

ReadSoft DOCUMENTS

**Providing extra headroom for business
through Document Automation**



ReadSoft DOCUMENTS

We automate your documents. You boost your business efficiency.

We know you need a way to get a handle on costs. And a way to crawl out from under your piles of paper and electronic documents once and for all – without losing track of the business-critical information they represent.

If your organization is like most, you waste a lot of time and money manually handling documents when you could be putting that same time and money to work to improve your operation.

So, like most professionals, you probably want a single streamlined solution that:

- *Captures and interprets* any kind of document from paper to electronic – in any format.
- *Acts as an electronic mailroom*, sorting and then distributing mail to the appropriate business processing units.
- *Helps you manage and process* those documents in a single, streamlined system, automatically and reliably, with as little human intervention as possible.
- *Seamlessly shares information* with your other systems – like your ERP, workflow or document archiving systems.
- *Lets you electronically interchange B2B documents* with your suppliers and vendors – easily and without the excessive expense of a traditional Electronic Data Interchange solution.

And you would want that solution to be fast and easy to implement, yet tailored to the unique requirements of your organization. To put it simply, you want to be free from manually handling the documents your organization needs. So you can concentrate on the needs of your organization.

Document Automation, a business dream come true

At ReadSoft, we share your dream of an all-in-one solution for processing business documents. Experience has convinced us that Document Automation can make that dream a reality. Document Automation is based on powerful products and proven technology that combines to form a total solution.

An all-in-one solution

Managing critical business documents efficiently and cost effectively is not just about capturing electronic data or about scanning, although you can rely on ReadSoft's unequaled capabilities in those areas. You need a solution that supports automation of your entire document cycle. ReadSoft DOCUMENTS is the only one that does. With powerful partners to handle any aspect we do not cover ourselves, we can supply an all-in-one solution for the full spectrum of Document Automation tasks – with a minimum of human intervention.

An intelligent solution

ReadSoft DOCUMENTS has the proven ability to find and understand information on a document, regardless of where it's located. So you can use ReadSoft DOCUMENTS to capture the widest variety of documents, from structured forms like coupons to semi-structured documents like invoices. In addition, ReadSoft DOCUMENTS is self-learning, which means that the system simply gets faster and more accurate the longer you use it – and your work processes do, too.

An automated mailroom solution

The mailroom is where the documents you receive – whether physical or electronic – arrive and are sorted and routed to appropriate destinations. This entry point can be enhanced with information capture and indexing of selected document types prior to transfer. So you'll handle documents faster and more efficiently than ever before – and lower the costs associated with physical mailrooms.

A Document EDI solution

ReadSoft DOCUMENTS makes it easy to exchange documents electronically, via secure email. This breakthrough technology gives you much of what you expect from an Electronic Data Interchange (EDI) solution – except the EDI problems.

You benefit from many of the advantages of EDI, such as cost and time savings, better information control and increased data security. You avoid the long, expensive process of implementing a standard EDI solution. Document EDI is simple to install, easy to use and highly cost efficient.

A pre-packed, dedicated solution

ReadSoft DOCUMENTS includes a range of business solutions that are dedicated to specific uses in specific fields. They support solutions that focus on automating specific business documents and specific office procedures.

A flexible solution

Solutions based on ReadSoft DOCUMENTS are tailored to the needs of your business. They are scalable, and thus right for you, whether you process hundreds of documents per day or millions. And our highly competent Professional Services can always assist you in adapting to new or changed business circumstances, so you'll never outgrow your investment.

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• **ReadSoft DOCUMENTS**
• **SIX ADVANTAGES TO SHARPEN**
• **YOUR COMPETITIVE EDGE**
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- 1. Automation support for your entire document cycle, from input to output
 - 2. A software platform that is flexible and adaptable to your business needs
 - 3. An advanced automated mailroom
 - 4. Document EDI at low cost
 - 5. A range of business solutions already tailored to specific business needs, combining pre-packaged software and services.
 - 6. Certified integrations to most major business systems such as SAP and Oracle E-Business Suite.
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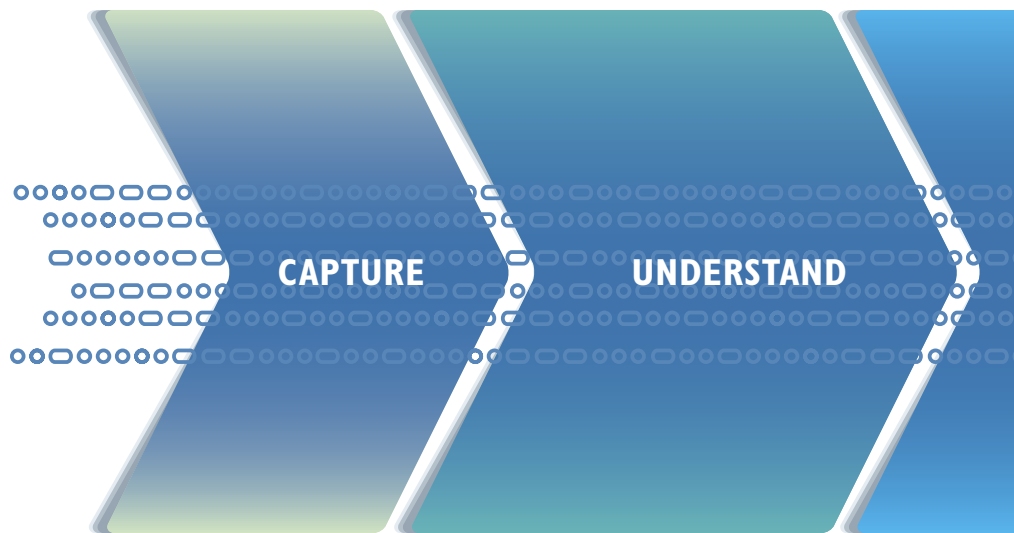
**The ReadSoft DOCUMENTS software platform:
Broad enough to do the whole job.
Focused enough to do it right.
Flexible enough to do it your way.**

ReadSoft DOCUMENTS is a complete software platform for Document Automation. It's the culmination of over a decade spent perfecting a unique concept and injecting more human-like intelligence into our software.

ReadSoft DOCUMENTS is based on technology that thousands of ReadSoft customers have relied on for years. It frees you from manually taking care of your business documents. And it gives you more time – and more money – to spend taking care of your business.

ReadSoft DOCUMENTS incorporates five Automation Areas, combining to provide you with all the capabilities for automation your document handling might ever require:

- **The Capture Automation Area**
Any information in any format – from paper to electronic – captured and ready for electronic processing
- **The Understand Automation Area**
Making computers understand what people can: reading, interpreting, sorting, extracting and indexing for handling documents faster and more reliably than ever
- **The Manage Automation Area**
Providing you with advanced and flexible control of your documents, including verification and quality control, with archiving and monitoring capabilities for a complete production audit trail

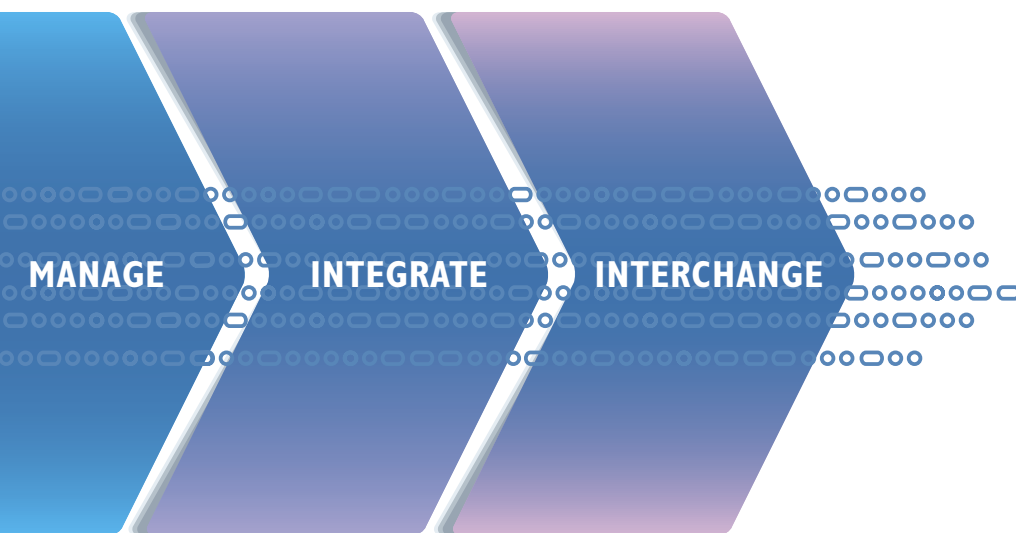


The software platform automates the processing steps of many business documents handled in a company: receiving, sorting, interpreting, verifying, distribution, controlling, archiving, transferring information into your target systems and exchanging documents with other offices and external databases.

- **The Integrate Automation Area**
Seamless and safe interaction with your business software
- **The Interchange Automation Area**
The benefits of Electronic Data Interchange without the hassle – or the cost

ReadSoft DOCUMENTS is based on a flexible architecture where we select the capabilities within each Automation Area best suited to provide you with a range of dedicated, efficient business solutions. Should the need arise, ReadSoft experts can expand your solution to include the extra capabilities you require.





Automation Area Capabilities

Capture

- Electronic documents
 - Email
 - XML
 - Web
 - PDF
- Document images
 - Scanned paper
 - Remote scanning
 - Fax
 - Digital Pen
 - Imported image files
- Image enhancement
- Color handling

Understand

- Document sorting
- Complete information extraction
 - Machine print
 - Handwriting
 - Bar codes
 - Mark fields
- All document layout types
 - Structured
 - Semi-structured
 - Unstructured
- Automated validation

Manage

- Verification
 - Local
 - Remote
- Approval workflow
- Process monitoring
- Production audit trail
- Short term archiving

Integrate

- File transfer
- Database interaction
- XML output
- ERP system integration
 - SAP™
 - Oracle E-Business Suite

Interchange

- Secure email sender
 - Encryption
 - Digital signatures
- Email receiver
 - Decryption
 - Digital signatures handling
- Automatic receipts

What exactly do we mean by a document?

By definition, a document is any writing that conveys information. In the business world, a document can be anything from a mail-order form to an invoice, a contract to a simple letter.

It can exist in many formats: paper, fax, electronic formats (PDF, XML files...) and can be transported by many media: email, web, digital pen, mobile devices (mobile phone, hand-held computer, and so on).

In Document Automation, we think of documents as belonging to one of three categories, depending on the structure of their content:

Structured documents

Structured documents are documents where you know what information you are looking for and where on the document that information is located. Examples of structured documents are mail-order forms, loan or credit card applications, questionnaires, laboratory tests and statistical forms.

Semi-structured documents

Semi-structured documents are documents where you know the context of information you are looking for, but not where on the document it is located. In other words, the document does not have a fixed layout. Examples of semi-structured documents are invoices, purchase orders and delivery notes.

Unstructured documents

With unstructured documents, you know neither the layout nor the context of the information you are looking for. Quotes and letters are examples of unstructured documents.

All your documents, all formats, all media

CAPTURE

Any kind of document in any format including paper, email and email attachments, web forms, EDI, and fax; ReadSoft DOCUMENTS automatically captures them all. It can even capture information from mobile devices such as digital pens and provide document images for workflow and archiving.

Digital input in various formats, along with information captured from any kind of digital document, is streamlined into ReadSoft DOCUMENTS. When processing images, ReadSoft DOCUMENTS works with all the colors of the original document for unequalled information access. Other digital input is rendered as images in a parallel process to simplify verification, workflow, and electronic archiving.

CAPTURE CAPABILITIES

Electronic documents

Email

ReadSoft DOCUMENTS automatically captures all relevant attachments. Information from the email, such as sender and addressee, is saved with the documents.

XML

For practical reasons all XML files are converted to ReadSoft DOCUMENTS standard before entering the normal production flow.

Web

ReadSoft DOCUMENTS can convert your document specifications into web forms (including validation rules). The information from the web form is inserted into the normal production flow.

PDF

PDF is probably the most common format for sharing documents. ReadSoft DOCUMENTS is equipped to extract the text embedded in these documents, for further handling within the normal process.

Document images

Scanned paper

Just pile your documents into the scanner – ReadSoft DOCUMENTS will identify them and sort them.

ReadSoft DOCUMENTS is unique in its use of identification, de-skewing, removal of preprinted background, color processing, advanced batch handling, quality control during scanning, and endorser print handling.

Remote scanning

Scan your documents anywhere and submit them to central processing by email, over a network, or through Internet file transfer.

Fax

Catch any fax routed from your fax management software and send it into the unified stream of ReadSoft DOCUMENTS. For smaller batches, faxing may be considered as an alternative to remote scanning.

Digital Pen

A fast, simple, and convenient route from

pen to interpretation, perfect for field work. Digital Pen functionality combined with the ReadSoft DOCUMENTS capability provides perfect input whether you use a network, the Internet, or a Bluetooth-enabled cell phone connection.

Imported image files

All the standard image file formats (TIFF, PNG, JPG, BMP, etc.) can be entered directly into Understand, to join the normal production flow.

Image enhancement

Since image quality can vary greatly, ReadSoft DOCUMENTS includes many different types of filters, facilitating background filtering, advanced image filtering and adaptive filtering. The filters can be used in any combination and they greatly enhance the information extraction.

Color handling

ReadSoft DOCUMENTS color processing enhances production efficiency. Color viewing improves on-screen appearance, while color image handling, interpretation, and filtering contribute to improved processing performance. As an example, you decide which background colors to suppress and which foreground colors to enhance, thus improving character isolation, which translates into improved interpretation.

Extracting information, sorting and indexing documents

With ReadSoft DOCUMENTS you can handle all your documents faster and more efficiently than ever before.

ReadSoft DOCUMENTS reads, identifies, and classifies all documents entered into the system. The classification capability allows all of your incoming documents to be sorted in categories based on your subsequent business processes, prior to further processing or distribution.

The information relevant to each process is extracted, and validated e. g. according to business rules, arithmetic expressions, checksums, internal or external databases, and interaction with your ERP system.

UNDERSTAND CAPABILITIES

Document sorting

Fast and accurate sorting is achieved by analyzing text, images and document layouts. Sorting is relevant for many different process steps, such as determining whether the target application requires more extracted information or just the document image, distributing a document from the mailroom to a recipient, or matching supplier identity to an invoice.

Complete information extraction

Machine print

Building on experience from a decade and a half, ReadSoft DOCUMENTS is thoroughly equipped to handle information extraction from any kind of machine print.

Handwriting

Interpretation is so sophisticated that the block letters do not have to be written more

carefully than usual, nor does there need to be greater than normal space between them.

Superior interpretation is the result of the latest artificial intelligence technology, including feature analysis, neural networks, generic algorithms, fuzzy logic, machine learning, and trigram tables.

Bar codes interpretation

Barcodes are a safe way of representing information, and of course ReadSoft DOCUMENTS understands all of the main different types of barcodes in use.

Mark fields interpretation

Check boxes and circle fields have been ReadSoft specialities since the start. There is no safer way to convey information on a form, especially one intended for automatic information extraction.

All document layout types

ReadSoft DOCUMENTS interprets information from structured documents such as mail-in forms and web forms, from semi-structured documents such as invoices, quotations and shipping notes, and from unstructured documents such as real-estate deeds, quotes, and letters of attorney.

Structured documents

The ability of ReadSoft DOCUMENTS to accurately interpret machine-printed and handwritten characters, as well as barcodes, check boxes, circle fields, matrixes (data in tables), and complete addresses, is what makes it the preferred automatic document capture software globally.

Semi-structured documents

With ReadSoft DOCUMENTS, identifying a document and matching it with the correct type and sender among thousands is surprisingly swift.

Because the system is self-learning, it memorizes where to find information on unfamiliar semi-structured documents and applies the knowledge the next time a document of the same type arrives from the same sender. This ensures both high accuracy and high speed.

Unstructured documents

ReadSoft DOCUMENTS analyzes all text and captures every image of each document. Consequently you can expect to find the information you are looking for, provided it is present in the document.

Another benefit is extraction of keywords for sorting, classifying and archive indexing. Still another is complete text file attachments to archive images, facilitating free-text searches.

Automated validation

ReadSoft DOCUMENTS can check extracted information in various ways, for example by performing a calculation, by comparing it with an internal table, by checking in external databases such as address lists, or by matching with the combined information from several ERP ledgers. This is done automatically when the information is extracted, in accordance with rules defined during the setup.

Advanced distribution flows and control in your document processes

ReadSoft DOCUMENTS provides work environments for document handling tasks such as verifying content, assuring quality, authorizing payment or other actions. You set up distribution rules to suit your business routines. Then the system automatically supports fast, efficient, and accurate processing.

Of course, documents can be verified manually, whenever validation errors or other situations require it. ReadSoft's technology for manual verification makes for exceptionally fast and accurate results.

All documents entering ReadSoft DOCUMENTS can be automatically stored in a process repository. It is small and fast, fully searchable and easily accessed by authorized personnel through any web browser.

The extensive monitoring capability makes an easily accessible and efficient tool to help you boost your productivity, keep track of documents and costs, and to provide all the accurate real-time information you may require as a basis for sound business decisions.

MANAGE CAPABILITIES

Verification

Local

All predefined validation steps are carried out as the information is extracted, ensuring the highest possible output quality. Thus, the documents are, to a very large extent, already confirmed. Those that need inspection can be validated at a rate of some 100,000 characters per hour. Thanks to superior ReadSoft technology, your documents will be identified, interpreted, and validated with unrivaled speed and precision.

Remote

There is no need to have all your operators in the same office. Verification can just as easily be done over the Internet, without any loss of security.

Approval workflow

ReadSoft DOCUMENTS approval workflow for invoices covers every part of the process for incoming invoices, from validation, registration and preliminary booking to control and allocation, authorization, final booking, and finally archiving.

Process monitoring

An extensive monitoring capability helps you keep track of what happens in the process. It provides reports and statistics concerning your documents and data processing, and gives you ways to measure the performance of operators, workgroups and the system itself. A useful tool for control, planning and analysis.



Production audit trail

For production purposes, the monitor and repository capabilities of ReadSoft DOCUMENTS combine to provide a complete, easily accessible production audit trail.

Short-term archiving

A process repository gives you immediate access to any document entered into ReadSoft DOCUMENTS at any time and from any workstation via an easy-to-use web interface. All documents are gathered in a single database, no matter where they came from. And they can be automatically purged or moved to long-term archiving when at-your-fingertips access is no longer required.

Seamless integration with all your business software

ReadSoft DOCUMENTS automatically verifies information on incoming documents with your ERP systems, business administration, materials management, logistics software, and any other system where the information might be stored.

If you choose, ReadSoft DOCUMENTS can even automatically post transactions with no human intervention. Ultimately, the degree of automation is up to you. You can also choose to design your own information exchange structures, although in most cases our proven integration solutions will do the job for you. Through the years we have provided integration with a large number of third-party systems. For instance, we offer standard vendor-tested and endorsed invoice handling integration with systems such as SAP™ and Oracle E-Business Suite, while others, like Intenia and IFS, offer an integration to their system. And we have the experience to provide customized integration with other systems, including proprietary ones.

ReadSoft DOCUMENTS also provides automatic links to external document management systems such as IXOS.

INTEGRATE CAPABILITIES

File transfer

You can easily configure the output, by means of user-friendly menu-based settings, so that information is perfectly adapted to suit the target database or system. It can be another application in the same computer as ReadSoft DOCUMENTS or in another computer. Of course you can transfer infor-

mation via the Internet.

For output file transfer, you can have ReadSoft DOCUMENTS save the information to one or more text files. The information can be appended to an existing file, or a new file can be created each time. Document images may be transferred to an electronic archiving system. Several standard methods for continuous transfer of information to third-party software are also available.

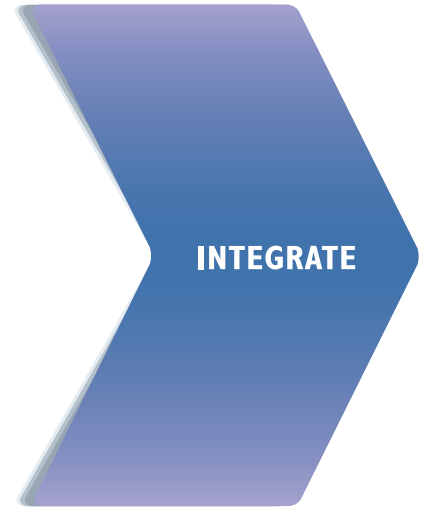
ReadSoft DOCUMENTS works exceptionally well with systems that require electronic archiving, since it exports images. Both the captured information and the corresponding file names and paths are transferred to the archiving system, allowing it to build appropriate search indexes. With ReadSoft DOCUMENTS as a front end, the search indexes are created automatically, resulting in considerable savings in time and money.

Database interaction

You can add your own functions and integrate ReadSoft DOCUMENTS with any external system, including electronic archiving and workflow systems. For example, you can add your own dialog boxes, or perform database validation using ADO (Abstract Design Object) and ODBC (Open Database Connectivity). No matter what your present or future requirements are, ReadSoft DOCUMENTS has the flexibility and accessibility to meet those demands.

XML output

Since there are a number of XML file standards in use, we make certain that the output files are converted to the required standard before export.



ERP system integration

ReadSoft DOCUMENTS supports automatic invoice input, validation, and posting into major ERP systems, such as SAP™ and Oracle E-Business Suite.



For you, this means improved control of cash flow and invoices, increased control of delivered and invoiced goods, automatic purchase order matching, optional automatic posting of invoices, enhanced security, less manual work, shorter total processing time, decreased total cost for supplier handling, and early notification of errors.

You also get more accurate day-to-day information on financial status, for example the financial status of various projects, and a better basis for business decisions. And you will save a substantial amount of valuable time at the end of every month, quarter and year.

INTERCHANGE

The benefits of traditional EDI without the hassle - or the cost

Our Document EDI solution automatically sends all your business documents such as invoices, orders, consignment notes, to and from your customers and suppliers as secure email. It eliminates paper, envelopes, postage, faxes and other time-consuming and costly means of communication – while generating huge savings.

Since it's much easier to set up and the investment is much lower than with a standard EDI solution, every customer and supplier with an email address can handle your electronic documents. You don't have to sign agreements with business partners or match complex requirements. You can interchange all your documents, and you can expand EDI interchange from a single initial business partner to a powerful complete solution without any significant cost.

INTERCHANGE CAPABILITIES

Secure email sender

ReadSoft's Document EDI solution features a sender part that can be used independently, as a stand-alone product. This way, a complete ReadSoft business solution is not required for secure document transfer to ReadSoft business solutions in other companies.

Encryption

Privacy is ensured by encryption based on proven standards.*

Digital signatures

By using digital certificates* ReadSoft DOCUMENTS provides you with a system

that supports the EU directive for electronic invoicing (2001/115/EC) and the legal requirements of most European countries:

- Authenticity of each invoice's origin is guaranteed
- Integrity of each invoice's content is guaranteed
- Privacy of the protected information is assured.

Secure email receiver

The receiver part of ReadSoft's Document EDI solution can also be used independently.

Decryption

Decryption is handled automatically and transparently when the digital signature is confirmed.

Digital signature handling

The digital signature is confirmed on arrival. If successful, the authenticity and integrity of the email are guaranteed.

Automatic receipts

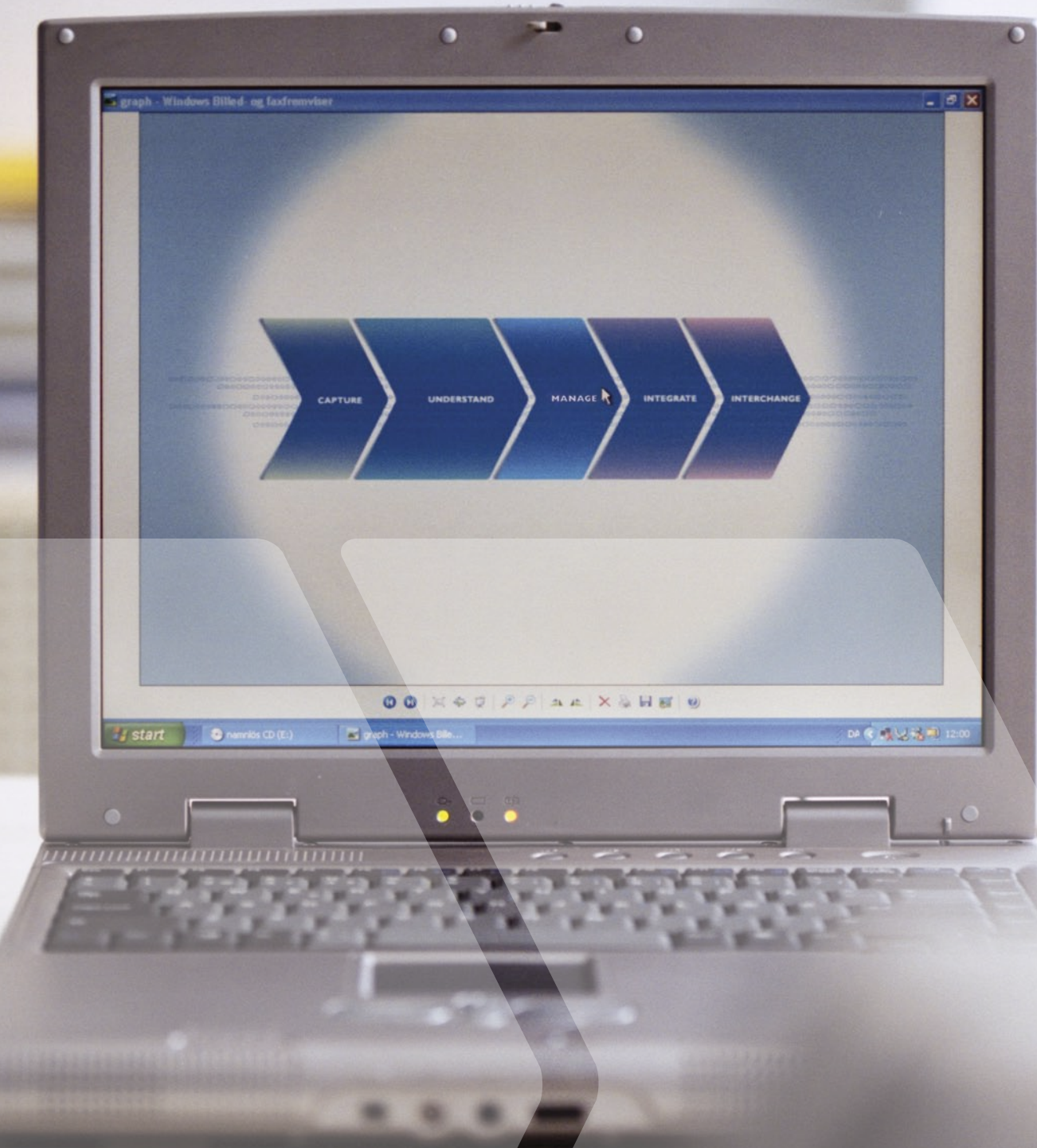
When the secure email is processed, a receipt is automatically dispatched to the sender.

* ReadSoft DOCUMENTS security is based on well-known standards such as Public Key Infrastructure (PKI) and Digital Signature Standard (DSS).

The digital certificate required for digital signatures is provided by third-party companies and is not part of the ReadSoft EDI business solution offer.

Digital signing is performed using the algorithm SHA1.

Supported encryption algorithms are 3DES and RC2 (40/60/128-bits key lengths).



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ReadSoft DOCUMENTS business solutions: Dedicated solutions for demanding tasks.

Banks, hospitals, manufacturers, retail trade, schools, administrations – you name it; in creating and implementing business solutions for dozens of different environments over the years, we've gained crucial insight into how to simplify and rationalize document handling and data flows.

Business documents in various shapes and formats are used and processed in many types of organizations and for many applications. The sheer number (and the way they're handled) can easily become a major burden.

But we've applied our insight to developing predefined business solutions.

Business solutions: dedicated to boost your efficiency and improve your bottom line

A business solution is a predefined configuration of the ReadSoft DOCUMENTS software platform, made for automating a specific document type or office task. You will benefit from a pre-tested solution that's fast and easy to implement. Most of your costs will be set from the start. And they'll be lower than for an entirely customized solution.

Business solutions are supported by documentation, pre-defined set-ups, tools, plugins, and the like. Standard services include consulting, training and support.

ReadSoft DOCUMENTS for Mailrooms

With ReadSoft DOCUMENTS for Mailrooms, you have one portal for all incoming documents: scanned paper, fax, e-mail and everything else.

Efficiency increases when each and every document is distributed correctly. Quick access to status reports and auditing trails gives you better control over your information flow. In addition, smooth integration with back-end systems such as customer management applications, databases and archives really adds power to your IT systems. The final result? Savings you can bank on.

ReadSoft DOCUMENTS for EDI

Our Document EDI business solution is a digital bridge for document interchange. It automatically sends all your business documents, such as invoices, orders, and consignment notes, to and from your customers and suppliers as secure email.

It eliminates paper, envelopes, postage, faxes and other time consuming and costly means of communication. In combination with our other present and future business solutions it will provide much the same benefits as traditional EDI, but without the hassle or the cost.

ReadSoft DOCUMENTS for Invoices

ReadSoft has been providing customers with an easy-to-implement document-specific solution for close to a decade.

ReadSoft DOCUMENTS for Invoices covers every step of your invoice processing, and may be expanded to include an approval workflow and Document EDI. In addition, it offers improved line item functionality and easy integration with ERP systems such as SAP™ and Oracle E-Business Suite. ReadSoft DOCUMENTS for Invoices will save you a substantial amount of time and money – every day of every year.

ReadSoft DOCUMENTS for Forms

ReadSoft Forms business solution confirms our position as the supplier of leading software for forms processing since the early nineties.

Any kind of structured information on any kind of form is extracted with unequalled speed and precision. Setting up a new form is smooth and intuitive. Automatic validation, tools for high speed verification, and streamlined transfer combine to make our Forms business solution ideal also for bulk processing.

It also supports data extraction from semi-structured and unstructured documents, e.g. from purchase orders and delivery notes.

READSOFT®
DOCUMENTS
FOR MAILROOMS

READSOFT®
DOCUMENTS
FOR EDI

READSOFT®
DOCUMENTS
FOR INVOICES

READSOFT®
DOCUMENTS
FOR FORMS

ReadSoft DOCUMENTS

business solutions

Pre-configured solutions suited to organizations whose automation needs revolve around a specific type of document or task.

ReadSoft DOCUMENTS for Mailrooms

Automating the mailroom with all media capture, classification, sorting, distribution and basic understanding of documents.

ReadSoft DOCUMENTS for EDI

Automating your business document interchange through secure email, at a fraction of the cost and without all the hassle.

ReadSoft DOCUMENTS for Invoices

Automating all the processing steps of invoices

ReadSoft DOCUMENTS for Forms

Automating information extraction, in any format, from any form.

These business solutions are just the beginning of a longer list...

Many more will complete the range thanks to our long experience in processing various types of documents for our customers.

For more details about a specific business solution, please see the separate brochure.



Truly powerful solutions need more than just powerful software.

You get the most out of Document Automation technology by combining our highly capable software with dynamic services to give you a powerful, reliable solution. Our broad range of professional services and the extensive experience we have gained from thousands of installations worldwide mean that you can be confident that we'll satisfy your business needs and ensure a quick return on investment.

ReadSoft Professional Services – where people meet software

At the heart of ReadSoft Professional Services, you'll find a global team of professionals committed to working with you throughout the design, implementation, and maintenance of your unique Document Automation solution. We offer a choice of high-quality services to take you smoothly through every phase of the evolution of your solution.

We listen to you, understand your business needs, and then deliver and maintain a productive solution based on your requirements.

ReadSoft Solution Optimization – productivity from the outset

When it's time to install, set up, and configure your new Document Automation system, our Solution Optimization staff is there to help. These dedicated software experts gain a solid understanding of your operation, enabling them to configure the software in the way that best suits your business processes. But their commitment doesn't stop there: They can also be called upon at any time for preventative maintenance and production system tuning.

ReadSoft Training – delivering knowledge, developing competence

Well-prepared personnel is critical to the effective operation of your business. ReadSoft Professional Services provides a systematic training program to get your personnel functioning efficiently. Training courses take place wherever you prefer – in our well-equipped classrooms at convenient locations around the globe, or at your own site. We offer a wide range of courses, from core product training to expert-level instruction for solution management and administration. Our experienced instructors teach you to use our products to your best advantage, combining hands-on, focused teaching methods with high-quality, globally consistent training materials.

ReadSoft Project Management & Customization – dedicated to meeting your unique requirements

Our software's extensive built-in functionality is more than sufficient to meet the primary needs of our customers. For more specialized solutions, you can take advantage of our project management and customization services. Our skilled project managers and software developers will deliver your solution using industry-standard, quality assured

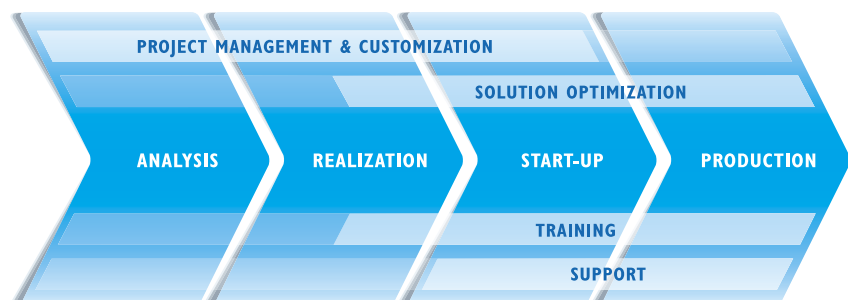


project processes. You get results that are on budget, on time, and according to your specifications.

ReadSoft Support – your assurance for continuous productivity

We understand that your Document Automation solution is vital to your business, so we focus on providing comprehensive support service, staffed with dedicated personnel whose goal is to help keep you up and running. We offer a number of different levels of support, from our basic support to more individualized services that give you greater availability and faster lead times. No matter which level of support you need, you enjoy the benefits of local access to our ReadSoft Support experts, and can feel secure in the knowledge that our team is there to help you.

ReadSoft Document Automation Services Platform



The right services at the right time through your entire project process.

**Professional people,
professional results**

The ReadSoft Professional Services team offers you outstanding resources that take the hassle out of design and implementation, as well as support the continued development of your Document Automation solution.



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