

Integritie Company Profile

Information Experts

www.integritie.com



Integritie - Providers of e-Business and Paperless Administration Solutions

Integritie are global specialists of Imaging, Document Management, Telephone Call Recording, e-Mail Archive, and Storage Solutions, (called Content Management Solutions).

Integritie help customers to capture, consolidate, backup, manage, and retrieve business information.

Solutions supplied, installed, and supported by Integritie enable company's to easily capture, centralise, search and retrieve business information, including reports, invoices, statements, customer letters, scanned image paperwork, faxes, word files, spreadsheets, telephone call recordings, e-Mails, video and any other digitised files.

Integritie enable Companies to immediately search and retrieve business information via business applications such as Peoplesoft, Siebel, JDE, SAP, GUI clients, and the internet or intranet.

Integritie provide scalable offerings, suitable for deployment in small business departments, through to large enterprise wide and global solutions. Integritie provide open solutions, based on customer preferred platforms, such as Windows, Unix, Mainframe servers, and open databases such as DB/2, Oracle, Sybase, SQL etc.

Integritie assist customers to automate and optimise storage management of archived data, providing best possible backup and disaster recovery management of your business information, providing LAN and host based hierarchical storage of business data on disk, tape, and optical devices.

Solution Benefits

Some of the many solution benefits achieved from Integritie solutions include:

- Higher quality customer service achieved by instantly accessing supporting document information,
- Increased productivity, workers focused on the job and not on distributing or finding paper,
- Faster work cycle times, delays between process steps can be eliminated,
- Reduced floor space, storage equipment and cabinets, microfiche,
- Improved processing speeds can translate into improved response times to business opportunities, and increased revenue,
- Better document and workflow control, resulting in compliance with regulations, best practices, improved professionalism, and reduced legal risks,

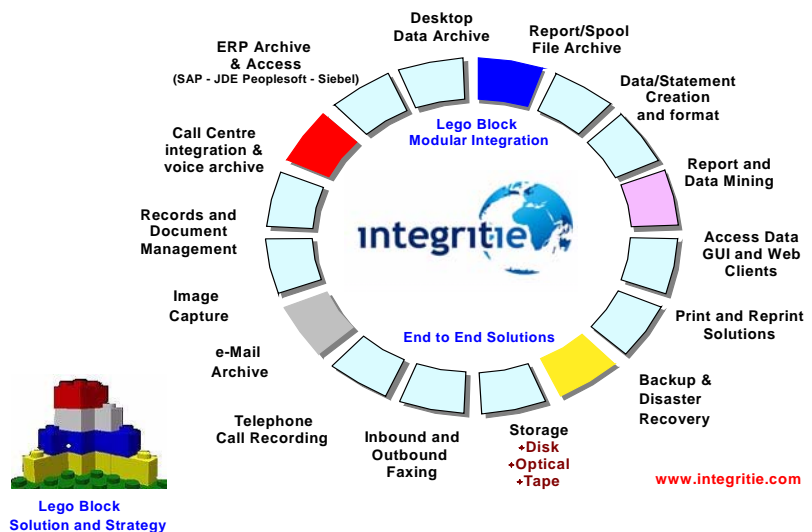
Integritie Solution Offerings

Some of the Integritie solutions include:

- **Image Capture and Archive Solutions**
- **Document Management Solutions**
- **Telephone Call Recording and Retrieval**
- **eMail Archive Solutions (Lotus and Outlook)**
- **Records and Document Management**
- **Workflow Solutions**
- **Computer Output to Laser Disk Solutions, (COLD) (Report Archiving)**
- **Backup and Disaster Recovery Solutions**
- **Call Center integration to access business records and files from within Siebel, PeopleSoft, JDE, SAP and other CRM solutions**
- **Server and Storage Systems**

Lego Block Functionality

Invest at your speed



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Integritie Solution Focus

Some of the key products and solutions Integritie fulfil, implement, and support include:

- **Image Capture and Document Management Solutions** enabling the capture of small and large volumes of image and business data, which can be placed into workflow management to assist with process control and service level improvement.

Integritie also provide document management of images and PC files, enabling the life cycle management of business data, ensuring the central capture, archive, and retrieval of company data.

- **Telephone Call Capture and Archive** enables a supervisor in a contact centre to define agents whose calls are to be recorded, or for agents to generate an immediate voice recording of their current conversation. The telephone conversation is recorded, then archived, and can be retrieved for customer service, audit, or legal reasons.
- **Reports Archiving** enables the archive and retrieval solution for print files, line reports, print stream statements, images, AFP files, Postscript files, and a variety of other digitised document file types to be captured, indexed, compressed and stored for instant retrieval by users in its original form at any workstation or internet station.
- **Lotus and Outlook eMail Archive** enable customers to automate the archive of eMails, eMail attachments, and eMail headers for long-term data compliance management.
- **Workflow Solutions** enable customers to automate business processes, to ensure the right task is done by the right person at the right time,

- **Web Client and Portal Access** providing the foundation for a single web access to both structured and unstructured business information.

The Web Client development toolkit enables customers to develop connectors to data sources such as business applications, file systems, collaborative and relational databases and more.

- **Back Up and Disaster Recovery** of your business data and computer applications, ensuring your PC files, servers and business applications are always safe from disaster.
- **SAP Data and Image Archiving** enables the simple and cost effective solution to move historic SAP records and files to long-term cheaper storage while maintaining immediate access to records and files when needed.
- **Ascent Capture from Kofax Image Products** is a production-level document capture application, integrating high-performance scanning, optical character recognition (OCR), document indexing and release of images to storage, into a single package that significantly lowers the costs traditionally associated with manual capture.

Integritie are Total Solution Providers

Integritie can assist with an end to end solution, from design, installation, customisation, testing, education, go live support, and post installation support.

Integritie are providers of:

- Solution Software
- Solution Servers
- Solution Storage
- Solution Networks
- Solution Services
- Solution Support

Integritie Product Focus

Some of the key products and solutions Integritie promote include:

- Integritie Telephone Call Recording,
- IBM Content Manager,
- IBM Content Manager OnDemand,
- IBM CommonStore for Lotus Notes,
- IBM Records Manager,
- IBM Document Manager,
- IBM Tivoli Storage Manager,
- IBM WebSphere,
- IBM DB/2 UDB,
- Kofax Ascent image capture,
- Server platforms, Win, Unix, iSeries, 390
- Storage Offerings, Disk, Tape, Optical, SAN, Fast/T, ESS Shark,
- Scanners and Capture devices,

Integritie Services Offerings

Integritie provide customers end-to-end solution service offerings, including:

- Project Management,
- Requirements Definition,
- Justification Studies,
- Solution Architecture and Design,
- Technical Install,
- Customisation,
- Systems Integration,
- Development,
- Solution Testing,
- Documentation,
- Education,
- Pilot system development,
- Post Support,

Integritie Support Offerings

Customers require different levels of solution support, from 24 hours x 7 days, to basic on call hourly services. Integritie provide adhoc and/or service level focused support services.

Integritie support offerings include:

- Capture and Tracking of problems
- Problem Resolution,
- Telephone support to resolve "How do I" requirements,
- System Bug Resolution,
- System Development,
- System Maintenance,
- System Performance Tuning,
- System Auditing,
- System Upgrades,

Introduction to Integritie



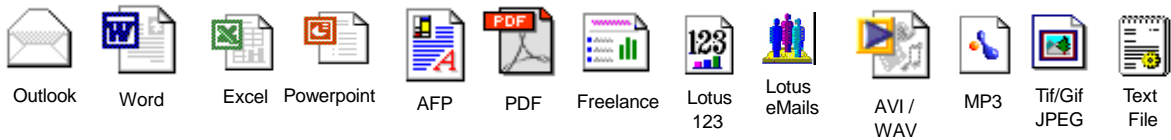
Integritie are Global Content Management Specialists assisting customers to Capture, Archive, Retrieve, and Manage business data. (Any digitized business information).

Integritie Provide Customers:

- ✓ Solutions to Improve Customer Service
- ✓ Solutions to Reduce Business Costs
- ✓ Solutions that provide Risk Mitigation Management
- ✓ Solutions that provide Compliance, Legal and Audit Readiness



Electronically
Capture Any
Business
Information



Integritie Solution Offerings



We provide end to end solutions

Integritie Customer Locations

Customers in 24 Locations

1. Australia,
2. Bahamas (Nassau)
3. Barbados
4. Canada
5. Cayman Islands
6. England
7. Fiji
8. France
9. Germany
10. Guernsey
11. Hong Kong
12. Ireland
13. Isle of Man
14. Italy
15. Jersey
16. Korea
17. Luxemburg
18. New Zealand
19. Norway
20. Scotland
21. Singapore
22. Spain
23. Switzerland
24. USA



Red Dots = Installed Customers



Cross Industry

Knowledge Capture Overview



Value add modules to capture, index, and release any digitized information into IBM's Content Manager and OnDemand



Easiest Capture and Archive