



ARROW ENTERPRISE COMPUTING SOLUTIONS

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Arrow FusionSM Professional Services

Software as a Service

WebSpace Enterprise Content Management Solution

Today's companies, large and small, are facing an avalanche of unstructured content. At the same time, virtual workforces, strategic partnerships, and extended supply chains make it even more difficult to manage it all. Project teams depend on easy access to important documents, timely approvals, and real-time status monitoring. Quality and compliance managers require increased levels of process automation with detailed audit trails and enforceable archiving/retention policies. Finally, senior management demands security, real time status information, higher employee productivity, and reduced operational costs.

The Solution – WebSpace ECM Platform

The WebSpace ECM Platform is a next generation, enterprise content management solution designed to securely manage electronic documents, facilitate project collaboration, and automate business processes in the cloud. Available as an affordable hosted service or as traditional on-premise software, WebSpace can be implemented in a fraction of the time associated with typical ECM software. Whether you have 10 users or 10,000, WebSpace offers the flexibility to address your simplest collaboration needs or your most complex business process automation and document management initiatives. Better yet, it's built on a proven security framework originally developed for major U.S. defense contractors.

Key Capabilities

1. Simple Online Collaboration and File Sharing

Within minutes, a secure WebSpace project area can be created with its own unique folder hierarchy, user membership and access permissions. Users can share files of any size or type, track revisions, post discussion threads, and manage action items in a safe, online environment. Whether you need to engage with only a few external users or your entire supply chain, WebSpace offers administrative functions making it easy to manage what they can see and do. From highly competitive situations where it's important to protect the identity of certain users (i.e. customers and suppliers), to more collaborative projects where members need to see and interact with each other—you maintain complete control.

2. Robust Document Management

If you're looking for more than basic file sharing and revision tracking and need to enforce formal document control procedures—WebSpace has you covered. WebSpace is a robust and affordable solution to even your most complex document management challenges, scalable from a single department to an entire enterprise. Define your own document record types and associated workflows, accelerating and enforcing proper document categorization and approval processes. With WebSpace, your mission-critical documents remain centralized, organized, backed-up, and secure—available 24/7 to any authorized user with a Web browser. Worried about getting your legacy documents into WebSpace in the first place? No problem. WebSpace supports the bulk importing of thousands of existing documents, including any existing metadata or revision history.

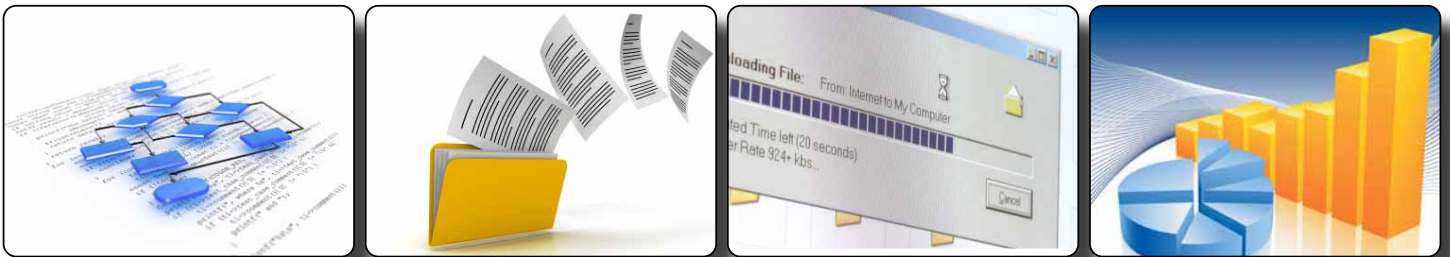
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WebSpace ECM Platform

3. Rapid Business Process Automation

Do you have any important business processes that could be optimized and accelerated, but time and cost has prevented you from automating those processes online? Is your company still filling out and emailing around static forms and spreadsheets? If so, you will appreciate the powerful business process automation capabilities of the WebSpace Platform. Using the WebSpace Studio, your static forms and written procedures can be quickly replaced by dynamic, workflow-driven eForms. WebSpace eForms provide for rapid data and document collection, with an ability to populate data fields via look-ups from existing data sources. A powerful and flexible workflow engine routes eForms based on your specific business rules, controlling data and document visibility/edit-ability along the way.



4. Secure Search & Reporting

Streamlining business processes, increasing productivity, and verifying regulatory compliance requires strong search and reporting capabilities—a hallmark of the WebSpace ECM Platform. Documents uploaded to the WebSpace server are instantly indexed by a powerful full text search engine so your users spend less time searching for information and more time actually putting it to work. In addition to full text document searches, WebSpace supports structured database queries against the WebSpace content repository. Saved searches/reports can be shared with others and presented in list and chart views, and results are always filtered based on a user's access rights. Finally, results may be exported to a .csv file for further manipulation or data exchange.

5. Flexible Action Item Management

Many companies find themselves juggling hundreds of open action items via spreadsheets and email, struggling with missed deadlines, poor resource allocation and a lack of accountability. Mission critical tasks, whether associated with projects, events, or specific business processes, require a task management system that is both full-featured and easy to use. Stand-alone project management applications tend to be overkill for non-technical users, and are often adopted by only a small group of project managers while being rejected by the end user population at large. Alternatively, the WebSpace Task Manager module offers a simple yet powerful alternative to complex project management software. Completely Web-based with an intuitive, spread-sheet like user interface and graphical status indicators, WebSpace Task Lists can be rapidly created to track almost anything to completion. Enter tasks manually or standardize repetitive tasks by creating re-usable task list templates.

For more information, contact Arrow FusionSM professional services at 877.558.6677 or visit http://ecs.arrow.com/services/professional_services.html