

DocuWare



Enterprise Content Management

Secure Documents – Seamless Processes

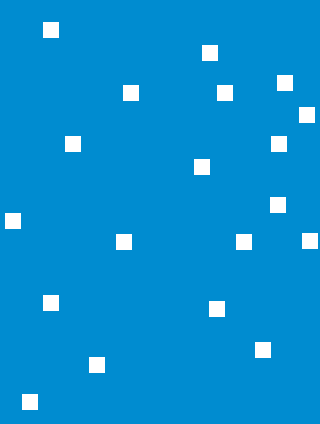
Enterprise Content Management with **DocuWare**

Since 1988 Over **125,000** Users

Used in **70** Countries Available in **16** Languages

More than **4,700** Trained DocuWare Experts

Headquarters in Germering (Munich) / Germany,
New Windsor / New York, and Wallingford / Connecticut
Subsidiaries in Great Britain, Spain and France



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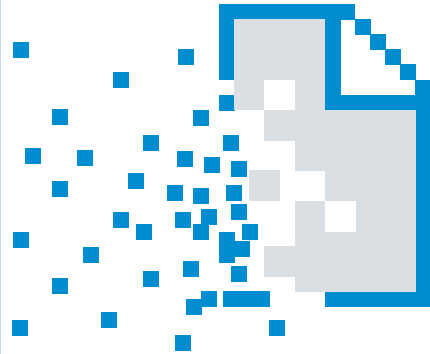
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Digital Instead of Analog

The digital revolution has forever changed the way we work together, communicate and network. It has also left its mark on how future-oriented companies handle documents and the valuable knowledge they contain. Enterprise Content Management – ECM – has opened up enormous possibilities by providing access to information from anywhere and at anytime while making business processes faster, more mobile and more reliable.

Are You Tapping Into this Potential?

Or do stacks of paper documents and unstructured data still clog your business processes?

Working intelligently with documents is a critical factor for a successful business strategy and contributor to a company's competitive edge. Much more than well-organized storage and quick searches – it's about creating secure and efficient processes that incorporate your entire organization. It might sound drastic, but it's a fact: companies that cling to their analog archives and paper-based processes and don't take advantage of digital advances aren't just neglecting their productivity, they are risking their company's very existence for the long-term.

Use DocuWare to strengthen your organization to meet the needs of a modern business for today and tomorrow. You'll quickly see how the leading Enterprise Content Management solution optimizes your processes – between users and across departments.

ECM with DocuWare

The terms Enterprise Content Management (ECM) and Document Management System (DMS) are often used interchangeably. DocuWare believes in the power of a comprehensive ECM concept – which enhances the features of electronic document storage with robust technologies for effective information management, teamwork and business process management.



The Complete Solution for Business Documents

Enterprise Content Management with DocuWare means much more than storing and organizing documents electronically. ECM is deeply integrated within a company's IT system, it automates document-intensive processes and thoroughly networks them with each other.

- Electronic Storage
- Flexible, Mobile Access
- Reliable Security Measures
- Strategic Process Management

All Documents Types – One Document Pool

Paper isn't the only problem when managing business documents. A quickly growing stockpile of data and multiple information sources pose additional challenges for companies. The foundation for intelligent information handling is the structured storage of all documents in one central document pool. Together with your company's other IT systems – such as your email or ERP program – DocuWare provides the organizational backbone for all your documents. Authorized users can then tap into all the information they need to get their jobs done, no matter their location or hardware. Within seconds, they have the materials they need regarding a customer, a project, or a workflow – all in one inter-connected place. Without the chaos of multiple versions, colleagues can read, share and work on the same documents. The ECM system also protects documents from tampering or loss and always ensures that your company fulfills compliance guidelines.

Digital Workflows

DocuWare is more than just an information platform or tamper-free archive – it's the strategic interface within your company's IT to manage and network digital processes. At the heart of this are specifically defined workflows. They guide documents electronically from user to user. They make sure that your colleagues view, verify or authorize as needed and that they tackle their tasks in a correct and timely manner. Every processing step is automatically documented and can be checked at any time, while a workflow is in process or during the entire storage lifetime of a document.

Watch a video

What is Document
Management?

www.docuware.com/ecm





- Increased Efficiency and Productivity
- Secure and Error-Free Processes
- Data Security and Compliance

Advances through Enterprise Content Management

No one can risk losing knowledge, work unproductively or waste valuable resources. Now is the time to invest in ECM and the competitive future of your company.



Gain Time

With your average filing system, it's not uncommon for documents to be stored in the wrong place and impossible to find. Was the invoice for the Konrad Miller Company stored under M or in their project folder? Or maybe it's still on a colleague's desk, waiting for payment authorization...while he's on a sales trip? An astounding average of 30 to 40 percent of an office worker's time is spent looking for information by hunting through email, paper documents, hard disks and file cabinets. With DocuWare, instead of hours, finding documents takes only seconds. All you need is a keyword to pinpoint the right document. Suddenly there's more time to spend on mission-critical tasks.



Save Paper, Space and Money

Stacks of paper and rooms filled with file cabinets often clutter the work environment and are actually a lot more expensive than digital document filing. Have you ever calculated how much money you are regularly wasting on copies, print-outs, and postage? Add to that the costs of materials and the tremendous amount of space used for long-term archiving. With DocuWare, you save these resources or they can be put to better use, such as extra offices or a new conference room.



Get Mobile

Much of today's workforce spends a portion of their time working en route, while on business trips, customer appointments, or from a home or branch office. Mobile access to documents and information via laptop, smartphone or tablet is increasingly critical and adds genuine value. With DocuWare, you can establish a secure mobility strategy for your organization, which ensures that processes remain uninterrupted and employees are well-informed and ready to help – at any time and from any location.



Eliminate Mistakes

In worst case scenarios, poor information management can lead to document loss, non-compliance with government guidelines and retention requirements, or version chaos. These costly and time-stealing issues are completely eliminated with an ECM, since so many document-based workflows can be partially or completely automated. For example, automatic ECM features help you to properly organize and store your documents. Version controls make sure that everyone can access the most recent version of a document. Finely defined, automatic workflows stop documents from being incorrectly processed or getting lost somewhere within the company; and prevents missed deadlines.



Rev Up Business Processes

Whether it's an authorization, proposal, reminder, or any other process in need of a decision – digital document-based workflows are not only faster, they are far more reliable than the paper-based variety. Once clearly defined, processes run securely and error-free: for example, when you digitally stamp an invoice, the workflow automatically sends it on to the next person in the chain. If that person is absent, the system will automatically respond and guide the document to a substitute. With a mouse click, documents related to the invoice can be immediately opened in order to clarify outstanding issues and make the right decision: comparisons with a shipping slip, payment authorization and booking are made without delay – the bill can be paid and your company benefits from an early payment discount.



Perfect Your Email Management

The majority of business-related correspondence is now handled via email. In the mix you'll find invoices, inquiries, order confirmations or a hotel booking – yes, it's strategically imperative to have clear rules for the use and storage of email. DocuWare makes it easy to set up optimal email organization. With a click of a button, every user can add business-related email to a structured filing system with other documents. Important information no longer hides out in personal mailboxes, but is well-organized and can be quickly accessed by authorized colleagues. All email is stored in a tamper-free and compliant manner.



Bank on Security

Security is a complex topic. For optimal security: documents should not be lost, sensitive information must be well-protected, and retention schedules and compliancy guidelines must be rigorously followed. Enterprise Content Management protects your documents from unauthorized access as well as from data loss and system failure. Even with catastrophes like fire or flood, your documents can be easily restored. Wouldn't you like that peace of mind?



Save Time and Money with Electronic Invoicing

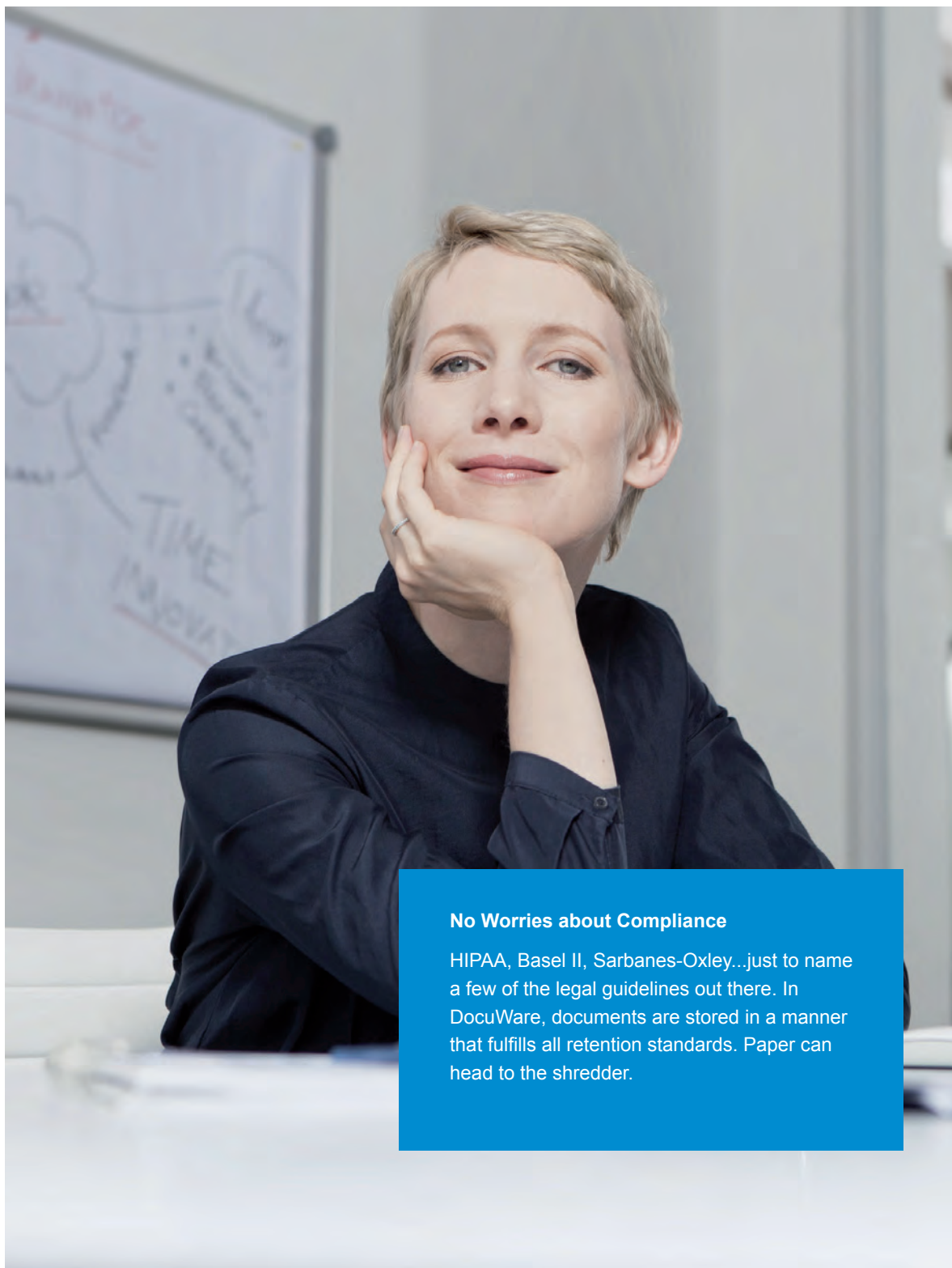
More and more companies are now sending invoices by email. Are you? If you opt for ECM with DocuWare, you can take advantage of electronic invoicing immediately: invoices that you send by email are automatically stored; and invoices that you receive are automatically entered into a digital authorization workflow.

Watch a video

How does electronic invoicing work?

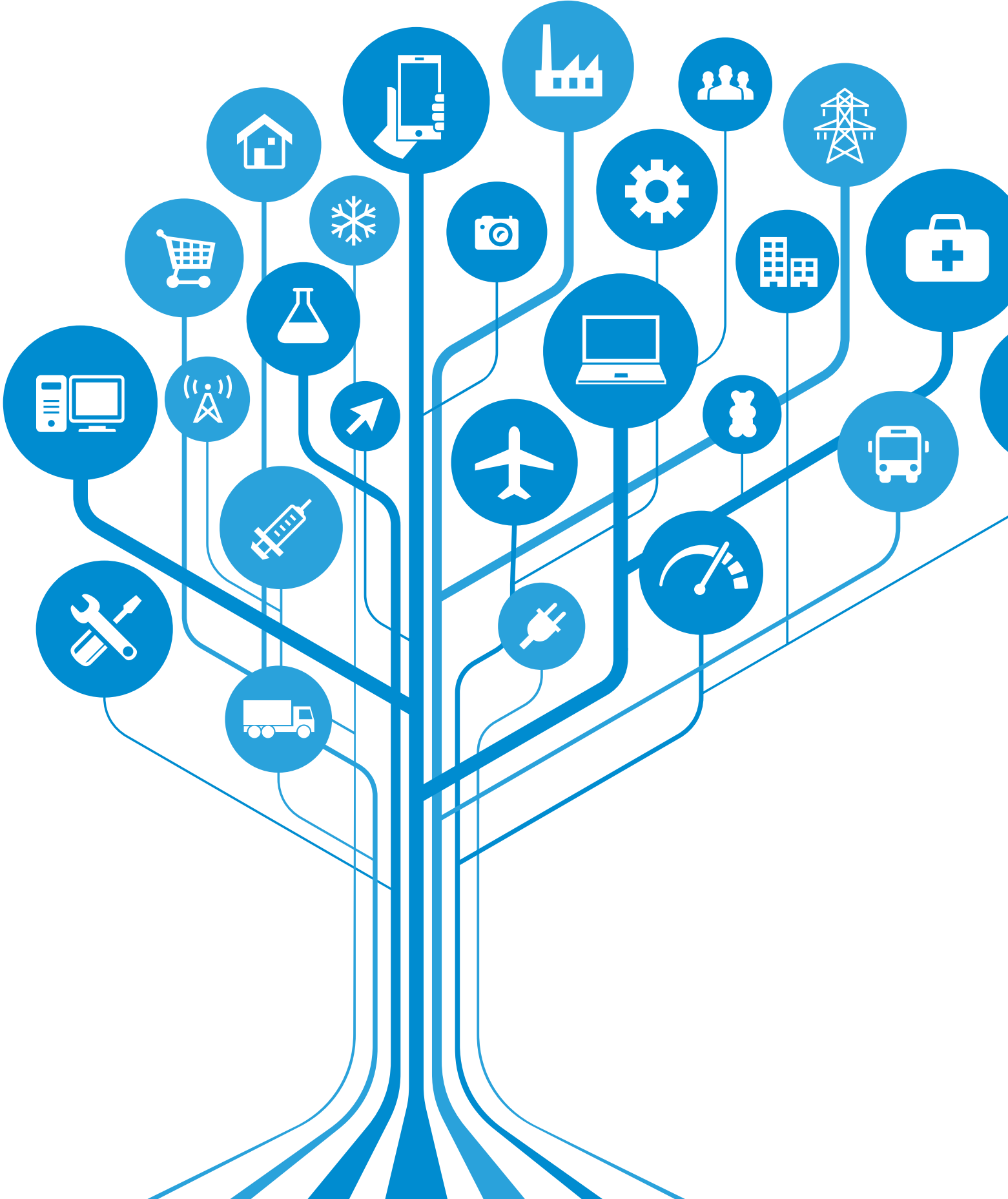
www.docuware.com/invoices





No Worries about Compliance

HIPAA, Basel II, Sarbanes-Oxley...just to name a few of the legal guidelines out there. In DocuWare, documents are stored in a manner that fulfills all retention standards. Paper can head to the shredder.



The Right Choice for Every Company

For over 25 years, DocuWare has been known as a global expert in the successful implementation of ECM systems for companies of all sizes. Over 14,000 companies with more than 125,000 users are entrusting DocuWare to manage their most critical documents.

- For companies of all sizes, across industries, within departments
- Flexible expansion options
- Individual, simple integration with specialized applications
- Identical cloud solutions as on-premise

DocuWare – The Solution

DocuWare is known for its top security, maximum scalability, and flexible integration – so that it's a good fit both for a small business or a large company with subsidiaries around the world. It doesn't matter what type of documents or how many you need to manage; it doesn't matter how many employees work with DocuWare or the processes they'd like to optimize; and it doesn't matter which applications need to be integrated with DocuWare – it is designed to always meet your needs.

Since they have the same functionality, you can choose between DocuWare Cloud (Software as a Service) or the on-premise version. Simply decide which model best suits your IT approach and infrastructure. The advantages of our cloud version: no additional hardware costs, no maintenance issues, and you'll automatically benefit from the newest versions and innovations in ECM. Flexible licensing packages also help to customize each offer.

DocuWare Cloud

For DocuWare Cloud, all data and documents are encrypted in a multi-level process and securely stored in a data center. The system and our specialists are available around the clock.

www.docuware.com/cloud

DocuWare On-Premise

For a DocuWare installation, the newest Windows versions are supported. In addition, all leading database server technologies such as MS SQL, MySQL, and Oracle are supported across a multitude of versions.

www.docuware.com/on-premise

Regularly Certified

DocuWare and its products are regularly tested by independent institutions. As an example, it meets all requirements of international standard DIN EN ISO 9001.

www.docuware.com/certifications

According to Our Customers...

USA | Insurance / Finances



Insuring Low Business Costs

Smart Choice, a national network of independent insurance agents, implemented DocuWare to work hand in hand with an existing software solution in order to automate data input, gain secure electronic storage and move to a paperless process for generating and distributing agent commission statements. The company realized an immediate Return on Investment for these processes. Additionally they were able to develop a new sales model that fundamentally changed the way they do business.

»Prior to utilizing DocuWare, we had so much paper flowing through our processes, it was easy to miss a page and make a mistake, and when it comes to payroll issues even one mistake is big.«

Andrew Caldwell

Executive Vice President of Business Development, Smart Choice

United Kingdom | Transportation



The Fleet Is Rolling

Managing a fleet to be cost-effective and resource-efficient requires smart organizational structures. **Contract Vehicles Limited** (CVL) specialize in providing commercial vehicle contract hire and fleet management solutions for over 12,000 vehicles for high-profile customers in the UK and Ireland. With electronic document management, the company was able to drastically reduce their enormous paper volume and improve business processes to be faster, more transparent and customer-friendly.

»With DocuWare, we were able to replace paper-based, error-prone work through automated, digital processes. Employees and customers benefit at the same time through higher efficiency and improved service levels.«

Geoff Swaby

IT-Manager, Contract Vehicles Ltd.

USA | Manufacturing



DocuWare Expansion Gets a Positive Reaction

Leading water test kit manufacturer, **AquaPhoenix Scientific**, is utilizing DocuWare to connect related documents associated with their orders, improving productivity and workflow. Sales orders, invoicing, quality control documents, and more are easily stored in DocuWare, boosting customer service. Their new efficiencies have exceeded the company's Return on Investment (ROI) calculations.

»Our DocuWare system paid for itself once we were using it for accounts payable and quality control documentation. Our ROI improves every time we add a new process, such as our sales orders and invoicing. We are very happy with our investment in DocuWare.«

Michelle Witman

Controller, AquaPhoenix Scientific

Brazil | Healthcare



Health Services Provider Goes Digital

Brazilian health insurance company, **UNIMED** implemented DocuWare to digitally manage 1.3 million patient accounts and over 1.8 million pages of information a month. Utilizing advanced technology, UNIMED was able to digitize and microfilm records simultaneously, meeting federal record retention laws. The new system eliminated courier costs, reduced duplicate procedures and improved billing practices, resulting in a Return on Investment in less than one year.

»DocuWare's document management system is helping us to daily control the medical expenses of our health insurance plan, it's been a fundamental tool in managing our whole operation.«

Dr. Paulo Gonçalves

IT Director, UNIMED

USA | Manufacturing



Designed for Success

Clothing designer and manufacturer **Jaya Apparel Group** implemented DocuWare to improve overall efficiencies within their company. By moving their multi-step business processes away from being email based to a combined electronic workflow and digital repository solution, the company gained a substantial increase in employee efficiency, eliminating double data entries and unburdening their Exchange server, all while improving their bottom line.

»Our DocuWare solution has been more effective than I imagined after I saw the demo. We didn't fully understand what a powerful tool DocuWare could be for our organization until we started working with it.«

Don Lewis

Chief Financial Officer, Jaya Apparel Group

Germany | Foods



How Sweet It Is: Paperless Workflows Worldwide

Tedious business processes that rely on bulky files and binders are a thing of the past at **HARIBO**. This long-established company located in Germany, depends on DocuWare for super-fast document retrieval. By turning to this Integrated Document Management Solution, the company was able to streamline its processes and to improve its customer service worldwide.

»DocuWare is the cornerstone of our IT strategy helping us to integrate software applications from all of our offices around the world shrinking costs and simplifying the exchange of communications.«

Rainer Heisel

Organization, HARIBO GmbH & Co. KG

For more customer testimonials

www.docuware.com/references





Orientation



Client Presentation



Solution Workshop



Proposal and Purchase



Installation and Training

Read More

DocuWare Roadmap

www.docuware.com/en/roadmap



Step-By-Step to Success

To help you achieve the most benefit from your transition to digital documents and ECM, we strongly believe the process begins with advanced planning. With the experience of more than 14,000 customer projects, we have developed a very efficient process at DocuWare that defines all the necessary steps to successfully introduce DocuWare – without disrupting your day-to-day operations.

Orientation

A detailed assessment of your current situation is reviewed: we discuss which of your document types, departments and processes offer the most potential for improvement. Our checklist (found on the next page) is a great place to start.

Client Presentation

What's it like to work with DocuWare, what does the software look like? Future users, IT leadership and decision-makers need to feel comfortable with the software long before it is installed. That's why we show you and your team the most relevant features and modules of DocuWare and answer any questions you might have about using the new software.

Solution Workshop (Optional)

For systems with broader requirements, further solution details can be worked out and documented in an additional planning workshop.

Proposal and Purchase

There's nothing standing in the way of your transition to digital documents: you'll receive a detailed proposal so you can decide when it's best to introduce your ECM system.

Installation and Training

Thanks to all the previous detailed planning, DocuWare can be installed and configured within a clearly defined timeframe. Your daily work continues, without interruption. Once installed, we'll train your colleagues and give you a lot of helpful tips along the way. Experience shows that our users adapt quickly at operating the new software.



Review Workshop

About 6 to 12 months after introducing DocuWare, we recommend that you have a Review Workshop: a specialized consultant comes to your operation, checks in with users as they work, and offers tips. Questions and suggestions are discussed. Plus, it's a good time to see which other document types and processes might be added into the ECM solution or whether other departments want to get on board. You'll notice a significant productivity boost and increased customer satisfaction with the help of a Review Workshop alone – so much so, that you may want to consider repeating it annually.



Our Tip: Process Mapping

Write down or sketch each step of your company's paper-based processes, as they are today. Visualizing them like this quickly makes it clear at what point a process meets obstacles. When replacing these processes through digital workflows, these barriers can be directly targeted and eliminated so that you achieve maximum efficiency potential offered by DocuWare.

What would you like to accomplish with your ECM solution?

Before you introduce DocuWare at your company, you should take the time to analyze your goals and needs. Take a look at where your document-based processes are running into trouble today or are just too paper intensive, such as in your purchasing, sales, accounting or HR departments. The following questions can help you with your brainstorming.

Which benefits are most important for you?

- Increased efficiency
- Faster access to information
- More complete information
- Information availability from any location
- Protection from data/information loss
- Easier fulfillment of legal guidelines
- Cut effort and cost of administration
- Reclaim/reduce expensive office space
- Simplify and automate processes
- Reduce process expenses
- Improve process integration
- _____
- _____

Which document types require the most effort to manage/file/store?

- Incoming A/P Invoices
- Outgoing A/R Invoices
- Delivery Slips
- Proposals
- Orders
- Contracts
- Protocols/Logs
- Personnel Records
- Documentation
- Email
- _____
- _____

Which department moves a lot of paper? Where do you see the greatest need for ECM?

- Purchasing
- Accounting
- Sales
- Human Resources
- Quality Control
- _____
- _____

Which processes would you like to improve?

- Invoice Processing
- Payroll
- Approvals/Authorizations
- Contract Management
- Inventory Tracking
- Order Processing
- Personnel Management
- Sales Acquisition
- Project Collaboration
- _____

Other Notes

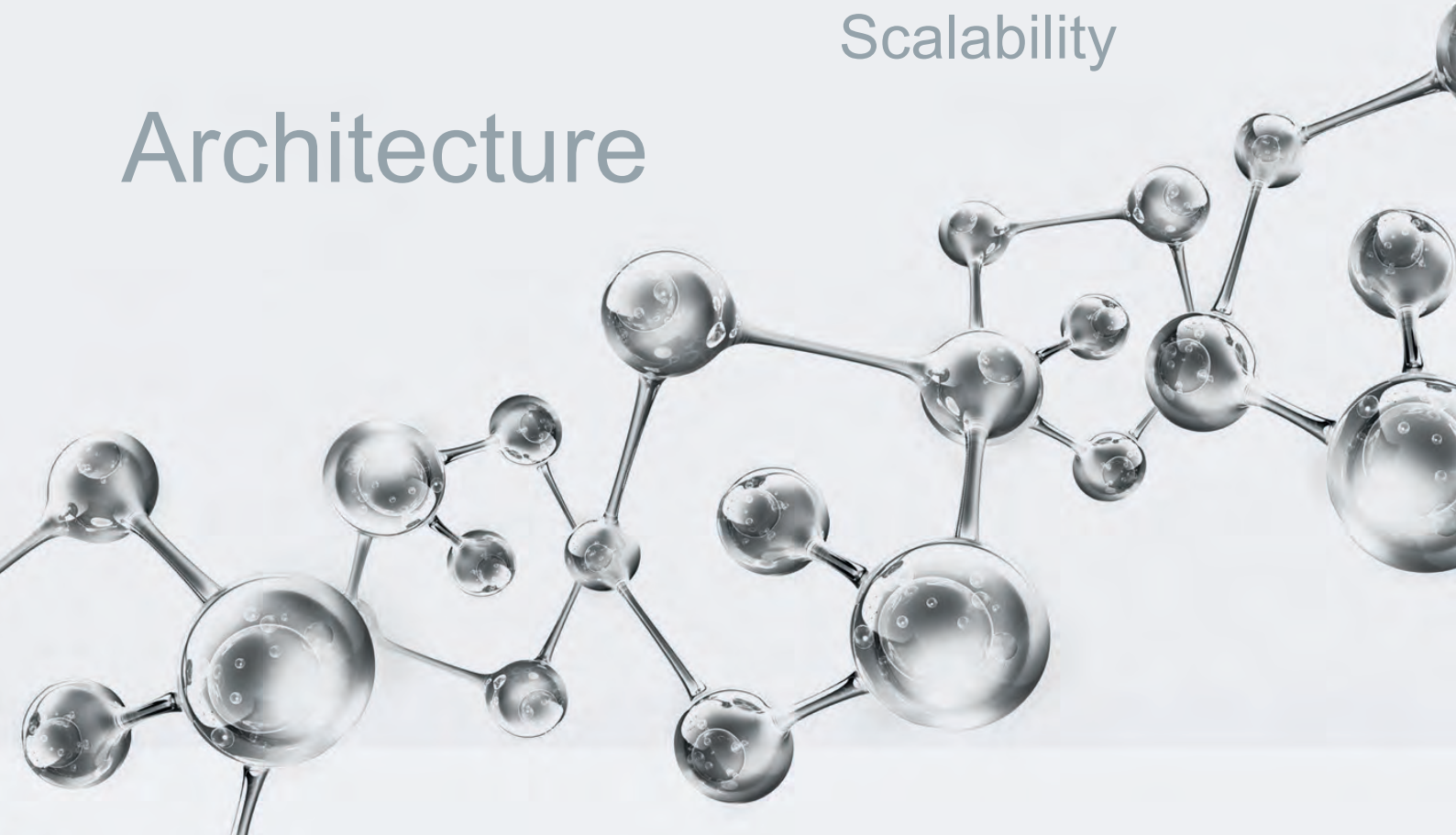
Checklist Ready?

Discuss your requirements with a DocuWare solutions specialist so you can receive the best ECM solution possible for your company as soon as possible.

Innovation

Scalability

Architecture



Security

Integration

Read More

Leading ECM Technology

www.docuware.com/technology



ECM for Now and Tomorrow

DocuWare stands for worldwide leadership in ECM technologies. Put your trust in a sustainable and lasting software solution that will help usher you into the future.



Innovation

DocuWare users are quite familiar with using browser technologies, cloud solutions and the most modern mobile applications available – to serve their own competitive edge. As an innovator, DocuWare has been setting the pace in the ECM market for years. A unique example is its patent-pending Intelligent Indexing technology used for automated indexing during document capture. The Web-based service continuously learns from user input to identify the most relevant terms for indexing, recommending increasingly accurate terms with each new document.

DocuWare right out of an accounting program. Whether it's by simple menu-led configuration or with our comprehensive Software Developer Kit: the tremendous diversity in integration pathways allows any combination to be finely tuned to a company's needs and existing resources.



Architecture

Anyone wanting to work with DocuWare simply needs an Internet-capable device on which a standard browser is installed. This makes it possible for the ECM system to work on any platform, whether it's a Windows or Mac OS device. This is possible with DocuWare's modern and standards-based architecture which is characterized by leading edge interfaces for web and mobile applications as well as true multi-client capability and a service-oriented structure. This ensures security for the future and that your investment is a sound one for many years to come.



Scalability

It's easy to start small and expand later without having to constantly re-train on a new system. DocuWare software lets you start with just a few users within a department and then roll out the system slowly into other departments – or go straight into a comprehensive solution that covers all areas. It's easy to keep the system at top performance, regardless of the number of users or filed documents. This flexibility in scaling along with a consistent, simple administration cannot be found in any other ECM system.



Integration

An ECM solution must always be able to adapt to an existing IT landscape since its true potential is only realized as it integrates with other systems. To work seamlessly, for example, documents can be directly stored or retrieved from



Security

The experience from more than a quarter century of DocuWare software is the basis for our well-refined techniques to protect our users from data and document loss, while making sure that only authorized users have access to a company's most valuable information. For general data security, DocuWare stores documents and their indexing data in separate databases. DocuWare also duplicates all document data, which means that in the very rare event of a failure, the database can always be restored. And the system's finely calibrated rights system ensures protection against unauthorized access.



A modern office desk with a silver desk lamp, a notebook, a keyboard, and a mouse. The background is a blurred office window with light coming through.

Simplify Work with DocuWare

Finding and storing documents, guiding processes and working efficiently together are quickly obtainable due to its user-friendliness and intuitive operation. DocuWare users can quickly make the switch to digital document management.

- Intelligent Indexing
- Advanced Search Features
- Powerful Workflow Manager
- Multi-faceted Support

Quick Organization

Whether paper or data records: DocuWare handles all types of documents and from a variety of sources. Paper documents are scanned in; email is stored into the document pool with a mouse click; files are captured via menu command or by a simple drag & drop. To find documents as quickly as possible in the future, they are indexed during storage with organizational criteria. Sounds tedious, but it's actually quite easy since most index terms can be taken from a select list or by clicking on words right in the document. DocuWare can also often handle the indexing process completely automatically for you. It looks for index terms from specific areas in a document or from external files like a text file or database – which also happens to be a smart way to keep data consistency between various programs.

Immediate Results

Searching for documents in DocuWare is basically like conducting any other search in the Internet. An example: as a supplier you are looking for all the information regarding an order. You simply enter the customer name and project and you'll quickly see the proposal, order, all correspondence and invoice in a clearly arranged result list. The documents can be opened in their original program or universal DocuWare Viewer. It's especially efficient to integrate DocuWare search queries that you run often right within other programs.

All Documents Well-Organized

DocuWare manages documents of all types and creates clean, consistent order. Just like that, you've got all the information you need – anytime, anywhere.





Digital Desk

DocuWare is a digital desk set up for storing, retrieving and processing documents: you can organize files by various criteria, staple them together, add notes and stamps, edit, and of course, fax or email them – just to name a few of the most popular features. And it's not a desk that sits at an office, since all features are equally mobile. Documents that need your immediate attention appear in DocuWare's Task Manager and can either be further processed or approved. An email notification ensures that tasks don't go unnoticed if you are only sporadically working with the software.

Scan App

With our PaperScan app, you can use your smartphone to scan and file documents even when travelling. The documents are then able to join your company's workflows for further processing and use.



Download the app for free:
www.paperscanapp.com





Service for Smart Storage

If electronic storage required lots of manual entry it would be both tedious and error-prone. Good news, indexing can be handled automatically. One option provided by DocuWare is called Intelligent Indexing: an innovative cloud service that recognizes the most relevant information on documents and offers them up as indexing choices. By confirming or correcting, Intelligent Indexing learns your preferences, so that by the second or third time a similar document is stored by you or a colleague, the service will be providing the right indexing criteria – fully automatically.



www.docuware.com/intelligent

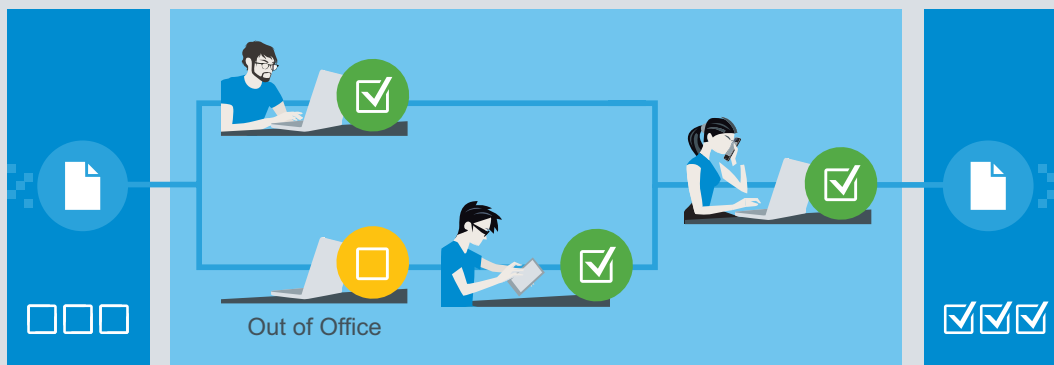
Seamless Processes

With DocuWare, any process that involves documents can be guided and monitored extremely efficiently with the help of digital workflows. A digital workflow is a structured plan which lets you define rules for handling commonly processed documents – like invoices. The tasks then progress, step-by-step, to each person to whom they are assigned (and may also be tackled simultaneously).

Participants in the workflow can always see the current status on their screens: if a colleague releases a portion of an invoice for payment, the data will be updated automatically for everyone else. For each task, mechanisms can be put into place in case of a co-worker's vacation or if a time limit has been exceeded. Depending on the escalation level, a gentle reminder can be sent or a task can be completely redirected.

Working Together Efficiently

Automated processes make sure that documents are handled in a structured way and all tasks are reliably completed. A document's current status is always easy to see.



Practical Document Folders

Create a project folder to give to a customer on the fly or collect all your bills from the past year to turn over to an auditor: with DocuWare, what used to be complex tasks can be quickly tackled. A few clicks is all it takes to bundle the required documents into a Request file cabinet complete with a handy search tool – all of it can then be put on a USB flash drive or external hard disk. Even if your customer or tax accountant isn't familiar with DocuWare, they can work easily and intuitively with the document collection.

Well Informed

Beyond complex workflows, DocuWare offers numerous functions to help every user improve their own work processes. Here are a few examples: with just a few clicks you can always have the correct information needed right at your fingertips, if you

store a frequently used search query, you can immediately keep on top of the most current documents, or stamp a document as pending and the system automatically reminds you at the right time to revisit the document. Users can customize DocuWare easily to meet their needs. To help with customization, we offer support and guidance in the form of many video tutorials, our product blog and the DocuWare Support Forum.

Comprehensive Video Collection

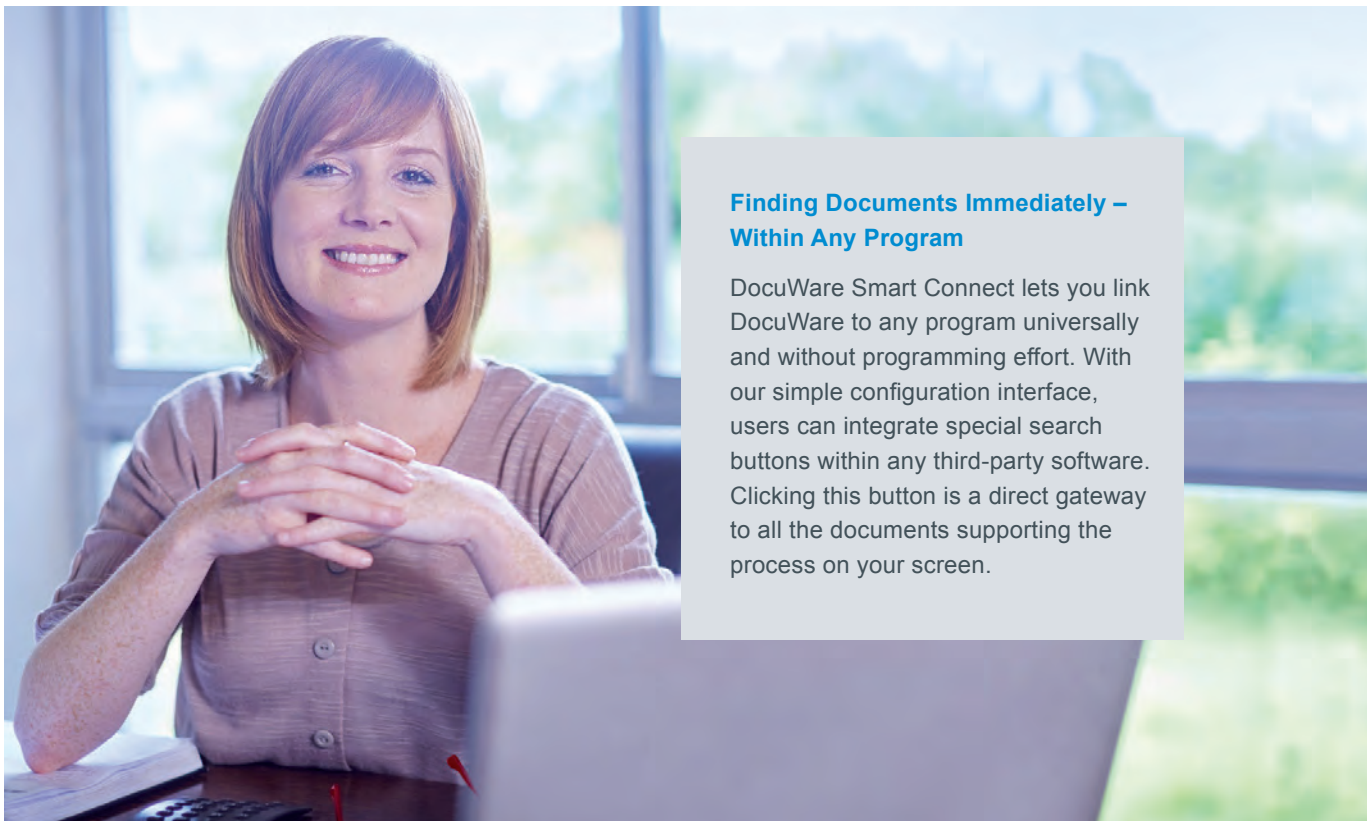
www.docuware.com/videos

Helpful Tips in DocuWare's Product Blog

www.docuware.com/blog

Valuable Support Knowledge in the Forum

www.docuware.com/forum



Finding Documents Immediately – Within Any Program

DocuWare Smart Connect lets you link DocuWare to any program universally and without programming effort. With our simple configuration interface, users can integrate special search buttons within any third-party software. Clicking this button is a direct gateway to all the documents supporting the process on your screen.

Ready for DocuWare

There are a lot of good reasons for managing documents with DocuWare. The following five attributes underscore what makes our solution unique. Make DocuWare your first choice – it's your safest decision when selecting an Enterprise Content Management system.

1 Document Management Roadmap

From inventory and planning to implementation and integration: you can bank on our highly efficient start-to-finish approach to reliably introduce DocuWare at your company. Training, support, and smart tools ensure maximum acceptance among your colleagues.

2 No Interruptions

Based on our precisely planned Document Management Roadmap, the team trained and certified by DocuWare will help ensure that there is no downtime for your employees when transitioning to digital documents and ECM.

3 Intelligent Indexing

Gain a competitive edge with innovative technology – DocuWare's Intelligent Indexing technology. It helps your employees index and file documents fully automatically – making information available for everyone to use in seconds.

4 360-Degree Integration

To ensure process improvements throughout a company, we seamlessly integrate DocuWare into your existing applications such as ERP, CRM, financial, accounting or email programs. Worth noting: this is almost always possible with just a simple, menu-guided configuration. But there is also a comprehensive Software Developer Kit available if needed.

5 Maximum User Adoption

Working with DocuWare is fun: our users aren't just happy with the intuitive interface, they also appreciate DocuWare's many options for customizing the program to suit their own use – no need for advanced IT skills. Video tutorials and our Support Forum also offer plenty of support if needed.

$$\text{Icon of two overlapping papers} + \text{Dw} = \text{Icon of a bar chart with an upward arrow}$$





Patriot Group, Ltd.
5000 Terminal Street
Bellaire, TX 77401
www.patriotgroup.com

Contact:
Jim Hotze
(713) 664-1172
jhotze@patriotgroup.com

www.docuware.com