Kuwait United Co.
For Copies & Computer Services

Laserfiche®
Authorized Reseller

الشركة الكويتية المتحدة
لخدمات التصوير والكمبيوتر

KOFAX
M.E. & Africa Distributer

الشركة الكويتية المتحدة
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Kuwait United Company

The Executive Summary & Company History

Kuwait United co. is an authorized reseller for many IT Solutions, including LaserFiche Enterprise Content Management solution.

Laserfiche is a leader in the content & documents solutions worldwide and Kuwait United Co. is one of M.A. Kharafi group of companies under the paper and equipment division, technology sectors, providing ***Content & Documents Solutions Technology, Backlog Services & IT Turnkey Solutions (Servers, Storages, Scanners, CISCO Solutions, Ext…) is a VAR for Laserfiche.***

Every Organization needs to retain information for several purposes such as customer services, accounting, financial and audit regularity purposes, etc.

Previously, users have adopted a variety of archiving solutions, ranging from printing on Paper and manual filing of copies or reports to Microfilm retention. All the documents are kept in filing cabinets or storage boxes, generating a physical barrier that restricts their access. Immediate access to information is therefore still a key issue.

Expense, storage space, single user access, environmental issues, security (and natural disaster), miss filing and the sheer time taken to locate the relevant information and respond to the inquiry prove that Paper based information is too problematic.

The worldwide acceptance of the ***PC and optical media***, coupled with the availability of sophisticated Windows based software for archiving, has resulted in users now being provided with accessible and secure information at the desktop

LaserFiche is the solution that Kuwait United Co. is offering you taking into consideration the years of experience it has in this field with major local industries, communications, constructions, institutions & other business sectors through PMP standards which allows installation to be done properly and rapidly.

Since 1987, more than 25,000 organizations—including government offices, financial services firms, healthcare organizations and Fortune 1000 companies—have used Laserfiche document management software to increase productivity, automate business processes and achieve greater document control.

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Our Mission....

Our mission is to provide the highest quality services & technologies to our clients, to deliver world-class solutions, and to help our clients excel by enabling them to leverage the full potential of their organizations. Our approach, which is based on successful past experience, is customized to fit the unique requirements of each client challenge. Here at Kuwait United Company, we are committed to **"Providing Value through Service & Technology."**

Our Clients....

Kuwait United Company has Provided Services and Solution to a large number of clients in all industry sectors throughout Kuwait, including Government, Finance, Education, Oil and private sectors. The following is a cross section of some of our major clients.

Our last current projects for reference in Kuwait

- Ministry of public works
- Public Authority for Minors Affairs (PAMA)
- Ministry OF commerce and industrial
- -State Audit Bureau
- Al-Sane Group
- -Public Authority for Youth and Sports
- -Zain-Iraq
- -Al-Kharafi Construction Co. W.L.L.
- -American Creativity Academy
- -Amiry Diwan
- -Gulf Cable & Electrical Industries Co. K.S.C.
- -International Projects Consultancy
- -Kuwait Agriculture Company
- -Kuwait Energy
- -Kuwait United Co. for copies & computer services
- -M.A. Al-Kharafi & Sons (H.O.)
- -M.A. Al-Kharafi & Sons (PED)
- -Ministry of Interior
- Private Education Admin Organizations

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Services and solutions

Kuwait United Co. partners with emerging market leaders and provides them with solution & services spanning over the complete life cycle of products and applications. Our objective lies in setting up dedicated expert teams for providing complete IT solution with a local project management team. Using our proven Project Management and mature development methodology we help emerging market leaders bring superior products to market.

By being close to our clients and working in their time zones, the locally based team members ensure that optimal communication is maintained for the successful outcome of projects. Our project managers conduct onsite documentation of requirements. They ensure the team has a pipeline of work orders to zero out idle time. They ensure consistent measurable delivery on or ahead of schedule throughout our engagement to bring great products to market in less time and at less cost.

We provide both end-to-end solutions - from requirements gathering to application maintenance - specific design and development expertise. We have expert engineers focusing on each Technology Area. Focus within Technology Areas encourages them to build proficiency in each distinct development architecture. This also helps our teams in addressing the delivery nuances related to a particular type of technology.

The combination of focus on Technology Area, competitive pricing (cost plus model), exceptional service and most importantly Project Management experience makes KUC a powerful choice for our clients. KUC has an excellent track record in each Technology Area and has successfully delivered various projects, on schedule and within budget, to various clients in Middle East.

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Services and solutions

Document Management/Content Management

Kuwait United Co. (one of M.A. Kharafi Group of companies) is the Authorized Distributor of Laserfiche software in the State of KUWAIT; it is developed by Compulink Management Center Inc. (California – U.S.A.).

Compulink, who is specialized in Electronic Document Management Software, has pioneered high-volume document data-storage and retrieval systems through many years of experience. Their software LaserFiche is now operational in over 21,000 installations world-wide, offering a smart, flexible, and easily integrated solution for a broad range of banks, institutions, states and federal government agencies, municipals, insurance companies, hospitals as well as hundreds of universities and schools.

LaserFiche covers the spectrum for organization of information within different applications. The inherent features of LaserFiche include document folders, color-coded index card templates, and full-text search. LaserFiche provides login security and resource isolation, through the use of user lists, user groups, access control list and rights.

With LaserFiche, you will gain long term control and management of all your documents, introduce full access security and audit trails, and allow their managed sharing between different departments.

Document management/Content Management is the conversion of paper documents into electronic images on your computer. Once on your desktop, these documents can be retrieved effortlessly in seconds.

Thousands of organizations around the world use document management every day instead of paper filing systems. The reasons for this change are simple:

Document Management/Content Management:

Prevents lost records.

Saves storage space.

Manages records easily.

Finds documents quickly.

Makes images centrally available.

Eliminates the need for file cabinets.

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A complete document management/Content Management system comprises five elements:

Scanning.

Storage.

Indexing

Retrieval

Access

Business Process Management (BPM)

For any Document management/Content Management system the ultimate goal is to have a smooth Business Process Management. Business process management (BPM) is a management approach focused on aligning all aspects of an organization with the wants and needs of clients. It is a holistic management approach that promotes business effectiveness and efficiency while striving for innovation, flexibility, and integration with technology. Business process management attempts to improve processes continuously. It could therefore be described as a "process optimization process." It is argued that BPM enables organizations to be more efficient, more effective and more capable of change than a functionally focused, traditional hierarchical management approach.

A business process is "a collection of related, structured activities that produce a service or product that meet the needs of a client." These processes are critical to any organization as they generate revenue and often represent a significant proportion of costs. As a managerial approach, BPM considers processes to be strategic assets of an organization that must be understood, managed, and improved to deliver value added products and services to clients. This foundation is very similar to other Total Quality Management or Continuous Improvement Process methodologies or approaches. BPM goes a step further by stating that this approach can be supported, or enabled, through technology to ensure the viability of the managerial approach in times of stress and change. In fact, BPM is an approach to integrate a "change capability" to an organization - both human and technological. As such, many BPM articles and pundits often discuss BPM from one of two viewpoints: people and/or technology.

BPM is a critical part of ITSM - IT Service Management. Without driving good business process management your IT Service Management initiatives would fail. All disciplined IT Service Management implementations include well developed BPM processes.

Because BPM allows organizations to abstract business process from technology infrastructure, it goes far beyond automating business processes (software) or solving business problems (suite). BPM enables business to respond to changing consumer, market, and regulatory demands faster than competitors - creating competitive advantage.

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BPM life-cycle

Business process management activities can be grouped into five categories:

Design

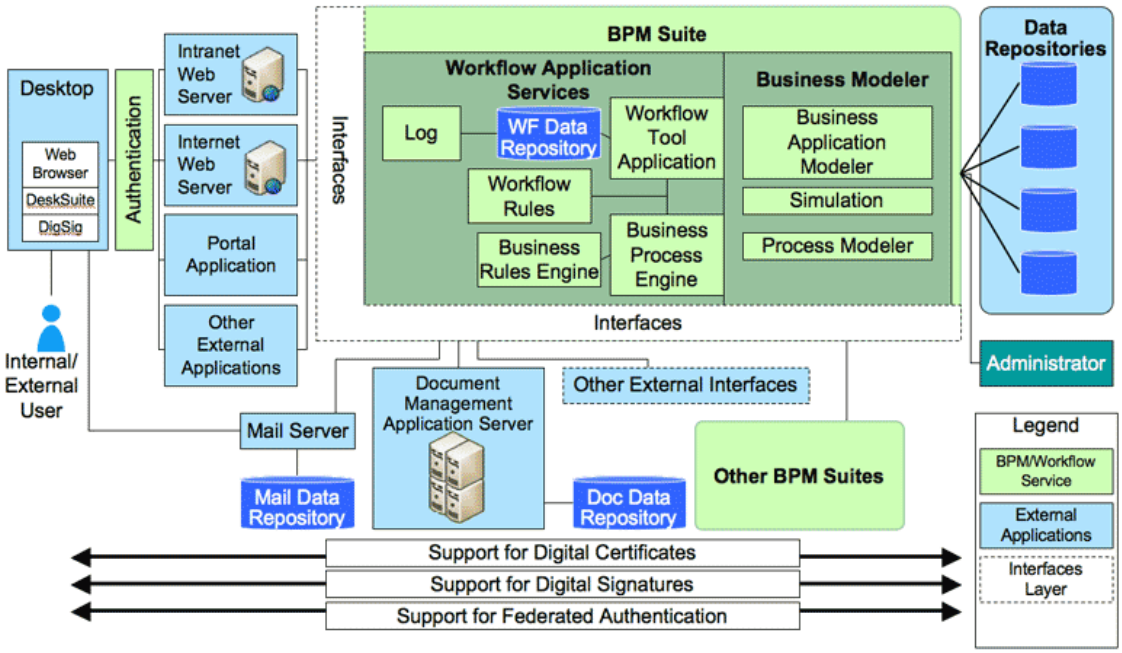
Modeling

Execution

Monitoring

Optimization

Example of Business Process Management (BPM) Service Pattern:



This pattern shows how business process management (BPM) tools can be used to implement business processes through the orchestration of activities between people and systems.

On/Off-site Backlog Services

Kuwait United Co. has acquired extensive knowledge and expertise in the scanning industry. A dedicated team of trained and qualified project managers and archiving personnel are available to complete any project regardless of size. Furthermore Kuwait United Co. is able to provide consultation services for scanning and backlog conversion projects

Whether you have invoices, correspondence, purchase orders or other documents to scan, we can recommend the best way to do it and finish the job quickly, to a high quality and at a low cost! Typically you can store 3 filing cabinets of information on one CD ROM thereby saving thousands per year on document storage space.

We also have extensive experience in scanning documents and loading them into EDM systems such as Laserfiche, thereby enabling you to outsource your high volume scanning requirements where in-house resources cannot cope.

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LaserFiche Enterprise Content Management application:

Laserfiche® Avante™ Overview

Powerful, affordable business process management to transform your organization

Laserfiche Avante brings together our industry-leading document management system and powerful, fully integrated Workflow functionality. Whether you have a staff of one or one hundred, you'll simplify complex tasks, promote better decision making and keep your organization moving forward.

Laserfiche Avante's licensing is based on the number of people who will be using the system, which makes it possible to calculate the cost of most systems by doing little more than counting employees.

Named user licenses include document management, Workflow, Snapshot and e-mail functionality. Servers are sold individually and support industry-standard Microsoft® and Oracle® database platforms.

Different Components use with Avante:

- The **Laserfiche Server** centralizes management of multiple types of information, including digitized paper documents, electronic documents, e-mail and digital audio and video files.
- The desktop-based **Laserfiche Client** offers users intuitive, instant access to information. Each user has their own connection through the Laserfiche Client, so they are always able to access their information.
- **Laserfiche Workflow**™ promotes constant productivity with rules-based document routing, e-mail notification and activity monitoring.
- **Laserfiche Scanning** is an intuitive scanning interface to add paper documents into your Laserfiche repository. An array of tools enables you to enhance images, so you get the most accurate text capture possible.
- **Laserfiche Snapshot**™ creates archival TIFF images of electronic documents, without repetitive printing and scanning.
- **Laserfiche E-mail Plug In**™ uses any MAPI-compliant e-mail application to distribute documents stored in the Laserfiche repository.

The **Laserfiche Software Assurance Plan (LSAP)** provides support and training, as well as the software updates, enhancements and forums available on the Laserfiche support site.

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Customizable Functionality:

Avante's pricing structure makes it simple and affordable to add new features and functionality to your Laserfiche system.

For a percentage of your base system price, you can add a Web client or Audit Trail tracking.

- **Laserfiche Web Access™**, a true thin client, supports Microsoft® Internet Explorer® 6.0 and higher and Mozilla® Firefox® 2.x, and reduces installation, support and maintenance requirements. Web Access Light, a Section 508-compatible text version of Web Access, also provides support for mobile devices such as Blackberries and iPhones. Web Access also includes an industry-leading integration that adds imaging functionality, records management and enhanced workflow capabilities to Microsoft SharePoint®.
- **Laserfiche Audit Trail™** tracks actions users take within the Laserfiche system, so you ensure information security and simplify regulatory compliance.
- **Laserfiche Quick Fields™** provides production-level document capture and processing tools, including data extraction modules, capture tools, image enhancements and forms processing tools.

The diagram shows the various components of LaserFiche ECM system which will provide the functionality to Gulf Bank to be able to manage their documents through their lifecycle stages (Creation, Managing and approving, Publishing and Archiving.

The solution will provide the following Main Functionality:

1- Document Capture Functionality through using ScanConnect , Quickfields or web scanning.

2- Provide storage, classification, categorization, and indexing functionality through laserfiche Avante Server services.

3- Provide Security functionality through Laserfiche server services and Audit trail server.

4- User Search, Retrieval, and managing Functionality through Web access or LF Client.

5- Distribution, Routing and workflow functionality through workflow server.

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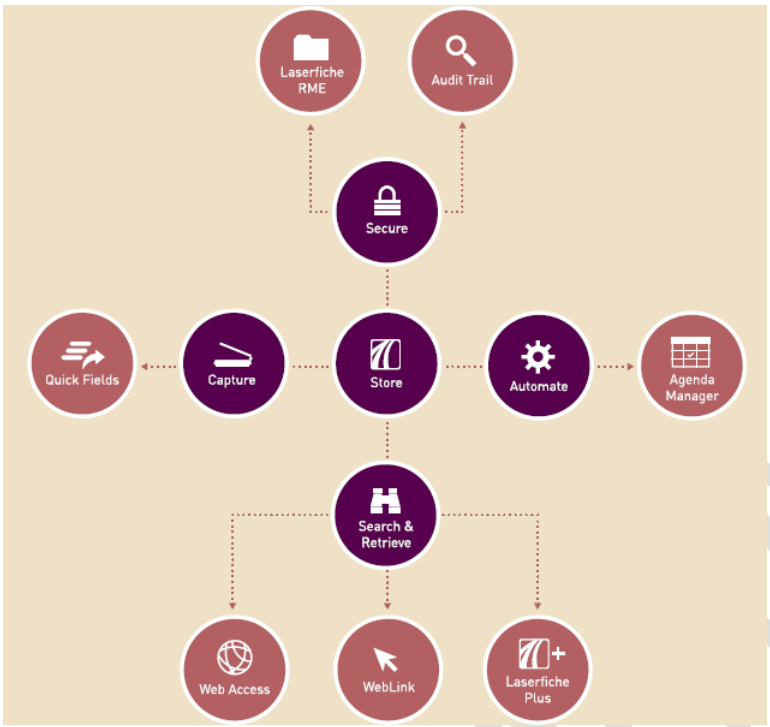

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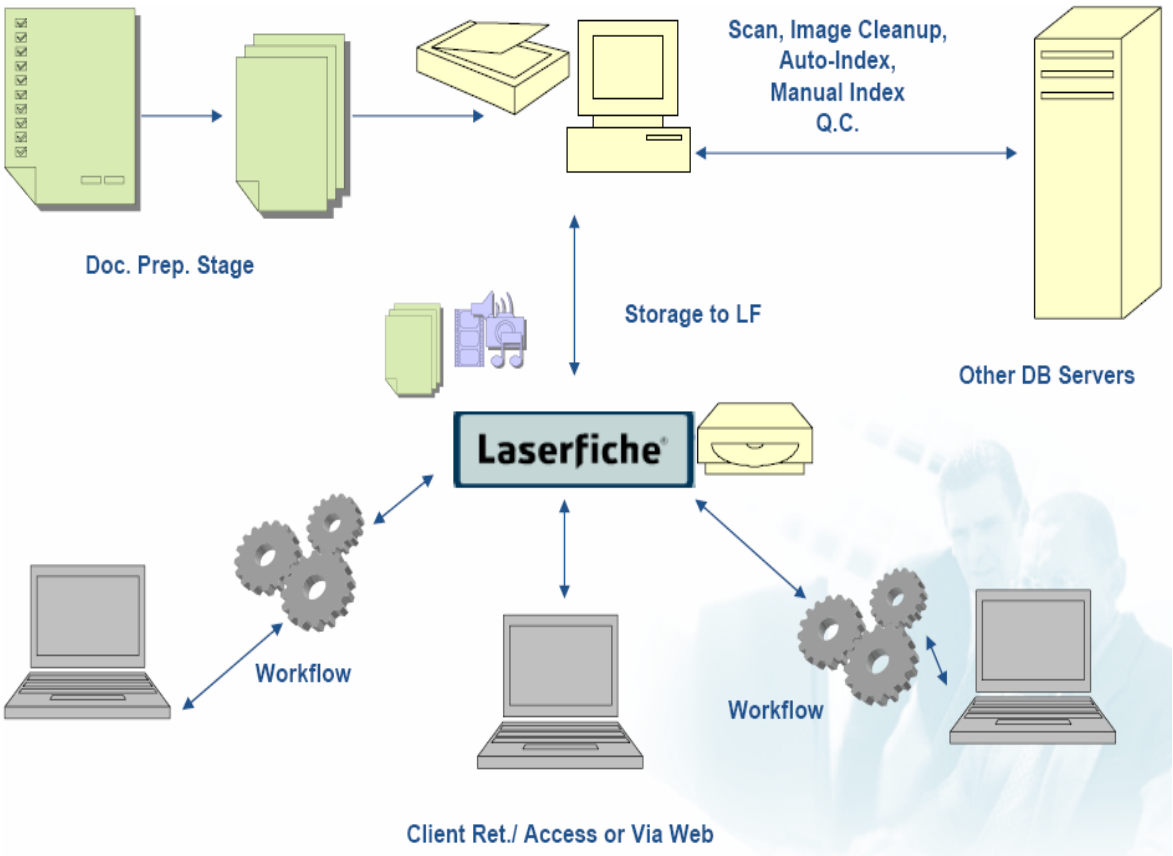
The pictures below shows the major functionalities and solution diagram for Laserfiche:



Solution Components Features

Laserfiche Server & Client

The Client and Server form the core of the Laserfiche enterprise content management solution, allowing you to manage content, mitigate content-related risks, and put information to use for business people and processes. Laserfiche begins with basic content services, and adds document capture, library services, and a wide variety of other tools and functionality to improve the flow of business.

The Foundation of Your Enterprise Content Repository

The Laserfiche Client is the user-friendly software interface to a centralized electronic content repository, and includes a variety of tools for managing the resources it contains. Functionality of the baseline Laserfiche product includes document capture and image enhancement, storage and archiving for documents and unstructured information, easy-to-use document organization tools, annotation and metadata features, search and retrieval, collaboration and content distribution, and extensive security controls.

Expand Your Content Management Capabilities

Basic Laserfiche functionality can be expanded with additional Laserfiche product modules, including records management tools; Web distribution via Web Access and WebLink; business process management via Workflow, Agenda Manager, and Quick Fields; and personal portal functionality with the Laserfiche SharePoint integration. In addition, the Laserfiche Toolkit provides the resources necessary to customize your implementation of Laserfiche and create integrations with third-party applications.

Basic Functionality

Key Components

- Powerful content repository organized in a familiar folder tree structure.
- User-friendly client interface for enterprise content management.
- Flexible administration and repository management tools.
- Document image capture with Laserfiche Scanning.
- Capture images from a digital camera or cell phone with PhotoDocs.
- Image capture of electronic documents with Laserfiche Snapshot.
- E-mail documents directly from your repository.
- Import and work with electronic documents, such as Word files or PDFs, alongside your scanned documents.

Searching

- Search the contents of the entire repository (imaged and electronic documents) for a specific word or phrase.
- Search the text of electronic documents, find what you need despite alternate spellings or typos using fuzzy search, and see your search result hits in context to determine whether you've located the document you need.
- Search for documents or folders based on their properties, user-defined metadata, or text.
- Perform basic and advanced searches through simple user interfaces or with user-provided syntax.

Image and Document Tools

- Annotate images with drawing tools, redactions, sticky notes, and attachments.
- Add user-defined metadata such as tags, relationships between documents, and customized field information.
- Collaborate with check-in/check-out, versioning, and document linking.
- Store documents in Laserfiche directly from Microsoft Office.
- Export, print or e-mail different file formats directly from the Laserfiche repository.

System Administration

- Administer your repository and server from a single installation on any workstation on the network with the Laserfiche Administration Console.
- Monitor connections and port use, set up server administrators, and take your repository offline or online for maintenance.
- Secure information using a flexible, granular security system to restrict access to folders, documents, or metadata; create or add users and groups to ensure that the right users have access to the right information.
- Create user-definable metadata with which your users can add information to documents—and make them more searchable.
- Manage administrative settings for your storage volumes, your full-text search engine, your recycle bin, and many other features.
- Track changes to your content repository using Audit Trail.

Installation and Support

Server

- Installed on a central Server computer, accessible with a variety of Laserfiche thin and thick clients.
- Includes a dedicated full-text indexing and search service.
- Works with a SQL database server and volume storage files that can be distributed to other hard drives or computers to reduce the load on your server and take advantage of additional storage space.

Clients

- Thick client application can be installed on workstations on your network for fast, transparent access to the content repository.
- Web Access, the full-featured thin client, and WebLink, the read-only portal, can be centrally administered with a single installation and accessed from a variety of browsers, operating systems and mobile devices.
- Both the thick client and the full-featured thin client include scanning modules for image capture.

Authentication

- Single sign-on with Windows domain account in Active Directory.
- Password authentication using integrated LDAP support.
- Password authentication using Laserfiche accounts.

Security

- Secure documents and metadata through access control lists, security tags, feature controls, and privileges.
- Granular document control using inheritance and folder scope.
- Organize users into groups for easier security maintenance.
- Dynamic security using advanced filter expressions.
- Recycle bin to protect against accidental or unauthorized deletions.

- Secure deletions per DoD 5022.22 M compatible protocols.
- Support for SSL secures communication.

System Administration

MMC

- Manage your Laserfiche Servers and repositories through a Laserfiche Administration Manager snap-in for Microsoft Management Console (MMC).
- Manage Server settings such as current connections, port use, and license handling.
- Manage repository settings such as users and groups, user-defined metadata types, storage volumes, indexing, auditing, and security.
- Administer document handling with collaborative tools and recycle bin settings.

Event Tracing

- Troubleshoot with Event Tracing for Windows (ETW), supplemented by HTTP logging and real-time "console mode."

Windows Event Log

- Monitor health of the system with a Laserfiche errors and warnings reporting system integrated with the Windows Event Log.

Performance Counters

- Monitor basic Laserfiche Server activity using performance counters and Windows Performance Monitor to help you correctly allocate resources.

WMI

- Automate administrative tasks with Windows PowerShell through Laserfiche Windows Management Instrumentation (WMI) or .NET interface.

Environment

Server OS

- Windows 2003, Windows 2008, Windows 2008 x64.

Databases

- MS SQL Server 2003, MS SQL Server 2008, Oracle 10g, Oracle 11g.

Client OS

- Windows XP, Windows Vista, Windows 7.

Protocols

- HTTP/WebDAV, DCOM, .NET.

Clustering

- Support for Active/Passive Failover.

Authentication

- Integrated Windows Authentication, Kerberos, Laserfiche Authentication, LDAP

Laserfiche Workflow Server

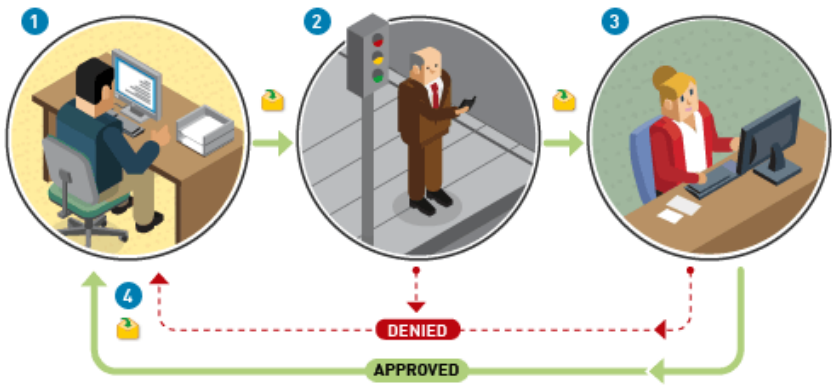
Laserfiche Workflow enables organizations to design custom workflows that fit their needs. Workflows automatically perform specified actions at appropriate times, such as sending a document to a specific user, populating a field, adding a tag, or sending an e-mail.

Easy to Build and Extend

Building a workflow is as easy as selecting and configuring workflow activities: pre-built, configurable processes designed to accomplish a specific task. Laserfiche Workflow contains over 30 activities, including Route Entry to User, Assign Tags, Assign Template, and E-mail. Workflow also enables users to extend its functionality, allowing them to build workflows that interact with third-party software or databases or perform custom actions. Users can insert custom built VB.NET and C# scripts into one of Laserfiche Workflow's scripting activities, or they can design their own activities.

Workflow Decision Making

Laserfiche Workflow is a highly flexible and powerful tool you can use to mirror your manual, paper collaborative processes in an automated, digital form. It contains branching activities that are designed to handle multiple scenarios and make decisions as to how a workflow should proceed. Decisions can be made based on a wide variety of criteria, including the value of a field, the number of documents in a folder, or the name of a document.



Simple Workflow:
Requesting Vacation Time

1. **Employee** submits a request using the Laserfiche Client.
2. **Manager** is notified for initial review via an automatic e-mail notification.
3. **Human Resources** gets an automatic e-mail notification. The request is given final approval if the employee has vacation time available.
4. **Employee** is automatically notified if the request was approved or denied.

Basic Functionality

Designing and Implementing Workflows

- Simple, intuitive, and customizable interface lets you drag and drop activities onto a workflow and configure how they should perform.
- Trigger workflows when specified events take place in your Laserfiche repository.
- Define exactly which events should trigger a workflow using flexible conditions.
- Limit starting rules to specific events, users, repositories, folders, etc.
- Route documents based on conditions you define or different actions to be taken before or after a deadline.
- Perform two activities in parallel based on specified conditions.
- Configure a workflow to wait to proceed before a specified condition becomes true.
- Create custom tokens using regular expressions.
- Create and run custom Workflow activities with VB.NET or C# scripts.

Workflow Operations

- Import and export workflows from one location to another, including exporting as Windows Workflow Foundation definition to share workflows with other applications.
- View detailed information about the performance of workflows, such as current status, errors or warnings, names of documents they interacted with, and when completed.
- Manually terminate, pause, or resume workflows as they run.

User and Group Properties and Security

- Assign users custom properties for Laserfiche Workflow routing and decision-making, such as working folders in the Laserfiche repository, e-mail addresses, and supervisors.
- Administrators can specify what actions users can perform in the Workflow Designer, such as permission to view a published workflow, but not to edit or delete it.
- Set Workflow security based on Laserfiche or Active Directory trustees.

Installation and Support

Components

- Laserfiche Workflow Server: Executes workflow rules. Receives notification from the Workflow Subscriber when a change is made to a Laserfiche entry that satisfies a starting rule.
- Laserfiche Workflow Subscriber: Acts as a link between the Workflow Server and the Laserfiche Server. Receives notification from a Laserfiche Server when a change is made to a Laserfiche entry and evaluates the event to determine if a starting rule is satisfied. If so, it notifies the Workflow Server.
- Laserfiche Workflow Designer: Used to design and publish workflows and starting rules.

Environment

Operating System

- Windows XP Professional (Service Pack 2), Windows 2003, Windows Vista, Windows 7, Windows 2008 Server. 32-bit and 64-bit versions supported for all Workflow 8 components.

DBMS

- SQL Server 2005 (Service Pack 1 or higher), SQL Server Express 2005, SQL Server 2000 (Service Pack 3 or higher), SQL Server Desktop Engine (MSDE).

Required Windows Components

- Windows Message Queuing component.
- Microsoft .NET Framework 3.0.
- Microsoft Management Console (MMC) 3.0.

Protocols

- Built on Microsoft Windows Workflow Foundation.

Laserfiche ScanConnect & Quick Fields Capture Modules

Quick Fields simplifies the organization and management of documents and unstructured information. It automates processing for a high volume of information by capturing data from various formats and sorting documents according to custom criteria, helping you put content to use quickly.

Improve Efficiency of Data Entry

The software saves your organization time on repetitive data-entry tasks, freeing your staff for other projects. With Quick Fields, you can generate and organize valuable information, such as extracting data from your documents and inserting it as metadata in your Laserfiche repository. Automating the process of turning paper documents into digital files mitigates the risk associated with manual data entry—as well as the risk of doing business without all of the information you need.

Automatically Integrate Data Capture With Storage

Quick Fields can automatically sort documents and store them in your Laserfiche repository, even creating the folder path. You specify the criteria that will be used to classify the documents and how they will be organized and stored, including using tokens to file documents according to the information they contain. External databases can be used to validate data extracted from documents, as well as to retrieve information for document metadata.

Basic Functionality

Image Processing

- Retrieve imaged or electronic documents from a local or network drive or a Laserfiche repository.
- Apply single processes or groups of them to documents after scanning.
- Remove extra pages such as blanks or slipsheets.
- Examine a region or groups of markable features to determine if they have been marked.

- Permanently place text, annotations, or an image on imaged documents.
- Redact or otherwise annotate information that fits a pattern.
- Generate sequential numbers for documents or pages.

Image Enhancement

- Clean up imaged documents to improve the results of Optical Character Recognition (OCR) with tools such as deskew, despeckle, line or border removal, resize, rotate, image crop, color smoothing, or invert.
- Work with forms, aligning an image with an empty form or removing form structure while leaving the form data.

Data Extraction and Storage

- Generate text from electronic documents or from imaged documents using OCR.
- Identify and extract text that fits a pattern.
- Read barcodes and use the information in document metadata.
- Generate text from a particular area on an imaged document with Zone OCR.
- Extract information from an outside database during or after processing and confirm that field values correspond to values in it.
- Classify documents for processing and storage by a variety of means, including page measurements, search results, extracted information, or comparison to a master form.

Environment

Operating Systems

- Windows XP (Service Pack 2 and higher), Windows 2003, Windows Vista, Windows 7, Windows 2008.

Protocols

- HTTP.

Authentication

- Integrated Windows Authentication, Active Directory, Laserfiche Authentication, LDAP.

Laserfiche Audit Trail

Laserfiche Audit Trail's ability to monitor, record, and report on system activity makes the product a key component of the Laserfiche enterprise content management suite. Not only do organizations need to manage documents and other unstructured information, but they also have to mitigate content-related risks by tracking exactly how your organization uses it. Audit Trail, with the Laserfiche content repository, is the tool organizations need to meet evolving compliance and e-discovery requirements.

Risk Assessment For Your Business Content

Laserfiche Audit Trail enables you to regularly review user activity, assess the effectiveness of internal control mechanisms, review productivity, and demonstrate regulatory compliance. Access to this information is critical for compliance purposes: organizations need to know how content is preserved and fully understand the legal implications of its use. The risk context of

your enterprise content must be balanced with the needs and resources of IT and the rest of the business.

Flexible Activity Tracking and Reporting

Three different editions of Audit Trail allow you to monitor a wide variety of events in the Laserfiche repository, either repository-wide or on a per-user or –group basis. Types of auditable events range from simple repository login and logout, to unsuccessful attempts to perform actions, to requiring reasons for printing, e-mailing, or exporting documents. Once audit data has been collected, authorized Audit Trail users can access a Web-based reporting tool to create summaries of all actions taken on a particular document or record. Reports can be easily filtered, sorted, and graphed to identify trends and isolate behavior patterns, further helping expedite audits.

Basic Functionality

Reporter

- Filter, sort, and graph audited data via Web-based Audit Trail page.
- Save reports for later retrieval or sharing with others.
- Customize grid and chart view of audited data.

System Configuration

- Configure tracking of user actions in the Laserfiche Administration Console.
- Set up reporting via the Laserfiche Audit Trail Configuration Web page using a wizard-based configuration.
- Store raw data in log files and load specific sets of information into a database that's separate from your repository database.

Security

- Watermark content exported or printed from your repository to maintain proof of origin or ownership.
- Separate permissions required to access Laserfiche repository and Audit Trail reporting.
- Restrict access to Configuration Page to local administrator on the computer hosting Laserfiche Audit Trail Reporting.

Editions

Starter Edition

- Geared towards basic regulatory compliance for tracking the modification of data stored in the repository.

Standard Edition

- Includes all features of the Starter edition, has the ability to log more events, provides more flexibility in determining how events are logged, and logs unsuccessful attempts to perform an action.

Advanced Edition

- Includes all features of the Standard edition, has the ability to log security changes and searches performed in a repository, tracks why users performed certain actions, and enables you to configure watermarks.

Environment

Operating Systems

- Windows XP, Windows 2003, Windows Vista, Windows 7, Windows 2008.

Web Server

- Internet Information Services (IIS).

Web Browser

- Internet Explorer 7 or 8, and Firefox 2 or 3.

Databases

- Microsoft SQL Server 2005, Microsoft SQL Server 2005 Express, Microsoft SQL Server 2008, Microsoft SQL Server 2008 Express, Oracle 10g, Oracle 11g.

Authentication

- Windows Authentication.

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Audit Trail Options Matrix

Tracking	Starter	Standard	Advanced
Repository login and logout	✓	✓	✓
Document creation, editing, printing, or deletion	✓	✓	✓
Template, field, and annotation creation, editing, or deletion	✓	✓	✓
Security tag addition	✓	✓	✓
Document, volume, or briefcase export	✓	✓	✓
Documents sent to the Recycle Bin	✓	✓	✓
Granting or revoking login rights for Windows accounts		✓	✓
Adding or removing users from Laserfiche groups		✓	✓
Unsuccessful attempts to perform actions		✓	✓
User specific tracking		✓	✓
Modifications to access rights			✓
Modifications to repository-wide settings			✓
Creation, modification, or deletion of users and groups			✓
Password changes			✓
Searches performed by users			✓
Reasons for printing, e-mailing, and exporting documents			✓
Watermarks			✓

Laserfiche Software Assurance Plan (LSAP)

From basic technical support to premium support that minimizes downtime and ensures you have every resource you need to meet technical challenges and expand your Laserfiche infrastructure, we offer two LSAP packages: Basic

LSAP Benefits

Response time from Laserfiche engineers, through your reseller	24 hours
New releases and product updates	✓
100% credit towards product upgrades	✓
24/7 access to the Knowledge Base articles, discussion forums and educational resources on the Laserfiche Support Site	✓

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