

# Laserfiche Rio™

Optimize your enterprise with agile ECM

# Agile ECM for the Agile Enterprise

It's tough for the IT Department to promote organizational agility when staff is stuck managing multiple siloed enterprise content management (ECM) systems. In addition to being expensive and time-consuming, a lack of control over enterprise content is a recipe for disaster when it comes to compliance.

But what's the IT Department to do when leadership teams want centralized processes to mitigate risks and optimize costs, but employees don't want to use an inflexible system that forces them all to work the same way?

“ Laserfiche provides an ECM standard that handles automated, repeatable processes in every department, while still giving each the flexibility it needs. And it helps my staff work more efficiently, because I establish central rules that are then administered by individual department heads. ”

**Caren Skipworth** / IT Director, Collin County, TX / Winner, 2009 Texas CIO of the Year

**Laserfiche Rio** is the answer. By combining comprehensive ECM functionality with powerful business process management (BPM), security and auditing tools, Laserfiche Rio provides a **solid ECM infrastructure** that:

- ▶ Manages your content.
- ▶ Grants the IT Department central control over standards, security and auditing.
- ▶ Gives individual departments flexibility to customize their filing structures, views and workflows.

And because Laserfiche Rio integrates with your existing IT portfolio, it also supports intelligent decision making enterprise-wide.

With a fundamental design structure engineered to meet the needs of the IT Department, Laserfiche Rio is designed to be easy to purchase, easy to deploy, easy to support and easy to extend. Not only can organizations configure their own workflows, customize templates and write their own applications without hiring expensive consultants, but Laserfiche Rio is also flexible enough for department heads to easily customize and manage their own systems without any assistance from the IT Department.

It's this ingenious approach to enterprise information management—with unique features including unlimited servers and repositories, capture workflows and transparent records management—that makes Laserfiche Rio the ideal choice for organizations seeking to maximize agility without sacrificing value.

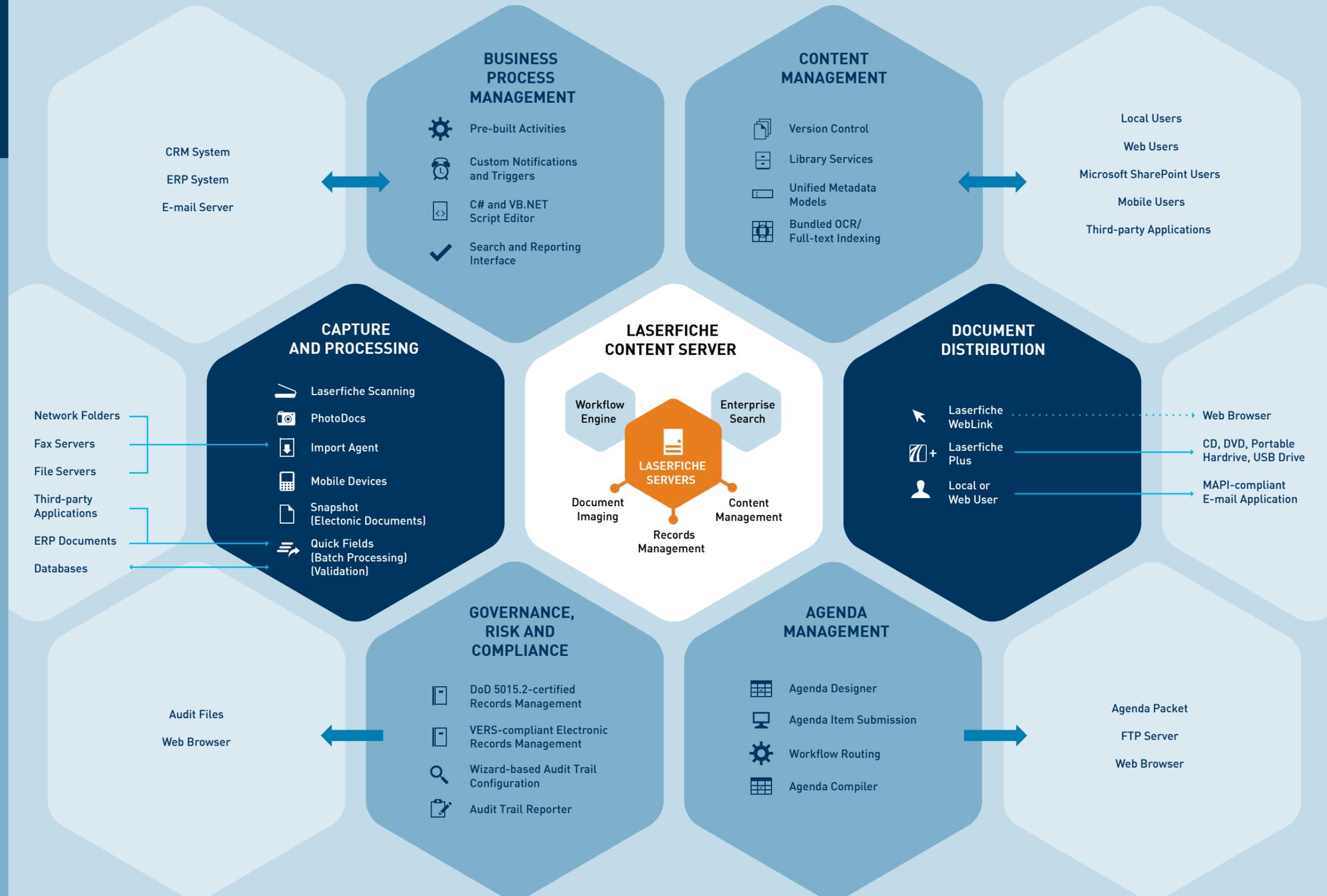


# System Topology

The functionality you need now and the scalability you'll want later.

## The Laserfiche Rio system includes:

- ▶ A **licensing server** to produce system licenses as you determine system topology based on your specific needs.
- ▶ Unlimited **Laserfiche content servers** that provide document imaging, document management and records management functionality as part of the core architecture—not through separate modules that are stacked together.
- ▶ A fully functional, **true thin-client interface** that does not require any software to be installed, maintained or updated at the workstation level.
- ▶ The **Laserfiche Workflow system**, capable of automating business processes in high volume transactional environments, as well as customizing the way the system reacts to user input.
- ▶ A built-in **auditing solution** for security and compliance.
- ▶ DoD 5015.2-certified **Laserfiche Records Management Edition**, with integrated records management, security, auditing and reporting capabilities.
- ▶ **Production-level document capture and processing**, including a variety of image enhancement, data extraction and processing tools to automate document identification, indexing, classification and filing.
- ▶ Fully customizable, read-only **public Web portals**, with unlimited public portal licensing.
- ▶ An **SDK** that includes COM, .NET and Java libraries, as well as an ADO.NET provider.

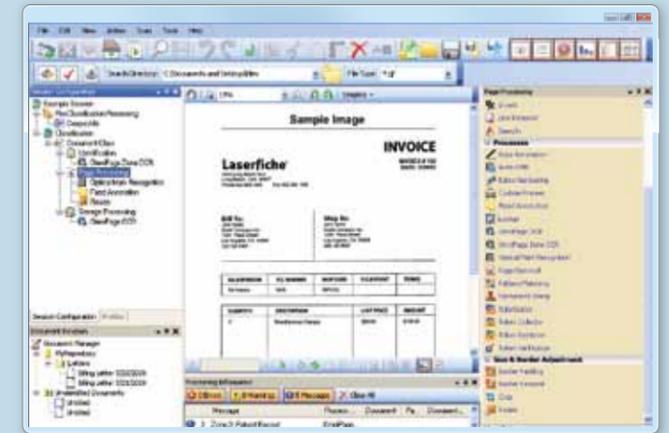


# The Laserfiche Rio Advantage

With its agile ECM framework and philosophy, Laserfiche Rio is designed to give your organization central control over its information infrastructure, including standards, security and auditing, while also offering individual departments, offices and business units flexible content and business process management. This unique design creates value by providing a single system that meets the needs of all departments while improving compliance by implementing a central point of control over enterprise information assets.

## Completely Integrated Capture and Processing

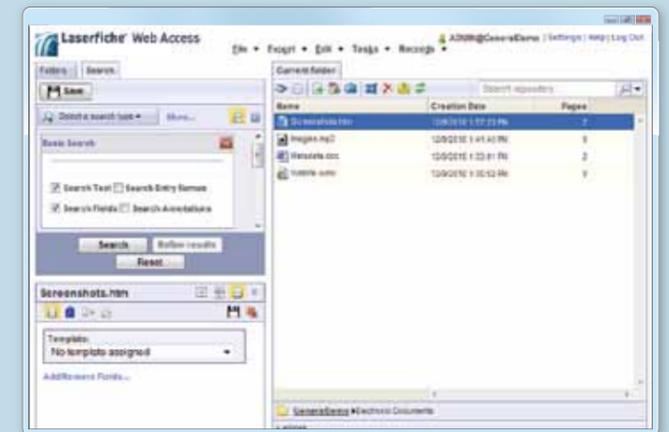
- ▶ Integrate document capture with document-driven business process automation with Laserfiche Quick Fields, the only production-level document capture and processing platform developed exclusively for a specific ECM system.
- ▶ Extend business processes to the point of capture, make information accessible immediately and audit interactions with information regardless of where it is in the capture process.
- ▶ Bring capture to mobile workers with patented photo processing technology, an iPhone application and lightweight Web interfaces for mobile devices.



Laserfiche Quick Fields includes a variety of tools to automate document identification, indexing, classification and processing.

## Core Content Management

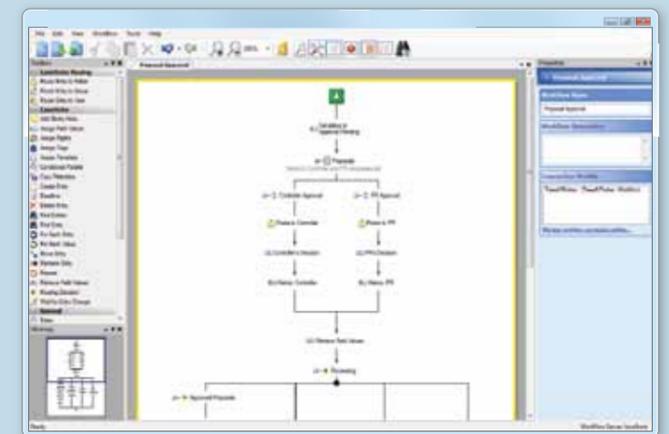
- ▶ Unite document imaging, document management and records management functionality as part of the Laserfiche system's core architecture, not through separate modules stacked together.
- ▶ Eliminate silos by managing and storing content so it is accessible to multiple systems, departments and staff members.
- ▶ Scan, import, search and access documents directly from your SharePoint site with the included Laserfiche SharePoint integration.



The thin-client interface does not require any software to be installed, maintained or updated at the workstation level.

## Configurable Business Process Management

- ▶ Create workflows with an intuitive, graphical design tool that provides a top-down process map, toolbox of activities and wizard-driven configuration.
- ▶ Design custom routing rules with an embedded editor supporting C# or VB.NET scripting.
- ▶ Use activities written for Windows Workflow Foundation to extend Workflow functionality to all line-of-business applications.
- ▶ Troubleshoot, optimize and report on system processes with an included search and reporting interface, or use included ADO.NET data objects to process analytics by preferred reporting tools.



The Laserfiche Workflow system is designed to be highly configurable and extensible.

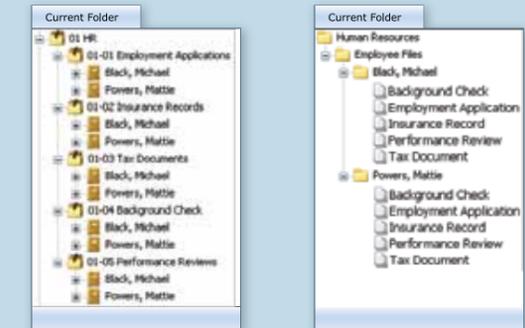


# The Laserfiche Rio Advantage



## Controlled and Flexible Governance

- ▶ Simplify governance by integrating DoD 5015.2-certified records management with workflow technology to dynamically build customized views of the repository for individual business units.
- ▶ Share and enforce best practices by automating manual processes, including content classification and filing.
- ▶ Archive and manage Microsoft SharePoint documents in the Laserfiche repository once the collaboration phase is complete.



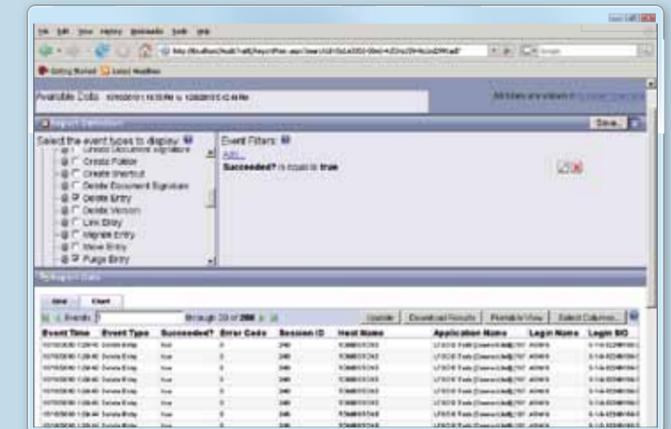
Records Manager View

User View

Dynamically configure multiple views of the same repository, so the records management layout isn't exposed to general users.

## Comprehensive Risk Management

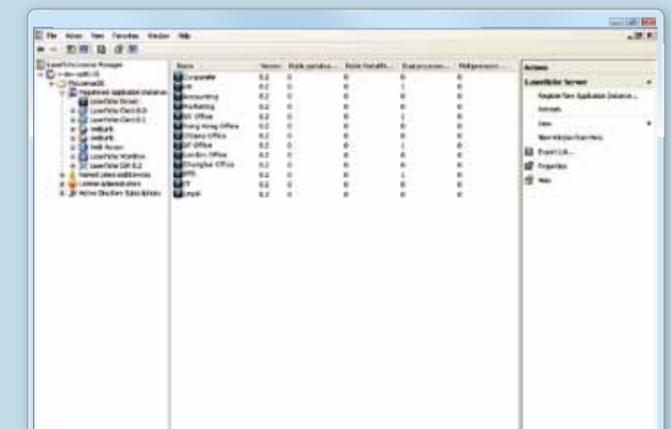
- ▶ Build a common, enterprise-wide ECM infrastructure that not only meets outside regulations but also uses auditing and monitoring to incorporate internal controls.
- ▶ Empower compliance officials to regularly review user activity, assess the effectiveness of internal control mechanisms and demonstrate regulatory compliance with Audit Trail, Laserfiche Rio's built-in solution for security and compliance.
- ▶ Maintain granular control over content with access control lists, folder filtering, security tags and privileges.



Track almost any user action, from login and logout to creating, modifying, printing and deleting documents.

## Clear-Cut Administration

- ▶ Administer repositories, workflows and the Rio system from straightforward MMC snap-ins that behave as expected.
- ▶ Produce licenses to deploy test, development and production systems with the Rio License Manager.
- ▶ Update or modify metadata, security profiles, repository structure and file plan parameters through the same intuitive tools used for initial configuration.
- ▶ Simplify integration with a comprehensive SDK which includes pre-built merge modules; documentation; COM, .NET and Java libraries; and an ADO.NET provider.



The Rio License Manager produces system licenses to deploy test, development and production systems.

“ Using Laserfiche Rio, Emirates Petroleum Product Company and four departments in the ENOC group have gained centralized control over our data. Laserfiche Rio's powerful workflow tools and the Laserfiche SharePoint integration have simplified information sharing and automated operations between departments. ”

Sina Khoory / Group IT Manager / Emirates National Oil Company

# A Pragmatic Approach to Simplify Complex IT Environments



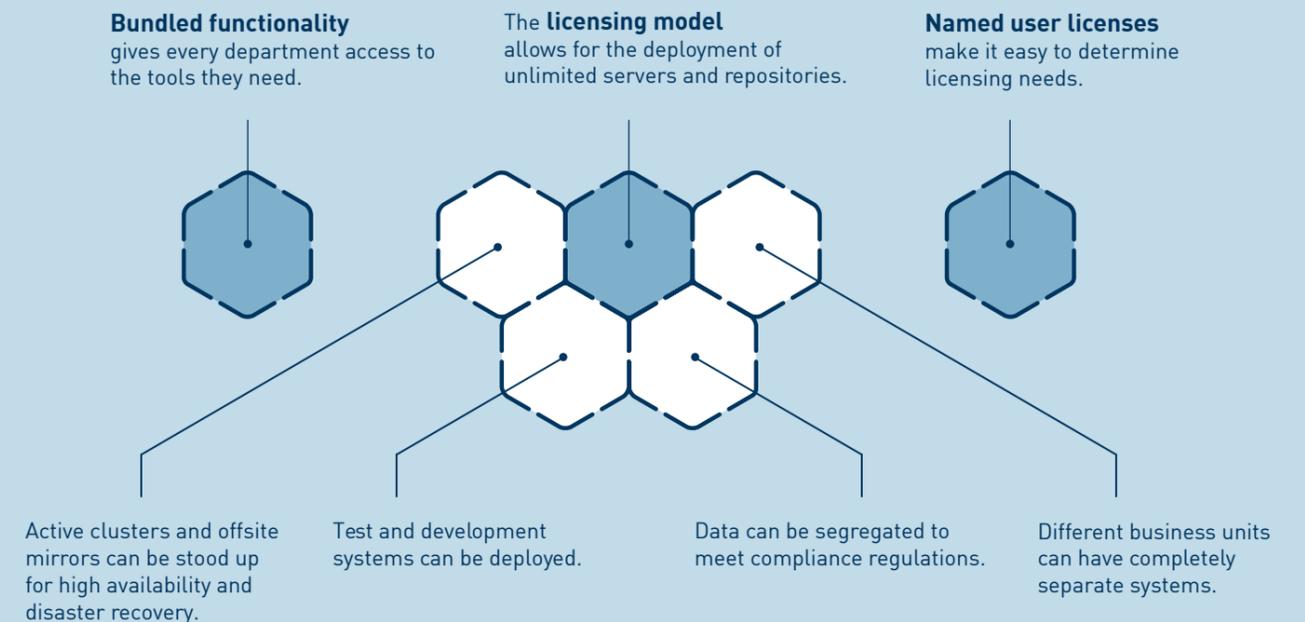
**Laserfiche Rio** was developed specifically to meet the needs of organizations that view ECM technology as a foundational component of their technical infrastructure. With bundled functionality, unlimited content servers and its own licensing server, the system provides you with unmatched deployment flexibility:

- ▶ **Scale easily from one hundred to hundreds of thousands of users.** Named user licenses with significant volume discounts simplify the procurement process, eliminating long requisitions and making budgeting for an enterprise deployment much easier.
- ▶ **Integrate with your existing IT portfolio.** As an open platform, Laserfiche Rio facilitates and encourages integration with line-of-business and legacy applications to solve transactional document problems and provide a rapid ROI.
- ▶ **Extend local flexibility.** No ECM system will offer centralized control over content if it isn't used. Laserfiche Rio is designed to provide centralization and standardization without compromising the flexibility and customization of information delivery required for defined business applications.
- ▶ **Configure, don't customize.** Configuration of Laserfiche Rio's standardized solutions leverage existing administration platforms—including Microsoft skillsets—and offer a lower total cost of ownership.
- ▶ **Maintain control over your ECM environment.** Support for virtualization, mirroring, test, development and other environments without the need to purchase additional software licenses puts you in complete control of system topology, high availability and recovery.
- ▶ **Grow with your organization.** Because needs change, Laserfiche Rio maintains flexibility to change system attributes even after release to production. Changes are made with the same intuitive tools used for initial configuration.

However you choose to deploy Laserfiche Rio, you're empowered with an ECM infrastructure that's designed to maintain momentum, minimize risk and ensure your final solution meets your needs.

## A Flexible Approach to Enterprise Deployment

Laserfiche Rio provides the flexibility required for deploying an ECM solution throughout the enterprise.



# An Agile Enterprise Infrastructure

Every department and business unit has its own unique needs. Some are looking for simple search-and-retrieval, some need to access information through primary business applications such as GIS or CRM, and some want to enable the automation of repeatable processes such as case management, contract management, AP processing and more.

Although there are benefits associated with departmental installations of ECM, the enterprise—and the IT Department—benefits most from implementing an agile ECM infrastructure that can quickly and easily be configured to meet multiple departments' needs.

Laserfiche Rio's **agile ECM ecosystem** offers:

- ▶ Quick and easy deployment.
- ▶ Straightforward and adaptable administration.
- ▶ Central control over standards, security and auditing.
- ▶ The flexibility and adaptability necessary to meet the needs of many different departments.

“What ‘high impact’ looks like is different in each department. We needed ECM that would meet the needs of the entire organization, as well as the specialized requirements of individual departments. Standardization on Laserfiche is vital to the long-term success of the whole organization.”

**Brandon Jackson** / CIO / Gaston County, NC

## The Infrastructure Underpinning Your Connected Framework

### SMARTER OUTCOMES

Publication and Distribution	Enterprise Risk Management	ROI for Repeatable Processes
Enterprise Information Portal	Personalized Interfaces	Value Creation

### VALUABLE CAPABILITIES

Transparent Records Management		Business Process Management	
Enterprise Classification	Document Capture and ETL	Auditing	
Enterprise Search and Retrieval		Information Life Cycle Management	

### AGILE FRAMEWORK

By serving as the universal repository for all organizational content (including paper, forms, audio/video files, e-mail, etc.), Laserfiche Rio provides a single point of control for complete life cycle management.	By acting as integrative middleware that links into legacy systems and line-of-business applications such as GIS, CRM, ERP and more, Laserfiche Rio allows users to access information in the manner and environment in which they are most comfortable.	By serving as an enabler of shared services, Laserfiche Rio eliminates data silos and automates cross-functional activities, accelerating collaboration and data processing.
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# The Best Choice for Microsoft-Driven Organizations

Laserfiche has always developed on top of Microsoft technologies to support close integration with industry-standard platforms. Laserfiche Rio takes this tradition to a new level, featuring even more transparent integration with Microsoft Windows, Office and SharePoint so that your organization can more easily leverage existing investments in Microsoft technology and staff skill sets.

“ Given Laserfiche’s experience and dedication to the Microsoft suite of technology, we saw that it delivers a complete offering to customers seeking an integrated content management and SharePoint solution. ”

**Jerry Carnley** / Chief Information Officer /  
Spindletop Mental Health Mental Retardation Center

## System Administration

- ▶ **MMC:** Manage your ECM repositories through a Laserfiche Administration Manager snap-in for Microsoft Management Console (MMC).
- ▶ **Event Tracing:** Troubleshoot with Event Tracing for Windows (ETW), supplemented by HTTP logging and real-time “console mode.”
- ▶ **Windows Event Log:** Monitor system health with an errors and warnings reporting system integrated with the Windows Event Log.
- ▶ **WMI:** Automate administrative tasks with Windows PowerShell through Laserfiche Windows Management Instrumentation (WMI) or .NET interface.
- ▶ **Laserfiche PowerShell Provider:** Implement cmdlets and a navigation provider for managing Laserfiche ECM servers.

## SharePoint 2010 Interoperability

- ▶ **DoD 5015.2-certified Records Management:** Simplify the management of content created through SharePoint 2010 with transparent records management that automates business processes including records classification and filing.
- ▶ **Laserfiche Web Part for SharePoint:** Provide personalized, authenticated access to stored content from SharePoint pages. Directly scan or upload content into the secure ECM repository from SharePoint.
- ▶ **Laserfiche Records Center Service:** Minimize the content stored in SharePoint and move it into a centralized Laserfiche ECM repository.
- ▶ **SharePoint Search Handler for Laserfiche:** Provide federated search across content stored in both Laserfiche and SharePoint from SharePoint pages.
- ▶ **Laserfiche Workflow Activities for SharePoint:** Support custom workflow activities, including SharePoint-specific activities.

## Windows/Office Interoperability

- ▶ **Microsoft Office:** Send documents directly to the ECM repository from Office applications.
- ▶ **Microsoft Outlook E-mail:** Archive e-mail from Outlook and automatically extract message properties as metadata.
- ▶ **Web Folders:** Expose the ECM folder structure through Windows Explorer for simple drag/drop and browsing.
- ▶ **WebDAV:** Access documents stored in the ECM repository through Web Folders and other WebDAV extensions.

## Business Process Management

- ▶ **Workflow Designer:** Create workflows by simply flowcharting your business processes.
- ▶ **Built-in Activities:** Use built-in activities to build workflows quickly.
- ▶ **Extensible Rules:** Create custom VB.NET and C# scripts using a built-in editor, or design your own activities.
- ▶ **Windows Workflow Foundation (WF):** Integrate primary applications into ECM workflows using the Windows Workflow Foundation and the .NET framework. Export ECM workflows as WF workflow definitions; use Visual Studio .NET to incorporate them into your own WF workflows.

## Security and Auditing

- ▶ **Single Sign-On:** Authenticate with a Windows domain account in Active Directory.
- ▶ **Permission Inheritance:** Configure access through group membership, and allow users to inherit security settings from the groups they belong to.
- ▶ **Access Control Lists:** Secure documents through access control lists, security tags and privileges.
- ▶ **Role-Based Authorization:** Use granular permissions to grant access based on a user’s role.
- ▶ **Privilege Delegation:** Delegate security to more than one user with individual permissions.
- ▶ **Secure Deletions:** Secure deletions with DoD 5022.22M compatible deletion protocols.
- ▶ **Secure Recycle Bin:** Documents in the recycle bin have original security fully intact. Administrators can control which users are allowed to permanently purge items from the recycle bin.
- ▶ **Secure Communication:** Support for SSL for secure communication.
- ▶ **Auditing:** Fully audit all system events.
- ▶ **Reporting:** Generate Web-based audit reports, available as tables or charts.
- ▶ **SQL Reporting Compatibility:** Generate audit reports with Microsoft SQL Server Reporting Services.

## Extensibility/Integration

- ▶ **Code Library:** Jump-start custom integrations from working examples, with complete code samples, which can be used out of the box or extended.
- ▶ **Uniquely Addressable Documents:** Access any Laserfiche document with a unique URL or entry ID.
- ▶ **Extensible Web Interfaces:** Customize Web interfaces built on ASP.NET.
- ▶ **.NET Toolkit:** Create custom Laserfiche integrations with .NET assemblies that run natively on both 32 and 64 bit machines.

# Protect the Value of Your ECM Investment

Technology represents one of the most significant investments you make in your organization's success. That's why **Laserfiche is committed to constantly improving its product suites to help you meet new business challenges.** The Laserfiche Software Assurance Plan (LSAP) provides your organization with these enhancements as soon as they're released, along with the technical support and detailed technical material that preserves and extends the value of your Laserfiche investment.

LSAP helps you take the guesswork out of budgeting by bundling everything you need to maintain your Laserfiche system into a simple annual payment. It ensures you have every resource you need to meet technical challenges and expand your Laserfiche infrastructure, including:

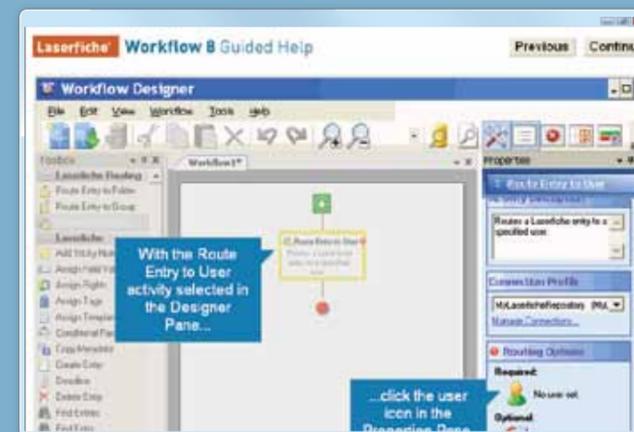
- ▶ **Rapid-response technical support.**  
Your Laserfiche reseller will promptly troubleshoot and resolve any issues that arise—before they impact operations or affect staff productivity.
- ▶ **Online support resources.**  
Your staff receives access to the Laserfiche Support Site, where they'll find the detailed technical information to help them optimize system performance and maximize uptime, as well as integrate your document repository with your organization's other line-of-business applications.
- ▶ **The latest hotfixes, updates and patches.**  
These critical items ensure your Laserfiche system continues to operate at peak efficiency.
- ▶ **New releases.**  
You'll make sure your system stays current, as new releases of your licensed products are included at no additional charge.
- ▶ **An easy path to growth.**  
We're committed to continuously improving and expanding the Laserfiche product suite. And as we do, you can credit 100% of the purchase price of your current Laserfiche software toward any new product line purchases.



Downloadable scripts and custom applications in the **Code Library** help your IT staff easily extend Laserfiche functionality.



**Forums** provide an interactive location to discuss product features and functionality with Laserfiche Developers and other members of the Laserfiche community.



**Video tutorials** provide hands-on instruction in how to use Laserfiche most effectively.

# An Entire Ecosystem of Support



With a sophisticated code library, world-class community, extensive training options and more, Laserfiche provides Rio customers with more than just software—it provides an entire ecosystem of support for delivering value quickly, easily and without the need to bring in expensive ECM experts at every turn.

Since 1987, the collaborative experience of thousands of users, resellers, developers, integrators, consultants and partners from more than 40 countries on six continents has led to an incredible wealth of knowledge. You can tap into this knowledge in a variety of ways, including:

## TRAINING

- ▶ Annual conference
- ▶ Certified Professional Program (CPP)
- ▶ Regional workshops
- ▶ Webinars

## SOLUTION EXCHANGE

- ▶ Code Library
- ▶ Integration Marketplace
- ▶ Online forums

## COMMUNITY

- ▶ Luminary blogs
- ▶ Case studies
- ▶ User groups
- ▶ Newsletters

Drive true **organizational agility** by leveraging everything Laserfiche has to offer.

“What sets Laserfiche apart from other ECM solutions is its ease of administration and ease of use, which is why we chose it when we standardized our entire county. **Laserfiche is the best choice for IT professionals**, because it offers more functionality, lower overhead costs and an excellent ROI.”

**Darlene Hale** / IT Director / LaPorte County, IN

## Explore Laserfiche Rio Agile ECM

Review the feature matrix, discover industry solutions and get customer perspectives at:

[laserfiche.com/rio](https://laserfiche.com/rio)



## About Laserfiche

Since 1987, Laserfiche® has used its Run Smarter® philosophy to create simple and elegant enterprise content management (ECM) solutions. More than 30,000 organizations worldwide—including government entities and Fortune 1000 companies—use Laserfiche software to streamline document, records and business process management.

The **Laserfiche ECM system** is designed to give organizations central control over their information infrastructure, including standards, security and auditing, while still offering business units the flexibility to react quickly to changing conditions. The Laserfiche product suite—built on top of Microsoft® technologies to leverage your existing technology investments—deploys rapidly, enhances efficiency and integrates seamlessly with the applications employees use every day.

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