

Images

Information and Updates on
IMIGIT™
Document Imaging Software

Featured Topic: *Web Access*

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Imaging's **Web Access** module is a great tool for improving customer service. It makes information from the imaging system available to authorized users on a regular web page. The topic for this issue is a more in-depth look at some of the key benefits.

Without **Web Access**, if customers need a copy of an invoice or statement, or if they have a question about who signed for a delivery, they must call your accounting department. This uses up your accounting staff's time.

With **Web Access**, your customers can log on to a secure web page with a pre-assigned ID and password and view copies of their own documents as normal PDF documents. They do not need any special software or training. Everything is presented in standard web format.

There is extensive security in place to ensure that no one is able to see documents from a different company. The same type of security is used here as is used for on-line banking or other types of secure access.

The beauty of this is that it is a "win/win" situation. You win because your accounting staff has fewer calls to answer and thus more time to spend on their own work, and because collections come in more quickly, since the customers have quick access to their documents.

Your customer wins because they now have an easy to use method of getting copies of any document they need. They don't have to wait for your company to be open, they don't have to wait on hold while someone looks for a document, they don't even have to talk to anyone.

Some of our clients who use **Web Access** have reported that their in-bound call volume to the accounting department has decreased by as many as 50 calls per month!

Sample Web Access Screen

■ Manage Account ■ Edit Site Users ■ Edit Users

Search Screen AR - Accounts Receivable

Search

Logout

Get Adobe Reader

Document Type: Tickets

Customer #: Customer Name:

Ticket # Invoice #

Order# PO#

Date Range: to

Search Clear

When the customer logs on, all they will see is one normal web page with some "fill in the blank" boxes. The boxes can be anything you select, but usually include "Invoice Number" and "Statement Date". Most often, customers will want to get copies of invoices, credits, and statements.

When the customer has entered their information, they click on the "Search" button. This sends the request to the web server, which retrieves the images, converts them to PDFs, and displays them. Since they are in standard PDF format, the customer can view, print, or even download them.

One additional key benefit of **Web Access** is that it creates an off-site mirrored copy of the data on your imaging server. Since any server that is to be accessed from the Internet must be open to the Internet, and since your live imaging server must not be accessible, we set up a hosted web server here in our secure data center. Every night, after your normal backup runs, a second "incremental" backup runs that copies all new data from the live imaging server to the off-site hosted server. This creates a disaster recovery plan, since there are now two copies of all the data from the imaging server.



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For more information on how imaging, Web Access, and Output Advisor can benefit your company, or to set up a time for a brief web demo, please give us a call at (949) 727-2001. We will be happy to talk with you and to answer any questions.