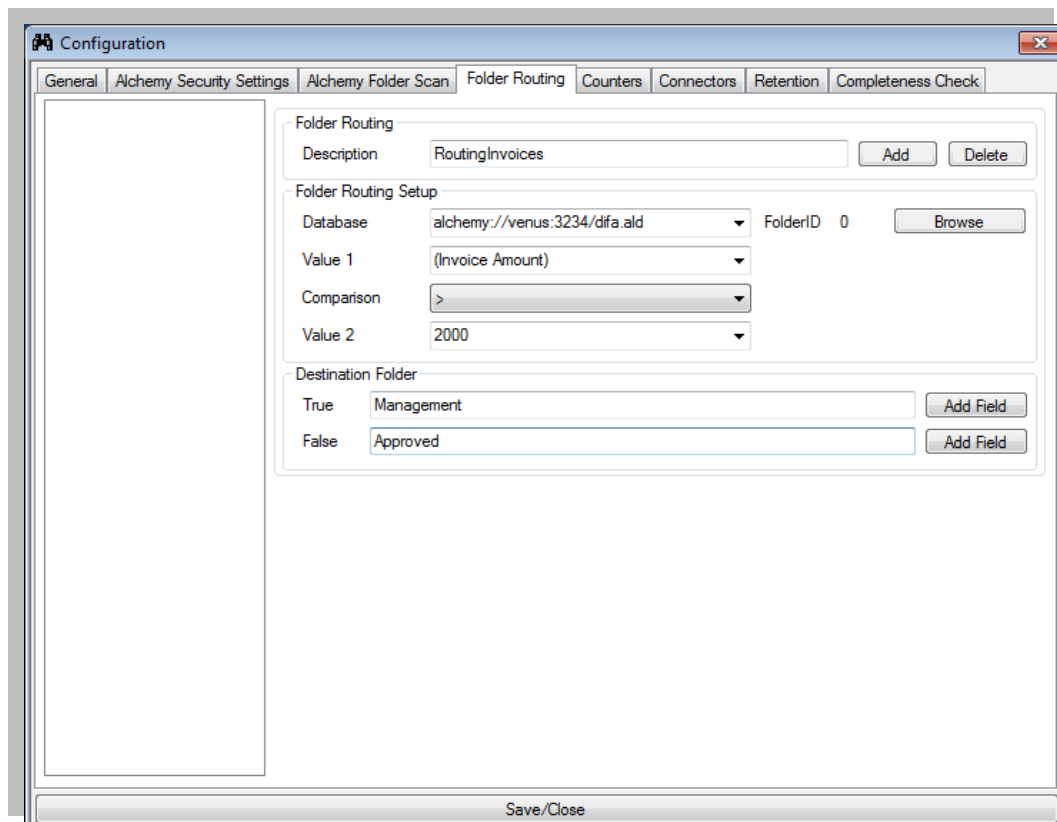


Process Management

Document routing

Documents can be routed based on the value of specified keyword fields. For example, the keyword value “invoice amount “ on an invoice can be evaluated and then transitioned to the “Approve Invoice” folder if the amount is less than \$1,000 or to the “Manager Approval” folder if the amount is \$2,000 or above.

By implementing document routing customers can easily establish simple, structured workflows that will automatically process documents based on a set of business rules while ensuring that key approval and decisions are taken by appropriate parties.



Easily control document routing with custom workflows



Document matching

Document matching (completeness check) is a highly valuable feature that enables document dependencies to be defined and checked. For instance, many companies only pay invoices when they are in receipt of the corresponding purchase order and packing slip. This ensures that the goods were approved for purchase to begin with and that the goods were delivered as specified.

In this scenario it is necessary to ensure that the purchase order and packing slip exist for a given purchase order. The document matching function specifies which folders and/or document types need to exist before the collection can be considered complete. Documents and/or folders are matched based on keyword values and an additional keyword field is created to display the match status (e.g. “complete” or “incomplete”). Once implemented, the match status can be viewed by opening the document itself or via a report generated by the Productivity Suite server which lists all incomplete document collections.

Configuration

General | Alchemy Security Settings | Alchemy Folder Scan | Folder Routing | Counters | Connectors | Retention | Completeness Check

Document Level
Folder Level

Completeness Check

Description Document Level Add Delete Enabled

Completeness Check: Setup

Database alchemy://venus:3234/alchemy product FolderID 1000 Browse

Trigger Field Trigger Value

Completeness Type Document Level

Doc Type Field Document Type

Needed Doc Types ID Document;Health Statement;Tax Document

Set ProfileField Complete

Value Complete Yes

Value InComplete No

Report Information

Schedule Daily Hour To Run Report 23

Email administrator@democompany.local HTML XML

Report Fields Document Title,CompanyType,Document Type,View Item Add Field

Viewer URL http://localhost/alchemyweb/alchemyweb.aspx?Action=Explore&Database=Alchemy

Report will contain the folders which are complete

Test Configuration

Save/Close

Use document matching to keep related documents together



Conclusion

Thousands of customers worldwide use Alchemy to capture, process, access and archive their business-critical documents. Alchemy 9.0 has added significant capabilities in the areas of document capture, workflow and retention. Save money, add productivity and solve your paper problem once and for all by deploying Alchemy to manage the documents that drive the success of your business.

About OpenText

OpenText, a global ECM leader, helps organizations manage and gain the true value of their business content. OpenText brings two decades of expertise supporting 100 million users in 114 countries. Working with our customers and partners, we bring together leading Content Experts™ to help organizations capture and preserve corporate memory, increase brand equity, automate processes, mitigate risk, manage compliance and improve competitiveness. For more information, visit www.opentext.com.

About The Fax and Document Distribution Group

OpenText Fax and Document Distribution Group, makers of RightFax, is the worldwide market leader in fax and electronic document delivery solutions. Companies rely on OpenText to securely and reliably send, receive, and manage millions of fax documents each year using enterprise solutions for Fax over IP, production fax, hosted fax and integrations for fax automation. OpenText's leading fax server software and document distribution solutions help organizations reduce costs and risks associated with stand-alone fax machines while integrating with existing applications and devices. Products include OpenText RightFax, OpenText RightFax OnDemand, OpenText Fax Appliance, OpenText FaxPress and OpenText Alchemy.

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