



## **PaperHost Frequently Asked Technical Questions**

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## PaperHost Frequently Asked Technical Questions

### FATQ

#### 1. Who is PaperHost and what are some of your value propositions?

- An Atlanta based company launched in June of 2000 with a model for internet-based document management. Prior to this, we spent a decade perfecting our science as a sales and support organization for a variety of in-house document management systems. We have a proven record of accomplishment in all aspects of document capture and management.
- A web-based, full service, document management solution for companies that want to convert paper into a digital form that can be shared by authorized users. Once paper or existing electronic documents are placed in a highly available and secure library, those document assets are leveraged to save money and to secure against loss.
- 93% client retention over 8 years - a record that speaks for itself
- State-of-the-art document scanning center
- Production batch scanning software
- ISO 9002 compliant data center
- Multiple layers of redundancy insure "Ping, Power and Pipe" to our servers.
- Annual independent audits insure that PaperHost follows industry guidelines for best practices when it comes to security, reliability and availability.
- Websites monitored from multiple cities every few minutes
- Planned mirrored sites expansion in 2008
- Load balanced servers to insure near 99.8% uptime and fast response times.
- Partner Pact program launched to enable channel partners to represent PaperHost

#### 2. Is PaperHost a proprietary offering?

- Yes and No! Yes we have developed our own proprietary technology. This allows us to quickly and efficiently enhance our services and react to customers needs
- No, that we do offer CD and DVD copies of all of your data and images in a completely open and non-proprietary format on regular intervals. Your images and index information are never trapped. Customers stay with PaperHost because they like our service offerings, not because we locked the only exit
- Every piece of code we write is centered on a standards based programming methodology

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### **3. What is ECM?**

- Enterprise Content Management (ECM) is the technologies, tools, and methods to enable content management across an enterprise

### **4. What are the five phases of enabling ECM?**

- CAPTURE, MANAGE, STORE, DELIVER, PRESERVE

### **5. How does PaperHost deliver web-hosted document management?**

- A secure and highly available web interface
- Sold through a network of qualified Partner Pact members: ISG's, VAR's, and Referral Agents
- By rapidly image-enabling existing applications
- By providing a pay-as-you-go cost model that lowers your overall cost-per-document while preserving working capital.
- By archiving and preserving documents while making them available to all authorized users 24 x 7 x 365 via the Internet.
- Searchable by assigned index values or by content using our full text search option.

### **6. What are some of the processes PaperHost offers in support of our web-hosted document management services?**

- Document Scanning
- Document Indexing
- Document Conversion
- Image Enabling
- Custom Skins
- Customizations
- Industry leading service and support
- Automated data capture (forms, lists, surveys, etc., without keying)

## **CAPTURE PROCESS**

### **7. How many scanning and capture choices does a customer have?**

- The customer can buy a complete package from a PaperHost's Partner Pact Member. This includes; a production scanner (Canon, HP, Fujitsu, Kodak and others), PHscan (PaperHost's proprietary high performance scanning software), Kofax PC adrenalin board, and a PC
  - Provides transmission software for fast and reliable transmission
  - Includes automatic batching capabilities for optimal transmission of groups of images and indexed data
  - Batches undergo secure integrity checks before and after transmission

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- The customer can buy a Visioneer One-Touch Scanner with Kofax VRS scanning software and using the PHconnect software from PaperHost, scan documents and automatically upload them to PaperHost applications using a secure https connection (SSH encryption to a secure FTP site is an available option as well). Then, using PaperHost PHindex software the customer has a powerful distributed batch processing/indexing solution.
- The customer can acquire their own systems for scanning provided the content is transmitted to PaperHost in the correct format with precise indexing information. They can also use PHupload to either index and upload images to PaperHost or upload the images un-indexed, then use the online PHindex software to index the documents.
- The customers can choose a third party to do all their scanning provided the content arrives at PaperHost in the correct format with precise indexing information.
- The customer sends all content to PaperHost and we will scan and load all content using our state of the art systems and staffing

### 8. Do you have your own scanning capabilities?

- Yes, we maintain a state-of-the-art production scanning center in Roswell, GA, where we have equipment that can accommodate nearly any type of paper document. This includes high speed scanners for standard paper, engineering scanners that can handle up to E-Sized drawings, color scanners, check scanners and automated CD/DVD burning equipment to create hundreds of disks per day. For customers that wish to do their own scanning, we can install the equipment and software to handle any document type so their employees can scan, index and upload the images to PaperHost
- PaperHost developed PHscan, our own production batch scanning utility offering a rich suite of scanning tools. To date, PHscan has processed well over 100 million images.
- Highest quality document scanning and indexing services
- State of the art scanning equipment, latest technologies for image enhancement and double-feed detection
- Production batch scanning software controls input batches
- Wide format scanners handling up to E-Sized drawings
- Color scanners handle resolutions up to 600dpi
- Group, department and enterprise Scanners for all business document types
- Scan rates up to 120 pages per minute
- PHscan - Our software solution for your in-house production batch scanning requirements is unlike other products on the market. PHscan

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doesn't charge you for every 1000 pages scanned; instead, you pay a single, one-time price for the software that includes unlimited usage as well as assistance with installation and support during the first 90 days

- PHscan is designed to sit on top of the industry-leading controller boards from Kofax that drive all of the most powerful scanners on the market today including Bell & Howell, Fujitsu, Kodak, Canon and others
- The PHscan software is designed to control de-skewing, de-speckling, line thickening, link keyed values to any ODBC-compliant database, barcode with page separations by patch code or barcode all features included in PHscan.
- Scanning Workflow – we will work with your records manager to establish a workflow of documents so that only a small percentage of your documents are checked out at a time. You can get quick turnaround on documents in our possession including rapid fax back or e-mail responses for documents that are in production but not yet available on the website.

### MANAGE PROCESS

#### **9. Do you provide indexing for images?**

- PaperHost can provide the heads-down data entry necessary to index documents for retrieval. We pride ourselves on the high levels of accuracy we achieve with our data entry work. But more important is our ability to avoid data entry by using clever data linking techniques where one keyed value can be used to access data tables where other related values are retrieved.
- Automate indexing tasks to lower total cost per document
- Includes barcode reading, database, linking and data capture functions
- Dynamic form intelligence for data capture with outputs in .XML and other popular data formats to import directly into your customers applications

#### **10. What types of image file formats do you support?**

- Over 250 supported
  - Group IV compressed TIFF, JPEG, GIF
  - Microsoft Office formats (Word, Excel, PPT, etc...)
- PDF Conversion - Many companies have standardized their digital document libraries around the Adobe standard of PDF files. This gives the documents portability without requiring the user to have the underlying tool that created the document. Since the PDF viewer is free, this is a good choice for many types of documents. In addition, the document can be sent through the Optical Character Recognition (OCR) process to extract searchable text. Thus, when you locate a document that is stored in the PDF format, you can further search within the

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document for a key word. PaperHost offers all of these conversion services and can even make your entire library searchable by key words if you have elected to build the full text OCR into your PDF files.

- Integer, Money, Float, Real, Date/Time, Character, Variable Character

### 11. Describe the conversion process?

- The most common conversion is from TIFF to PDF. Scanners take a picture, but by converting the pages into the popular Adobe PDF format, we are able to add full text search capabilities through optical character recognition. This means that you can find the document by either the index information or the actual content. PDF files also allow for book marking which is like building a table of contents into your document.

### 12. Can you import faxes?

- § Local and toll-free numbers available
- § Low cost document imaging entry point
- § Barcode indexing for automating loading

## STORE PROCESS

### 13. What formats do you support?

- We can store any files we import above.

### 14. How is my content stored?

- Our primary storage farm is a Storage Area Network (SAN) with secondary storage on additional servers. All server storage is redundant so that now single server failure can take your files off-line. In addition, all data and images are backed up to tape and/or DVD for permanent off-site storage and retention.
- Plus, store content and associated indexes on CD-ROM

### 15. Do you have storage redundancy?

- Stored in a magnetic "RAID array" (Redundant Array of Independent Disks)
- RAID technology provides for continuous backup
- Scheduled backups to CD-ROM

### 16. Can I store electronic documents on your system?

- Not only PC files, but emails, instant messages, office documents, etc.
- Any type file format can be stored and easily retrieved

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### DELIVERY PROCESS

#### **17. What viewers do you use and support?**

- Daeja ViewOne
- NetView
- Adobe reader
- Microsoft office document imaging
- Any local viewer that supports any file format

#### **18. Do you have viewing and navigation tools?**

- Display Features:
  - Zoom in/out
  - Pan
  - Rotate
  - Scroll
  - Rubberband - drag around a section of an image, and then zoom
  - Thumbnail view - display multi-page documents as thumbnails, then click the thumbnail for full size viewing
- Annotations
  - Annotations - adding sticky notes or information to an image - are powerful ways to quickly communicate changes or highlight important information. Use any of the following:
  - Line, Arrow, Rectangle, Ellipse, Polygon , Freehand line, Text Highlighter, Sticky note, stamp,
- Read Action Only one user can apply annotations while it is displayed

#### **19. Do you have full text Search capabilities?**

- Search by:
  - Word or phrase
  - Wildcard
  - Fuzzy
  - Proximity
  - Range
  - Boolean operators

#### **20. Can you email document images?**

- Yes, any email system can fully integrate into the PaperHost products and services

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### **21. Can I print content if desired?**

- Yes, you can print any document from our portal provided your printer is configured and compatible with your printing request

### **22. Can we administer to our own configurations?**

- Administrators can provide a simple browser-based set up and management
- Administrators determine your configuration requirements

### **23. What rights does an administrator have?**

- To setup user and user rights
- To assign user applications
- Monitors the number of concurrent users using applications
  - Account - A single customer
  - Application - A group (database) of related documents (images) with associated indexes
  - Concurrent Users - Number of users accessing an application at the same time

### **24. How do I know if content is received accurately?**

- A detailed report is provided of all content received, dated, and time stamped
- After loading this content, there is a second phase of auditing

### **25. Can you customize our implementation?**

- These are too numerous to list but include custom reports, data transmissions, data manipulations and work flow systems. At our heart, we are programmers and problem solvers. We love a challenge. Bring us a potential client with a paper problem and enough recurring volume to justify a custom solution and we will find a way to make them happy.

### **26. How do we get service and support?**

- PaperHost has a technical support service structure

### **27. Describe the image enabling process?**

- The Application Program Interface (API) for PaperHost is available at no charge to our customers. One short document provides your application developer or software vendor an uncomplicated roadmap to pull PaperHost into an existing application. Now you can image-enable your existing applications with a button or link to PaperHost that brings relevant documents to the screen without leaving your application. Since all of the functional aspects of PaperHost can be brought into a frame on

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your website, it opens the door for a privately labeled application with PaperHost as the underlying engine.

- A proxy can be developed so that you can control authentication of users requesting document images in your application through the proxy to PaperHost.

### 28. Can you deliver custom skins?

- In order to build a generic document retrieval system that could be deployed rapidly and meet the needs of many different types of customers, PaperHost developed a general purpose solution. With this solution, we can have a customer setup and on-line in minutes. But the customer that wants to tailor their document management experience to meet a specific need can look to PaperHost to accomplish that. As an example, most document searches start from a click on a calendar tool and end with a few more drill down click on batches and items. This skin changes the lookup experience from a typing chore into a 3-click solution to view an image. If a more detailed search is required, the user still has the link over to the advance search screen where they can type values, partial values, date ranges, etc., and adjust the ordering of the results. PaperHost is able to maintain the fonts, colors and formats of the customers "look" so that the customer never feels they have left their site.

## PRESERVE PROCESS

### 29. Can you describe PaperHost's system architecture?

- § All PaperHost systems are housed at SunGard, an IS 9002 compliant data center
- § Unlimited users can access documents concurrently
- § Custom project set-up to suit the application needs
- § Unlimited access to documents for both internal and external audiences
- § Data migration routines provide for removal to archival media
- § Centralized administration console for all administrative functions
- § Group level administration console to manage multiple customers
- § Dual entry points for all fiber rings ensures physical reliability of data lines
  - Situated on a protected power grid to eliminate the possibility brownouts
  - Multiple on-site diesel generator provides emergency power
  - Multiple state-of-the-art battery backups clean and back-up external power sources
  - Advanced HVAC system ensures constant temperature ratings
  - HVAC tied directly to fire detection and suppression system
  - VESDA detects early smoke microscopic changes
  - FIKE system with redundant phone lines
  - High-volume, high-speed tape library provides consistent backups

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- Global DNS network provides DNS reliability and response times
- Redundant storage clusters ensure full availability of data
- § Web servers for identical thin-client installations
- § Custom index fields can be defined for each document
- § Full-text search engine supports synonym, stemming, fuzzy logic, proximity, boolean, natural language and word weighting options

### **30. What type of security do you employ?**

- Administrators determine the levels of user access all stages
  - Scanning
  - Indexing
  - Retrieval
- Multi-layered firewalls
- Secure sockets (HTTPS) with 128-bit encryption
- All data transmissions are encrypted
- All web servers are isolated in protected DMZs away from the data DMZ where all customer data is stored. Only controlled command servers can talk to the web servers through a defined port in our firewall after insuring user and system authentication.

### **31. Is our content backed up or copied?**

- On arriving, electronic document packages are unwrapped and audited
- Verification of each record sent is provided

### **32. How do you protect my content?**

- Secured Socket Layer (SSL) protocol
- All data is encrypted when sent over the Internet using 128-bit SSL
- Access is granted only after a user has been authenticated
- For more information on security, contact PaperHost

### **33. Do you have detection services for hackers, intruders, etc...?**

- § Intrusion detection technology from Cisco System
- § Security engineers and administrators are automatically notified of any security violation
- § All firewall and security logs are monitored on a daily basis
- Full redundant architecture, High Availability (HA) data center, utilizing Compaq or Dell servers and SAN's, Cisco routers and SQL database software



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## **PaperHost Frequently Asked Technical Questions**

### **34. Do you provide audit reports?**

- Reports are available to anyone granted rights

### **35. Do you provide a CD or DVD copy of our data and images?**

- Yes, monthly or more frequently as per requirements