ECM Requirements Comparison of State Vendors

Categories and Questions			Open Text	Lexmark	Laserfiche
Business Need: IT Security					
	Question No. 1	What is the Solution's Delegation Model for Central Administration?	- Administration can be delegated to multiple people - Administration is broken down into areas (database management; installation and updates; content) - Administration is configured to persons for use - 9 levels of access can be assigned for content administrators from permissions of "no access" to "being able to delete content."	- Perceptive Content features a flexible role and privilege administration that makes it simple to configure privileges for individual users or groups of users and give selected users permission to administer the roles of others. - Perceptive Software solutions' security features provide the ability to manage privileges according to three main roles: Perceptive Managers, Department Managers, and Users. - Perceptive Managers create all the users in the system, assign Global privileges to users and groups, and control department configuration. Department Managers assign department-level privileges to users and groups and can share content with other departments. - Administrators can design their security model by setting up groups and establishing their roles and privileges for security. - Using groups to streamline system administration, you can assign standard	- Laserfiche provides for multiple and nested levels of administration. At each level, multiple administrators can be designated with different rights and responsibilities. - ☐ Directory Server Administrators centrally manage servers, product instances and user and group licenses for the entire system. - ☐ Server Administrators manage the repositories attached to a server instance. For example, an administrator with Server level rights can migrate repositories between servers, but may not have rights to take administrative action within the repository itself. - ☐ Repository Administrators can designate users to establish key components of the repository such as creating users, managing group membership, establishing a role-based security policy, managing metadata, purging documents, etc. Administrative privileges can be divided and distributed

					sets of privileges to large numbers of users and other processes in Perceptive Content.	between administrators to prevent a "super user," if desired.
					- Privileges limit user access to certain views and functionalities within the system. Before users can perform any action in your Perceptive Software solution, they must be assigned the privileges to do so.	- ☐ At the repository content level, specific users can be granted administrative rights to manage others' access to specific folders and documents.
					- Can modify user privileges and group privileges at both the global level and the department level.	
					- Perceptive Managers and Department Managers can assign certain management privileges to a User so the user can manage specific areas of your solution.	
					- Manager Roles Perceptive Managers, Department Managers, and users with privileges that enable privilege management can adjust privileges for users and groups. Perceptive Managers can assign any global privilege, while Department Managers assign privileges that only apply in the context of the department they manage.	
					- Managers adjust privileges for users and groups using the following three methods: grant a privilege by allowing it, revoke a privilege by denying it, or choose not to set a privilege assignment at all.	
					- A user's effective privileges are always evaluated and displayed at the user level, not at the group level. To determine the effective privileges, Perceptive Content	

			evaluates all of the privilege assignments given to a user and all of the privilege assignments (if any) the user has inherited from groups to which the user is a member. Perceptive Content then determines which privilege assignments get priority over other privilege assignments.	
			- In some cases, you grant privileges to groups of users who need similar privileges. However, certain users may need specific privileges. For example, you can grant a user the ability to delete documents in a specific drawer regardless of the privileges set for groups in which the user is a member. Because this is a privilege granted to a user, it overrides any privileges assigned at the group level.	
			- Department Administration provides the ability to administer multiple departments on a single Perceptive Content instance as if each department existed as a separate instance of Perceptive Content. This allows for greater security and specificity for the State of Washington.	
			- Departments provide the capability to separate configuration components into logical business areas, such as departments of your company or geographic locations.	
			- You can create a department that conveniently pertains to a particular section of your business with no content overlapping with other departments in	

				your business. This setup keeps the department information secure from users in other departments. Departments are an effective way to give administrators access to every feature in Perceptive Content without giving those administrators access to information and features applicable to other departments in your business. - The Perceptive Content installation automatically establishes a default department in which to work. - Because department administration is an optional feature, you can choose not to create additional departments. - Planned Administration Features - Planned for a future release is the delegation of authority or privileges, allowing one user to perform the same functions as another user (such as digital signing, tasks and workflow) when that user is unable to. No specific release date for such functionality has been announced.	
	Question No. 2	What is the solution's ability to manage and enforce security, access, or other policies by groups of users	- Only authorized users can access content based on their permissions; permissions govern what a user can do - Rights can be assigned to individual users, as well as to groups - Users and groups can be managed in Active Directory (or any LDAP application) and synchronized with OpenText Content Server	- Perceptive Content features group administration to streamline the task of assigning standard sets of privileges to large numbers of users and other processes. - The State of Washington's administrators and/or authorized users can design the Perceptive Content security model by setting up groups and establishing their roles and privileges for security. The State can also create different groups for different types of	- Similar to administration, group security within Laserfiche provides multiple and nested levels of control: - ☐ Laserfiche leading practices are to set and manage security at the group level, where it is inherited by all users within the group, as well as new users added to the group. - ☐ Users can exist within multiple groups, and security policies will be enforced based on specific rights that are granted or denied to each group.

| | | | | users, and assign both global privileges and department privileges at the group level instead of at the user level. For example, you can create a group and add those users who need access to a particular drawer, or add a privilege to a group of users to only scan but not to copy or move items.
- Using groups for the majority of work in assigning privileges cuts down on system administration work and reduces privilege confusion. You can make exceptions for a particular user by denying a privilege at the user level, because the user level privilege overrides the group level privilege. For example, you can deny the Delete privilege for a user at the user level but still allow the user to perform other functions assigned at the group level.
- A group can contain multiple users so you can track the actions taken by the users in Perceptive Content for troubleshooting and auditing purposes.
- You can group queues in Workflow to automate business processes. After an item is saved in Perceptive Content, the item can be routed through any number of queues, which can be grouped by different departments or different desks within a department.
- You can add groups of users to task templates for such things as pointer tasks, email notifications, and required signatures. | - ☐ In order to handle exceptions to standard group inheritance rights, administrators can make modifications to security settings at the user level.
- ☐ For ease of administration, Laserfiche can sync directly with Active Directory or LDAP for group membership. The State can maintain its Active Directory/LDAP groups (with membership set up by department, division, agency, etc.) and grant appropriate rights to these groups within the system. For an additional level of policy management and enforcement, Laserfiche groups can be created for role-based security and layered on top of existing AD/LDAP groups. |

				- You can choose to display or hide a group in any Cross Department Settings list. When you hide a group from Cross Department Settings, the system removes any global settings and instance-level privileges that were previously assigned to the group. You cannot assign global settings and instance level privileges to a hidden group. - As a security measure, if a user is a member of a group, that particular user cannot modify that group's assigned privileges and members, and the group does not appear in dialog boxes where the user performs these actions in Management Console. We recommend that you use a separate user or manager account to set up groups so you can view all groups simultaneously. - Copying Users and Groups - Administrators can copy the security attributes of users and groups to additional users and groups that they create. This feature can save time and simplify the security set-up process. - Security attributes include privilege sets, user or group memberships, access control markings, and audit template assignments. - If you have a user or group that has the same security attributes you need for another user or group you already created, you can copy the security attributes of the source user or group to the destination user or group. The copy	

				process does not create a new user or group. - You can copy attributes within a department or in a cross department setting. You can only copy security attributes for which you have management privileges and to which you have access. You must have Administer User privileges for user privileges you are copying. You must have Administer Group privileges for group privileges you are copying. - You can only copy a group membership to a group in your own department. You cannot copy a group membership to a group that has only been shared with your department.	
	Question No. 3	What is the solution's ability to apply specific access and policy controls based on multiple levels of data security classifications?	- Each object has a unique identifier - Each object can be given its own set of access controls (can be applied to individual users, groups, or nested groups); these controls are in addition to normal controls from our own IT department, such as network access controls - Items will only be displayed to persons having permissions to access to those items - Security clearances are designed to meet the criteria of DOD 5015.2 V3 Standard, and allows for creation of hierarchical security clearance codes, used to restrict access -	- Perceptive Content provides a variety of security features to protect data confidentiality, accessibility, and integrity to images stored within the content repository. With our solutions, the State can identify and protect especially sensitive data via our flexible indexing capabilities and user role and privilege administration. - Perceptive Software offers flexible indexing structures that allow the State to manage and preserve your content via the method that best fit your requirements. Content can be organized at the Drawer level using document keys or via the use of Content Models, which store content in a folder hierarchy. - Perceptive Software solutions allow you to restrict individual and group access by	- Rights and privileges in Laserfiche are highly granular and allow for a fine-grain level of detail when configuring security and applying security policies within the system. - ☐ Group membership can be used to grant or deny access to content based on data security classification levels. Group membership – and the accompanying rights – can be automatically inherited from a group structure in Active Directory or can be specifically set to better match security policy needs. - ☐ Multiple levels of data security classification can interact at the individual and group level through the use of multiple group memberships. - ☐ In addition to granting rights at the group level, file organization and folder

| | | | | | Drawer, Folder Type or Document Type within the object store, which allows you to carefully segment those documents that can be seen by groups or certain individuals. Documents needing extra security can easily be assigned to their own Drawer, Folder Type, or Document Type, so only people with access to that Drawer, Folder Type or Document Type can access those documents.
- Assigning Privileges - In Perceptive Content, you assign privileges to control the actions that users can perform. Before users can perform any action in your Perceptive Software solution, they must be assigned the privileges to do so. Privileges can be assigned at the user or group level.
- Perceptive Managers, Department Managers, and users with privileges that enable privilege management can adjust privileges for users and groups. Perceptive Managers can assign any global privilege, while Department Managers assign privileges that only apply in the context of the department they manage.
- Managers adjust privileges for users and groups using the following three methods: grant a privilege by allowing it, revoke a privilege by denying it, or choose not to set a privilege assignment at all. A user's effective privileges are always evaluated and displayed at the user level, not at the group level. | structure can be used to create separate areas of the system with distinct classification levels. Security can managed at the individual folder, document, or metadata value level for any individual user or group of users.
- ☐ For targeted access controls, security tags can be used to apply security classifications to specific files, thus hiding the targeted files from all users not granted the security classification level in question. |

				- To determine the effective privileges, Perceptive Content evaluates all of the privilege assignments given to a user and all of the privilege assignments (if any) the user has inherited from groups to which the user is a member. Perceptive Content then determines which privilege assignments get priority over other privilege assignments. - In some cases, you grant privileges to groups of users who need similar privileges. However, certain users may need specific privileges. For example, you can grant a user the ability to delete documents in a specific drawer regardless of the privileges set for groups in which the user is a member. Because this is a privilege granted to a user, it overrides any privileges assigned at the group level. - Further security layers exists to make your Perceptive Software as secure as possible: - Encryption - Perceptive Software utilizes a secure handshake, similar to TLS, which is used between Perceptive Content Server and connections from remote agents and other clients. It makes use of RSA (during the handshake process), SHA (hash), and AES. After the handshake is complete, a random AES key is used to protect sensitive data for the duration of the session connection. Perceptive Software offers 128-bit AES encryption, using FIPS 140-2 validated cryptographic modules, to	

				encrypt the authentication handshake and the full message stream between the server, external agents and clients.	
				- SSL can be leveraged for communication with third party systems (LDAP, POP3/IMAP, ODBC, etc.) and browser-based clients such as WebNow and Integration Server which support industry-standard 128-bit SSL/HTTPS for secure communications between the web application server and browser-based users. SSL is also supported for Perceptive Interact products and applications connecting via web services.	
				- Host Application Security - Because of Perceptive Software's unique integration abilities, you can configure it to only allow users to retrieve documents related to records your business software allows them to see.	
				- Object Security - Because of Perceptive Software's TCP/IP-based client/server architecture, the only way to access an object store managed by our solution is by logging onto Perceptive Content Server. Eliminating file mapping dramatically improves performance and enhances security by eliminating the ability of users to traverse the file system where objects are stored.	
				- Views - The views feature allows users to define, name, store and retrieve dynamically generated lists of documents, as well as folders and tasks, based on metadata such as index values, document/folder properties, custom	

			properties, status, date and user, so that only the documents your users need to work with are displayed. Views can be secured so only certain users or groups can access them, adding another layer of protection to information on Perceptive Content Server.		
	Question No. 4	What is the solution's ability to encrypt data at rest? Is there any adverse impact to application functionality when encryption is applied, such as diminished search or indexing capabilities?	- OpenText Archive Server is the backend application that manages content stored in the OpenText Content Server Repository - OTAS is a scalable and integrated service integrating the OTCS and the physical storage - OTAS – is configurable and supports many types of physical storage including cloud - Content managed by OTCS is encrypted - The system key is used to encrypt documents stored on a logical archive - To make encryption safer, a new system key can be created after some time - Only one system key can be active a time - Documents are always encrypted using the currently valid system key - Timestamps are sued to verify that docs have not been altered since archiving time - Timestamp server adds the time to a checksum, creates a checksum of this created object and signs the new checksum with its private key	- Encryption for data in the database is managed by the RDBMS of your choice should you choose to implement. - Encryption of data at rest in the Object Storage Manager (OSM) can be performed if you utilize Perceptive Software's integration to EMC Centera's Content Addressable Storage which supports encryption of the OSM objects. - Perceptive Software created a handshake, similar to TLS, which is used between Perceptive Content Server and connections from remote agents and other clients. It makes use of RSA (during the handshake process), SHA (hash), and AES. After the handshake is complete, a random AES key is used to protect sensitive data for the duration of the session connection. - This handshake occurs regardless of the encryption-enabled setting in INOW.ini, the setting only affects if the random AES key is used to protect only sensitive data (when set to FALSE), or all network traffic between the server and the client (when set to TRUE). - All key lengths used are still exportable (RSA 512 bit, AES 128 bit).	- Laserfiche can encrypt data at rest using either built-in encryption tools, or through the use of a third-party application. - □ For built-in encryption of file storage, Laserfiche provides Volume Encryption, which supports multiple encryption algorithms: AES-128, AES-192, and AES-256. - □ For operating system-level encryption of file storage, Microsoft Windows' Encrypting File System is supported. - □ For encryption of content stored in the database, such as metadata values, the system supports SQL Transparent Data Encryption.

			- The signature is stored with the document component - When a doc is requested, Archive Server verifies whether the component was modified after storage by looking at the signature. It needs the public key of the timestamp server certificate for verification. - Windows Viewer and Java Viewer can display the verification result	- Please note, Enterprise-ready database environments supported by Perceptive Software solutions can be configured to include native Oracle and SQL Server methods for encrypting metadata containing all associated document properties. - Integration with enterprise-level databases, such as Oracle and SQL Server, can be set up to use technologies such as transparent data encryption (TDE). TDE enables you to encrypt individual table columns or entire table spaces within the database. TDE stores the database encryption key in a different location and this can protect your document metadata in the event backup media is stolen or accessed. - For hosted customers who are requesting encryption of data at rest, we offer this service as a premium offering for an additional monthly charge per production and test environment. - There is no search and indexing capability issues that we know of with encrypted data, and an implementation specialist can assist you in selecting OS or device-level compression technologies to ensure that maximum system performance is maintained.	
	Question No. 5	What is the solution's ability to securely transmit data (encryption in transit) for system interface,	- System leverages secure socket layers (SSL's) for encrypting data in transit	- Whether adding a scanned item to the server repository or streaming an image to the client for retrieval, Perceptive Software solutions offer encrypted communications utilizing Advanced Encryption Standard (AES-128) to	- Laserfiche supports SSL/TLS to secure the transmission of information between server and client applications, no matter how the information is accessed. This encryption is available for connections, including desktop and web-based client

		administrative, and user access?		- encode its TCP/IP-based client/server socket communications. - In addition, AES encryption, using FIPS 140-2 validated cryptographic modules, is also available between Perceptive Content Server and remote Perceptive agents, such as Mail Agent or Fax Agent running on separate computers, and between Perceptive Content Server and the WebNow application server, if applicable. - Encryption is disabled by default and can be turned on in Perceptive Content Server's configuration file. It is important to note that the AES authentication handshake between the client and server (full client or web client) can never be disabled. This ensures that password information is never transmitted in clear text.	applications, scanning interfaces, online form submissions, etc.
	Question No. 6	How does the solution integrate with the State's Enterprise Active Directory infrastructure to allow single or reduced sign-on to the application?	- Open Text Content Server integrates with Active Directory for user management - Users and groups are synchronized with Content Server on a schedule determined by the administrator - As users are added to and deleted from AD, their access to Content Server content is automatically reflected	- Instead of storing passwords for users, Perceptive Software solutions rely on external sources within a variety of customer security infrastructures to authenticate user identity. Perceptive Content Server can run in one of three modes to accomplish the process of authenticating the user name and password: System (server directory, network domain, or Active Directory), LDAP, or SQL. - The user's User ID and password must be an identical match with the user ID and password in one of these user registries before a session is opened. The same authentication process is conducted	- Laserfiche provides a built-in integration with Active Directory, allowing users to authenticate to the system from any Laserfiche application using their existing Windows credentials.

				for all clients, including Perceptive Content Client, WebNow, Interact clients, Message Agent and Integration Server. - By default, the Perceptive Software solution is set to System user authentication, where users are authenticated against the operating system on which Perceptive Content Server is running. For Windows, Perceptive Content Server attempts to authenticate users against its local user list and the network domain or a directory service, such as Active Directory, depending on which is used by your server. The Active Directory is a Windows service that manages the identities and relationships that make up the network environment. For UNIX, Perceptive Content Server attempts to authenticate users against the user database of the UNIX server. In both cases, the user must have a user name and password on either the local server or the network. - For added convenience, you can also use domain authentication when users are logged into a valid Windows NT domain on their Perceptive Content Client computer with an NT domain account that is an exact match to the Perceptive Content Client user ID. In this case, when a user launches Perceptive - Content Client, the user does not enter a user name or password, rather they are logged in automatically.	

Question No. 7	What are the tools, processes, and/or practices used in the solution's development lifecycle to prevent application security vulnerabilities in the solution?	- Goals of the OpenText Security Mission Statement - Reduce risk as early as possible in the software development lifecycle - Create a security conscious culture with software security as a core organizational value - Form collaborative and cooperative relationships with customers and partners - Continually improve our security concepts and mechanisms - Please see enclosed "Developing Secure Products at OpenText" document included with response	- All new versions of existing Perceptive Software products, as well as completely new additions to our product line, are subject to extensive functional and performance testing prior to release. Perceptive Software has dedicated significant resources to testing software that can simulate the real-world environment where many different users will be exercising multiple functions at the same time. Each major release is thoroughly regression tested; patch releases are subject to thorough testing as well, including continuous integration testing which takes place with each build. In addition, validating the security architecture, such as testing authentication and authorization, fall under our normal, routine functional testing. Perceptive Software has both automated and manual test cases that push the bounds of these areas to ensure security. Perceptive Software has also had external consultants do penetration testing to validate the security architecture. Perceptive Software's testing methodology places the highest priority on ensuring absolute reliability with maximum performance. - In addition, the full Perceptive Content Client (previously called ImageNow Client) and WebNow, the browser-based client, were submitted to a penetration test by Foundstone, the security testing division of McAfee, in December 2011. The applications received a grade of A	- The security of customer data is of paramount importance to Laserfiche, therefore the Company maintains industry standard software engineering practices throughout the development lifecycle to minimize vulnerabilities and security risks during code creation. - Code-scan software is used as part of the code validation process, and Laserfiche also contracts with a leading security company to perform code reviews, web application penetration security testing, and live server testing intended to identify, remediate and help prevent security flaws.

				— Highly Secure — indicating that security exists and policies are implemented effectively and consistently. Our latest release, Perceptive Content 7.0, will be submitted to another third party for testing in 2015.	
	Question No. 8	What is the strategy and/or practices to prevent or mitigate security flas such as the OWASP top 10?	- Repeated exact response from Question 7 above.	- While it is possible that our development meets Open Web Application Security Project standards, specific OWASP standards are not necessarily the guiding principles behind development. - Perceptive Software does subject our solutions to extensive internal and third-party security tests to identify and strengthen possible security weaknesses as detailed above. - In addition, several program features, detailed below, help secure your solution data. - Our solutions leverage your existing network infrastructure for user identity, authenticating users against your current identity management tools, whether system (server directory, network domain or Active Directory), LDAP or SQL. Plus, your existing password policies can remain in place with our solutions. So your Perceptive Software solution is, by default, as secure as your existing environment the moment you turn it on. - Perceptive Software solutions store metadata in a format that is meaningful only to the application itself in a database that only the solution (and	- As discussed in Question 7, security of customer data is of paramount importance to Laserfiche. Rigorous practices are in place throughout the development lifecycle to minimize the risk of security vulnerabilities during code creation. - ☐ Laserfiche uses code-scan software in-house to validate code. - ☐ Laserfiche contracts with a leading security company to perform code reviews and web penetration security assessments. - ☐ Laserfiche also works with a third party security company to perform live server testing intended to prevent security flaws, such as input validation, input sanitizing and buffer overruns, which are major types of vulnerabilities in the OWASP Top 10.

				authorized database administrators) can directly access.
				- In addition, the only way to access an object store managed by the Perceptive Software solution is by logging onto Perceptive Content Server. Eliminating file mapping dramatically improves performance and enhances security by eliminating the ability of users to traverse the file system where objects are stored.
				- AES encryption of all network communications between Perceptive Content Server and its clients and companion modules, including the WebNow application server, can be turned on very simply through a setting within the Perceptive Content Server configuration file. The AES authentication handshake between the client and server (full client or web client) can never be disabled. This ensures that password information is never transmitted in clear text.
				- In addition to the AES encryption available between Perceptive Content Server and the WebNow application server, WebNow supports industry-standard 128-bit SSL/HTTPS for secure communications between the web application server and browser-based users. To use SSL, the web application server where WebNow is deployed must have an SSL certificate in place and be configured to support SSL communication with browsers.

				- SSL also is supported for Perceptive Interact products and custom-developed applications connecting via web services. For example, Perceptive Mobile takes advantage of SSL-encrypted communication to prevent interception or eavesdropping regardless of the remote connection you're using. Plus, Perceptive Mobile never caches or retains data on the devices, ensuring your compliance requirements are met and your security can't be breached. - Perceptive Software solutions are compatible with properly configured VPNs and firewalls you have already secured. - Perceptive Business Insight includes security reports that allow managers to evaluate the effective security privileges of all users at any time, ensuring that privileges are properly assigned. - Perceptive Software solutions can audit all authentication attempts or only failed authentication attempts, based on settings controlled through Perceptive Content Server. Daily authentication audit files are saved in XML or directly to the database.	
	Question No. 9	How does the solution integrate with anti-virus technology?	- Anti-virus scanning would be implemented on the workstation prior to ingestion into the application	- While our solutions have no compatibility issues with anti-virus or anti-spyware software designed for compatible operating systems, there are specific performance issues related to such software running on Perceptive Content Server that must be considered	- Laserfiche uses Symantec Endpoint Protection internally. Due to the number of available COTS anti-virus software and the various options to configure them, the implementation plan will include investigating the compatibility of the State's antivirus product with the Laserfiche server in a test environment,

					before widespread deployment of such software. - Perceptive Content Server running on Windows can be adversely affected by certain "real-time" virus scanning applications. Many of these products are designed as file system scanners and are not designed to handle server functions. Perceptive Content Server is constantly accessing hundreds of files on behalf of each user connected to the server. Having virus scanning enabled for each of these operations can cause a significant slowdown in system performance. For this reason, we recommend protecting Perceptive Content Server from virus infections through means other than "real-time" file scanning. The following recommendations should be considered: ☐ Perimeter Protection — The server should be protected at all possible entry points, such as removable media drives, Internet downloads, etc. ☐ File Level Security — Perceptive Content Server processes all file requests for end users. - End users do not need, and should not have, file level permission to Perceptive Content Server. "Sharing" of directories on the server is not required and should be avoided. By limiting the ability for other machines and users to access the file system, virus exposure is greatly limited.	before promotion to a production environment.

				□ Workstation Virus Protection — With virus protection enabled at the workstation, files being imported into your Perceptive Software solution will be scanned for viruses prior to being stored on the server. □ Schedule Scan — If your production environment is not 24 x 7, enable a scheduled scan of the entire server at off-production hours, ensuring the scan is complete prior to the start of production day. - With these precautions taken, Perceptive Content Server's application directory should be able to be safely removed from "real-time" virus scanning. Customers should work with the appropriate antivirus application vendor to create a solution that works for them.	
	Question No. 10	How does the solution support logging of user activity in local system logs or remote log aggregators (SIEM)	- OpenText Content Server Administrator can configure OpenText Content Server to create audit trail log for each object type that logs a variety of events, including create, reserve, add-version, delete, rename, copy, and move events - Audit log records the event type, the username of the person causing the event, and the date/time of the event. - Anyone with "See Content" permission can see the audit trail associated with a document - Administrator has the option of setting which options to audit in the system	- While an audit template is assigned to a user or group, the Perceptive Software solution either outputs directly to the database in real time or exports an XML file for each 24-hour period during which an audited user is logged onto the system. Once auditing is started, you can view the auditing data using Perceptive Business Insight or a third-party tool of your choice, such as a remote log aggregator (SIEM). - Perceptive Software does not provide customer support for third-party tools. - Business Insight also offers several ready-to-run reports on auditing that show documents viewed, documents modified, and actions taken that may	- From the moment users are authenticated to the system, Laserfiche auditing begins logging user activity. Activity is stored in log files, which are then written to a database for reporting and consumed by SIEM tools for event correlation and incident handling.

			- All selected item events are added to the audit table with the user and date and time stamp - Audit table is available for reporting using any standard SQL reporting tool, or the audit wizard - Administrator can generate a report of audit events at any time (report can be filtered by username, object type, event type, and date range	externally expose documents (i.e., users who may have printed, exported, emailed, or faxed a document).	
Business Need: Records Capture, Retention, Retrieval, and Disposition					
	Question No. 11	How does the solution support the management of emails and attachments as records?	- Emails are treated like any other object in the system including access rights as well as records retention - A configuration setting exists to separate attachments as separate documents, or store as one object - Emails can be entered into the system directly from your email client - OpenText offers an application called email monitoring; application runs on the exchange server and manages all emails as records with records retention applied	- Perceptive Software solutions allow you to capture and manage emails along with their attachments to your solution repository via the server-side Perceptive Mail Agent or via the Perceptive Interact for Outlook or Perceptive Interact for Google Apps clients. - Perceptive Mail Agent - Mail Agent is a module that allows organizations using POP3 or IMAP-capable mail servers to accept emails into their Perceptive Workflow system. Mail Agent captures, indexes, stores and routes email messages based on business rules you configure. - Your staff can also use Mail Agent to instantly add important information they receive via email to the repository, where it becomes accessible for historical reference. Your staff can do this simply by forwarding important emails they	- In accordance with the DoD 5015.2 specification, Laserfiche manages emails and attachments as records within record series and can automatically assign the appropriate retention properties to them as a single object or as separate records. Messages and their attachments can be directly imported as records with corresponding retention rules from Outlook via the Laserfiche Office Integration or from any other email clients using standard import options such as drag and drop.

				receive to an email address. Once Mail Agent receives the message from your staff member, it automatically indexes it and places it in the object store. The big benefit:	
				- time savings and ease of accessibility. Historically, your staff would have to either print the email and put it in a folder to be stored and possibly scanned later, or they would have to save the email message as a text file and manually import it into the repository.	
				- Mail Agent is a server-based process that works with the State's existing POP3 or IMAP-capable mail server. To use Mail Agent, your solution's system administrator just has to set up one or more email accounts (such as image@des.wa.gov), and then configure Mail Agent to monitor the inbox for that address. Mail Agent then indexes all messages it receives at the email address(es) it is monitoring and adds them as text or HTML files to the document repository.	
				- Perceptive Interact for Microsoft Outlook - Perceptive Interact for Microsoft Outlook allows end-users to capture, find, and view emails and attachments in the repository without ever leaving the Outlook environment. Add emails and/or attachments directly into your solution from your Microsoft Outlook 2010 email client via right-click, drag-and-drop or on send action. With	

				Perceptive Records Manager, you can also declare records and import emails as records directly from Outlook. Captured emails are readily accessible from the Outlook client and can have any standard email actions performed on them (e.g., view, reply, forward).	
				- Interact for Outlook is delivered in the form of a pane within Outlook that can be resized and positioned to suit the user's preference. This pane provides direct access to the Perceptive Software solution's folder structure the State develops, allowing users to capture emails (i.e. drag-and-drop into a folder), search and retrieve emails.	
				- Upon capture, index values are obtained automatically from the email (e.g., Sender, Recipient, CC, Reply To, Subject, Attachment Count, Header, Date Sent and Date Received) and can be accompanied by business data entered by the user at the time of capture. The State also can utilize predefined	
				- Capture Profiles to auto-assign index values and initiate workflow processing. Files attached to an email can be embedded within the Outlook message file or stored independently in their native format. If the exact email already has been captured into the repository, the user is alerted.	
				- Perceptive Interact for Google Apps - Perceptive Interact for Google Apps offers seamless integration between Google and Perceptive Content, allowing	

			you to capture email messages, attachments, or both from Gmail into Perceptive Content. You can then manage, access, and route stored content from your familiar Google interface. - By adding your Gmail files to your Perceptive Software solution, content is immediately accessible through a Perceptive Software client to users across the enterprise, where it can be submitted to business processes and assigned retention policies.	
	Question No. 12	What is the solution's ability to configure retention requirements (retaining, managing and disposition) according to business rules? What are the solution's triggers (such as date or event-based triggers, date of doc, messages generated from another system, and/or manually declared)	- Retention schedules can be time, event, or time event based - External systems can trigger events via the RESTful API - Using integrated and highly scalable approach to archiving and records management, solution is able to apply a common file plan across all business content, providing the ability to set enterprisewide archive and retention policies for all content types - Manages the lifecycle of record from creation to final disposition of both physical and electronic records by associating retention and disposition rules with each content asset - The rules control if and when content can or must be deleted or archived on less costly storage media - DoD 5015.2 STD v.3 Chapter 2 and DOD 5015.2 Chapter 3 certified (classified records) - OpenText is only vendor to have DoD 5015.2 certification for SAP records	- Perceptive Retention Policy Manager provides an intuitive way to track, audit and access documents and content in your Perceptive Software solution — from creation through final disposition. This enables the State to automatically manage the complete lifecycle of all information while mitigating legal risks, strengthening compliance initiatives and reducing costs through efficient discovery. - With Retention Policy Manager, the State can easily create powerful, time-based, event-based, and time-and-event-based retention policies using ordinary language to define rules in accordance with your unique business requirements. This retention management functionality is presented within a user-friendly Policy Designer and allows retention policies to be applied directly to the document type, ensuring all new documents captured into the system fall instantly under the correct policy. You can apply holds and	- Laserfiche supports all standard retention requirements and triggers. Retention requirements are maintained at the record folder level and are programmatically applied to records as they are filed into areas of the system according to the business rules in place. - Retention triggers in Laserfiche can be configured to meet the needs of the state. Options include: - ☐ Date-based triggers calculated on the filing date or creation date of the document, or on a combination of dates, such as the end of the fiscal year in which the record was created. - ☐ Event-based triggers, where the event date is pulled automatically from another system or manually declared within Laserfiche.

| | | | | management, with OpenText Extended ECM for SAP Solutions
- Paired certified with eDOCS DM5.2
- Paired certified with eDOCs DM5.2
- PRO approved under the 2002 version (this is now called TNA)
- VERS certified specifications 1-5. Specs 1, 2 were done in 2006, 3-5 done in 2009
- OpenText Records Management is able to be used in combination with the OpenText e-sign module to achieve 21 CFR part 11 compliance.
- OpenText Records Management is able to be used in combination with the OpenText Archive Server and OpenText Email Monitoring to achieve SEC 17a-4 compliance
- OpenText Records Management is able to be used in combination with internal policies to achieve ISO 15489 compliance | require approvals to prevent unintended modifications or deletions, and use the audit functionality to track actions within the system and produce a chain of custody for all information.
- In addition, through the use of our web services interfaces, Perceptive Message Agent or Perceptive Integration Server, events in your host application can be captured and used to populate custom properties and trigger retention on documents in the repository.
- Furthermore, the State can track physical documents to display the exact location of a box, folder or document.
- Setting Retention Policies in Your Perceptive Software Solution - Retention Policy Manager enables users to specify retention schedules in days, months, years and indefinite time periods.
- Authorized users can configure time-based, event-based, and time-and-event-based retention policies utilizing specific index values, custom properties and other system metadata. To determine what documents fall under a policy, a Document Type index value must be assigned to that policy.
- Event-based rules can utilize custom properties, document keys and task properties to trigger a policy.
- Time-based rules can be set with custom properties, system date or date period. Event-and-time-based policies are configured using custom properties, date period, event date and system date. | |

				- With Retention Policy Manager, a records administrator can easily create a protected phase that will protect documents from modification or manual deletion. The protected phase acts the same as record declaration and only allows deletion once the retention period has expired. - By creating physical references in your solution, the State can seamlessly track physical documents with Retention Policy Manager as well. Physical references can be related to an electronic original or copy and be managed with policies and holds. A physical reference is instantly accessible and displays the exact location of the box, folder or document. Additional metadata values can be assigned to track the current status of physical records, such as checked-out, user in possession, expected check-in date and more. - With regard to policy modification, authorized users can modify the approvers and policy properties (e.g., policy description and identifiers). In addition, Document Types can be assigned to or removed from a policy. If changes to the event rules, time rules or disposition actions are required, a new policy must be created. Authorized users can copy an existing policy, save as a new policy to expedite setting some of the requirements, and modify as needed. This creates and audit trail of sorts for policy creation.	

				- Applying Holds - Retention Policy Manager provides multiple methods for applying holds to relevant documents, based upon your unique business requirements. Holds suspend the disposition of a document and protect that document from modification or manual deletion. - Users with the "Apply Document Hold" privilege can apply or remove direct holds to individual documents from the Explorer window or various viewers within the solution. You can search for relevant documents and select only the documents you need and quickly apply the hold. Holds can also be applied at the Document Type level via Retention Policy Manager. You can apply multiple holds to the same document. The document remains on hold until all applied holds are removed. When you view a document on hold in the Document Viewer, an icon appears on the status bar denoting that it is on hold. - If needed, Retention Policy Manager can be configured to allow an authorized user to modify document keys and custom properties after a document is placed on hold.	
	Question No. 13	How does the solution support document destruction and/or provides certified file erasure/destruction according to retention	- OTCS provides lifecycle management of all sensitive content stored in the agency's repository - This addresses the requirements of the security policy and includes the creation, viewing, modification,	- Whether creating simple policies or more complex ones with multiple time and event phases, retention policies can be configured to automatically transfer, destroy or permanently retain documents according to the State's unique business requirements and relevant legal	- All records management actions, including destruction actions, are logged by Laserfiche Audit Trail reporting, ensuring that a record of erasure/destruction is kept and accessible by authorized administrators.

| | | requirements or on demand? | transmission, dissemination, storage and destruction of the content
- Audit trail can contain information on the objects that were destroyed including name, classification, reason, and date
- The system can be configured to keep metadata that was associated with the object if desired | standards. Content can be transferred to online, near-line or offline locations at a specific time as established by the State.
- Administrators can require a user — or multiple users in a predefined order — to approve a document transfer or destruction before it occurs. For each approval level created within a policy, you can assign approvers to advance the approval request to the next level. You can choose to either require approval from all of the listed users, or you can select a number of approvers from those who are listed to advance the approval request. Automated notifications can be sent to users at a designated time. Once a set of documents has been confirmed, Retention Policy Manager removes the document pages, metadata, or both, depending on the disposition action.
- If needed, authorized users can be given specific privileges allowing them to modify or delete documents regardless of the set retention policy.
- Furthermore, Retention Policy Manager enables the State to effortlessly follow information through its entire life cycle with audit data that includes user actions (e.g., print, email, fax and view) and system actions (e.g., transfer, destruction and hold) that can be used to produce a chain of custody for all information. Detailed auditing results can be viewed through Business Insight, Perceptive Software's reporting tool, and utilized to | |

				- generate a certificate of destruction for your documents. - Perceptive Software's reporting capabilities also give you the ability to see — through pre-defined reports — what information is due for destruction as of a specified date range, as well as audit modification and deletion actions to ensure information is managed according to policy and regulations. Reports can be configured to display information on the entire file plan or portions of the file plan. These capabilities are offered out of the box and require no scripting or workflow.	
Business Need: Discovery and Disclosure					
	Question No. 14	How does the solution support litigation holds and/or freeze/unfreeze documents or groups of documents and/or suspend any pending disposition actions?	- Solution supports litigation holds in place (as opposed to copy holds) - Users can create hold groupings to which objects can be added - Rather than copy the object, there is a pointer to the object. These objects cannot be deleted while there is a hold applied - Disposition can be configured to be automatic or manual for each different retention schedule - If manual, a report is created listing objects and their disposition; users can either select to take the disposition action or override it -	- Yes. Perceptive Software solutions boast a number of features that may be used to aid the State in preparing for an e-discovery event, depending upon your business requirements. - With Perceptive Retention Policy Manager, the State can easily create powerful, time-based, event-based, and time-and-event-based retention policies using ordinary language to define rules in accordance with your unique business requirements. This retention management functionality is presented within a user-friendly Policy Designer and allows retention policies to be applied directly to the document type, ensuring all new documents captured into the system fall instantly under the	- Laserfiche supports freezing records, which suspends disposition actions and prevents any other modification of the record until it is unfrozen. - Records managers may freeze or unfreeze individual record folders or larger sets of records with a single action. Such an action is taken from the records management menu of the client application and will create an in-place freeze of the selected file(s).

			correct policy. You can apply holds and require approvals to prevent unintended modifications or deletions, and use the audit functionality to track actions within the system and produce a chain of custody for all information. Furthermore, the State can track physical documents to display the exact location of a box, folder or document.	
			- Litigation/Audit holds provide the ability to search for and place relevant information on hold. Holds will suspend the disposition of a document and protect the document from modification or manual deletion. During e-discovery, personnel documents required for trial or invoices for an audit can be held and protected, regardless of the destruction period or location of the document. The system can also export documents related to a specific hold in PDF, TIFF or native format to send them to opposing counsel or an external auditor.	
			- Furthermore, Records Manager, Perceptive Software's Department of Defense (DoD) 5015.2 certified records management tool, includes all of the functionality provided by Retention Policy Manager, as well as additional robust records management features (i.e., ability to create a file plan, automatic and manual record declaration, tracking vital records, and the ability to make transfers to NARA).	
Question No. 15	How can multiple litigation holds be	- Multiple holds can be applied to records in the system	- With Retention Policy Manager, the State's authorized users can apply	- Records managed in Laserfiche may be subject to litigation holds, or freezes, and

		placed on a record. When can such a record be modified or destroyed by the system?	- Until the last one is removed, that record cannot be destroyed - A tab will list all holds associated with a record - There is also a hold icon listed with the record name to give visual identification of the hold - From the hold management screen, the record manager can see all records associated with the holds	litigation holds to individual or multiple documents in your repository. Users with the "Apply Document Hold" privilege can apply direct holds to individual documents from the Explorer window or various viewers within the solution. You can search for relevant documents and select only the documents you need and quickly apply the hold. Holds can also be applied at the Document Type level via Retention Policy Manager. You can apply multiple holds to the same document. The document remains on hold until all applied holds are removed. When you view a document on hold in the Document Viewer, an icon appears on the status bar denoting that it is on hold. - A future release of Retention Policy Manager will allow users to drag-and-drop a document into a folder, and the document will automatically inherit the folder's retention policy. Retention policies will be based on folder metadata or individual document metadata so users have the flexibility to manage retention at either the folder level or document level.	all freezes must be removed from a record before it may be modified or destroyed. - For records that have been placed on litigation holds, the system provides hold details to users who have been granted access to the information, such as the date the hold was placed and the reason provided for the hold. Users will not be able to delete or modify these records but they will know why their access rights have been limited.
	Question No. 16	How does the solution export and/or provide access to discovery/disclosure products?	- Records on hold can be placed in a collection - This is a virtual collection and contains pointers to the actual records - Once in a collection, the records can be exported to an ISO image which contains metadata about the record, as well as the record	- Perceptive Content's comprehensive array of search, display, and output capabilities ensures authorized users can access data via a wide range of methods and platforms. For instance, authorized users can easily email, print, or export exact copies of documents — a helpful feature in support of a customer request,	- Records stored within the Laserfiche system may be made available for discovery in a number of ways. - ☐ Records may be exported in bulk. Upon export, electronic files will remain in their native format, while scanned records can be exported as PDF files.

				audit, or litigation discovery procedure. Output Packaging and Perceptive Output Agent can be used to streamline the output process. - The Output Packaging feature provides the ability to output one or more documents in their original file format, as a single PDF or a multi-page TIFF for emailing or output to the local file system. You can output multiple documents into a single, predefined location or a file/folder structure based on document keys or custom properties, or output multiple documents into a single print or fax transmission. - Perceptive Output Agent allows the automated exporting of files with limited index values embedded in the file name, a process customizable through the agent's configuration file. Output Agent can also be configured to output documents with or without annotations and to reduce page size to allow output of multiple documents per page. - Our solutions can also simplify an audit process by providing documentation to an auditor via a temporary and secure workflow queue within the solution or via a web portal. This reduces the time burden on the auditors as well as the staff members assigned to support them during an audit.	- ☐ Laserfiche Plus can be used as an export tool to create a Laserfiche viewer with the exported records. Exporting content with Laserfiche Plus will maintain folder structures, metadata, and search capabilities from the Laserfiche system, if desired. - ☐ A user account with appropriate rights and access may be provided to the individual(s) performing discovery so that discovery take place within the system itself. - The Laserfiche SDK provides programmatic access to the Laserfiche Content Server and publishes a structured query language (LFQL) through which third party eDiscovery tools can utilize Laserfiche as a structured data source.
Business Need: Architecture					
	Question No. 17	How does the solution integrate with MS	- Content Server allows for seamless integration of Microsoft SharePoint,	- Aside from developing proven programmatic and non-programmatic	- Laserfiche contains an out-of-the-box integration with the following desktop

		Exchange 2010/MS Outlook 2010(or later), email, and Office 365 to capture and manage content? List version supported, for all implementations	Microsoft Office, and Microsoft Office both on premise and in the cloud - OpenText Content Suite for Microsoft combines the power of the Microsoft platform with their understanding of ECM needs for large enterprises. - Seemless integration, without disrupting the productivity of SharePoint, Outlook, and Office users - Applications in the suite address specific needs such as legal content management or SharePoint Web site management - Management of content lifecycle across SharePoint sites with integrated records management and archiving - AGA supports Sharepoint 2017, 2010, 2012, and SharePoint Online (Office 365) - All versions include support for SharePoint Server Standard, SharePoint Server Enterprise and SharePoint Foundation (F/N/A WSS) - AGA provides integrations on many levels to cover a broad set of integration scenarios; the product is 100% developed by OpenText as a native SharePoint solution building on SharePoint APIs without the use of 3rd party components - OpenText SharePoint Services for Extended ECM for SAP Solutions connects ECM offerings for SAP with SharePoint; with use of this, can now integrate with SharePoint documents and content, giving SharePoint users	integration options, Perceptive Software offers the capability of putting Perceptive Software functionality directly into the interface of a variety of third-party applications that includes Microsoft Outlook and Office applications. - Perceptive Interact for Microsoft Office - Extend the power of Perceptive Software solutions by bringing document management to every user of Microsoft Office 2003, 2007, and 2010, whether or not they have WebNow or Perceptive Content Client installed. Perceptive Interact for Microsoft Office provides key functions in an interface that allows users to add, view, search, check in or check out Office-format documents, spreadsheets and presentations to the repository directly from Microsoft Office programs, such as Word, Excel and PowerPoint. Documents can be securely stored under strict version control and routed via electronic workflow for further editing, annotations and electronic signatures. This integration is seamless, with functionality available right inside the Microsoft Office application's toolbar. Please note that support for Office 365 is not currently available with Interact and a date for availability has not been announced. - Perceptive Interact for Microsoft Outlook - Perceptive Interact for Microsoft Outlook allows end-users to capture, find, and view emails and	products for Microsoft Office 2003 through 2013: - ☐ Microsoft Word - ☐ Microsoft Excel - ☐ Microsoft PowerPoint - ☐ Microsoft Outlook (not Express) - This integration enables users to: - ☐ Save directly into Laserfiche. - ☐ Create new versions of existing documents within the system. - ☐ View and insert metadata for files already stored in Laserfiche. - Microsoft Exchange 2010 and later can be integrated with Laserfiche Workflow to automate the creation of Microsoft Outlook tasks, appointments, contacts, and more. - In addition, an integration with Office 365 and the OneDrive file system is in development and will be available in Fall 2015.

| | | | | access to SAP data, content, and related business processes, resulting in improved interoperability between SharePoint and ERP systems and extended governance and compliance that includes SharePoint content
- With OpenText Email Monitoring for Microsoft Exchange – all emails sent and received are captured and stored in an isolated system (a process called journaling); email journaling is transparent; once email is captured in the system, it can be managed throughout its lifecycle
- A complete records management system enables us to define file plans and classifications to automate the retention and disposition of email content and can be quickly retrieved | attachments in the repository without ever leaving the Outlook environment. Add emails and/or attachments directly into your solution from your Microsoft Outlook 2010 email client via right-click, drag-and-drop or on send action. With Perceptive Records Manager, you can also declare records and import emails as records directly from Outlook. Captured emails are readily accessible from the
- Outlook client and can have any standard email actions performed on them (e.g., view, reply, forward).
- Interact for Outlook is delivered in the form of a pane within Outlook that can be resized and positioned to suit the user's preference. This pane provides direct access to the Perceptive Software solution's folder structure the State develops, allowing users to capture emails (i.e. drag-and-drop into a folder), search and retrieve emails.
- Upon capture, index values are obtained automatically from the email (e.g., Sender, Recipient, CC, Reply To, Subject, Attachment Count, Header, Date Sent and Date Received) and can be accompanied by business data entered by the user at the time of capture. The State also can utilize predefined Capture Profiles to auto-assign index values and initiate workflow processing. Files attached to an email can be embedded within the Outlook message file or stored independently in their native format. | |

				- If the exact email already has been captured into the repository, the user is alerted. - Perceptive Mail Agent - Integration with your Microsoft Exchange application can be achieved via Perceptive Mail Agent. - Mail Agent is a module that allows organizations using POP3 or IMAP-capable mail servers to accept emails into their Perceptive Workflow system. Mail Agent captures, indexes, stores and routes email messages based on business rules you configure. - Your staff can also use Mail Agent to instantly add important information they receive via email to the repository, where it becomes accessible for historical reference. Your staff can do this simply by forwarding important emails they receive to an email address. Once Mail Agent receives the message from your staff member, it automatically indexes it and places it in the object store. The big benefit: - time savings and ease of accessibility. Historically, your staff would have to either print the email and put it in a folder to be stored and possibly scanned later, or they would have to save the email message as a text file and manually import it into the repository. - Mail Agent is a server-based process that works with your organization's existing POP3 or IMAP capable mail server. To use Mail Agent, your solution's system	

				administrator just has to set up one or more email accounts (such as image@des.wa.gov), and then configure Mail Agent to monitor the inbox for that address. Mail Agent then indexes all messages it receives at the email address(es) it is monitoring and adds them as text or HTML files to the document repository.	
Business Need: Storing and Retrieving Digital Media Assets					
	Question No. 18	What is the solution's approach to storing, searching, and retrieving digital, multi-media files, including photographs, audio, and video?	- OpenText Content Server Suite manages files in their original file format. It does not matter if the file is text, image, video, or audio. - Searching and retrieval on non-text based documents would be by metadata - Image based documents can be converted to text based through optical character recognition – which then could be retrieved using full text searching	- Perceptive Software solutions allow users to import, store and manage any file type, including bitmap images, text, word processing, spreadsheet, graphics, multimedia, presentation, fax and compression/encapsulation formats. Commonly used enterprise formats include TIFF, JPEG, GIF, BMP, PNG, Word, Excel, PowerPoint, PDF, HTML, DWG and DXF. Our solutions store each file on the server without altering its original binary file format. That is, TIFF files are stored as TIFF, JPEG as JPEG, GIF as GIF, Word and Excel documents as DOC and XLS documents, and so on. - Perceptive Software solutions may prompt the opening of separate applications to support presentation of files in formats their viewers do not render. Perceptive Content Client vi ewer can display about 240 different file formats without additional software, while WebNow can display the most	- Any file format can be stored within the Laserfiche repository, including graphics, videos, and audio files. - Any file stored in Laserfiche can have metadata assigned through configurable templates to speed up filing, routing, searching, and retrieval. - Additionally, file types that include a text record can have that text extracted for use in full text searches.

				widely used bitmap formats (TIFF, JPEG, GIF, BMP, PNG) and text files without additional software. WebNow users with the publicly available Adobe Acrobat browser plug-in installed can also configure WebNow to display PDFs in an independently opened browser window.	
			- In addition, media files playable in Windows Media Player or QuickTime can be viewed with either full or browser plug-in versions of such players, depending on workstation configuration and user preferences. Both Perceptive Content Client and WebNow also contain an embedded multimedia player, enabling native viewing of common audio and video file formats.	
Business Need: Document Management					
	Question No. 19	A "compound document" is a collection of documents that make up a larger, "logical" document and is managed as a unit. Each document within a compound document may be created by a separate application. How does the solution assemble compound documents and unbundle compound	- Compound documents are supported - A container object called "Compound Document" allows managing any file format as part of the compound document - The pieces can be assembled and published as a single document through Open Text tool Braa - Over 200 file types supported - Unbundling the documents depends upon how the documents come in – if image or paper based, you would use OpenText Capture Center	- Documents in the repository are logical constructs that can consist of differing file types. - First, any combination of scanned pages or imported files that share index values during capture automatically become compound documents. An example would be a document that is comprised of a two-page Word document, a five-page Excel workbook, a two-page email and a four-page fax. - At a later time, you can combine two or more documents already in the document repository into a compound document by giving them matching index values, or	- Laserfiche provides the ability to organize collections of documents within a nested folder structure and documents of different file types can be grouped together. Those collections of documents can be used to create a single document using Laserfiche Snapshot, which normalizes file types to create a single imaged document that can be shared in TIFF or PDF format.

		documents, and which file types are supported?		by selecting and combining them with the "Merge" command in the search context or workflow.	
				- Individual document pages visible in the viewer's thumbnails pane can be dragged and dropped into the thumbnail panes of other viewer windows, potentially creating compound documents containing mixed file types. Other options for compound document creation within the viewer window include dragging and dropping files from the desktop, and selecting the "Import from disk" menu option, then selecting the desired file.	
				- Finally, Perceptive Workflow offers an additional option for merging matching or mixed file types:	
				- The "Merge with Viewed Item" command allows individual documents listed in a workflow view to be merged with a document that is currently in workflow and open in the viewer window, regardless of format.	
				- Since these documents are not technically bundled into one file format, they can be readily "unbundled" when required by assigning different index values, effectively separating compound documents.	
				- Perceptive Software solutions allow users to import, store and manage any file type, including bitmap images, text, word processing, spreadsheet, graphics, multimedia, presentation, fax and compression/encapsulation formats. Any	

				of these file types can be included in a compound document.	
Business Need: **Image Processing** **Application**					
	Question No. 20	How does the solution integrate with external image-capture systems, tools, and processes?	- This is dependent on the capture tool. - Kofax has release scripts that are integrated with OpenText Content Server Suite - OpenText has its own image application, OpenText Capture Center - Other systems could dump files on the file system - Other integrations could be accomplished using the API.	- Perceptive Software has developed proven integration options that increase the value of your IT infrastructure. We offer a wide variety of programmatic and non-programmatic integration products and features that enable close and efficient integration with virtually any desktop-level or web application: to date, we've integrated with 500+ business applications. - Non-programmatic Integration with LearnMode LearnMode is a patented client-side, non-programmatic feature for integrating the screens in your business application with our solutions. This component learns where key data resides in each screen of your application and uses that data to expedite document indexing, retrieval and search. - > Document Indexing: Once a document has been captured into Perceptive Software solutions, your staff can link it to a record in your business application by opening the vendor record in your business application, opening the image in our solution and pressing the key icon. Instantly, our solution retrieves data from the record displayed onscreen in your business application and assigns the data as index values to the image as defined by the State. The State can also configure	- While Laserfiche provides a number of capture tools for ad-hoc, batch and advanced capture requirements, the system can also be configured to work with external image-capture systems, tools and processes. - ☐ Laserfiche publishes an XML format that allows external tools to output images and metadata for automated import, classification and filing within Laserfiche. - ☐ Additionally, there are existing "export connectors" available between Laserfiche and most third-party capture platforms.

				Capture Profiles to automatically link documents upon capture.
				- > Retrieval: Once your business application has been integrated with our solution using LearnMode, users simply open the vendor record in your business application and click the Perceptive Software solution icon in the system tray to display a list of all documents that have been linked to the onscreen record. The same index values used to link captured content in our software with your business applications can also be leveraged while using the solution's robust search functionality.
				- APIs for Programmatic Integration - When programmatic integration is needed, Perceptive Software solutions provide APIs based on COM, URL API integration and web services. It is also capable of creating COM calls to other applications for specialized functions.
				- > API Desktop Integration: Our solutions can be accessed programmatically by placing a button or hyperlink directly in screens or forms of existing applications. All major functions are accessible via COM, so API calls to our solution can be made from applications developed in Visual Basic, C++ and other languages.
				- > WebNow URL API: Through its built-in URL API functionality, WebNow, the browser-based thin client, provides yet another option for programmatic integration. WebNow allows documents stored within the repository to be

				searched and displayed based on a dynamically generated URL created by any business application that can be configured to launch a browser. This URL API integration feature also allows you to leverage views and display a particular workflow queue within WebNow, all via a URL placed within any application capable of launching a browser.	
				- The URL API integration capabilities also allow the retrieval and display of folders, tasks and ERM reports. In fact, the WebNow URL API facilitates the capture of documents via WebNow. For example, a button can be placed within any application capable of launching a browser. That button, once clicked by a user with the appropriate privileges, could prompt the generation of a URL to open the capture screen of WebNow and automatically pre-populate the index fields with values from the business application. The user could then simply drag and drop the relevant document into the capture screen and click the 'Create Document' button to store and index the document within the repository, according to the values pre-populated from your business application.	
				- > Server-Side Integration: Perceptive Message Agent provides a middle-tier interface to our system using web services standards (SOAP, WSDL, XML) to incorporate mission-critical functionality into your application, portal	

				or desktop environment. This enables users to be more effective without having to learn a new interface or technology. It provides the capability to store, search, move, copy, delete, be notified of new documents in our solutions and access workflow functionality.	
				- In addition, Perceptive Envoy enables the initiation of outbound web service requests to remote applications and systems. Authorized users can easily create and configure these services through the use of a user-friendly GUI, which allows our software to create and modify business transactions and other related data within these third-party systems, as well as retrieve data for updating documents or for display within an eForm. All of these outbound transactions can then be invoked within a workflow process or an eForm. This allows our solutions to integrate with external business processes and solutions in a much tighter manner.	
				- Perceptive Integration Server makes content and functionality available to third-party applications by enabling external customer applications that are coded in standard development languages, such as Java, C++ or C#, and that are also compatible with HTTP web services, to send and receive data from Perceptive Content Server. Integration Server is a middle-tier web service that provides communication over a network between our software and third-party	

				applications. The architecture supports asynchronous and synchronous communications using standard XML and JSON Representational state transfer (REST) message formats via HTTP or HTTPS. Integration Server is multi-threaded, which allows for concurrent execution of multiple client requests. For secure client-to-server and server-to-client communication, Integration Server supports SSL. - > Outgoing COM: VBScript and Perceptive iScript, a scripting utility, can make COM calls from our software to other applications, as well. iScript is used to automate various functions and can be used to update and retrieve information from external databases (directly via ODBC or at the API level), create foreign transaction records or trigger events in another application. For example, the viewer interface offers several user buttons that can be configured via a VBScript to place a COM call to an external application to retrieve a record related to a document being displayed in our solution. You could also create an iScript that sets a value in an external system's database table to indicate that a particular workflow step has been completed or a particular document has arrived. Users would then see this status indicated in their business application screens. - Interact Clients and Connectors - Perceptive Software provides a number	

			of Interact clients that bring our functionality directly into the interface of third-party applications (e.g., Microsoft Office, SharePoint, Outlook, Dynamics AX, Dynamics CRM, Dynamics AX Enterprise Portal (IDEP), Google Apps, Salesforce). Additionally, Perceptive Connectors are available for sending and receiving HL7 messages from healthcare information systems, automating transactions in SAP and more. Connectors are developed on the Perceptive Connect Runtime framework which is built on open standards (e.g., Java, OSGi, HTTP Web Services, Software Development Kit) and provides a connection layer for any system, regardless of source, to integrate with the Perceptive platform. - Through Connect Runtime, web services are triggered via HTTP and the platform supports JSON, XML, SOAP and Binary standards. Connect Runtime is configurable and offers built-in logging and metrics to gauge the performance of your connectors as well as support trouble shooting.	
Business Need: **Information** **Access/Search**					
	Question No. 21	How does the solution provide the ability to integrate with external systems such as a case management system, to	- OpenText Content Server has been integrated with many legacy applications including case management applications	- LearnMode learns where key data resides in each screen of your application, such as a case management system, and use that data to expedite document indexing, retrieval and search.	- Laserfiche has numerous methods to connect and exchange information with external systems, including: - • The Laserfiche Connector, which can use information displayed in an external

		display information from the connected system, query the connected system for information, display results in the solution and use the results in indexing processes?	- Integration is accomplished using the OpenText RESTful API - All actions for adding, retrieving, and searching for records have API calls	- > Document Indexing: Once a document has been captured into Perceptive Software solutions, your staff can link it to a record in your business application by opening the vendor record in your business application, opening the image in our solution and pressing the key icon. Instantly, our solution retrieves data from the record displayed onscreen in your business application and assigns the data as index values to the image as defined by the State. The State can also configure Capture Profiles to automatically link documents upon capture. - > Retrieval: Once your business application has been integrated with our solution using LearnMode, users simply open the vendor record in your business application and click the Perceptive Software solution icon in the system tray to display a list of all documents that have been linked to the onscreen record. The same index values used to link captured content in our software with your business applications can also be leveraged while using the solution's robust search functionality. When programmatic integration is needed, Perceptive Software solutions provide APIs based on COM, URL API integration and web services. It is also capable of creating COM calls to other applications for specialized functions.	system to launch a search in Laserfiche or scan in new images with information from the external system as metadata. This is a point-and-click style integration with no coding required. - • Direct connections to external databases to retrieve or add information for use in metadata, process status, conditional routing, and more. - • The Laserfiche Workflow platform, which includes activities for connecting with external web services, to retrieve or set information. - • For further integrative tools, the system includes the full and well-documented Laserfiche SDK, which offers the full set of libraries that the Laserfiche developers use in creating the Laserfiche product suite.
	Question No. 22	What is the solution's ability to search across multiple	- Open Text Federated Query Server provides single, unified access to multiple internal and external	- Perceptive Software solutions offer robust search capabilities to ensure easy, on-demand content retrieval from all	- By default, the Laserfiche Search Engine is designed to search a single repository at a time. However, it can be configured to

servers/document databases/content repositories (including third-party content stores)?	information sources, such as news feeds, document management systems, intranets, and the WWW. - Each info source typically has its own search interface, and to submit a similar query to each of them becomes time-consuming - Federated Query Server enables users to submit a single query to multiple information sources (streamlining the process) and returns a unified and sorted set of results – enables users to broadcast their query to a wide assortment of search engines, and receive one set of consolidated results - Provides parallel searching across multiple repositories, including Internet search engines such as AltaVista and Google; web-enabled Internet repositories, Microsoft Sharepoint Server, and Adobe ColdFusion; a single instance, or multiple instances, of OpenText Document Management; and other OpenText products, such as OpenText Discovery Server, OpenText Collections Server, and OpenText Digital Asset Management solutions (formerly Artesia) - Powerful search features, including progress reporting, query operator translation and automatic degradation, as well as support for keyword and Boolean queries, including wildcards and proximity, help users to spend less time searching, and facilitates easier retrieval of required information	clients, including Perceptive Content Client (full client), WebNow, multiple Perceptive Interact clients, and even web services-based platforms accessing the server through Perceptive Message Agent or Integration Server. You can perform searches on the solution through the State's business applications, as integrated with Perceptive Software solutions, through search features in the Explorer window and through your users' designated workflow queues. You can perform a basic search with one condition or you can perform a more robust search with multiple conditions. With Perceptive Full-Text Agent installed, you can perform full-text searches on your documents, while Perceptive ERM Server enables you to search enterprise COLD reports. When you want to search repositories not connected to the solution repository, we can help you achieve this via the optional Perceptive Search. Perceptive Search is a suite of enterprise applications that offer organizations options for high performance search and information access from any location and any device. Perceptive Search delivers powerful federated search, text mining and embedded search capabilities across a wide range of formats, languages and platforms. Whether you need to increase worker productivity or make better decisions by having all the relevant information at your disposal, Perceptive	search across most structured data stores. As an example, the Laserfiche Search Engine powers the search functionality on all Laserfiche web properties including www.laserfiche.com and support.laserfiche.com. - Additionally, Laserfiche repositories can be indexed and searched by other search engines. As an example, Laserfiche bundles integration with the Microsoft SharePoint search engine.

			- Support for multiple URLs per repository and the ability to skip repository URLs under configurable conditions – such as date and time – extend the breadth of the search and ensures that results are relevant	Search eliminates access barriers so you can easily find, analyze and benefit from your data. Faceted navigation, fuzzy search capabilities and concept-related results, mean your searches don't have to be perfect to get the right results. - Perceptive Search offers high definition viewing with near pixel perfect images. Integration is seamless with your existing applications (e.g., MS Outlook, MS SharePoint, MS Exchange, Google Drive) and when needed, submit search results directly to your Perceptive Content repository or convert an entire group of files in a single action within the Search interface. Available output formats include the original format, text, HTML5, PDF and TIFF. In addition, search alerts can be defined so authorized users can be alerted when items are searched on. - Perceptive Search functionality is available in the following options: - **Perceptive Enterprise Search -** Enterprise Search gives you a 360 degree view of your content through a single intuitive interface. Easily scalable to 1,000's of users, Enterprise Search enables employees to search and navigate through the information they need without worrying about where the content lives. Wherever the answers are located — content repositories, SharePoint sites, email systems, network shares, intranets, websites, databases, social media and any other source — you	

| | | | | can easily discover content that helps you complete a task, solve a problem or advance a business process. Enterprise Search offers additional fault tolerance capabilities that account for errors and misspellings across your content. Regardless of language, age or who originally created it, Enterprise Search can find it. Users also can analyze and explore the relationships and connections between disparate pieces of information through faceted navigation and visual data relationship navigation.
- **Perceptive Workgroup Search -** Workgroup Search allows users to pinpoint information inside any email, file or document that might exist across the State without having to install our software on your servers. Workgroup Search is the peer-to-peer, Windows-based departmental search solution that delivers high-speed information access and discovery across desktops and shared content repositories (e.g., Perceptive Software content management solution, Microsoft SharePoint, HP/TRIM and Lotus Notes). Workgroup Search is designed for collaborative teams that rely on a secure, controlled network of desktops and shared repositories to conduct investigative, legal, eDiscovery and other sensitive, knowledge-based activities.
- **Perceptive Quicksite Search -** Quicksite is a version of Enterprise Search tailored to website (onsite) | |

				search. Quicksite is licensed for unrestricted search access (unlimited concurrent users) to provide a powerful, cost effective solution for those customers interested in embedding premium search and navigation into their website	
Business Need: Workflow/BPM					
	Question No. 23	How does the solution allow for divergent workflow, i.e. scanning something once but having the ability to use it for multiple workflows?	- OpenText Capture Center (OCC) processes the image, creates the index values then exports the record to a folder or workflow - Workflows can call other workflow - Having nested workflows allows the solution to execute multiple workflows associated with one scanned object	- Perceptive Workflow can support the State's "divergent workflow" needs via the parallel route feature. A parallel route allows multiple actions on a document to take place at the same time. Multiple processing of the same document can occur and be brought together at a specified queue. When all processes are completed, the next task is initiated. With a parallel route, a workflow item is routed to more than one queue at the same time and when all tasks on the item are complete, the workflow items are routed forward and rejoined in a join queue. With Perceptive Content solutions, routing to a parallel route presents a workflow user (by default) with a secondary dialog box that prompts him or her to select which queues to route to in parallel. (Automatically routing to all parallel queues can also be selected as the queue default, if desired.) - In addition, since your authorized users can create an unlimited number of workflow processes, your documents can go through multiple workflow processes as needed.	- A single document in the Laserfiche system can be a part of multiple workflows simultaneously or can follow multiple branches within a single workflow. - Based on any number of criteria (such as document type, metadata values, related information retrieved from an external system, etc.) a document can be automatically inputted into all applicable workflows for processing. - The flexibility of the Laserfiche Workflow tool ensures that business actions can be taken in a timely and efficient manner, regardless of the number of processes to which a document or set of documents pertain.

Question No. 24	How is "work" and/or content routed through the workflow in the solution? What are the different methods of routing?	- OpenText Process platform supports business rules and modeling the routing based on the conditions or message data - Process Platform leverages a combination of SOA Grid, Business Rules, WS-App server and BPM to provide a complete solution for content based routing - Business Rules plays a key role if enabling developer define different rules based on the message content and selected the appropriate service container to server the request	- Within Perceptive Workflow's environment, Workflow Designer provides a streamlined and rapid environment, using a graphical, point-and-click interface, for creating and managing an unlimited number of transaction-based or document-centric workflow processes without programming. Any non-technical user with appropriate privileges and basic operating system knowledge can quickly define a custom series of queues, routes, tasks, rules and alarms to create a review path a workflow item must take in order to meet the sign off and approval requirements of your work group. Modifications take just a few clicks, and administrator training on workflow is accomplished during Perceptive Software training courses and on-site during implementation. - Routing rules and exceptions can be based on index values, document priority, creation time, length of time in queue, item creator, item router, queue routed from, document type, custom property, folder type, digital signature status and digital signature status by signer. Alarm rules and exceptions can be based on index values, document priority, document type, length of time in queue, custom property, queue routed from and folder type. - Whether creating routing or alarm statements, authorized users are presented with highlighted statement	- Laserfiche's rules-based workflow engine is capable of routing documents and information dynamically and systematically. Out-of-the-box routing options include: - ☐ Parallel routing, for concurrent processing of all branches. - ☐ Conditional parallel routing, for simultaneous processing in all applicable paths. - ☐ Exclusive conditional routing, for single-path routing where a condition is met. - In each routing scenario, the system provides flexible options for work assignment to fit the needs of each business process. - ☐ Assignment of work can be done at the group level. - ☐ Tasks can be distributed to individuals based on role, workload, or in a round-robin fashion.

				variables, which, when clicked, show all valid choices for that statement, such as available queue names or current custom properties, ensuring that statement syntax is correct and will execute properly. A series of such statements can also be arranged according to a user-specified sequence to give complete control of the order in which they are executed.	
				- Scripts can also be used when you want to automate actions such as to printing, faxing or emailing. You can also use a script to strip elements from a numeric string, such as slashes from a telephone number or hyphens from a social security number, or to lookup a value in an external database.	
				- Perceptive Workflow Routing - Perceptive Workflow routing options include:	
				- > Sequential Routes– A clearly defined route with little variation. One task must be completed before the workflow item is routed to the next queue. Manual routes are used when there is more than one queue an item might be routed to next. Requires the user to select the destination queue from the available routes list.	
				- > Sequential Auto Routes– A clearly defined route with no variation. One task must be completed before the workflow item is routed to the next queue. Automatic routes require no additional user interaction after the Route button is	

				clicked. There is only one queue the item can route to next, so it is automatically sent to that queue.
				- > Parallel Routes– A parallel route allows multiple actions to take place at the same time. Multiple processing of the same document can occur and be brought together at a specified queue. When all processes are completed, the next task is initiated. With a parallel route, a workflow item is routed to more than one queue at the same time and when all tasks on the item are complete, the workflow items are routed forward and rejoined in a join queue. With Perceptive Software solutions, routing to a parallel route presents a workflow user (by default) with a secondary dialog box that prompts him or her to select which queues to route to in parallel. (Automatically routing to all parallel queues can also be selected as the queue default, if desired.)
				- > Conditional Routes– A route that is determined by rules that occur dynamically in the process. The next queue in the process is determined by information received by the workflow process. For example, in an approval process where an invoice more than $5,000 must go to the Finance Director, the process automatically routes invoices greater than that amount to the Finance Director.
				- > Parallel Conditional Routes– A route that allows multiple tasks to take place at

				the same time and allows you to place conditions on the route. - > Inter-Process Routes– A route from a queue in one workflow process to a queue in another workflow process. - > Peer Routes– A peer route allows you to route items between sub queues within a super queue. - > Load Balancing Routes– A load balancing route provides the ability to automatically distribute items across a set of queues in one of two ways. Items can either be automatically distributed equally among all queues or to the queue with the fewest items.	
	Question No. 25	Describe the "rule-based triggers" that can be used in the workflow – for example, time, event, metadata, volume, and user-defined	- The workflow allows for configuring durations at each step level, with corresponding actions for time-outs - Evaluation steps can perform special routing or handling based on the evaluation of true/false criteria	- Through the intuitive Rules Editor window, non-technical users can create statements based on a combination of plain-language conditions, actions and exceptions to create customized, sophisticated alarms and routes to automate many business processes without scripting. - Routing rules and exceptions can be based on index values, document priority, creation time, length of time in queue, item creator, item router, queue routed from, document type, custom property, folder type, digital signature status and digital signature status by signer. Alarm rules and exceptions can be based on index values, document priority, document type, length of time in queue, custom property, queue routed from and folder type.	- Triggers for starting or continuing a workflow within Laserfiche can be configured for nearly any event or interaction with an entry. Examples of common rules-based triggers for starting workflows include: - ☐ When a document or folder enters the system or is created. - ☐ When a user changes a document or folder, such as by renaming, adding pages, or modifying metadata values. - ☐ At a specific time or on a programmed schedule. - ☐ Programmatically based on an action or event in an outside system, through the use of the workflow API bundled with the system. - ☐ On an ad-hoc, user-defined basis, when an authorized user chooses to start a process.

				- Whether creating routing or alarm statements, authorized users are presented with highlighted statement variables, which, when clicked, show all valid choices for that statement, such as available queue names or current custom properties, ensuring that statement syntax is correct and will execute properly. A series of such statements can also be arranged in the Rules Editor according to a user-specified sequence to give complete control of the order in which they are executed.	- The flexibility of the workflow triggers available in the system allow business processes to begin autonomously and reliably, ensuring efficiency within an organization.
	Question No. 26	How does the solution capture metadata automatically or semi-automatically (e.g. drop-down lists or automated lookups from databases)?	- Data can be entered manually, passed in from the scanning operation, selected from pull-down lists, or from database lookups	- Perceptive Software solutions features two ways of automatically indexing documents: 1) Automatic Indexing — Perceptive Software solutions allow for scan-time (automatic) indexing via OCR, bar code and predefined index value. Our solutions acquire the values from the page at scan time and automatically assign them as index values to the image. Any of the automatic indexing methods reduce indexing errors and duplicate field entries, and are easy ways of quickly assigning document type and other index values at scan time. - Another way our software supports automatic indexing is via Perceptive Mail Agent and Perceptive Fax Agent, which can automatically index items they receive. Fax Agent can do this via caller ID, and Mail Agent can do this via an email message's To: field, From: field, Subject: field, Date and so on.	- Laserfiche has several out-of-the-box solutions to automate metadata capture and to assist in manual metadata entry where possible. - Laserfiche also provides tools for automated metadata capture to streamline and standardize document processing and filing wherever possible. These include: - ☐ Direct integration with Laserfiche's e-forms product, Laserfiche Forms, to leverage form field data as metadata values. - ☐ Zonal optical character recognition (OCR) to read and capture sections of text off of a page. - ☐ Pattern matching on OCR'd text to find metadata values that meet set criteria regardless of location within the document. - ☐ Integration tools to automatically bring content and metadata in from outside systems as needed.

			- 2) Indexing via Integrated Linking — Once a document has been captured (either scanned or imported), your staff can link it to a record in your business application and other software by opening the record, opening the image in your Perceptive Software solution and pressing the key icon. Our solution retrieves data from the record displayed onscreen in your business application and assigns the data as index values to that image. This technology can be deployed without programming by nontechnical users to integrate host screens for document capture and document retrieval. Nearly all of our customers use this method of indexing; in addition, it supports the ability to assign index values, such as Document Type, by allowing the user to select from a drop-down list (no keying required). This unique and beneficial capability eliminates the need to type index values for documents, speeding the indexing process and supporting 100 percent accuracy of indexes and document retrieval.	- Laserfiche can also semi-automate metadata capture and provides tools to assist in manual metadata entry: - □ Out-of-the-box lookups into ODBC compliant databases to dynamically populate dropdown list fields and to automatically populate field values based on the values residing in other fields. - □ Data verification tools to check captured values against an outside system and flag any inconsistencies for user review. - □ Field constraints and formatting to ensure that data is consistent from the moment of capture. For example, phone number fields can be restricted to a specific pattern such as #-###-###-#### to ensure consistency within the system.
	Question No. 27	How does the solution's workflow engine integrate with external systems and applications?	- The workflow has several XML tasks that an interact with other systems - These tasks can drop off data and pick-up data. Also, the workflow can be integrated using the RESTful APi.	- Perceptive Software solutions offer numerous advantages for integrated environments, linking documents with records in existing enterprise applications. Perceptive Workflow can integrate with your existing business applications so that records within them can be sent to workflow queues for processing. Your email system can also	- As a key component of an enterprise solution, the Laserfiche Workflow engine provides for multiple methods of integration with external system and applications to create a cohesive environment and sync information across all applicable systems. - □ A direct database connection to any external system's ODBC compliant

				be utilized in numerous workflow processes to work with its notifications system to provide alarms when documents arrive on a queue or certain time limits have expired.	database can be established to pull from and push data to the third-party application and ensure that both systems are in sync at all times. - ☐ Web services can be leveraged within the workflow tool to communicate with an external system's API to retrieve data, receive notifications of events, or pass data to the other system. - ☐ Custom scripts, using either libraries from the Laserfiche SDK or from an external system's API, can be included as part of a workflow to further extend the integrative options with a Laserfiche workflow. - ☐ Custom activities can be created using the Laserfiche Workflow SDK and added to the set of standard tools available to workflow creators, allowing integrative actions to be easily accessed and reused.
	Question No. 28	What is the solution's ability to integrate with third-party workflow systems?	- OpenText process platform is a SOA-based platform from the ground-up - The platform can easily integrate with third-party systems - All features and functions of process platform are available as web services - OpenText Process Platform provides its Connectivity framework; this includes the adapters for email (SMTP/PoP3), FTP servers, LDAP and UDDI registries and Jave/J2EE/.NET based components. - The framework provides an XML data access layer that supports JDBC or OLE/DB-enabled databases (i.e. Oracle, SQL Server, Informix, DB2, or	- Although third-party workflow products cannot "plug in" or replace Perceptive Workflow within the application, our solutions support such products in the sense of presenting relevant documents through an image-enabled view in a third-party application and its workflow environment. - At this time, third-party applications and associated workflow systems can integrate with our solution, as well as its internal workflow environment, via industry standard web services, using the following components: - > Perceptive Integration Server – A middle-tier web service interface,	- As a powerful system specializing in content-centric processes, Laserfiche Workflow can work in conjunction with third-party workflow system to serve as an integrated component of a business process management system. - The ability to pull from and push information to OBDC-compliant databases while leveraging web services to communicate with other applications provides an avenue for a third party workflow system to communicate with – and pass parameters to – the Laserfiche Workflow engine. - In addition, the Laserfiche Software Development Kit (SDK) provides tools

| | | | | MySQL) as well as an extensible APi for writing customer connectors.
- Listed here are options for integration with existing environments
- Any extensions to the OOB connectors can be done using Java language | Perceptive Integration Server makes content and functionality available to third-party applications by enabling external customer applications that are coded in standard development languages, such as Java, C++ or C#, and that are also compatible with HTTP web services, to send and receive data from Perceptive Content Server. The architecture supports asynchronous and synchronous communications using standard XML and JSON Representational state transfer (REST) message formats via HTTP or HTTPS.
- Integration Server exposes our solution's functionality through a multiplex of resources, such as Document resources, Folder resources and Drawer resources. Each web resource includes a family of functions that Integration Server makes available to third-party applications, such as starting a session, copying a document or routing a document.
- > Perceptive Message Agent – Based on standard protocols for web services, specifically SOAP and WSDL, Perceptive Message Agent gives customers maximum flexibility to incorporate services directly into their existing enterprise systems. In brief, this includes, but is not limited to, the ability to log on; log off; store, retrieve, move, copy, delete and search for documents; place documents into workflow, route workflow items, set and get status, and | for highly flexible and customized integrations between external workflow engines and the Laserfiche system. Laserfiche Workflow. |

				be notified of workflow events from within any third-party application. - > Perceptive Envoy – Perceptive Envoy can initiate web services operations exposed by third-party applications, providing the ability to create new transactions within those applications' workflow processes.	
	Question No. 29	What is the solution's ability to integrate with third-party e-forms applications?	- The OpenText Process Platform has an open architecture and is SOA-based platform - It can integrate with third-party applications through web services and APis	- Perceptive Software solutions can import anything a third party forms solution stores for us. - Customers can use web services to lookup relevant data for the form.	- Laserfiche provides a native e-forms product that integrates seamlessly with the rest of the product suite for form capture, routing, classification, indexing, and storage. - In the case that a third-party e-forms application is preferred, pre-built integrations exist with common e-forms applications including Cerenade, Laser App, LincDoc, and Mi-Forms. In addition, Laserfiche's open architecture offers numerous approaches to creating custom integrations: - ☐ Laserfiche provides an XML format that allows external tools to output images or electronic files and their metadata for automated import, classification, and filing within Laserfiche. - ☐ Natively, Laserfiche can read field values from fillable PDFs to automate indexing and filing upon import. - ☐ Web services can be used to retrieve documents and metadata from

					the third-party product for import and processing within the system.
Business Need: **IT Security**					
	Question No. 30	Describe how the purchaser's users in Active Directory can be bulk-uploaded or established in the solution to save time, reduce errors, and avoid managing user login credentials in the solution.	- Solution is fully integrated with Active Directory (AD) - Users and groups are synchronized on a scheduled basis - The system supports single sign-on - OpenText Content Server Directory Services offers Synchronization and Authentication features that help the organization save time and administrative overhead by enabling you to maintain user information for use by multiple applications in one directory - If the org maintains several content server systems, they can all sue the same central user directory - For flexibility, Content Server Directory Services supports mixed user populations, in which internal users (user accounts that are defined and managed by Content Server) can coexist with external users (user accounts that are defined and managed by an external directory service)	- Perceptive Software solutions include support for importing LDAP users. The Import Users feature provides our customers additional management efficiency by allowing solution system administrators to add new users in bulk from a variety of sources, including your LDAP server, the Windows domain, the local machine or a text file.	- With the built-in Active Directory integration, system administrators can easily configure rules-based Active Directory synchronization, which ensures that any qualifying user accounts created in Active Directory will be automatically granted access to Laserfiche. By doing so, users will be able to log into Laserfiche with their existing Window credentials, and will not need to memorize another set of usernames and passwords.
	Question No. 31	How can the purchaser's administrators and users in Active Directory be automatically established in the solution with appropriate privileges?	- Typically organizations assign privileges in OTCS based upon group membership - These groups are synchronized from AD (or any LDAP) - Permissions applied to records in the system are based upon the user or user group	- Perceptive Software solutions can not only import those users, they can also synchronize its users with the same LDAP server, effectively providing synchronized user lists. - Perceptive User Replication Agent automates maintenance of identities by synchronizing solution users and groups	- Laserfiche's native integration with Active Directory can automatically grant user access to Laserfiche complete with appropriate rights and privileges. Active Directory groups are also fully supported and may have Laserfiche security applied to them. When users requiring access to Laserfiche are created in Active

		For example, administrative privileges in the solution can be controlled by membership in an Active Directory group.	- For instance, if administrators have full access to a folder in the system, simple moving users in or out of that group in AD automatically apply or remove their access to that folder	with those in an LDAP server. This agent ensures that users added to selected LDAP servers are periodically and automatically added to the solution user list, including membership in groups with distinct security privileges, and removed from groups when they are removed from LDAP servers. Plus, User Replication Agent can work with LDAP-enabled Active Directory servers, as well. User Replication Agent saves administration time, reduces errors and leverages your existing investment in LDAP identity systems.	Directory, they will automatically be granted access to Laserfiche with the appropriate security settings inherited from their group.
	Question No. 32	What is the solution's ability to provide additional protection of sensitive customer data (i.e. multi-factor authentication, increased audit/access visibility, user group limitations, encryption, etc.	- There are several ways security is applied to objects in the system - Each object has 9 levels of access security - This can limit user and group access to objects - Security clearance can be applied on top access security to address requirements such as "top secret" where only specific users in a group can access the record - The administrator can configure the objects to be tracked - Data at rest is encrypted and in transit leverages SSL's	- Perceptive Software solutions have stages and layers of security features to protect data integrity, confidentiality, and accessibility to images stored within the content repository. First, to log in, the user must pass through two stages: authentication and authorization. The first stage, authentication, is the process of validating the user name and password that the user provides. Please note that instead of storing passwords for users, Perceptive Software solutions rely on external sources within a variety of customer security infrastructures to authenticate user identity. Perceptive Content Server can run in one of three modes to accomplish the process of authenticating the user name and password: System (server directory, network domain, or Active Directory), LDAP, or SQL. The user's User ID and password must be an identical match	- Laserfiche provides a wide range of options for protecting sensitive customer data. - ☐ For increased audit/access visibility, Laserfiche Audit Trail can be set up to focus on specific areas, actions, or non-actions, depending on which activities should be logged. Laserfiche Audit Trail reporting is a separate function, and users can be given access to audit reporting data without corresponding access to repository information. - ☐ For user group limitations, Laserfiche provides robust security options to allow/deny access from the document level all the way up to the folder or repository level. In addition, Laserfiche leading practice is to give fileserver and database access to only the Laserfiche Server service account, not to all general users.

				with the user ID and password in one of these user registries before a session is opened. So your Perceptive Software solution is, by default, as secure as your existing environment the moment you turn it on.	- ☐ For encryption, Laserfiche data at rest on disk can be encrypted, as can data in transit (via SSL and TLS).
				- After the user is authenticated, the user must pass through the next stage, authorization. Authorization has two processes; the first is determining if the user is a registered user of the solution and the second is the process of determining which documents the user can access and what operations the user can perform. After the authentication process is complete, Perceptive Content Server conducts the authorization process. First, authorization determines if the user that passed the authentication process is a registered user of your Perceptive Software solution. A registered user is a user created with the same user name that was supplied in the authentication process. For example, using the default authentication mode of SYSTEM, you add user names to your solution that match each user name on the domain.	- ☐ For multi-factor authentication, the next release of the Laserfiche Directory Server, planned for Fall 2015, will include multi-factor authentication.
				- Next, authorization determines what the user can do after he or she is logged into the solution. This process uses the security information from your Perceptive Software solution to determine user privileges. In Perceptive Content, you assign privileges to control the actions that users can perform.	

				Before users can perform any action in your Perceptive Software solution, they must be assigned the privileges to do so. Privileges can be assigned at the user or group level. Perceptive Managers, Department Managers, and users with privileges that enable privilege management can adjust privileges for users and groups. Perceptive Managers can assign any global privilege, while Department Managers assign privileges that only apply in the context of the department they manage.	
				- Managers adjust privileges for users and groups using the following three methods: grant a privilege by allowing it, revoke a privilege by denying it, or choose not to set a privilege assignment at all. A user's effective privileges are always evaluated and displayed at the user level, not at the group level. To determine the effective privileges, Perceptive Content evaluates all of the privilege assignments given to a user and all of the privilege assignments (if any) the user has inherited from groups to which the user is a member. Perceptive Content then determines which privilege assignments get priority over other privilege assignments.	
				- Perceptive Content's flexible role and privilege administration makes it simple to configure privileges for individual users or groups of users and give selected users permission to administer the roles of others. This ease of	

				distributing user authorization privileges makes Perceptive Content ideal for rapidly growing departments. Perceptive Software solutions' security features provide the ability to manage privileges according to three main roles: Perceptive Managers, Department Managers, and Users.	
				- Perceptive Managers create all the users in the system, assign Global privileges to users and groups, and control department configuration. Department Managers assign department-level privileges to users and groups and can share content with other departments.	
				- Administrators can design their security model by setting up groups and establishing their roles and privileges for security. Using groups to streamline system administration, you can assign standard sets of privileges to large numbers of users and other processes in Perceptive Content.	
				- Separate from the designation of roles described earlier, which exist for all users at all times, an additional layer of roles exists for users within workflow and are designated through a combination of queue definition, department privilege and process privilege settings.	
				- Workflow Manager: A Department Manager can designate specific users as Workflow Managers for a department. This user can create new processes and manage existing processes in the	

				Workflow Designer. Workflow Managers also have access to all queues within department processes, and the ability to promote users to Process Managers and to assign those users to a process.	
				- Process Manager: A Department Manager or Workflow Manager can designate specific users as Process Managers, giving them management rights and the ability to change specific workflow processes. There can be more than one Process Manager per process.	
				- Queue Lead: The Queue Lead is granted all privileged actions that a user can be manually assigned to take on a queue — Add, Process, Upstream, Anywhere, Delete, Remove and Archive. However, granting a user all the privileges listed above for a queue does not make him or her a Queue Lead. A Queue Lead can also assign or reassign items within a super queue, reset the priority of items in the queue and reset an item to idle, the only end-user role that can do so. The Queue Lead does not have the ability to add, delete or change users within workflow or change the business process.	
				- Queue User: This is a user who is granted some or all of the privileged actions that a user can be assigned to take on a queue — Add, Process, Upstream, Anywhere, Delete, Remove and Archive.	

				- Further security layers exists to make your Perceptive Software as secure as possible: Encryption Perceptive Software utilizes a secure handshake, similar to TLS, which is used between Perceptive Content Server and connections from remote agents and other clients. It makes use of RSA (during the handshake process), SHA (hash), and AES. After the handshake is complete, a random AES key is used to protect sensitive data for the duration of the session connection. Perceptive Software offers 128-bit AES encryption, using FIPS 140-2 validated cryptographic modules, to encrypt the authentication handshake and the full message stream between the server, external agents and clients. - SSL can be leveraged for communication with third party systems (LDAP, POP3/IMAP, ODBC, etc.) and browser-based clients such as WebNow and Integration Server which support industry-standard 128-bit SSL/HTTPS for secure communications between the web application server and browser-based users. SSL is also supported for Perceptive Interact products and applications connecting via web services. - Host Application Security - Because of Perceptive Software's unique integration abilities, you can configure it to only allow users to retrieve documents related to records your business software allows them to see.	

				- Object Security - Because of Perceptive Software's TCP/IP-based client/server architecture, the only way to access an object store managed by our solution is by logging onto Perceptive Content Server. Eliminating file mapping dramatically improves performance and enhances security by eliminating the ability of users to traverse the file system where objects are stored. - Views - The views feature allows users to define, name, store and retrieve dynamically generated lists of documents, as well as folders and tasks, based on metadata such as index values, document/folder properties, custom properties, status, date and user, so that only the documents your users need to work with are displayed. Views can be secured so only certain users or groups can access them, adding another layer of protection to information on Perceptive Content Server. - Auditing - Perceptive Software solutions provide comprehensive auditing capabilities for monitoring the actions of users/groups and the content they access. These capabilities enable the State to audit proactively; for instance, to identify gaps in user security and maintain regulatory compliance, as well as conduct forensic audits. With Perceptive Software solution auditing, you can produce the information you need for litigation holds, document destruction, and more. The Management Console	

| | | | | includes a user-friendly interface that allows administrators to configure multiple audit templates to log more than 500 different functions. Additionally available is a set of predefined audit templates for some of the most widely used audit conditions such as document creation, deletion, search, user login, and more. | |
| | | | | - Audit log files record each action being tracked (such as viewing, deleting, printing, or re-indexing an object) along with the user ID, user name, time and date, duration, status, audit type, description, audit category, and additional action, source, destination, and operation details. Client information saved in audit logs includes API versions, IP address, Windows user name, Windows domain, computer name, and client type. There is no limit to the number of audit templates you can create, and you can assign audit templates to specific users or groups. While an audit template is assigned to a user or group, the Perceptive Software solution either outputs directly to the database in real time or exports an XML file for each 24-hour period during which an audited user is logged onto the system. Once auditing is started, you can view the auditing data using Perceptive Business Insight or the XML tool of your choice. Business Insight also offers several ready-to-run reports on auditing that show documents viewed, documents | |

				modified, and actions taken that may externally expose documents (i.e., users who may have printed, exported, emailed, or faxed a document).	
				- Audit trail metadata that is automatically generated without the use of an audit template and assists in collecting the history of a document includes:	
				- ☐ Workflow History — When content is in workflow, the Perceptive Software solution tracks every object (document or folder) and maintains an audit trail as it moves through workflow. This tracking includes the queues in which the object has been, every time it was touched by a user, the action taken, and additional relevant data, allowing you to effectively monitor productivity. This audit trail metadata can be viewed in reports or dashboards created with Business Insight or within a document's Document Properties window under the "Workflow Archive" tab.	
				- ☐ General Document Properties — Document properties include the document name, ID, type, path, and information about the folder where the document is stored. Document properties also include created and modified information, custom properties, workflow history, shortcut locations, task history, version history, and retention history. This audit trail metadata can be viewed in reports or dashboards created with Business Insight or within a	

			document's Document Properties window under the "General" tab.	
	Question No. 33	What is the solution's ability to secure confidential data such as protected health information (PHI), social security number (SSN), or financial information?	- OpenText viewing tool, Brava, supports redline/markup and redaction - Redaction can be automatic or performed manually	- The State can restrict individual and group access to documents by Drawer, Folder Type or Document Type within the object store. Documents needing extra security can easily be assigned to their own Drawer, Folder Type, or Document Type. This way, documents with confidential data can be viewed, accessed, or processed only by groups or users with access to that drawer, folder type or document type can access those documents. - If the State wishes to give access to certain documents but restrict their specific parts or fields, your authorized users can redact (mask) portions of documents using the annotation feature to prevent private information from being viewed by users without the appropriate security level (described in DS6).	- Laserfiche can secure confidential information in a number of ways: - ☐ To protect individual pieces of data within a document, such as social security numbers, redactions can be applied. Information can be redacted manually or automatically according to specific patterns (e.g. social security number or addresses) or to a location on a page. Only users with the corresponding security rights can see through a redaction to view the original file. - ☐ For protecting specific types of documents, such as health or financial documents, Laserfiche access rights can be used. Document access rights can be applied automatically according to document type, document location within a folder structure, the phase of a document's lifecycle, or the step a document is at as it moves through a business process. - ☐ Laserfiche is fully compatible with Windows encryption for both database and file server encryption. - ☐ SSL/TLS is fully supported so that the data cannot be intercepted and accessed while in transit.
	Question No. 34	Describe how the purchaser's administrators are alerted, or can determine using the solution's logs, that the	- Typically we recommend using standard systems management tools that automate the tracking of system issues	- Audit logging can be enabled in the system to review daily activity for suspicious activity.	- Since Laserfiche communicates using TCP/IP, any standard intrusion detection software, vulnerability assessments, etc. that work with TCP/IP can be used with Laserfiche to help ensure that the system is secured at all times. Additionally,

		solution is under attack or is experiencing suspicious activity?				Laserfiche includes tamper detection functionality for the system audit logs and signed documents to guarantee the integrity of usage reports and signatures. This capability was tested and certified as a component of the VERS certification.
	Question No. 35	How does the solution enhances date protection by supporting role-based and configurable field level data masking for sensitive information such as credit card numbers and social security numbers?	- OpenText viewing tool, Brava, supports redline/mark up and redaction - Redaction can be automatic or performed manually	- Perceptive Software solutions have a comprehensive redaction feature to provide permanent and tamperproof masking of sensitive, confidential, or legally significant information. The real strength of this approach is giving users with appropriate privileges the ability to perform irreversible replacement of readable image information at the image's smallest meaningful unit — the pixel — with solid areas that cannot be moved, altered, or hidden. Visually discernible data simply no longer exists as part of the file structure in redacted areas, so you can email or export the redacted version without fear of anyone discovering sensitive information. This provides an extraordinary degree of information security and is a significant advance over using annotation tools that create solid masks. - To maximize document security, users can choose to redact the original document or take advantage of a variety of flexible classification schemes to grant specified users access to the original document while allowing others to view only redacted copies. Although an individual index value, such as drawer or document type, may be changed to		- Laserfiche supports configurable field level security within its role-based security model. Sensitive field information, such as social security number or credit card information, can be hidden or made read-only at the system-wide level, for entire roles, or for specified users. - This same role-based security model is used throughout the system for granting access to individual applications, determining the actions available to a user within the system, and establishing access to files and records.

			identify redacted documents, other index values are preserved, ensuring that application integration based on those values remains unaffected. - Workflow leverages the power of redaction by allowing the configuration of workflow queues in which only authorized personnel (such as a security, privacy, or information officer) can appropriately redact specific documents before allowing others to access them.	
Question No. 36	How does the solution support automated data security categorization and policy enforcement based on data content (SSN, credit card, meta data, user, or role?	- All content access in the system is controlled through user permissions - Users cannot access any content they specifically are not given permission to access - Content containing sensitive data can be stored in special virtual folders with very restricted access - Content within the object such as SSN, credit card, Personal information can be redacted and hidden from specific groups while available to others - Automated security categorization can be affected using inheritance from security applied to the specific folder, through business rules in workflows	- Perceptive Software solutions can assist the State achieve this requirement via a combination of our automatic indexing and security features. - Perceptive Software solutions allow for scan-time (automatic) indexing via OCR, bar code and predefined index value. Our solutions acquire the values, such as SSNs and credit card numbers, from the page at scan time and automatically assign them as index values to the image. As such, you can set the document types and other index values during this stage, enabling you to control access to documents with sensitive data. If you have set your Drawer, Folder, or Document Type restrictions, only users with access to that Drawer, Folder, or Document Type can view and access those documents.	- The flexible, granular nature of Laserfiche security allows for automated security policy enforcement and data security categorization. - ☐ For securing data content, sensitive data can be automatically identified and categorized by the system based on a pattern (such as that of a social security number), a region of a page, or other method and then redacted by the system to ensure that content is only accessible by authorized users. - ☐ Once a file is identified, either by the automated identification tools provided by the system or manually by a user, it can be automatically filed into the appropriate area of the system where it will be governed by the corresponding security policy. In this way, security policies are enforced from the moment of content creation and classification. - ☐ For user and role-based security, a user will inherit appropriate security settings upon being placed within a role-based group. As a member of a role-based group

					a user will be granted access to the files their group may work with, the metadata appropriate to that role, and the actions necessary for the role in question.
					- ☐ For dynamic security needs or changes in security policies, Laserfiche provides the ability to dynamically grant or remove access rights. These rights can be granted via a set of conditional rules, such as for specific metadata values, users or roles, the types of data in question, and/or the step a document is at as it moves through a business process.
	Question No. 37	What is the solution's capabilities to maintain security and control for documents that are shared or exported? Examples may include time-limited access, revocation and printing	- OpenText has developed technology to protect data when sent to external parties; this is called Content Sealed Format (CSF) - CSF has met the Federal Information Processing Standard (FIPS) Advanced Encryption Standard (AES) set by the National Institute of Standards and Technology (NIST) - The global standard for encryption, FIPS 197 has been the US Government specification for the AES since 2002 - FIPS 197 is the standard of the National Security Administration Association (NSA) for transmitting top secret information - CSF was designed to be a simple, self-contained alternative to complicated and often expensive digital rights management solutions - Users can convert any document, image, or CAD file to a secure CSF file and apply Visual Rights* to control	- Sharing documents within Perceptive Software solutions does not alter the documents' security restrictions or the assigned privileges of the user they have been shared with. Explicitly exporting them, however, disconnects the exported copies from the database and causes the loss of application advantages such as security/permission restrictions. - However, Perceptive Software solutions store and export files in the non-proprietary, industry-standard formats in which they are received into the document repository. Because our solutions do not alter the original format in any way, document objects must be protected from editing by the file's original application prior to being exported to outside parties (if such application-level protection is available) to make document objects un-editable by third parties. For example, a Microsoft Word file set to be uneditable by the	- Laserfiche holds security as a top priority, and provides multiple methods by which to maintain security when exporting or sharing content. - ☐ Time-limited access to content can be provided to external and/or internal users and automatically granted and revoked using the Laserfiche Workflow engine. - ☐ The rights to print and export content must be granted to a user before these actions can be performed, and these abilities can be limited according to document type or area of the system. - ☐ With appropriate rights, documents can be manually exported or printed with the click of a button. All redactions within an exported/printed document will be made permanent to ensure confidentiality, unless a user has rights to manage the redactions in question. - ☐ Documents can be shared through email directly from the application with appropriate rights. A user can send either

			what the file recipient can do with the content of the document – users can restrict printing, republishing, and commenting on a CSF file and even expire (time bomb) the CSF using either a relative date or a hard date – recipients view the CSF with the free Brava Reader - Unlike PDF or TIFF, FSF is not an open format so no third-party translators, editors, or conversion tools exist to compromise content security - CSF offers password protection, onscreen banners and watermarks, view-only access to documents and the ability to disable print, copy, re-publishing, markup, and print screen functionality	originator of the file would remain un-editable when exported from our solution.	a copy of the document (with permanent redactions and optional password protection) if granted export rights, or send a link to open the document within Laserfiche. In order to access the linked content, the recipient will require the proper access rights within the system, ensuring that sensitive data is not distributed to unauthorized parties. - ☐ For general content sharing within Laserfiche, the system can be configured to automatically create shortcuts to files or folders (including all associated metadata) in other departments' or users' areas of the system to facilitate content sharing where users have rights to operate.
	Question No. 38	List the security certifications or independent audits the solution has successfully completed and achieved. These may include, but are not limited to: HIPPA, SSAE 16, ISO 27001/2, FRPA, NIST 800-63 and 64, FTI, CJIS, or others	- OpenText has an established and proven history in providing governance, risk, and compliance (GRC) solutions, including SOX 302/404, Bill 198, ISO9000, US Patriot Act, Basel II, FDA, SEC 17a-4/NASD 400, DOE, OSHA, HIPPA, and EPA - DOD 5015.2 Chapter 2 and 4 certified - DOD 5015.2 STD V.3 Chapter 2 and DOD 5015.2 Chapter 3 certified (classified records) – Open Text is the only vendor to have DOD 5015.2 Certification for SAP records management, with Open Text Extended ECM for SAP Solutions; Paired certified with SharePoint 2003 and 2007, and in the process of preparing	- With customers across multiple industries in more than 50 countries worldwide — public sector, finance, insurance, healthcare, higher education, and others — Perceptive Software understands the compliance issues organizations face and offers solutions that can be leveraged as part of your overall data privacy compliance initiatives. Perceptive Software has studied the regulations relevant to our customers and sees its products used in support of compliance efforts with a number of legislative acts such as: - ☐ Data Protection Act - ☐ Electronic Signature in Global and National Commerce Act (ESIGN)	- Laserfiche is DoD 5015.2 certified for records management applications. The DoD standard is heavily focused on the security, auditing and reporting provided by software applications. - Laserfiche has also been certified as compliant with the Victorian Electronic Records Strategy (VERS), which focuses on the ability of the records management application to ensure the fidelity of the information it manages over time. - Laserfiche has been deployed at leading institutions including federal agencies that are required to comply with regulatory compliance requirements such as HIPAA and other requirements.

			for 2010; Paired certified with eDOCs DM5.2 - PRO Approved under the 2002 version (now called TNA) - VERS Certified specificiations 1-5. Specs 1,2 were done is 2006, 3-5 done in 2009 - OpenText Records Management is able to be used in combination with the OpenText e-Sign module to achieve 21 CFD part 11 compliance - OpenText Records Management is able to be used in combination with the OpenText Archive Server and OpenText Email Monitoring to achieve SEC 17a-4 compliance - OpenText Records Management is able to be used in combination with internal policies to achieve ISO 15489 compliance	- ☐ Family Educational Rights and Privacy Act (FERPA) - ☐ FDA 21 CFR Part 11 - ☐ Freedom of Information Act (FOIA) - ☐ Gramm-Leach-Bliley Act (GLBA) - ☐ Health Insurance Portability and Accountability Act (HIPAA) - ☐ Health Information Technology for Economic and Clinical Health (HITECH) Act ☐ Sarbanes-Oxley Act (SOX) - ☐ Section 508 of the Rehabilitation Act - ☐ Uniform Electronic Transactions Act (UETA) - In addition, our Records Manager is Department of Defense (DoD) 5015.2 certified, and our solutions are utilized in compliance efforts regarding PCI, NIST, and many other standards. Our data centers that support our hosted services are Service Organization Controls (SSAE 16 Type II, formerly SAS 70 Type II) certified as well. - For further details, we have included our Elements of Compliance white paper.	
	Question No. 39	How does the solution support federated single sign-on using Claims-Based authentication with SAML or similar protocols. Secure Access Washington (SAW), the state's single sign-on portal for citizen and business access to online	- OTCS supports single sign-on using SAML	- WebNow, the browser-based companion to Perceptive Content Client, supports Single Sign-On via integration with SSO providers utilizing named HTTP headers to provide the username of authenticated users. This includes many SSO providers such as Shibboleth and IBM SiteMinder. - WebNow also supports SSO integration using Integrated Windows Authentication through the Internet Information Services (IIS) web server.	- Laserfiche can be integrated with federated single sign-on systems through the use of SAML tokens for authentication.

		government services, uses this interface method		While the full client does not currently provide true SSO support, Perceptive Content Client can be configured to support "Domain authentication," an automatic log-in process. If enabled, through client and server settings, it allows our solution to use an individual's Windows login information (Microsoft domains only) to log him or her in to Perceptive Content Client without the manual re-entry of login information. No additional software or licensing is required. - SSO Support via Mobile Devices - Perceptive Software solutions offer web services interfaces, via the Perceptive Message Agent and Integration Server modules, that enable the development of remote access applications from mobile devices. Applications providing remote interactivity can be run on any platform and written in any language that supplies a SOAP toolkit, such as C, C++, C#, Java, Perl, Python, JavaScript and PeopleSoft's Integration Broker (via Message Agent); or Java, C++, or C#, and that are also compatible with HTTP web services (via Integration Server). The remote access application on the mobile device can verify the user exists by interacting with Message Agent or Integration Server. The remote application can then initiate the single sign-on authentication of the user within the remote application against the user's previously authenticated status prior to	

				allowing the user to send requests to Message Agent or Integration Server to create or modify documents in the solution.	
	Question No. 40	Describe additional ways how data is protected from unauthorized access, disclosure, or tampering	- Access to the application and content is limited to users who are specifically granted access to that content - All data at rest is encrypted and data in transit is encrypted using secure socket layers - When content needs to be shared outside of the firewall you can protect is using Content Secure Format (CSF) - CSF has met the Federal Information Processing Standard (FIPS) Advanced Encryption Standard (AES) set by the National Institute of Standards and Technology (NIST) - The global standard for encryption, FIPS 197 has been the US Government specification for the AES since 2002 - Considered a benchmark for security in government, FIPS 197 is the standard of the National Security Association (NSA) for transmitting top secret information - CSF was designed to be a simple, self-contained alternative to complicated and often expensive digital rights management solutions - Users can convert any document, image, or CAD file to a secure CSF file and apply Visual Rights* to control what the file recipient can do with the content of the document	- Aside from the layers and security stages detailed in our response to requirement DS3, several other program features help secure your solution data. - Perceptive Software solutions leverage your existing network infrastructure for user identity, authenticating users against your current identity management tools, whether system (server directory, network domain or Active Directory), LDAP or SQL. Plus, your existing password policies can remain in place with our solutions. So your Perceptive Software solution is, by default, as secure as your existing environment the moment you turn it on. - Perceptive Software solutions store metadata in a format that is meaningful only to the application itself in a database that only the solution (and authorized database administrators) can directly access. In addition, the only way to access an object store managed by the Perceptive Software solution is by logging onto Perceptive Content Server. Eliminating file mapping dramatically improves performance and enhances security by eliminating the ability of users to traverse the file system where objects are stored. - AES encryption of all network communications between Perceptive	- Laserfiche is certified as compliant with the Victorian Electronic Records Strategy (VERS), a records management standard that measures an application's ability to maintain the integrity of the information it manages. In meeting the requirements of the VERS certification, Laserfiche includes tools to verify that data is protected from unauthorized access, tampering, and disclosure. - Laserfiche tools to ensure data security and integrity include: - ☐ Checksums to determine if a file has been altered by an unauthorized user. - ☐ Audit log tamper protection to ensure the integrity of audit data. - Additional methods of protecting data in a Laserfiche environment include: - ☐ File server security limitations and encryption to protect files at rest. - ☐ Transparent data encryption (TDE) to secure information stored in the database, such as metadata and annotations. - ☐ SSL/TLS to encrypt data between server-side components and between server and client applications.

| | | | | - Users can restrict printing, republishing and commenting on the CSF file and even expire (time bomb) the CSF using either a relative date or a hard date
- Recipients view the CSF with the free Brava Reader
- Unlike PDF or TIFF, CSF is not an open format so no third-party translators, editors, or conversion tools exist to compromise content security
- With CSF, agencies can be confident that information shared outside their agency stays protected
- CSF offers password protection, onscreen banners and watermarks, view-only access to documents and the ability to disable print, copy, re-publishing, markup, and print screen functionality | Content Server and its clients and companion modules, including the WebNow application server, can be turned on very simply through a setting within the Perceptive Content Server configuration file. The AES authentication handshake between the client and server (full client or web client) can never be disabled. This ensures that password information is never transmitted in clear text.
- In addition to the AES encryption available between Perceptive Content Server and the WebNow application server, WebNow supports industry-standard 128-bit SSL/HTTPS for secure communications between the web application server and browser-based users. To use SSL, the web application server where WebNow is deployed must have an SSL certificate in place and be configured to support SSL communication with browsers.
- SSL also is supported for Perceptive Interact products and custom-developed applications connecting via web services. For example, Perceptive Mobile takes advantage of SSL-encrypted communication to prevent interception or eavesdropping regardless of the remote connection you're using. Plus, Perceptive Mobile never caches or retains data on the devices, ensuring your compliance requirements are met and your security can't be breached. | |

				- Perceptive Software solutions are compatible with properly configured VPNs and firewalls you have already secured. - Perceptive Business Insight includes security reports that allow managers to evaluate the effective security privileges of all users at any time, ensuring that privileges are properly assigned. - Perceptive Software solutions can audit all authentication attempts or only failed authentication attempts, based on settings controlled through Perceptive Content Server. Daily authentication audit files are saved in XML or directly to the database.	
Business Need: Records Capture, Retention, Retrieval, and Disposal					
	Question No. 41	What is the solution's approach to storing inactive long-term content on less expensive storage? Is the ability a part of the solution or a third-party offering?	- OpenText Serve address the physical storage of objects and can leverage any long-term storage medium - Based upon time, event, or time/event triggers, objects can automatically be moved to longer term storage during their life cycle - The system is storage agnostic	- Perceptive Software solutions support the State's intention to store inactive content on less expensive storage devices. Our solutions include the capability to archive long-term content in offline storages, including optical jukeboxes which feature low cost, high capacity, reliability, durability and permanence. Metadata for documents that are archived to an offline storage device can also be maintained within the solution, allowing users with the appropriate permissions to track the location of offline documents.	- Laserfiche stores content in collections, called volumes, which reside on file servers. Any number of volumes can be used to distribute content across multiple fileservers so that inactive or less-frequently accessed content is housed on less expensive storage. - Volume rollover, or the automated creation of a new volume, can occur automatically to divide data into manageable collections according to an administrator-defined a schedule and or size limit to facilitate eventual migration to less expensive media. Volume

				- Perceptive Software solutions integrate seamlessly with your choice of third-party archiving hardware and software. Based on your archiving objectives, your Perceptive Software account executive, Michael Blaszak, can help you select and configure archiving technology to leverage the ease of use, high performance, and rapid integration of our solutions in the enterprise. A Perceptive Software sales engineer can also help you assess specific storage devices and technologies and determine their impact on overall system performance.		migration can be performed manually or as part of an automated process.
	Question No. 42	Does the solution support taxonomy development? Does it integrate with standard taxonomy tools and approaches?	- There are multiple taxonomies in the system - There is a folder taxonomy - There is user/group taxonomy - There is a records classification and metadata taxonomy - Each of these have different properties - All taxonomies can be created through the use of APIs, allowing the integration with third-party tools	- Yes. Perceptive Software offers flexible indexing structures that allow the State to manage and preserve your content via the method that best fit your requirements. Content can be organized at the Drawer level using document keys or via the use of Content Models, which store content in a folder hierarchy. Each drawer can be structured differently; for instance, Drawer A can utilize the traditional document key-based indexing schema, while Drawer B is constructed via content modeling and folders. - The indexing strategy you choose depends on the content organization needs of each Drawer in your system. In both structures, each document's Drawer value is its highest (broadest) level and is often defined as a department or function. Not only useful for organizing content at the broadest level, the Drawer value also serves as a primary security		- Yes, the nested folder structure that Laserfiche employs for document organization and presentation naturally supports the most common approaches to developing hierarchical taxonomies. - Additionally, the formal records management functionality the system provides (record series, record folder, etc.) offers an acknowledged framework supported by the National Archives (NARA) for taxonomy development. - The filing automation tools Laserfiche provides help to automatically build out taxonomies based on business rules and support the creation of business unit specific taxonomies layered on top of a records management based foundation.

				point for restricting/allowing individual and group access to content. - Additionally, Perceptive Software solutions support an unlimited number of user-defined, custom properties that allow you to store data beyond the standard document and folder properties. - Indexing via Document Keys - In addition to system-generated metadata (e.g., Created, Created by, Scan Date), our solutions offer seven user-definable index fields that are fully configurable by the State: Drawer, Field 1, Field 2, Field 3, Field 4, Field 5 and Document Type. As an example, an index structure that assists with retrieving all content related to a vendor may look like this: - Index Level Example Configuration Example Value Drawer: AP AP Field 1: Vendor ID 12345 Field 2: Doc ID 4341 Field 3: Vendor Name Acme Corp Field 4: Control # 33356 Field 5: Status Paid Doc Type: Invoice Invoice - The actual value for any of these fields can be virtually any value. Documents can be linked this way to records in your business system, which assigns them the remaining index values as you configured in the integration application plan (accomplished via LearnMode). - Folders can be leveraged under this indexing schema to store document	

				shortcuts. This grouping is independent of how content is indexed, but provides greater convenience in viewing and routing a group of related documents as defined by the State.	
				- Indexing via Content Models - Content Models provide a mechanism for indexing the contents of a drawer into a folder hierarchy, as opposed to the standard model of indexing content based on a set of document keys alone. Folders and rule-based taxonomy, as structured under Content Models, advance the way you store, search and secure content.	
				- Modeling your content in Perceptive Software solutions involves creating drawers, creating document and folder types, building a folder type hierarchy within drawers using the defined folder and document types, and assigning uniquely identifiable properties to content. The folder hierarchy allows you to structure your folder types beneath Drawers, which defines the organizational structure that your users will leverage when capturing, storing and securing content.	
				- Using Content Models, a document is unique, based on its path (i.e., location in the folder hierarchy) and its document name. Shortcuts allow your users to reference a document or folder in multiple folders but maintain the integrity of storing content in a single location.	

				- The allowed data type for index fields is established as part of content modeling; restricting the type of data enables greater validation and processing capabilities, minimizing misfiled content. Content can be linked this way to records in your business system, which assigns them the remaining index values as you configured in the integration application plan (accomplished via LearnMode).	
	Question No. 43	How does the solution support manual and automatic content capture including capture devices?	- Content can be captured through your browser, drag and drop from MS Explorer or Outlook, using batch import tools, from legacy applications using the API, from scanners, FTP sites, email, mobile devices, and more - OTCS is fully integrated with MS Office and Outlook allowing direct interaction with OTCS without leaving that application – this would include things like electronic messaging systems and any attachments, E-commerce systems, web content management systems, and social media - This is accomplished using APIs - OpenText has an imaging processing application OpenText Capture Center - OpenText Mobility addresses smart phones and mobile devices - Typically cameras would load images would load images to disk then transfer to OTCS - Any other system could be integrated via the API	- Perceptive Software process and content management solutions provide a wide range of options to manually and automatically capture paper, electronic documents and other content with its associated metadata. Content can be captured via scanner, multifunction device, fax machine, mail server, online form, network directory, computer output and more. The capture environment allows users to capture, process, store and retrieve files in virtually any file format from virtually any source. - Available capture methods include: - Scanning - Perceptive Capture, the scanning environment management module, enables users to image all types of documents into the secure, organized, and accessible repository. The State can use capture profiles to define virtually any hardware and software setting needed to optimize your scanning environment. Quality Assurance features	- Laserfiche bundles a number of capture tools including ad-hoc and batch scanning, mobile capture, form submission, a Microsoft Office integration and import capabilities. Laserfiche also offers advanced capture tools that can be configured to automatically identify document types, extract information and use that information for indexing, classification and filing. - These tools can also be configured to run in a scheduled or automated fashion so image capture can be distributed while processing can be centralized and automated. The Laserfiche scanning applications all support TWAIN, ISIS and WIA drivers, making them compatible with most scanners. - In addition to common capture/scanning tools, Laserfiche provides an automated import utility that can be configured to monitor multiple network locations and process documents based on business

				ensure images are clean and readable before they are indexed and placed into the repository or a specified workflow queue. In conjunction with the proper Pixel, Kofax or TWAIN product, our solution can use a wide range of scanners from Lexmark, Canon, Fujitsu, Xerox, and other manufacturers to ensure the most flexible batch and ad hoc capture environment possible. Additional scanner information is available from your account executive, Michael Blaszak. - Capture from File - The manual import feature, capture from file, allows any user with permissions to manually import electronic files (TWAIN-scanned images, PDFs, Word, Excel, etc.) into the repository. To capture from file in "File" mode, users just click the capture icon to initiate import. Perceptive Software solutions display a window that allows the user to browse the computer or network to locate the files to import. This functionality is included as a core part of our solution. - Import Agent - Import Agent is responsible for handling all automated import routines on the server. The State can configure Import Agent to poll one or more directories on a given interval; if it finds a file or files of a certain type, it attempts to import the files while automatically indexing the files based on extracted index values. The agent indexes the content using separate text	rules, connectors to a number of common networked copiers and release scripts/export connectors for most third party capture applications.

				files associated with the new files or by importing and extracting index values from the new files' embedded text or file name. This functionality is included as a core part of our solution.	
				- Perceptive Mail Agent - Perceptive Mail Agent allows organizations using POP3 or IMAP-capable mail servers to automatically accept emails into the Perceptive Software workflow system. Mail Agent captures, indexes, stores, and routes email messages and attachments based on business rules you configure. Your staff can also use Mail Agent to instantly add important information they receive via email to the repository, where it becomes accessible for historical reference by simply forwarding important emails they receive to the Perceptive Software solution email address. Once Mail Agent receives the message from your staff member, it automatically indexes it and places it in the object store.	
				- Perceptive Fax Agent - Perceptive Fax Agent works with our solutions and an unlimited number of inbound fax lines to automatically manage incoming faxes. The faxes the State receives become images within the repository, where they can be routed into and out of work queues, linked to your business software, indexed in a variety of ways, viewed, printed, faxed and emailed.	

				- Client-side Virtual Printer and Perceptive Conversion Module - The virtual printer is a user-initiated virtual printer that creates a standard Group IV TIFF image of any document directly from virtually any Windows application that has a print command. This TIFF image can then be easily imported utilizing the document keys already attached. Although the virtual printer is a standard feature included in Perceptive Content Client, it is also available server-side for bulk capture. Perceptive Conversion Module generates individual TIFF images of pages from printing activity triggered by Windows batch scripts, UNIX "cron" jobs, or applications that schedule their own output. It can also use some combination of Perceptive iScript and Import Agent to extract index values directly from the text component of many files' printed output without using OCR. Third-party software can also be added to make Conversion Module appear as a network printer to systems running non-Windows operating systems. Please note, installation of Conversion Module includes Perceptive Software Professional Services fees for the conversion of ten (10) file types to TIFF format, and script implementation for auto-indexing one file format/one document layout. Adding additional file types will require additional Professional Services fees.	

				- Perceptive eForms - Perceptive eForms allows anyone in the State to collect business or process-specific information through user-friendly HTML-based forms. eForms are tailored to your individual business needs, and offer single-click access via portal, website and Perceptive Software clients. Users can quickly fill out eForms in a familiar environment while Perceptive Software solutions' built-in logic ensures data consistency and accuracy. eForms can automatically format, calculate, look up and validate form information while automatically routing eForms and documents within specific workflow processes. eForms may be routed independently or with documents. Once submitted, eForms can be located via search in Perceptive Software clients. In addition, data captured within eForms can be shared with external business applications to provide a seamless, automated business process solution. - Perceptive Direct Print Engine - Perceptive Direct Print Engine allows organizations to convert print stream data directly into TIFF images, then separate, index and store those images within the repository where they can be tied to records in your business system for instant access. In addition, Direct Print Engine can appear as a printer on your network, allowing any user or application with network access to send electronic documents directly to the	

				repository. Direct Print Engine can also send the print stream on to a printer, simultaneously storing images received in a print stream within the repository and producing paper output. Direct Print Engine is especially useful for print streams of checks in accounts payable.	
				- Drag and Drop - Users can drag and drop new files directly into the viewer. The system then automatically assigns the dropped files the same index values as the document open in the viewer, and automatically tiles the view to show all pages in the document. This functionality is included as a core part of our solution.	
				- Perceptive Interact - Perceptive Interact is a suite of products that are designed to allow end users to "interact" with the repository within the context of their native business and collaboration applications. These products are delivered in the form of toolbars and other controls that may be seamlessly embedded within these commercial applications: Microsoft Office, Microsoft SharePoint, Microsoft Dynamics AX, Microsoft Dynamics CRM, Dynamics AX Enterprise Portal (IDEP), Salesforce, Google Apps, Microsoft Outlook, and Epic. Perceptive Interact also puts document management features at your fingertips directly from the following multifunction product (MFP) business technologies to reduce paper obstacles and improve efficiencies: Perceptive	

			Interact for Lexmark, Interact for Xerox and Interact for Dell. Please refer to our website at http://www.perceptivesoftware.com/products/perceptive-interact for more information on Perceptive Interact solutions. - Perceptive ERM Server - Perceptive ERM Server captures virtually any format of complex print stream (e.g., ASCII, EBCDIC text, PCL, Metacode, AFP, PostScript, PDF) directly into the repository to provide highly scalable, enterprise report management processing. - Perceptive EDI Engine - Perceptive Software solutions provide server-side processing for capturing and converting EDI- and XML-based data into PDF or TIFF images that can be stored in the repository. - Photographs - Perceptive Software solutions enable users to connect select digital cameras to their computer and log in to the solution, which automatically opens up Package Viewer. The viewer will contain the uploaded digital camera images to be annotated, indexed, and saved to the server.	
	Question No. 44	Describe the solution's ability to capture content generated from a variety of external	- OTCS is fully integrated with Microsoft Office, Outlook and AutoCAD	- As described above, Perceptive Software solutions provide a wide range of options to manually and automatically capture virtually any file format from virtually any source. Our solutions allow users to	- □ Common office packagessave documents and apply metadata directly from the Office applications. - □ Workflow applications

| | | content generating systems, such as:

- Common office packages
- Workflow applications
- Electronic messaging systems and any attachments
- E-commerce systems
- Web content management systems
- Social media
- Image processing applications
- Graphic design systems
- Business information systems
- CAD systems
- Reporting systems
- Cameras
- Smart phones
- Mobile devices | - Documents can be accessed and input from those applications without the user ever having to leave the interface
- Mobile devices interact directly with OTCS using OpenText Everywhere
- Any application can interact with the system using the RESTful APIs | import, store and manage any file type, including bitmap images, text, word processing, spreadsheet, graphics, multimedia, presentation, fax and compression/encapsulation formats. Commonly used enterprise formats include TIFF, JPEG, GIF, BMP, PNG, Word, Excel, PowerPoint, PDF, HTML, DWG and DXF (CAD files). Our solutions store each file on the server without altering its original binary file format. That is, TIFF files are stored as TIFF, JPEG as JPEG, GIF as GIF, Word and Excel documents as DOC and XLS documents, and so on.
- Perceptive Software solutions may prompt the opening of separate applications to support presentation of files in formats their viewers do not render. Perceptive Content Client viewer can display about 240 different file formats without additional software, while WebNow can display the most widely used bitmap formats (TIFF, JPEG, GIF, BMP, PNG) and text files without additional software. WebNow users with the publicly available Adobe Acrobat browser plug-in installed can also configure WebNow to display PDFs in an independently opened browser window.
- Media files playable in Windows Media Player or QuickTime can also be viewed with either full or browser plug-in versions of such players, depending on workstation configuration and user | - The Laserfiche SDK provides programmatic access to the Laserfiche Content and Workflow servers so other workflow systems can interact with Laserfiche as a part of a business process.
- ☐ Electronic messaging systems and any attachments As part of the integration with Microsoft Office, conversations from Microsoft Office Communicator (including attachments) that are tracked in Microsoft Outlook can be saved directly to Laserfiche through Outlook.
- ☐ E-commerce systems - Documents and reports that are generated through e-commerce systems (such as quotes and invoices) can be captured and imported to Laserfiche through integration.
- ☐ Web content management systems Web pages and other elements from WCM systems can be archived in Laserfiche and managed according to record keeping rules.
- ☐ Social media - Social media content can be "printed" into Laserfiche using the Laserfiche Snapshot utility or captured through integration.
- ☐ Image processing applications - As mentioned earlier, there are release scripts/export connectors available for most image processing applications. Additionally, Laserfiche publishes an XML format to allow any image processing application to output image files and metadata in a way that Laserfiche can import, index and file documents automatically. |

| | | | | | preferences. Both Perceptive Content Client and WebNow also contain an embedded multimedia player, enabling native viewing of common audio and video file formats.
- In addition, Perceptive Mobile provides options to your users for accessing and capturing content from a variety of mobile devices. A few taps on a mobile device lets users acquire images, add metadata and upload the information to your business processes. Additionally, users who are frequently in meetings, traveling or don't carry laptops can participate in Perceptive Workflow through their mobile device from any location where they have internet connectivity. Perceptive Mobile's simplified interface is easy to learn. Built as a native application in a variety of mobile platforms, Perceptive Mobile delivers a highly responsive user interface experience, compared with browser-based mobile applications. Workflow capabilities present users with just the workflow queues containing the documents they need to access; capture capabilities offer image enhancement options and offline capabilities for times users aren't connected to your server. Perceptive Mobile enables users to tie into the State's solution from anywhere while ensuring compliant storage and easy accessibility to your business process and applications. | - ☐ Graphic design systems - Working documents generated through graphic design systems (.psd, .eps, etc.) can be managed through Laserfiche utilizing common library services such as check-in/out and version control.
- ☐ Business information systems Documents and reports generated through business information systems can be ingested and classified in Laserfiche through integration (scheduled, automated conversion and ingestion) or simply through printing them into the system using the Laserfiche Snapshot utility.
- ☐ CAD systems - Working documents generated through CAD systems can be managed through Laserfiche utilizing common library services such as check-in/out and version control.
- ☐ Reporting systems - Documents and reports generated through reporting systems can be ingested and classified in Laserfiche through integration (scheduled, automated conversion and ingestion) or simply through printing them into the system using the Laserfiche Snapshot utility.
- ☐ Cameras - Laserfiche bundles a tool called Photo Docs that can be used to access digital cameras as capture devices and provides a number of image enhancement tools such that photographs of documents can be processed and OCR'd for full-text search and retrieval as if they had been scanned. |

				- Finally, our proven integration options enables our solutions to interface tightly and quickly with virtually any desktop-level or web application, allowing the State to capture and/or search content from these applications. We offer a wide variety of programmatic and non-programmatic integration products and features that enable close and efficient integration with virtually any desktop-level or web application: to date, we've integrated with 500+ business applications.	- ☐ Smart phones - Laserfiche Mobile is offered for iOS and Android devices that include capture functionality – essentially turning the smartphone camera into a document scanner. Even if the Laserfiche app isn't installed, photographs taken with a smart phone can be processed using Laserfiche Photo Docs as described above. - In addition, electronic files can be imported to the system either via Laserfiche Mobile or by accessing the Laserfiche web client via a web browser. - ☐ Mobile devices - The Laserfiche iOS and Android apps described above are available for tablets as well as smartphones so nearly any mobile device can be used to capture as well as access content in Laserfiche. For mobile devices running other operating systems, the Laserfiche web application can be accessed through a web browser.
	Question No. 45	Does the solution support public-facing Web access? If so, describe the ease of public use and how the solution protects records from unauthorized access	- Yes, the technology supports public facing web access - This is a question of licensing of which there are multiple options	- Yes. Perceptive Software solutions' functionality can be made available to your web site users via our capability to integrate seamlessly with third-party portals. Perceptive Software can assist the State in identifying and selecting a partner for the creation and hosting requirements of this portal. - Once the portal is created, our solutions can integrate seamlessly via Perceptive Message Agent or Perceptive Integration Server. Based on standard protocols for web services, including XML, SOAP and WSDL, Message Agent provides	- Laserfiche provides read-only public access to specific documents or groups of documents stored in the system through a web portal, using the Laserfiche Public Portal module. - The web portal's interface was designed to be easily customized to enhance ease of use and to integrate easily into an existing website: - ☐ To simplify the location of information and the ease of use, simple search forms and links to specific folders and documents can be created and presented within the portal.

| | | | | robust inter-application integration capabilities, allowing organizations to incorporate Perceptive Software services directly into their existing enterprise systems, including customer service-centric web portals. This allows customers authenticated by your web portal to search, view and retrieve documents — and submit their own — via a web portal whose security structure and user interface is under your developers' full control. | - ☐ For integration into existing websites, the system provides controls for changing virtually any aspect of the portal's appearance and the portal itself can be embedded within an iframe on another webpage. |
| | | | | - A middle-tier web service, Integration Server makes content and functionality available to third-party applications by enabling external customer applications that are coded in standard development languages, such as Java, C++ or C#, and that are also compatible with HTTP web services, to send and receive data from Perceptive Content Server. The architecture supports asynchronous and synchronous communications using standard XML and JSON Representational state transfer (REST) message formats via HTTP or HTTPS. Integration Server is multi-threaded, which allows for concurrent execution of multiple client requests. For secure client-to-server and server-to-client communication, Integration Server supports SSL. Perceptive Enterprise Search can also be deployed to display any and all content that is stored in Perceptive Content on a web page available for viewing and download. Any | - Access to public users is fully controlled, and includes which documents each user may access, whether or not the public user can see metadata and annotations, export files, perform searches, etc. |

				documents retrieved in the search are limited based on any predefined views/filters set up through the system. - Jadu Content Portal for Perceptive Software The Jadu Content Portal for Perceptive Software provides a self-serve facility for accessing content, data and web forms from any web-enabled device. The Jadu Content Portal for Perceptive Software includes a built-in data retrieval framework that simplifies tasks associated with retrieving data held in Perceptive Content or other back-office systems. Perceptive Software customers can place widgets on portal web pages for public access, or grant targeted audiences access to selected pages using a Vendor ID or unique login identifier. The Jadu Content Portal for Perceptive Software also provides an end-to-end, online web forms solution with an intuitive, easy-to-use forms designer that has direct integration with Perceptive Content built into it.	
	Question No. 46	How does the solution maintain the ability to view documents in their original visual representation after the file formats are obsolete (such as migration to new file formats or emulators) without a third-party tool?	- Currently, the system supports over 200 file formats for viewing - The system maintains the original format and converts it for viewing - The original tool can be used also - Long-term preservation is a strategy to be decided by the organization - One strategy is to use the OpenText Content Server to convert to a format such as TIFF or PDF	- Documents are typically converted to a common format when captured; however, the original visual representation of the document will always remain. Documents can be viewed/printed/exported without visual annotations that were added in Perceptive Content as part of a business process.	- Laserfiche includes a virtual printer driver called Laserfiche Snapshot for creating archival copies of documents regardless of the original file format. With this utility, any printable file may be "printed" into Laserfiche as an archival TIFF image, which will then be opened in the Laserfiche Document Viewer. Snapshot can be used to create archival images of both files already stored in Laserfiche and of files coming from Windows.

			- Some organizations are using XML and DTDs or CSS for formatting upon retrieval		
	Question No. 47	How does the solution support the use of third-party viewers for unsupported (unknown/new) file types?	- Third-party viewers can be configured for the system - OTCS can view over 200 file formats - If there is a format not viewable by OTCS, either a third-party viewer or the original authoring tool can be used	- A robust web service interface will allow for viewing in a third party application. Additionally, Perceptive Software solutions have a feature that allows the customer to launch any document in its native application.	- Laserfiche supports the use of third-party viewers. Electronic files stored within the Laserfiche system will open in their native applications, ensuring that content can be stored in one central location while still allowing users to actively work with the files as needed.
	Question No. 48	Does the solution support features for caching and pre-fetching of content being edited? Describe the solution's performance retrieving large query results including during simultaneous searches.	- OpenText Remote Cache is a distributed document-caching solution for remote sites (sites that are physically separated from the main OTCS server) that have a low-bandwidth connection to your organization's primary site (main location) - Search results are paged (number of results displayed is set by the user) allowing the user to refine the search if too many items are returned - The search engine can be distributed across multiple servers to address performance	- Since it is inefficient to routinely transfer or cache data that may not be needed, Perceptive Software solutions are optimized to balance on-demand retrieval with intelligent caching of relevant pages to eliminate unnecessary network traffic. - Due to its efficient and responsive client-server communications, employing industry-standard TCP/IP and the exclusive Tri-State Intelligent Sockets protocol (TSIS), Perceptive Software solutions eliminate the need to transfer and cache a complete document before displaying the first page. On a newly opened document, only the first page and image thumbnails (for bitmap images) are transferred by default, eliminating unnecessary network activity. However, a user-selectable "Page Prefetch" setting allows additional pages to be transferred to the client before they are manually selected for viewing, if desired. - To speed up subsequent display of previously viewed pages, Perceptive Content Client automatically caches	- Laserfiche pre-fetches and caches content to improve system-wide performance. Laserfiche's web client makes use of sequential loading, which allows the pre-fetching of content being edited. In addition, pages and images can be cached to further improve upon the performance of the web client. - Searching in the Laserfiche content repository is performed via Laserfiche's built-in search-engine and is designed to handle simultaneous searching and large query results. - ☐ Laserfiche search offerings include a dedicated full-text search engine optimized for indexing and retrieving search results from large amounts of text and metadata. - ☐ Administrator options include the ability to tailor search processes and result displays to improve performance of various search types. - ☐ The search engine itself can be distributed to another computer to take advantage of dedicated resources and

				viewed pages to disk during each session, then automatically removes them after the session ends. However, Perceptive Mobile clients never cache or retain data on the devices they support to meet compliance requirements and to ensure your security can't be breached. - Designed to efficiently support deployments ranging from small to expansive, Perceptive Software solutions have been proven to provide the same sub-second browsing and retrieval performance whether there are dozens or thousands of users accessing the system; whether the user base is located in a single building or scattered across offices worldwide; and whether there are hundreds or trillions of documents in the object store. Our software's ability to distribute several distinct processes simultaneously allows it to perform quickly no matter how our customers deploy it in their unique environments: from a single department to multi-server, enterprise-wide deployments.	avoid competition with the Laserfiche Server or database engine.
	Question No. 49	Does the solution support external users/collaboration beyond the firewall? The state prefers solutions that offer two-factor or other forms of authentication for non-state employees. These authentication methods can be either supplied	- Access to OTCS is on a named user basis - Authentication can be provided by the states single sign-on portal - Low cost licensing for public access can be provided	- Perceptive Software solutions' application access can sit behind a customer's Single Sign-On solution. Using Perceptive Search for retrieval will limit the amount of client licenses required.	- Laserfiche supports the deployment of unlimited application servers at no additional cost, which can be set up outside of, or within the firewall, to allow for both internal and external access to the system. VPN access is also fully supported. - As described in DS10, Laserfiche Directory Server is built to support federated single-sign-on (SSO) across Laserfiche products. This structure should

		by the solution or can be provided through integration with the state's Secure Access Washington single sign-on portal described in DS10. Additional scoring preference will be given for low licensing cost impact.			allow for integration between Laserfiche and the state's Secure Access Washington single-sign-on portal for authentication management for both state and non-state employees.
Business Need: Discovery and Disclosure					
	Question No. 50	Does the solution support any cross-references to similar Disclosure or Discovery requests or cases? If so, how?	- This is supported in several ways - OpenText Content Server has the concept of Litigation Hold groups, where like holds can be grouped together - Additionally, all content that has been placed on litigation hold maintains a record of all holds placed on that content – allowing for analysis of specific holds on content	- Documents/records within Perceptive Software solutions can share common cross-references or can also store a cross-reference to an external case/document using web services.	- Laserfiche Forms can be utilized to create disclosure request forms (like FOIA), such that the parameters of the requests are captured and tracked along with the entire response process. The information captured about requests is made available for reporting and analysis within Laserfiche, such as for cross-referencing.
	Question No. 51	Describe how the solution records and stores the date, time, reason for the created search/extract, and who created it.	- The time, date, search criteria, reason and results of searches for litigation holds are maintained - Additionally, when content is exported, the criteria of the search and full chain of custody are exported with the content in EDRM XML format	- Perceptive Search will log who is searching/retrieving and what is being searched/retrieved. All documents are also labeled with a "Created by User" any time they are brought into the system.	- As described in the previous question, Laserfiche Forms can be utilized to create disclosure request forms such that the parameters of the requests are captured and tracked, including date and time of the request, the requester, and the reason for the request given. - Completed forms can be stored as records within the Laserfiche repository, tracking all parameters captured regarding the request.

	Question No. 52	How does the solution support and/or interface with other third-party eDiscovery tools?	- Content is exported in EDRM XML that can be easily imported by most modern eDiscovery applications - Additionally, an API is available to directly feed indexing of content placed on litigation hold - This method is used with OpenText Early Case Assessment Application that uses this API to directly index and export content	- Perceptive Software solutions can communicate with third party eDiscovery applications via web services.	- Laserfiche provides an open and flexible repository that's especially well-suited to capturing and managing large volumes of unstructured content. Through defined taxonomies, metadata and the use of text extraction and OCR, the system offers a variety of ways to add structure that can be accessed through other tools. - The Laserfiche SDK provides programmatic access to the Laserfiche Content Server and publishes a structured query language (LFQL) through which third party eDiscovery tools can utilize Laserfiche as a structured data source.
	Question No. 53	How does the solution support redaction of records. Describe the redaction functionality and how it keeps the integrity of the original record, minimizes the need for copies or duplicates, and how it renders and then manages the redacted version	- The system stores the redaction as a separate overlay to the record - The system offers the ability to burn the redaction into the record which will generate a new version of the document without changing the original	- Perceptive Software solutions have a comprehensive redaction feature to provide permanent and tamperproof masking of sensitive, confidential, or legally significant information. The real strength of this approach is giving users with appropriate privileges the ability to perform irreversible replacement of readable image information at the image's smallest meaningful unit — the pixel — with solid areas that cannot be moved, altered, or hidden. Visually discernible data simply no longer exists as part of the file structure in redacted areas, so you can email or export the redacted version without fear of anyone discovering sensitive information. This provides an extraordinary degree of information security and is a significant advance over using annotation tools that create solid masks.	- Redactions are stored a layer on top of the record, meaning that redacted information is still accessible to those with appropriate security rights while restricted for unauthorized users. Since a redaction is a layer applied when the image is rendered, the original record remains unaltered. - □ Redactions can be applied to any location on an image to hide sensitive material from unauthorized users. - □ By default, redactions are linked to OCR'd text, if it exists, to ensure that the redacted content can neither be seen nor found by searching. - □ Redactions can have security applied to determine who can move, resize, remove, and see through the redaction. - □ Redactions can be applied automatically using the batch processing solution Laserfiche Quick Fields. - o Automatic redactions can be placed on a certain area of the page or set

				- To maximize document security, users can choose to redact the original document or take advantage of a variety of flexible classification schemes to grant specified users access to the original document while allowing others to view only redacted copies. Although an individual index value, such as drawer or document type, may be changed to identify redacted documents, other index values are preserved, ensuring that application integration based on those values remains unaffected. - Workflow leverages the power of redaction by allowing the configuration of workflow queues in which only authorized personnel (such as a security, privacy, or information officer) can appropriately redact specific documents before allowing others to access them.	to hide a certain pattern of characters, such as a social security number. - ☐ Redactions can be applied using a black or a white fill. - ☐ Redactions can be permanently applied to documents exported or printed from Laserfiche to ensure the information stays hidden.
Business Need: Architecture					
	Question No. 54	The state may use multiple hosting architectures for deployment. The solution is expected to support multiple architectures: multi-tenant on premise deployment by a central service agency (PREM-Multi), single-tenant on premise deployment by each purchaser (PREM-Single). Some	- OpenText supports cloud, on premise and hybrid solutions - Multiple tenants can reside with one instance of the application using the folder and permissions to protect their data from other users - In addition, the state can employ individual instances for the agencies if desired - Hybrid solutions address both having the OTCS run in the cloud while accessing application on premise, and having OTCS on premise and the storage in the cloud	- On Premise Multi-Tenant Deployment via a central state data center - Perceptive Content 7 introduced the concept of Departmental Administration. This functionality allows the state to implement independent solutions for any number of state agencies, assign client license counts to each solution, independently manage users and groups along with their associated security permissions, etc. The goal is to provide insulated multi-tenant functionality on the strong foundation that Perceptive Content offers.	- ☐ On premise multi-tenant deployment via a central state data center - Laserfiche Rio is designed specifically for on premise multi-tenant deployment via a central data center. The licensing model provides the ability to deploy an unlimited number of application servers and repositories that can be provisioned and managed centrally. Administration at the server or repository level can be designated as desired so consumers can have as much (or as little) autonomy as desired under the state's preferred model.

	purchasers may choose Cloud/Hybrid deployments to provide access to targeted content. The following requirements and questions are specific to the product support for multiple architectures. Describe the solution's architecture to provide security, performance, scalability, and availability for each scenario below: • On premise multi-tenant deployment via a central state data center. • On premise single-tenant deployment by each agency via its own environment • Hybrid (on-premise/cloud) deployment for both scenarios 1 &2 (both multi-tenant and single tenant) • Public or private cloud using	- OpenText offers a Cloud deployment option to its customers known as Managed Private Cloud (MPC) – this program offers clients an option to deploy their OpenText software in the Private OpenText Cloud and enjoy the benefit of expert administration of the OpenText environment - The MPC service includes both the infrastructural elements (servers, networking, security) as well as the infrastructure administration tasks (monitoring, tuning, patching, upgrades to core software, and backup) needed to support an Enterprise application - With the combination of infrastructure and administration, OpenText is able to offer MPC customers a Service Level Agreement (SLA) based on the application availability as opposed to hardware availability offered by other hosting vendors - Each Managed Hosted Service client is deployed in a single instance fashion - The single instance deployment allows for maximum flexibility for integrations with other systems, customizations, and scheduling of maintenance activities - The single instance deployment also provides an extra layer of security by establishing clear segregation between client deployments	- From a platform perspective, Perceptive Content uses AES encryption for internal communications (client to server, server to agent, etc.) and can be configured to use SSL when communicating with a third party system such as an LDAP or email server. Native encryption technologies of the hosting platform can be used to encrypt data at rest such as SQL Server Native Encryption/TDE, Bit Locker, or Vormetric devices just to name a few. - The Perceptive Content platform is built to be modular and provide significant flexibility in deployment options. The Core Perceptive Content Server can be implemented in an Active-Active configuration where up to 3 servers manage interaction with Clients, Agents, and each other behind a Network Load Balance device. Background processing agents such as Recognition Agent, which provides Optical Character Recognition functionality, can be deployed on a "Remote Agent" server which allows a customer to segregate high CPU/RAM load processes away from the components of the solution that directly interact with end users ensuring optimal performance even under peak load. These agents can also be deployed with multiple instances to increase the bandwidth of processing throughput for that component of the solution. All of this flexibility allows Perceptive Software to work very effectively with	- ☐ On Premise Single-Tenant Deployment by each agency via its own environment. With Laserfiche Rio, separate agencies or business units are able to deploy and host their own instances of Laserfiche while benefiting from the group purchasing power of the entire state. Because Laserfiche Rio provides the ability to deploy an unlimited number of application servers and repositories, individual agencies can be granted control over their own environments and topologies. - ☐ Hybrid (On-Premise/Cloud) Deployment for both scenarios 1 & 2 (both multi-tenant and single tenant) - Laserfiche Cloud offers a hybrid approach to Enterprise Content Management with infrastructure hosted in the cloud and client side applications (like advanced capture tools) installed locally. Laserfiche Cloud offers shared service (multi-tenant) and departmental (single-tenant) solutions. - ☐ Public or private cloud using Infrastructure-as-a-Service - Laserfiche Cloud utilizes Amazon Web Services to provide Infrastructure-as-a-Service and takes advantage of replication across territories within a region for all customers. Customers seeking a private cloud service can subscribe to a service level that allocates dedicated virtual environments (infrastructure) for their specific instance of Laserfiche.

		infrastructure-as-a-service		the State to identify the best implementation plan specific to the current and future needs of the State ensuring optimal performance, strong security, high availability, and a comprehensive disaster recovery plan.	
				- ☐ On Premise Single-Tenant Deployment by each agency via its own environment. - Perceptive Software solutions are designed to support scalability, high performance, high availability, and security both through architecture and their integration with high-availability technologies from other manufacturers.	
				- Scalability and High Performance - Our solutions easily scale to meet additional user and document volume demands. Designed to efficiently support deployments ranging from small to expansive, our software has been proven to provide the same sub-second browsing and retrieval performance whether the user base is located in a single building or scattered across offices worldwide; whether there are hundreds or trillions of documents in the object store; and whether there are dozens or thousands of users accessing the system. The scalability and high performance inherent to our solutions are the result of a number of key product design attributes:	
				- 1. Multi-Threaded Server: Perceptive Software solutions use a multi-threaded server model to handle large volumes of	

				requests while scaling efficiently. Using this approach, our solutions track multiple users and their requests as threads with separate identities, enabling our software to address an unlimited number of requests at the same time and to track the status of work for each thread until the work finishes.	
				- 2. Multi-Processing Server: Perceptive Content Server is multi-processing, automatically distributing its load evenly to all CPUs available to the operating system.	
				- 3. N-Tier Architecture: Our solutions are designed to place processes where they are best handled, at the client, business or data tier. This architecture ensures, for example, that all database transactions are managed and executed through Perceptive Content Server, eliminating both the performance and security issues of direct client-side database connectivity.	
				- 4. Remotability: Perceptive Content Server agents and companion products are remotable, meaning they can be installed independently on other servers. This enhances scalability by providing additional processing power and protects processing capacity on Perceptive Content Server. For example, the database can be loaded on one server, Perceptive Content Server on another server, and the supporting agents on one or more additional servers.	

				- 5. Distributed Capture: The ability to capture data from any number of high-, medium- and low-volume scanners distributed throughout the enterprise, while simultaneously managing the import of object data from multiple electronic sources such as a fax server, eliminates bottlenecks. For example, a centralized capture solution forces all data to flow through a single process on its way to being a complete transaction. Instead, the ability to distribute each step of the capture process (capture, quality assurance, indexing) across the entire Perceptive Software solution user base allows for maximum resource utilization for minimal cost. Support for background batch uploading streamlines the user experience. In addition to uploading batches immediately to Perceptive Content Server at scan time, users can configure background uploading of batches on a scheduled basis, temporarily storing batches locally on the client and uploading them in the background at a specified time. - 6. Distributed Object Storage: Perceptive Software solutions support scalability through the ability to distribute the storage of object data across any number of file systems and a variety of platforms. This distribution allows a storage subsystem to be optimized around patterns of usage. For example, frequently accessed data can be placed in one online file system, while less	

				frequently accessed data can be placed in near-line storage. 7. 64-Bit Support: With the option to install Perceptive Content Server in a 64-bit Windows environment, our solutions offer improved performance and additional memory capacity.	
				- Because Perceptive Software designs its solutions to be configurable and expandable by customers themselves, and because the Perceptive Software implementation process includes analysis steps to properly size Perceptive Content Server and estimate storage needs for each customer, scaling our solution is often as simple as purchasing additional licenses to accommodate new users.	
				- Customer Examples and Metrics- Peak number of concurrent users on a single Perceptive Content Server — 4,000 Peak number of retrievals per hour — approximately 100,000 Peak number of document transactions per a five-minute interval without any degradation in user response times — approximately 15,000 Peak number of documents captured per day — many of our clients bring in more than 1 million images daily for 7-21 day periods during peak or transition periods Peak number of documents stored in the ECM repository — 350 million with the help of retention policies to manage this number	
				- High Availability - High availability is the result of many factors,	

				including system administration practices, backup strategy, disk and volume management, network design, client management, availability-enhancing services and applications, failover and replication systems, and disaster recovery plans. - Perceptive Software solutions support high availability with an architecture that offers: - Flexible and Redundant Electronic Object Storage Model: Our solutions provide the ability to write object data to multiple storage volumes simultaneously. Storage locations can be configured to be on the same server or on an external file system located anywhere on your LAN or WAN. Furthermore, such storage volumes can be of different types, such as one file system on a local magnetic storage device with a mirrored duplicate located on a SAN in an offsite, secure location. - Flexible and Redundant Metadata Repository: Using an SQL server backend such as Oracle 11g/12c or Microsoft SQL Server 2008 R2, 2012 or 2014, you may be able to take advantage of those products' clustering capabilities to create a real-time, redundant metadata repository on another server instance. Flexible and Powerful Server Script Controls: Perceptive Software solutions provide the ability to control server processing via scripting, allowing system	

				administrators to pause, stop and start all services and processes at will and providing maximum flexibility to work object and metadata into your corporate backup and redundancy standard operating procedures.
-	Failover Clustering: Perceptive Content Server can be clustered in an active-active cluster, supporting seamless failover with minimal impact on end users and distribution of workload across servers.
-	☐ Hybrid (On-Premise/Cloud) Deployment for both scenarios 1 & 2 (both multi-tenant and single tenant) -- Typically the application servers that make up each cloud customer's unique configuration run in "isolated tenancy" at the VM layer so as to provide a secure, dedicated environment that's logically insulated from other customers on the platform. This deployment method entails complete segregation of application servers, database schemas and customer data.
-	Depending on the desired functionality, some products do have the ability to run in a multi-tenant solution configuration within this deployment architecture. With respect to hybrid deployments, Perceptive Content solutions can be deployed both on-premises and in the cloud. This allows agencies to select the deployment method that best fits their needs. Note: hosting some components of a solution in the cloud and some on-

				premises is typically not recommended within a single solution.
				- ☐ Public or private cloud using Infrastructure-as-a-Service - Response: Perceptive Software offers a SOC II compliant Software as a Service (SaaS) deployment through state-of-the-art data centers designed for both high performance and exceptional reliability. The data centers bring together a combination of industry-standard network, architecture and security features that perform with the consistency your business requirements demand.
				- Architecture –
				- ☐ State-of-the-art server infrastructure using industry-standard components and architecture
				- ☐ Virtually unlimited scalability, raw processing power and 99.9 percent platform availability with network redundancy and failover architecture
				- ☐ Fiber via multiple underground entrances to ensure reliable connectivity
				- ☐ High-capacity storage area networks (SANs) supporting a virtually unlimited amount of scalable capacity
				- ☐ Daily backups stored in secure off-site facilities
				- High Availability - Perceptive Software Platform Services provides an environment that supports high availability for each customer's applications. First, the applications that

| | | | | make up each customer's unique configuration run within a "virtual machine" layer to provide a secure, dedicated environment that's unaffected by other customer demands. Second, the physical layer is implemented with n+1 redundancy, a proven configuration that allows the overall environment to continue to run even in the unlikely event of a physical host failure. The applications running on the failed host would be restarted on another host with minimal downtime.
- Environmental Control and Monitoring - The Perceptive Software Platform Services environment offers full logical and physical security for equipment, data and connectivity to ensure reliable, on-demand content delivery.
- ☐ All facility infrastructure components and services are monitored 24 x 7, including power, temperature, and humidity, and alerts are provided to NOC staff in the event of threshold breaches.
- ☐ Redundant computer room air conditioning (CRAC) units regulate temperature, humidity and forced air cooling in the server rooms, and are maintained and tested monthly.
- ☐ The temperature control system employs hot and cold aisles for efficient cooling.
- ☐ Systems maintain server room humidity at an average of 53% (range: | |

				49%-57%) and temperature at an average of 72 degrees Fahrenheit (range: 68-78 degrees). - ☐ Eighteen-inch raised floors facilitate effective air handling and provide clearance, protection and monitoring of power and data circuits. - ☐ The facilities' cooling equipment and capacity have been engineered to support dense server deployments including blade server configurations. - Comprehensive Security - The Platform Services program is managed by a team of full-time, professional data center personnel and communications infrastructure engineers. This team manages the physical, electronic and application security layers, which include the following measures: - ☐ Electronic Security – - o All network infrastructure components and services such as routing, switching and bandwidth monitored 24 x 7, with certified network engineers available constantly, day or night - o Monitored intrusion detection for all network connections - o Monitored internal communications network —all routers, networks - ☐ Application Security – - o 128-bit AES encryption between server and viewers - ☐ Physical Security – - o Locked and secured data centers	

				- o Logging of entry and exit activities on redundant systems - o Two-factor authentication, including biometric components, controls access to the NOC, and the computer, utility, and power rooms - o Customer equipment secured in fully enclosed CPU racks in locked cabinets and cages - o Control of cage and cabinet keys maintained by datacenter personnel at all times - o Digital video surveillance inside and out, backed up to tapes with 14-day retention - o Facilities monitored 24 x 7	
	Question No. 55	How does the solution support the deployment, administration, and use of a hybrid environment where the purchaser controls which files are stored and accessed on-premise and which are stored and accessed on public or private cloud infrastructure of the purchaser's choice	- OpenText Archive Server supports using multiple storage devices for both on premise storage and cloud based storage. - The physical location is addressed by business rules the state writes - OpenText Archive Server will address all of your archiving requirements - The primary benefit is flexible storage – customers can leverage their existing storage devices and any they select in the future - The OpenText Archive Server gateway has connectors for all the leading storage vendors, exposes device-specific capabilities such as unalterable storage, and provides migration capabilities if/when new devices are brought online	- Solutions wherein stored content is segregated based on type between the Perceptive Software cloud and customer premises/private third party cloud can be achieved by storing data with on-premises requirements inside the existing customer ERP or other core system while uploading other content into the Perceptive Content system in the cloud. Our non-programmatic integration and search technology can establish an access framework which will make both content stores readily available to end users. - Note, data stored within the Perceptive Content suite itself is generally maintained exclusively in the Perceptive cloud	- Laserfiche Rio gives customers complete control over their entire system topology, allowing for a hybrid cloud deployment if desired. The system provides the ability to deploy an unlimited number of application servers and repositories. Customers that manage their own infrastructure and cloud environments can deploy Laserfiche systems across their environments as desired. - Laserfiche Cloud offers Laserfiche software solutions as a service as opposed to software licenses that are purchased. There is no limit to the way customers can mix and match the deployment of Laserfiche software and Laserfiche Cloud services to meet their specific business requirements.

			- Administrator interfaces will allow control over which data is stored on which device – for example, you could specify that the most recent versions of documents should be kept on fast disk, while all older versions are automatically transferred to slower cheaper media or the cloud; you could also specify that all documents assigned to a particular classification in the file plan are stored on unalterable (WORM or virtual-WORM) devices, while other documents are kept on traditional read/write media		
	Question No. 56	Describe how well the solution is architected to support resiliency through mirroring with remote hot sites to accommodate disaster recovery? The state prefers solutions with built-in capabilities to support resiliency through alternate sites that require minimal system administration and software licensing cost impacts.	- OTCSS supports mirroring with remote sites - There is no licensing impact because licensing is based on named users - OTCS supports clustering - OpenText Content Server Suite provides massive scalability and availability for OpenText Content Server systems - The OpenText Content Server Cluster Architecture (CSCA) is an approach to deploying OpenText Content Server in enterprisewide or mission-critical environments - Delivers several important benefits including scalability, cost effective high availability, and maintainability - The CSCA balances the load of incoming network requests and protects critical information services through monitoring, restarting, failing over, and recovering all critical components	- Perceptive Software solutions are compatible with your choice of third-party backup tools and have their own data redundancy options to support your disaster recovery plan. With OSM mirroring, Perceptive Software solutions can be configured to mirror the object repository to a local or remote file system in real time. Creating such duplicate object storage structures, with the option of distributing them to multiple physical sites, allows you to create real-time, duplicate OSMs that support mission critical objectives. Furthermore, such storage volumes can be of different types, such as one file system on a local magnetic storage device with a mirrored duplicate located on a SAN in an offsite, secure location. - While Perceptive Software is not responsible for a customer's disaster recovery plan or its execution, the	- Any number of Laserfiche environments can be set up for no extra licensing cost, for purposes such as testing and disaster recovery. With an environment set up at a disaster recovery site, the State's existing mechanisms for replicating from primary to secondary sites and failover can be used. - In a hosted environment, Laserfiche Cloud is architected for data replication across multiple territories within a hosting region for high availability.

| | | | | - Large corporations across such industries as telecommunications, finance, publishing, government, retail, utilities and manufacturing require high availability and performance for their OpenText Content Server systems, data, and applications
- The CSCA keeps intranet operations highly available by providing automatic failure detection, eliminating all single points of failure
- OpenText Content Server's Web-based architecture is three-tiered and modular to provide organizations with the highest level of scalability, extensibility, openness and security
- OpenText Content Server requires interaction with a web browser, such as Netscape Navigator, Netscape Communicator and/or Microsoft Internet Information Server; and a relational database such as Oracle, Sybase, or Microsoft SQL Server
- It operates on several major platforms, including Microsoft NT, Sun Solaris, and HP/UX
- Monolithic Architecture – simplest approach, which is typically used in small organizations or for development machines
- OTCS Web server and Admin server are installed on the same physical/logical* machine as the database server; this will support internal storage of files in the database, or external storage – where files are | planning phase of every project includes discussion of a customer's high-availability and disaster recovery objectives, providing a basis for customer action to build the appropriate infrastructure before our solution is deployed. Please discuss specific disaster recovery questions with your account executive, Michael Blaszak, and refer to the attached Four Ways ECM Technology Can Support Your Disaster Recovery Strategy white paper for more information. | |

| | | | stored externally from the database on a separate drive/disk on the same machine or on a separate machine or device (SAN)
 - Dual-Server Architecture – the second configuration is called a dual-server architecture, where the OTCS Web server and Admin server are deployed on one machine, and the database server is deployed on a separate physical/logical machine; the main advantage here is the increase in configuration options available to both servers
 - Tri-Server Architecture – the third configuration is called a tri-server architecture, where the OTCS Web server and OTCS Admin server are split up and deployed on separate physical machines; the OTCS Admin server will handle all of the search and indexing; the OTCS Web server will handle all of the traffic to and from the user community
 - Cluster Architecture – the fourth configuration is the OTCS Cluster Architecture; this architecture has multiple OTCS instances installed accessing the same database and optional external file store; a load balancer directs requests to the most "available" OTCS Web server; OTCS Cluster Architecture is basically a Web farm deployment
 - | | |

Question No. 57	Describe the solution's tolerance for failures/outages in critical hardware or software system components.	- Open Text Content Suite (OTCS) provides massive scalability and availability for OpenText Content Server systems - The OpenText Content Server Cluster Architecture (CSCA) is an approach to deploying OpenText Content Server in enterprisewide or mission-critical environments - It delivers several important network requests and protects critical information services through monitoring, restarting, failing over, and recovering all critical components - Large corporations across such industries as telecommunications, finance, publishing, government, retail, utilities, and manufacturing require high availability and performance for their OpenText Content Server systems, data, and applications - The CSCA keeps intranet operations highly available by providing automatic failure detection, eliminating all single points of failure - OpenText Content Server's web-based architecture is three-tiered and modular to provide organizations with the highest level of scalability, extensibility, openness, and security - Open Text Content Server requires interaction with a web browser, such as Netscape Navigator, Netscape Communicator and/or Microsoft Internet Explorer; a web server, either Netscape Enterprise Server or	- Perceptive Software solutions are cluster-ready on all platforms. When configured as a cluster, Perceptive Software's server, agents, database and Object Storage Manager (OSM) run the same as they do in a non-clustered system, but under control of third-party cluster software that manages a failover, if necessary. Such a configuration includes two Perceptive Content Server nodes, an active database server cluster, and shared SAN or NAS storage containing the OSM, database files and essential server directories. - Active-Active - Perceptive Software solutions offer an active-active application server node configuration that provides the ability to set up two or more companion servers to run simultaneously for increased workload distribution. Perceptive Content Server can be installed and configured as active-active with services installed on a single-server instance. The database, OSM and shared files reside as separate services. An active-active server environment has at least two active instances running at the same time, a primary instance and a secondary instance; however, each instance of Perceptive Content Server runs independently of the other. - The active-active configuration offers better utilization of failover hardware by automatically allocating resources to active node(s) without requiring the server on secondary nodes to be started,	- The Laserfiche environment can be configured to tolerate failure in a number of ways: - ☐ The Laserfiche system supports virtualization, including fault-tolerant virtual environments – such as VMWare ESXi – that provide the ability to tolerate the failure of multiple nodes in the environment while maintaining service. - ☐ The Laserfiche Server can be set up in an active/passive failover cluster for fault tolerance and increased uptime. Additionally, the Server is supported by a database and fileserver, which can use the State's existing mechanisms for failover or other fault tolerance. - ☐ The web-based client for Laserfiche runs in IIS, which can use Microsoft or F5 network load balancing or hardware-based load balancers to support fault tolerance.

| | | | Microsoft Internet Information Server; and a relational database such as Oracle, Sybase, or Microsoft SQL Server
- It operates on several major platforms, including Microsoft NT, Sun Solaris, and HP/UX
- Monolithic Architecture – simplest approach, which is typically used in small organizations or for development machines
- OTCS Web server and Admin server are installed on the same physical/logical* machine as the database server; this will support internal storage of files in the database, or external storage – where files are stored externally from the database on a separate drive/disk on the same machine or on a separate machine or device (SAN)
- Dual-Server Architecture – the second configuration is called a dual-server architecture, where the OTCS Web server and Admin server are deployed on one machine, and the database server is deployed on a separate physical/logical machine; the main advantage here is the increase in configuration options available to both servers
- Tri-Server Architecture – the third configuration is called a tri-server architecture, where the OTCS Web server and OTCS Admin server are split up and deployed on separate | which reduces impact to end users in the rare case of a server failure. In the event of a failure, the change from one server instance to another is almost unrecognizable to the end user, and once the failed server is restored, it can seamlessly resume services. Please note that the active-active server configuration must be deployed in the architecture behind a third-party load balancer.
- Active-active environments also allow for easier machine maintenance as individual servers are taken offline to perform routine maintenance without affecting users. When one server is taken offline, the remaining servers in the system handle the user load.
- WebNow and Clustering - WebNow can be configured with Network Load Balancing (NLB) clustering to enhance both scalability and availability. WebNow NLB clustering includes session affinity or "sticky sessions" to ensure the integrity of open files for each user session. | |

			physical machines; the OTCS Admin server will handle all of the search and indexing; the OTCS Web server will handle all of the traffic to and from the user community - Cluster Architecture – the fourth configuration is the OTCS Cluster Architecture; this architecture has multiple OTCS instances installed accessing the same database and optional external file store; a load balancer directs requests to the most "available" OTCS Web server; OTCS Cluster Architecture is basically a Web farm deployment		
	Question No. 58	Describe in detail how the solution is optimized for good user performance from remote offices located across the state and for mobile users (e.g. compression, packet management, caching, storage optimization, in-memory processing, load balancing, etc.)	- Clustering with multiple servers addresses performance - To address remote sites OTCS uses OpenText Remote Cache - Remote Cache is a distributed document-caching solution for remote sites (sites that are physically separated from the main OTCS server) that have a low bandwidth connection to your organization's primary site (main location). It uses a Remote Cache Server, installed at each remote site, to store local copies of documents that are managed by your organization's primary OTCS Server (the OTCS server at the primary site) - Periodically, each Remote Cache server synchronizes its cache with the primary OTCS server to ensure that its content and permissions data is up-to-date; giving remote users faster access	- Any Perceptive Content client anywhere in the world can communicate with any Perceptive Content Server via your LAN, WAN, intranet or extranet, or the Internet itself. The method you choose is entirely dependent upon the State's security policy and network configuration. - Perceptive Content Client can access Perceptive Content Server through a VPN or a remote connection through a firewall, if properly configured. Users can securely access the system from anywhere, via the WebNow browser client or Perceptive Content Client, as long as they have an IP route to Perceptive - Content Server. WebNow can access Perceptive Content Server by placing the WebNow application server outside the company's firewall or configuring the	- Laserfiche is used by numerous globally-distributed organizations, and includes a variety of tools and options to ensure high performance in distributed user scenarios. - Laserfiche web and mobile clients are optimized for web-based communication, with functionality such as the following: - ☐ Images are compressed to PNG from their native TIFF format. - ☐ Communication is optimized to limit the requests being made in order to show users the information they need. - ☐ Laserfiche Web Accelerator caches documents for faster access times. Other elements of performance in a distributed environment include the following: - ☐ The web-based client for Laserfiche runs in IIS, which can use Microsoft network load balancing or hardware-based load balancers.

| | | | | to current information in the OTCS database, while still adhering to your OTCS system's permissions model
- Each remote cache server intelligently monitors requests from its users
- If a user at a particular remote site requests a document that is already cached by the remote cache server, that remote cache server satisfies the request locally
- If the document is not available, the remote cache server downloads it from the OTCS server, and then caches it so that it can also satisfy any subsequent requests locally
- Remote Cache works for document uploads as well as downloads
- Whenever remote user adds a document or document version, remote cache forwards the new document or version to OTCS, so that the change is synchronized with the primary OTCS server | firewall via port settings to allow access to the application server. To ensure security, accessing Perceptive Content Server through the full client requires a valid user name and password. WebNow access can be restricted to named-user log-in or configured to allow anonymous access.
- Additionally, Perceptive Mobile and Perceptive Interact for Microsoft Outlook clients can access Perceptive Content Server through a VPN or a remote connection through a firewall, if properly configured to allow for an IP route to the server supporting the Perceptive Integration Server connection to Perceptive Content Server. Although document retrieval response times will vary, depending on a number of factors not related to our solutions, including network topology, connection speeds and storage media employed, users generally experience sub-second document retrieval, eliminating the need for caching. This is because our software streams all of its client and server communications and object data via TCP/IP using its unique Tri-State Intelligent Sockets protocol (TSIS). TSIS is engineered to streamline processing between the Perceptive Content Client pool and Perceptive Content Server to support sub-second image retrieval and sub-second responses to client functions. | - ☐ An unlimited number of Laserfiche systems can be implemented, so each office/organization can have its own local system.
- ☐ Even if connecting to a central content repository, remote offices can have their own local installations of the web client server and Laserfiche Web Accelerator for improved performance. |

				- Perceptive Software's testing of our TSIS protocol included more than 500 Perceptive Content Client users constantly performing random, repeated server function calls, stress testing network connections and Perceptive Content Server's ability to service client requests in volumes beyond what would ever be experienced in the real world. Testing results showed that client functions operated normally and maintained sub-second image retrieval while Perceptive Content Server continued to service new login requests with absolutely no delays — the 500th login to the server is just as efficient as the first login. - Some examples that prove our solutions' high performance in environments with remote offices include: > Standard & Poor's, the financial rating company, uses its Perceptive Software solution to scan financial data in London, and then their analysts access the images via the viewer from all over the world, all against a Sun server in Denver. > Asante Health System uses its Perceptive Software solution to scan and retrieve a total of 84,000 documents per month across two hospitals and nine outpatient ancillaries. > First American Real Estate uses its Perceptive Software solution to perform remote data entry. Headquartered in California, First American uses its solution to scan in invoices in Anaheim. Coders put GL	

117

				codes on invoices as annotations and send the invoices to workflow queues, where processors in India perform data entry from the invoices into their Oracle system. The next day, the invoices are routed back to California for managers to review and approve.	
	Question No. 59	What is the solution's ability to reduce storage costs (e.g. de-duplication, data compression, or any other type of content footprint reduction technology?	- OTCS supports both compression of data at rest and single instance archiving (de-duplication) - Both of these address reducing storage requirements - OTCS can leverage your current investment in storage technology moving less used content to lower cost storage platforms automatically - OTCS manages the full lifecycle of content with the ability to defensibly dispose of content that has reached end-of-life	- Perceptive Software solutions support the State's intention to reduce storage costs. First, our solutions can use a variety of storage technologies, including RAID, Server Attached Storage, Storage Area Network (SAN), Network Attached Storage (NAS), optical jukebox, WORM drives and hierarchical storage management (HSM); provided that that technology is based upon standard disk-based file storage and supports UNC file paths. In addition, our software supports the ability to archive objects to third-party storage solutions, such as EMC Centera, and can be used with third-party backup software and hardware for secure offline backup. - Captured documents and files are stored in the Object Storage Manager (OSM). The OSM is a series of directories and subdirectories containing documents within a variety of online, nearline and offline storage options. Metadata for each document are stored in the solution's database. Metadata includes the unique document identification number, capture/linking/modification history, file properties, workflow history and status, document indexes, user	- Within the Laserfiche system, a number of approaches to reducing storage costs are available, and can be used individually or in conjunction to maintain an effective yet low-profile system. - ☐ Data compression settings are available when scanning documents from paper or when converting an electronic document to an image file to reduce the file size. - ☐ De-duplication settings combined with Laserfiche's automation tools can enforce a standardized naming and filing policy. With this consistency, duplicate documents can be flagged and an alert can be sent. - ☐ Multiple pointers to a single document can be used to create multiple views to single copies of records to eliminate or reduce the need to manage separate copies of files for different business cases. - ☐ Moving older or less-frequently accessed content to secondary volumes or less costly storage devices can leave more space on faster devices for newer content that is accessed more frequently, which will reduce storage costs.

				privileges and the path locations for associated documents.	
				- Perceptive Content Server manages interaction with the OSM based on the encrypted paths associated with document metadata in the database.	
				- By storing documents in the OSM and metadata in the database, our solutions significantly reduce database storage requirements, maximize performance and enhance security. This configuration also provides flexibility both in placing the OSM in an optimum location and selecting a storage technology.	
				- Our solutions also support a wide range of storage configurations, including disks with compression enabled by some operating systems Perceptive Content Server runs under. If compressed storage at the OS or hardware level is a priority for your organization, an implementation specialist can assist you in selecting OS or device-level compression technologies to ensure that maximum system performance is maintained.	
				- With our indexing capabilities, you can eliminate the added costs of duplicate records as well. If a user scans or imports a document and assigns it the same index values as an existing document in the object store, Perceptive Software solutions will alert the user that a duplicate record already exists and will allow them to discard the document and replace it with a new one.	

				- Finally, to help estimate your storage needs, Perceptive Software has developed a server sizing application. Before implementation of the system at a customer site begins, Perceptive Software Professional Services personnel lead a technical call and provide written, customized hardware recommendations, including projected document storage requirements calculated through the use of the server sizing application. These steps ensure that appropriate hardware is planned for and ready to use when installation begins.	
	Question No. 60	Describe the application development tools, programming languages and APIs that enable the purchasers to develop and customize their ECM applications, or other alternatives that provide for enhanced features or capabilities. Application Programming interface (API) Support: Describe the specific APIs that you support. Does the solution support .NET API, Java API, and/or any web services APIs? Service Oriented Architecture Interface (SOA) Support:	- OTCS supports industry and Web standards such as SQL, LDAP, HTTP(S), TCP/IP, HTML, HTML5, XML, SMTP ODMA, PDF, ActiveX, Java, WebDAV, J2EE, .NET, and web services standards such as SOAP and WSDL - OpenText supports the Java standard governing content repository access called Java Specification Request (JSR) 170 and its newer version JSR 283 - OpenText delivers a CMIS connector to work with several other content management vendors on the developing Content Management Interoperability Services (CMIS) standard: https://www.oasis-open.org/committees/tc_home.php?wg_abbrev=cmis - You can read more about CMIS in press release:	- Rather than requiring programmatic customization, Perceptive Software solutions are designed to be quickly and easily configured to accommodate a wide range of business processes. For example, a standard set of powerful capture features and flexible workflow options allow on-site customization of the product to meet specific customer needs without programming. Such customizations can be performed as part of a standard solution implementation and by customers themselves after completing training. - In addition to non-programmatically customizing the Perceptive Software solution for their unique environment, customers can programmatically customize, or extend, the solution in a variety of ways to accommodate their existing and future business processes. Extension methods include Perceptive	- ☐ API Support The Laserfiche SDK made available to clients is the same programming interface the Laserfiche Development team uses for all client-side application development, which means it offers comprehensive functionality, is thoroughly tested, and includes comprehensive documentation. It also includes .NET and Java libraries. - ☐ Web Services Support Laserfiche makes it straightforward for integrators to connect to the Laserfiche system with a web service, as well as to call into Laserfiche Workflow web services to launch workflows and business processes. - ☐ Industry Standards Support Laserfiche is designed so that customers and integrators have the flexibility to customize their implementations. The APIs sold to customers as the Laserfiche SDK are the same set of APIs used internally to create the software,

| | | Describe how the solution supports Web services or service-oriented architecture (SOA). If this is planned for a future release, provide a timeframe for availability. Describe how the solution supports the following industry standards:
  - JSR 170/JSR 283/ JSR 286 (Java)
  - CMIS
  - XACML
  - WEBDAV
  - HTML 5
  - Open Standards
- The state prefers solutions built using open standards. | http://www.opentext.com/2/global/press-release-details.html?id=2099 | iScript, a JavaScript-based programming language for automating database/data file interactivity, data validation, workflow routing, notification, administration, and user and queue modification; VBScript, for extending LearnMode indexing capabilities; web services via Perceptive Message Agent and Perceptive Integration Server, which make selected functionality accessible to third-party applications, and Perceptive Envoy, which allows the solution to initiate interaction with external applications and platforms; and eForms, Perceptive Software's exclusive feature, which uses industry-standard HTML, XML, XSL and CSS HTML-based technologies to create forms that accompany documents.
- More advanced customizations, using such programmatic methods, might include configuring the solution to automatically index documents from database lookups, export documents that reach a particular workflow queue, or parse EDI feeds to generate and index individual documents. A Perceptive Software technical consultant works with customers, either before or after implementation, to determine scope, cost, and effort for these and other advanced customizations
- Application Programming Interface (API) Support: Describe the specific APIs that you support. | guaranteeing transparency and accessibility. WebDAV and HTML5 are specifically supported. |

				- Does the solution support .NET API, Java API, and/or any Web services APIs. -- Yes. When programmatic integration is needed, Perceptive Software solutions provide APIs based on COM, URL API integration and web services. It is also capable of creating COM calls to other applications for specialized functions. - > API Desktop Integration: Our solutions can be accessed programmatically by placing a button orhyperlink directly in screens or forms of existing applications. All major functions are accessible via COM, so API calls to our solution can be made from applications developed in Visual Basic, C++ and other languages. - > WebNow URL API: Through its built-in URL API functionality, WebNow, the browser-based thin client, provides yet another option for programmatic integration. WebNow allows documents stored within the repository to be searched and displayed based on a dynamically generated URL created by any business application that can be configured to launch a browser. This URL API integration feature also allows you to leverage views and display a particular workflow queue within WebNow, all via a URL placed within any application capable of launching a browser. The URL API integration capabilities also allow the retrieval and display of folders, tasks and ERM reports. In fact, the WebNow URL API	

| | | | | facilitates the capture of documents via WebNow. For example, a button can be placed within any application capable of launching a browser. That button, once clicked by a user with the appropriate privileges, could prompt the generation of a URL to open the capture screen of WebNow and automatically pre-populate the index fields with values from the business application. The user could then simply drag and drop the relevant document into the capture screen and click the 'Create Document' button to store and index the document within the repository, according to the values pre-populated from your business application. | |
| | | | | - > Server-Side Integration: Perceptive Message Agent provides a middle-tier interface to our system using web services standards (SOAP, WSDL, XML) to incorporate mission-critical functionality into your application, portal or desktop environment. This enables users to be more effective without having to learn a new interface or technology. It provides the capability to store, search, move, copy, delete, be notified of new documents in our solutions and access workflow functionality. In addition, Perceptive Envoy enables the initiation of outbound web service requests to remote applications and systems. Authorized users can easily create and configure these services through the use of a user-friendly GUI, which allows our | |

				software to create and modify business transactions and other related data within these third-party systems, as well as retrieve data for updating documents or for display within an eForm. All of these outbound transactions can then be invoked within a workflow process or an eForm. This allows our solutions to integrate with external business processes and solutions in a much tighter manner. - Perceptive Integration Server makes content and functionality available to third-party applications by enabling external customer applications that are coded in standard development languages, such as Java, C++ or C#, and that are also compatible with HTTP web services, to send and receive data from Perceptive Content Server. Integration Server is a middle-tier web service that provides communication over a network between our software and third-party applications. The architecture supports asynchronous and synchronous communications using standard XML and JSON Representational state transfer (REST) message formats via HTTP or HTTPS. Integration Server is multi-threaded, which allows for concurrent execution of multiple client requests. For secure client-to-server and server-to-client communication, Integration Server supports SSL. - > Outgoing COM: VBScript and Perceptive iScript, a scripting utility, can	

				make COM calls from our software to other applications, as well. iScript is used to automate various functions and can be used to update and retrieve information from external databases (directly via ODBC or at the API level), create foreign transaction records or trigger events in another application. For example, the viewer interface offers several user buttons that can be configured via a VBScript to place a COM call to an external application to retrieve a record related to a document being displayed in our solution. You could also create an iScript that sets a value in an external system's database table to indicate that a particular workflow step has been completed or a particular document has arrived. Users would then see this status indicated in their business application screens. - Interact Clients and Connectors - Perceptive Software provides a number of Interact clients that bring our functionality directly into the interface of third-party applications (e.g., Microsoft Office, SharePoint, Outlook, Dynamics AX, Dynamics CRM, Dynamics AX Enterprise Portal (IDEP), Salesforce, Google Apps). Additionally, Perceptive Connectors are available for sending and receiving HL7 messages from healthcare information systems, automating transactions in SAP and more. - Connectors are developed on the Perceptive Connect Runtime framework	

| | | | | which is built on open standards (e.g., Java, OSGi, HTTP Web Services, Software Development Kit) and provides a connection layer for any system, regardless of source, to integrate with the Perceptive platform. Through Connect Runtime, web services are triggered via HTTP and the platform supports JSON, XML, SOAP and Binary standards. Connect Runtime is configurable and offers built-in logging and metrics to gauge the performance of your connectors as well as support trouble shooting.

- Service Oriented Architecture (SOA) Support: Describe how the solution supports Web services or service-oriented architecture (SOA). If this is planned for a future release, provide a timeframe for availability - Perceptive Software solutions have a robust service-oriented architecture (SOA) built around web services in a platform/language-independent framework. Please refer to the above response for details.

- Describe how the solution supports the following industry standards: ☐ JSR 170 / JSR 283 / JSR 286 (Java) - At this time, Perceptive Software solutions do not support the JSR-170 or JSR-283 standard, nor does it have a JSR-170/283-compliant API, due to its restriction to the Java platform. For greater flexibility and universal interoperability, Perceptive Software's web service interfaces provide platform- | |

| | | | | independent APIs that conform to web services-based industry standards. Capable of using WSDL, SOAP, HTTP and XML, and by exposing common web services, Message Agent allows third-party business applications to communicate with our solutions via any development platform, not just Java. Integration Server makes content and functionality available to third-party applications by enabling external customer applications that are coded in standard development languages, such as Java, C++ or C#, and that are also compatible with HTTP web services, to send and receive data from Perceptive Content Server. Integration Server architecture supports asynchronous and synchronous communications using standard XML and JSON Representational state transfer (REST) message formats via HTTP or HTTPS. | |
| | | | | - Please note, Perceptive Software follows developments of the Association for Information and Image Management's iECM committee, an initiative targeted at many of the same goals as JSR-170, as well as groups across the broader enterprise content management and document management industry such as XML standards bodies and the WS-I Basic Profile (BP), a specification from the Web Services Interoperability industry consortium (WS-I). The iECM initiative is focused primarily upon SOA frameworks, and specifically exposing | |

| | | | | web services from ECM applications that conform to these standards, such as Perceptive Software solutions. However, we do support the JSR-286 standard. The State can create a JSR-286 compliant portal experience that seamlessly integrates with Perceptive Message Agent or Perceptive Integration Server. Both products are middle-tier web service interfaces that make content and selected functionality accessible to third-party applications.

- Based on standard protocols for web services, including XML, SOAP and WSDL, Message Agent provides robust inter-application integration capabilities, allowing organizations to incorporate our services directly into their existing enterprise systems, including customer service-centric web portals. This allows customers authenticated by your web portal to search, view and retrieve documents — and submit their own — via a web portal whose security structure and user interface is under your developers' full control.

- ☐ CMIS - Perceptive Software solutions have a robust service-oriented architecture (SOA) built around web services in a platform/language-independent framework. While Perceptive Software does not currently offer an in-bound CMIS interface, we do provide Perceptive Envoy — an advanced integration platform that enables our solution to initiate outbound | |

| | | | | web service requests to remote applications and systems. This allows our solution to create and modify business transactions and other related data within these third-party systems, as well as retrieve data from a CMIS provider for updating documents or for display within an eForm. All of these outbound transactions can be invoked within a Perceptive Workflow process or within an eForm. As a result, Envoy allows integration with external business processes and solutions in a much tighter manner. In addition, Perceptive Software is building support into our process and content management systems for an inbound interface based on the CMIS OASIS standard to seamlessly share data. No release date has been set. To further support application interoperability, Perceptive Software follows developments of the iECM committee of AIIM, as well as groups across the broader enterprise content management and document management industry such as XML standards bodies and the WS-I Basic Profile (BP), a specification from the Web Services Interoperability industry consortium (WS-I). | |
| - | | | | □ XACML - Perceptive Software process and content management solutions take advantage of many proven industry standards, including XML interface standards. In addition to providing the ability to store, display and | |

| | | | | output XML files, Perceptive Message Agent and Envoy form a middle tier within the architecture, using XML messages to make selected functionality accessible to third-party applications, or allow our solution to initiate interaction with external applications and platforms via web services. Additionally, Perceptive Integration Server is a middle-tier web service that provides communication over a network between Perceptive Software solutions and third-party applications, supporting asynchronous and synchronous communications using standard XML and JSON Representational state transfer (REST) message formats via HTTP or HTTPS. Perceptive eForms also utilize XML technology. | |
| | | | - | ☐ WEBDAV - The existing Perceptive Software platform provides users with simple and secure access to store, share, and manage documents and files from any location — capabilities in line with the key benefits organizations derive from standards such as WebDAV and ODMA. Including such capabilities in our solutions has in most cases rendered support of WebDAV (or similar standards such as ODMA) obsolete and unnecessary. If critical to your environment, Perceptive Software solutions can leverage functionality on WebDAV- and ODMA-compliant services using Perceptive iScript. Perceptive Software solutions can | |

| | | | | capture any file type and dynamically create a folder structure within our application by leveraging content modeling. Content Models provide a mechanism for indexing the contents of a Drawer into a folder hierarchy. Modeling your content in Perceptive Software solutions involves creating Drawers, document and folder types, as well as building a folder type hierarchy and assigning uniquely identifiable properties to content. The folder hierarchy allows you to structure your folder types beneath Drawers, which defines the organizational structure that your users will leverage when capturing, storing and securing content.
- □ HTML 5 - The Perceptive Software product suite supports HTML 4.0 and higher, allowing our solutions to capture, store and process HTML files as well as utilize the standard in our modules and functionalities. For example, LearnMode uses an HTML parser that conducts browser interrogation to identify index values. Perceptive eForms also provide customizable electronic entry forms based on HTML for collecting and displaying additional document data using standard HTML and JavaScript controls for navigation, data collection and validation support
- □ Open standards - The state prefers solutions built using open standards. Response: While adhering to open standards, to be commercially viable and | |

				gain the advantages of systematic, ongoing commercial development, Perceptive Software solutions are not open source systems. However, Perceptive Integration Server and Perceptive Message Agent use web services technology to make our solutions' functionality accessible to third-party platforms and systems, including those which may be open source. In addition, Perceptive Content Server can be run on Linux, an open source operating system.	
	Question No. 61	How does the solution integrate with third-party tools for reporting and analysis?	- All information about the objects in the system is stored in a standard SQL database (Oracle, MSSQL) - This information is available to any SQL based reporting tool	- While all data in the database is accessible via third-party reporting tools, the State would be solely responsible for creating reports and retrieving the required data from the database. Perceptive Software does not create reports or provide assistance for report creation in this manner; with the exception that the Perceptive Software application's entity relationship diagram (ERD) is available, under nondisclosure agreement, for development assistance. Data originating from an external source can be utilized with Perceptive Business Insight in conjunction with other related data within your solution. This can be done to provide more complete reporting for the business process your Perceptive Software solution is intended to support. Please note any use of Business Insight in this manner would fall outside the normal framework Perceptive Software's	- ☐ Third-Party Reporting Integrations: Making useful information accessible by third party reporting and business intelligence tools was factored into the design of the Laserfiche data model. - ☐ Information from multiple tables is aggregated into views to simplify reporting. - ☐ Access to information is made available through the Laserfiche ADO.NET provider or ODBC. - ☐ Because information Laserfiche manages can be application specific, Laserfiche also provides a structured query language (LFQL) that can be helpful in generating very specific reports. - ☐ Built-In Reporting Tools: Laserfiche also provides built-in reporting tools that can be leveraged in conjunction with third-party tools.

				Global Support Services team would be responsible for supporting.	- □ Robust reporting tools are built in to the Laserfiche Audit Trail application in the Audit Trail Reporting interface. - □ Laserfiche Workflow also offers built-in reporting tools and metrics on workflow instances.
	Question No. 62	What is the solution's ability to generate reports from metadata?	- The system provides a reporting tool that can access the metadata stored in the database - The reports can be created and shared	- Perceptive Business Insight provides a suite of business intelligence features built for and integrated with any Perceptive Software process and content management solution. High-level dashboards, operational reporting for brochure-quality reports, and other flexible options enable the State to evaluate and improve the efficiency of content-related routines by putting detailed worker and process productivity data right at your fingertips. With Business Insight, you can view, run, schedule, and archive instances of the reports used in your enterprise. Drag-and-drop tools are provided to simplify report and dashboard creation or modification, and a library of prebuilt reports and dashboards are provided that the State can use out-of-the-box or customize to your specific needs. - The Business Insight report designer and completed dashboards and reports are available from both Perceptive Content Client and WebNow. - Report Library - The Report Library is a collection of ready-to-run reports used to view details about the configuration and use of your Perceptive Software solution. Reports are available in the following	- Laserfiche provides comprehensive reporting options, which can be customized by users or administrators to provide informative and relevant analytics and other business data. For ad hoc reports, Laserfiche searches can collect all the content within a process or given stage of a process, display relevant metadata in a column view, and export that view as a spreadsheet using the functionality provided in the user interface. - For often-used or scheduled reports, reporting data can be collected and structured automatically by the system's workflow engine. This data can then be distributed to the appropriate parties via email or automatically pushed to an ODBC compliant database where it can be accessed by the State's preferred reporting application.

				categories: Administrative, Dashboards, Document, Records Management, Sector-Specific, Task, and Workflow. For example, the Documents Modified Audit Report enables the State to view the details of documents an audited user modified within the specified time period. The Workflow Item Aging report enables you to calculate the number of workflow items in each queue that fall into user-defined aging periods. Workflow and Tasks Dashboards allow you to see an at-a-glance view of your workflow processes (such as the number of items in particular queues) and tasks. All Perceptive Software users can access the Report Library using the Reports button on the toolbar.\ - Please refer to the Report Library at the following link for a more detailed look at this program's reporting capabilities: https://docs.perceptivesoftware.com/robohelp/robo/server/sample/BI_jar/inow.htm . - Building Reports - For simple report modification and creation, Business Insight features drag-and-drop tools so users can create content specific to their business. For more advanced report building capabilities, the Business Insight Author can create or modify reports using either Query Studio or Report Studio. With these tools, the State can report against metadata by building both simple and complex, customized reports.	

				- User and Group Auditing - Perceptive Software solutions also provide comprehensive auditing capabilities for monitoring the actions of users/groups and the content they access. These capabilities enable your organization to audit proactively; for instance, to identify gaps in user security and maintain regulatory compliance, as well as conduct forensic audits. With Perceptive Software solution auditing, you can produce the information you need for litigation holds, document destruction, and more. The Management Console includes a user-friendly interface that allows administrators to configure multiple audit templates to log more than 500 different functions. Additionally available is a set of predefined audit templates for some of the most widely used audit conditions such as document creation, deletion, search, user login, and more. Audit log files record each action being tracked (such as viewing, deleting, printing, or re-indexing an object) along with the user ID, user name, time and date, duration, status, audit type, description, audit category, and additional action, source, destination, and operation details. Client information saved in audit logs includes API versions, IP address, Windows user name, Windows domain, computer name, and client type. There is no limit to the number of audit templates you can create, and you can assign audit	

| | | | | templates to specific users or groups. While an audit template is assigned to a user or group, the Perceptive Software solution either outputs directly to the database in real time or exports an XML file for each 24-hour period during which an audited user is logged onto the system. Once auditing is started, you can view the auditing data using Perceptive Business Insight or the XML tool of your choice. Business Insight also offers several ready-to-run reports on auditing that show documents viewed, documents modified, and actions taken that may externally expose documents (i.e., users who may have printed, exported, emailed, or faxed a document).

- Audit trail metadata that is automatically generated without the use of an audit template and assists in collecting the history of a document includes:

- ☐ Workflow History — When content is in workflow, the Perceptive Software solution tracks every object (document or folder) and maintains an audit trail as it moves through workflow. This tracking includes the queues in which the object has been, every time it was touched by a user, the action taken, and additional relevant data, allowing you to effectively monitor productivity. This audit trail metadata can be viewed in reports or dashboards created with Business Insight or within a document's Document Properties window under the "Workflow Archive" tab. | |

				- □ General Document Properties — Document properties include the document name, ID, type, path, and information about the folder where the document is stored. Document properties also include created and modified information, custom properties, workflow history, shortcut locations, task history, version history, and retention history. This audit trail metadata can be viewed in reports or dashboards created with Business Insight or within a document's Document Properties window under the "General" tab.	
	Question No. 63	What native formats does the solution support (preview, view natively, read embedded metadata)? List any known limitations with certain file types. The state prefers solutions that support a variety of file types.	- For viewing, the system supports over 200 native file formats. The system can manage any format of document because documents are managed in their original format and not converted	- Perceptive Software solutions allow users to import, store and manage any file type, including bitmap images, text, word processing, spreadsheet, graphics, multimedia, presentation, fax and compression/encapsulation formats. Commonly used enterprise formats include TIFF, JPEG, GIF, BMP, PNG, Word, Excel, PowerPoint, PDF, HTML, DWG and DXF. Our solutions store each file on the server without altering its original binary file format. That is, TIFF files are stored as TIFF, JPEG as JPEG, GIF as GIF, Word and Excel documents as DOC and XLS documents, and so on. Perceptive Software solutions may prompt the opening of separate applications to support presentation of files in formats their viewers do not render. Perceptive Content Client viewer can display about 240 different file formats without additional software,	- Laserfiche supports virtually any file format, and files can be categorized into two types according to their behavior within the system: electronic files and imaged files. - Electronic files stored within the system (such as Word, Photoshop, or other files) will be opened with their native application for viewing and editing, as access rights allow. Imaged documents (those that are scanned or virtually printed into the system), other image files (such images), and PDFs stored within the system will be displayed in the Laserfiche Document Viewer. In addition, these files can be previewed within the client application's folder structure or when returned as results of a search. If desired, they can be opened in an external application as well.

				while WebNow can display the most widely used bitmap formats (TIFF, JPEG, GIF, BMP, PNG) and text files without additional software. WebNow users with the publicly available Adobe Acrobat browser plug-in installed can also configure WebNow to display PDFs in an independently opened browser window.	
				- In addition, media files playable in Windows Media Player or QuickTime can be viewed with either full or browser plug-in versions of such players, depending on workstation configuration and user preferences. Both Perceptive Content Client and WebNow also contain an embedded multimedia player, enabling native viewing of common audio and video file formats.	
Business Need: Document Management					
	Question No. 64	What is the solution's ability to identify document types based on predefined criteria or a self-learning process?	- OpenText Auto-Classification is the next-generation solution that combines industry-leading records management with cutting edge sematic capabilities for classification of content. It eliminates the need for business users to manually identify records and apply requisite classifications - By taking the burden of classification off the end-user, records managers can improve consistency of classification and better enforce rules and policies - The solution provides a non-intrusive solution that eliminates the need for	- Perceptive Software solutions can help you meet this requirement via one of our two recognition capabilities. - Perceptive Recognition Agent- Perceptive Recognition Agent is a dedicated, server-side OCR recognition agent for reading index data from images at scan time and for reading full text from TIFF images. Recognition Agent provides unsurpassed recognition accuracy on a wide variety of documents, including faxes, photocopies and documents with complex layouts.	- Documents can be identified and automatically separated by the batch scanning utility, Laserfiche Quick Fields. Identification conditions are predefined and include the following functionality: - ☐ Optical character recognition to read printed text as a method of identifying a particular page of a document. - ☐ Optical mark recognition to identify checkboxes that have been marked. - ☐ Form identification to match a document's format and contents against a template document.

				business users to sort and classify a growing volume of low-touch content, such as email and social media, while offering records managers and the organization as a whole the ability to establish a highly defensible, completely transparent records management program as part of their broader information governance strategy	- When scanning paper pages or importing files into Perceptive Software solutions, you can save the time required to manually assign document types to each captured image by setting up your solution to assign document types automatically. With the automatic form identification feature, you can create a Capture Profile that compares scanned pages or imported files to one or more master forms. When the comparison results in a high enough matching score (preset by you), the captured image is automatically given the document type that is associated with the master form. If the comparison does not result in a satisfactory match, a default document type, as specified in the Capture Profile, is assigned to the document. When form identification successfully assigns a document type to the captured image, the resulting document automatically inherits any custom properties associated with that document type. For example, the medical records department of a hospital processes various standard forms of patient records. The most time-consuming task for the staff is determining which form is being scanned. The staff uses automatic form identification to batch documents, identify the form of each captured page, and assign the correct document type to it. A member of the staff no longer has to identify each document type after the batch is scanned. Any documents that do	- ☐ Barcode identification to read barcodes included on separator pages or within the document itself. - ☐ Identifying blank separator pages based on image size. - ☐ Regular expressions to find a particular pattern of letters, numbers, or other characters within the pages of a document.

			not match master forms are assigned to the default document type, and the staff member can handle exceptions manually. You must install the Perceptive Recognition Agent-Form Identification and Recognition Agent-OCR licenses to use automatic form recognition. - Perceptive Intelligent Capture - Perceptive Intelligent Capture is a proven industry leader in data extraction software that provides comprehensive OCR, OMR, and ICR technologies for your Perceptive Software solution. Our highspeed, intelligent data capture solution performs context-based extraction without templates, keywords or dictionaries and has an average field level data extraction accuracy of 80% to 90% out of the box. Intelligent Capture is a complete document processing system that combines automatic document classification, data extraction, validation, routing and approval, as well as archiving and uploading of data into your ERP system and other core business applications. Our underlying, proprietary technology utilizes advanced pattern-recognition techniques that work like the human mind. Instead of requiring the coding of rules or design form templates, Intelligent Capture utilizes built-in intelligence to find needed data regardless of its location on the page and offers a simple point-and-click interface that "teaches" the system to recognize new formats and data fields for the future	

				extraction and capture of similar forms. Intelligent Capture's patented "fuzzy logic" capabilities enable the tool to automatically overcome the limitations of poor quality OCR, allowing the State to process more forms with the same or less staff, reduce processing backlogs and achieve a faster return on your investment.	
	Question No. 65	What is the solution's approach to document output management? Does it have the ability to create, edit, and update paragraphs and templates, and to track and audit changes? Does it have the ability to include graphic elements in output documents?	- OpenText Customer Communication (CCM) solutions deliver dynamic composition, document process automation, and output management capabilities - Designed to scale across any document-driven business process, OpenText Customer Communications Management integrates easily with ERP and supply-chain systems and applications - OpenText CCM tracks the versioning of documents, text fragments and other resources necessary for document composition, with the ability to view prior versions, promote prior versions, etc - OpenText CCM can produce java notifications when content is modified (i.e. modifications to text fragments) that can be consumed by other applications for triggering workflows to do whatever the customer requires - Auditing of transactions is standard functionality, transaction usage is written to a database on a daily basis	- Yes. Perceptive Document Composition enables creation, storage and organization of all your document templates from one single access point, one central repository. Composition is managed with the document designer, where Microsoft Word is used as the design tool for creating document templates. Here you graphically design your templates and the components to be used in the templates (e.g., text fields, text blocks), as well as establish document logic, rules and variables (i.e., manually or dynamically populate data within a text block or field). Text blocks/fields can be reused for building any number of templates via drag-and-drop features. Making changes to a template or its components is intuitive and can be done by authorized users without relying on more technical staff within the State. - From a Perceptive Document Composition ribbon in Microsoft Word, insert a new variable or image directly into a template. Changes made to the template are automatically updated	- Laserfiche can be used to manage the elements that make up documents as described above, but it is not designed to manage the creation and editing of granular components. For these types of applications, a solution that includes integration with content authoring tools – such as Adobe AES – is usually more appropriate.

			and what you want to track can be modified via APIs	across all of your documents in the output process. The integrated designer offers easy data modeling functionality, allowing you to pull data from existing, external sources and map those elements to precisely where you need them in your templates. An active data collection process automatically creates an XML input file from multiple data sources. This unique feature makes the connection to complex business applications much simpler, resulting in a less expensive and faster process. If your data is not currently being captured in an external business application or source, a Perceptive eForm can be utilized to capture and store key data, supporting data validation and lookups. All data is delivered in a single, structured XML file and dynamically populates text fields in your documents. For instance, variables can be set up in a Microsoft Word document/template that maps to input data from a number of different sources. When this template is selected, Document Composition automatically retrieves the data it needs for that template and generates the document(s). Document Composition's flexibility allows you to control how much pre-processing capabilities your users need: you can lock elements in a template making them un-editable or choose to expose components for greater customization. This helps your organization meet compliance and	

				quality standards, ensuring the proper text is generated across your correspondence.	
	Question No. 66	What is the solution's ability to import/export, including how it imports and exports content into and from the repository, and how it imports content and its metadata. Does the import ability use metadata and help with the import? Does it allow for importing of various file types from various locations in various quantities? Does it allow for import and export of previous versions? Describe the import/export process, including how indexing works and whether folders and content maintain their original structure.	- There are a variety of tools to use for importing objects into the system - Object Importer reads a control file that can contain information on permissions, metadata, classification, and more - OpenText Integration Center is an ETL tool (export, transform, load) that is configurable, extendable but more expensive - Object Importer would rely on another application to do the extract whereas OpenText Integration Center could perform the extraction	- Perceptive Software process and content management solutions provide a wide range of options to manually and automatically capture/import electronic documents and other content with its associated metadata. Content can be captured via fax machine, mail server, network directory, computer output and more. The capture environment allows users to capture, process, store and retrieve files in virtually any file format from virtually any source. - Available import methods include: - Capture from File - The manual import feature, capture from file, allows any user with permissions to manually import electronic files (TWAIN-scanned images, PDFs, Word, Excel, etc.) into the repository. To capture from file in "File" mode, users just click the capture icon to initiate import. Perceptive Software solutions display a window that allows the user to browse the computer or network to locate the files to import. This functionality is included as a core part of our solution. - Import Agent - Import Agent is responsible for handling all automated import routines on the server. The State can configure Import Agent to poll one or more directories on a given interval; if it finds a file or files of a certain type, it attempts to import the files while	- Laserfiche provides a number of capture tools designed to process nearly all content types in varying quantities and can bring content in as a new version of an existing document. Import and index capabilities include: - ☐ Drag and drop functionality to manually bring files (of all formats) and folders into the repository and index them at the point of capture or at a late time. - ☐ An integration with Microsoft Office to enable saving and applying metadata directly from an Office application to the repository. - ☐ An ad-hoc scanning application with image cleanup and OCR capabilities that can process, route and index documents. - ☐ An automated batch scanning utility with powerful image cleanup, OCR, and data extraction capabilities and the ability to auto-index each entry and dynamically route documents based on extracted information. - ☐ An online form submission portal, which dynamically routes documents and automates indexing. - ☐ Automatic import from monitored network folders. This utility can name and index documents based on an accompanying XML import file. - ☐ Printing from external applications directly into the repository as TIFF

				automatically indexing the files based on extracted index values. The agent indexes the content using separate text files associated with the new files or by importing and extracting index values from the new files' embedded text or file name. This functionality is included as a core part of our solution. - Perceptive Mail Agent - Perceptive Mail Agent allows organizations using POP3 or IMAP-capable mail servers to automatically accept emails into the Perceptive Software workflow system. Mail Agent captures, indexes, stores, and routes email messages and attachments based on business rules you configure. Your staff can also use Mail Agent to instantly add important information they receive via email to the repository, where it becomes accessible for historical reference by simply forwarding important emails they receive to the Perceptive Software solution email address. Once Mail Agent receives the message from your staff member, it automatically indexes it and places it in the object store. - Perceptive Fax Agent - Perceptive Fax Agent works with our solutions and an unlimited number of inbound fax lines to automatically manage incoming faxes. The faxes your organization receives become images within the repository, where they can be routed into and out of work queues, linked to your business	images and assigning metadata values from the print dialog or at a later time. - ☐ Capture, reprocessing, and indexing of documents from iOS and Android devices via the Laserfiche Mobile application. - ☐ The Laserfiche SDK, which can be used to develop custom import utilities for automated ingestion from external systems. - In addition to saving newly imported files as new versions of existing documents, previous versions of documents in the system can be accessed at any time by an authorized user and shared or exported as needed. - Documents managed by Laserfiche can be shared in a variety of ways: - ☐ Document and folder shortcuts can be sent to other users of the system to provide access – with appropriate security rights – while maintaining the central copy of the file or set of files within the system. - ☐ Authorized users can export copies of documents from the system for individuals without system access. Electronic documents will be exported in their native format and imaged documents can be exported in a variety of formats, with PDF being the most common. - o Groups of documents can automatically be zipped during e-mail export. - o Exported PDFs or zipped collections of documents can be password protected.

			- software, indexed in a variety of ways, viewed, printed, faxed and emailed. - Drag and Drop - Users can drag and drop new files directly into the viewer. The system then automatically assigns the dropped files the same index values as the document open in the viewer, and automatically tiles the view to show all pages in the document. This functionality is included as a core part of our solution. - Exporting Capabilities - Perceptive Software solutions store and export documents in their original, non-proprietary file formats. Any document can be emailed, printed, faxed or exported according to the guidelines below. - Email: Our solutions allow users with appropriate permissions to send a document link or document (irrespective of its position in workflow) via email to a selected recipient using these methods: 1) Sending an embedded hyperlink to the document 2) Sending the image as an attachment. Perceptive Software solutions use MAPI to invoke whatever email client you use and auto-populates the body of the email via one of the methods listed above, whether the document is open in the viewer or displayed as a line item of index keys and other metadata in document view. - Print: Our solutions allow users with the "print" permission to print images to any printer to which they have access on your network.	- ☐ Segments of the content repository can be published through the web, for access by the general public and/or trusted entities with login credentials. - ☐ Segments of the content repository can be published to various storage media – such as a flash drive – along with a Laserfiche viewer. This will maintain folder structure and metadata and include Laserfiche search capabilities.

				- Fax: While Perceptive Software solutions can work with any network-based outbound fax solution, outbound faxing is also available directly through Perceptive Fax Agent. Fax Agent offers not only automated inbound fax capture, but takes advantage of fax cards used for inbound fax capture to provide integrated outbound fax capability. Users with permissions can fax entire documents or selected pages, with or without annotations. - Export: With appropriate permissions, documents can be exported in their original formats, individually or in groups. An associated text file that contains document index information can be included, and the user can determine whether the exported documents' names are based on their unique document ID number or their index values. Perceptive Output Agent allows the automated exporting of files with limited index values embedded in the file name, a process customizable through the agent's configuration file. - Manage Document Composition and Output: For a complete document composition and output platform, we offer Perceptive Document Composition, allowing your organization to manage all of the steps in a document's lifecycle. Document Composition can access multiple data from multiple sources simultaneously to create customized documents. These documents can then be	

				sent to multiple output channels in the appropriate standard format, such as AFP, PCL, Postscript, PDF, TIFF, etc.	
	Question No. 67	What is the solution's approach to content versioning and how long the versions are kept configurable. The state prefers solutions that support both major and minor versions, and prefers that the number of versions and how long they are kept are configurable.	- The system supports both major and minor versioning - The length the versions are kept are configurable - This can be managed manually or automatically based on the document classification	- Perceptive Document Control Suite provides comprehensive document management capabilities both within our solutions and in conjunction with your most-used applications, allowing users to individually manage or collaborate on documents with full version control and digital signing. Document Control Suite's document library services allow you to perform the following tasks to enhance efficiency, protect document integrity and promote single-source collaboration: - ☐ Check in a document to create an original version or update a document after making revisions. - ☐ Check out a document to control the integrity of the document while it's being edited. - ☐ Promote a previously saved version to the current version, maintaining the integrity of all versions and essentially undoing any changes since the legacy version. - ☐ Review historical versions, get local copies for merging or new documents and view a read only version of a checked-out document. - Document Control Suite provides major version numbering as a version label, and the State can define as many versions as needed or how long they are kept configurable. Furthermore, it	- Laserfiche includes robust versioning features that enable users to keep track of all changes to a document. With each change, users can view when the change was made, what was changed, and by whom. Version tracking can be enforced at a system-wide level, or can be selectively enforced for specific types of documents. - In the standard system configuration, each version of a document is retained until manually deleted by an authorized user, ensuring that a clear record history is maintained for all documents and allowing user to easily refer to or recover previous content at any time. For automated removal of older versions of a document, a custom script can be used.

				includes a robust digital signature capability that uses Suite B-certified PKI encryption algorithms and makes both document management and digital signatures available via web services. - Finally, the Perceptive Interact modules for Microsoft Office and SharePoint complement Document Control Suite to provide additional functionality for Microsoft Office or SharePoint users, including the ability to check in a document to create an original version and check out a document to control its integrity while editing. In addition, embedded search and retrieval functions make it easy for users to find the information and files they need within the context of a familiar application.	
	Question No. 68	Does the solution keep only the changes in each version or does it keep the entirety of each previous version? The state prefers solutions that keep changes only?	- The system keeps the entire version	- With Document Control Suite's version control, all changes are maintained in the current version. Users, however, will have the ability to review the historical versions of a document.	- When a new version of a document is saved in Laserfiche, the system maintains only the components of the file that have been changed. Changes made to information associated with a file – such as the document name, annotations, or metadata values – will be stored as incremental updates within the database. Changes made directly to the content of a file – such as a modification of the text in a Word document – will be stored as a new copy of the file.
Business Need: Image Processing Applications					
	Question No. 69	Describe the solution's input batching capabilities.	- OpenText Capture Center (OCC) is a feature-rich document classification and data extraction system. When	- Multiple capture scenarios are supported, including scanning/importing and	- The Laserfiche suite includes a high volume, batch scanning utility named

			customized, OCC can tackle a wide range of input management tasks. OCC is both flexible and scalable, and can be tailored to process any volume of structured or unstructured documents.	indexing documents in batches. Batch capture options include:	Laserfiche Quick Fields, which can automatically:

customized, OCC can tackle a wide range of input management tasks. OCC is both flexible and scalable, and can be tailored to process any volume of structured or unstructured documents.
- Documents are imported into an OCC system as batches that will be processed by a specified profile. In general, a batch may comprise several documents, but is also possible that batches of a specific profile always contain only a single document.
- The OCC Server periodically looks for incoming documents at specified sources. These periodical tasks are performed by using the Hot Spot technology. An Import Hot Spot becomes active regularly after expiring of a specified interval or at a specified time on specified days and then tries to import new data.
- OpenText Capture Center can monitor any number of Import Hot Spots for incoming files. During the technical configuration of an OCC system you will specify the Document Import Hot Spots where your image-based files will come from.
- OpenText Capture Center supports the following Import Hot Spots:
- File system
- Enterprise Scan
- FTP
- Mail
- SharePoint
- Scanners

indexing documents in batches. Batch capture options include:
- ☐ Scanning a batch of documents from a scanner
- ☐ Importing a batch of files from a disk or other electronic source (fax, email, or mainframe, for example)
- ☐ Importing a batch of files into workflow
- ☐ Distributing QA of scanned images in batches - Batch Mode Capture is ideal for production-level object capture within your enterprise. Users quickly capture large volumes of documents, review them for quality, and link them to corresponding records in your business application. This mode is configurable to be either server-based or client-based with scheduled or background uploads, allowing tremendous flexibility and supporting both distributed and centralized processing. The typical process flow for scanning and indexing documents is: 1) Prepare Documents for Scan: The scanner operator reviews the documents that need to be scanned to verify there are no staples or corners folded over important information. To batch scan documents, the operator places a patch code sheet between each batch. The scanner operator places the documents into the automatic document feeder of the scanner. 2) Scan: The scanner operator clicks on the Scan button within the solution. The scanner initializes and scans all documents in the

Laserfiche Quick Fields, which can automatically:
- ☐ Identify and separate individual documents.
- ☐ Extract information from document pages.
- ☐ Name document and apply relevant metadata.
- ☐ Redact sensitive information on the document.
- ☐ File documents in their appropriate folders.

			- • O Email.	feeder. If patch codes are present, Perceptive Capture separates each batch accordingly. 3) Process the Image (optional step): The operator can perform quality assurance functions to improve image quality, manipulate images (rotate, etc.), ensure batch completeness and/or change document order. 4) Link the Image to Your Host Application: The operator opens a scanned image/ batch, opens a related record in your business software (such as PeopleSoft or Infor Lawson), clicks a single button, and the solution assigns the image index values relating to your host application record onscreen. Your operator has the option of assigning all images/documents in a batch the same index values at this time. 5) View the Image: The image is now available to your staff for viewing, annotating, routing, printing, etc. Your staff can view the image — without leaving your host application — by simply clicking the Perceptive Software icon in their Windows system tray.	
	Question No. 70	Describe how the solution provides imaging repair capabilities.	- The following repair commands are supported: - • Black Border - • Content Extractor - • Content Extractor with Preview - • Crop - • Deskew - • Despeckle - • DPI Resampling - • Quality - • Indicator	- Perceptive Capture provides complete support for image enhancement including deskew, despeckle, crop, rotate, threshold detection, contrast enhancement and other relevant features. All of these various settings can be stored in separate Capture Profiles that can be automatically or manually selected. The Perceptive Software capture environment allows you to create an unlimited number of Capture Profiles	- The scanning interfaces of Laserfiche include numerous image cleanup tools to ensure documents can be read clearly by the OCR engine for text extraction and by the users of the system. Cleanup tools include: - ☐ Despeckle - ☐ Deskew - ☐ Noise removal - ☐ Auto rotation - ☐ Border removal

| | | | | - • Smooth - • Conversion to 16 Million Colors - • Conversion to 2 Colors - • Conversion to 256 Colors - • Conversion to Gray Scale - • Rotate 180° - • Rotate Left - • Rotate Right - • Remove - • Blank Pages - • Delete - • Delete Marked - • Bookmark Marker - • Delete Marker - • Quality Marker. | which allows the user to quickly select scanning parameters that match a particular document type.

- For customers that need maximum control over the final appearance of difficult-to-scan documents or mixed-quality document batches, we offer Perceptive Capture Adrenaline. Working closely with VirtualReScan (VRS), scanning technology produced by Kofax, Capture Adrenaline provides both automated and interactive methods to ensure that only the straightest, most readable images are moved into the repository.

- Capture Adrenaline supports all Kofax Adrenaline products (hardware or software) and provides functionality for single, batch and package mode scanning. Capture Adrenaline supports image processing, bar code recognition, and importing from file as provided by Kofax. VRS can be configured to instantly check and correct page alignment (skew), page orientation, brightness, contrast, image clarity, and cropping during scanning. In addition, VRS allows a user to interactively change and view the result of modifications to settings such as brightness and contrast on screen before committing each scan to the document repository. This solution works well for organizations that deal with a wide variety of unique documents, such as colored documents and those with | - In addition to image clean up at the time of capture, Laserfiche's batch scanning and processing utility, Quick Fields, can be leveraged to reprocess imaged documents that have already been scanned into the system while retaining any existing metadata, version history, records retention schedules, etc. |

			watermarks. Typical scanner software has problems processing "busy" documents such as these, but VRS cleans them up instantly, while removing image noise that wastes network bandwidth and storage space. Although VRS is available as software, scanners that accommodate VRS hardware contain a third-party slot for a Kofax board which bypasses the scanning station's software and increases the speed of scanning and image processing even further. Capture Adrenaline does not include Kofax products. They must be purchased separately.	
	Question No. 71	Describe how the solution supports visual verification through a verification screen: software that highlights problem fields or characters (i.e., low confidence OCR/ICR) and allows the validation operator to display the entire document, zoom to an image area, pan left or right, etc.	- OCR, ICR, and IDR do not always extract all required data. Due to dirt, document damages, irregular fonts, or unusual document layout, some data will not be identified with a sufficient level of confidence. For these cases, manual data entry is supported by a powerful data entry client that is designed according to the highest ergonomic standards. Keyboard usage for advanced data keying personnel is supported, as well as mouse-based data capture using OpenText Desktop Capture. - While you validate a document, you can capture field values either using the keyboard or the pointer. The Validation Client has been optimized to make data capturing with the mouse as easy as possible and it is recommended to use the mouse wherever possible. To	- Perceptive Software features verification capabilities to assist customers in their OCR/ICR processes. - Perceptive Recognition Agent Auto-Correction - Perceptive Recognition Agent automatically attempts to match the letters it scans to the correct characters. It analyzes each letter it scans to determine the closest character match, using an algorithm to select a character based on a confidence level. If Recognition Agent cannot find a character match for a letter, it notifies the batch scan operator, who can then manually index (via keying or via single-click integrated linking) the suspicious fields. - Validating OCR data via Perceptive iScript - Another way to minimize OCR errors is by creating an iScript that validates values obtained via OCR	- Laserfiche's batch capture and processing utility, Quick Fields, can automatically populate metadata and name documents based on text read off the page through Zone OCR. - If the accuracy confidence threshold is not met, the metadata field being populated will raise a warning to notify the scanner operator of a potentially erroneous read. - When the scanner operator selects the field in question, the system can automatically zoom to the corresponding region of the page for fast data verification/correction.

			capture a field value, you can often just point to the text on the document and capture the field value with a single mouse click.	against values in an external file or database. The iScript can be configured to compare the results obtained via OCR against a known set of data, like a list of student ID numbers or patient names. - Perceptive Intelligent Capture Verifier - Perceptive Intelligent Capture has an average field level data extraction accuracy of 80% to 90% out of the box. However, in the instance documents cannot be properly and automatically processed, Intelligent Capture Verifier is used. Verifier is the quality assurance utility of the Intelligent Capture suite. This component detects all documents with processing problems and presents them to the operator for verification. Key features include: - □ Correction of automatic classification and extraction results - □ Manual indexing of documents - □ Semi-automatic indexing of documents by means of database lookups - □ Final check of corrected documents before release. The structured user interface makes Verifier easy to learn. During the application design, the user interface can be configured, providing optimum display options for each document category. Sophisticated status management and filter techniques show you only the documents you have to check and nothing else. - Web Verifier is a web based extension of the Verifier thick client. It is an application module to allow users to	

				verify documents with no software installed on the client side. The processing of activities primarily occurs on a central server allowing use of thin client devices running only a web browser. Since the verification step is done before the export step, only qualified output leaves the Intelligent Capture process and subsequent systems only receive appropriate input.	
				- Scanning QA - Our solutions also feature quality assurance (QA) during the scanning process. QA is the first step in processing documents after a user captures them into your Perceptive Software solution. During QA, the user verifies a document meets the standards of image quality required to store, view and work with that document, and decides which pages to keep, discard and rescan. In the batch context interface, a user quality assures a document after the capture process when its status displays as Ready for QA. Whether a user is quality assuring one page, a document (which may contain multiple pages) or a batch of documents, users can always approve it as QA complete. If the first few pages meet the required standards, the user can approve all pages in the batch as QA complete. When a page does not meet the standards of quality assurance, the user can rescan it, and our software automatically discards the previous version of the scanned image.	

				- Other options available from the QA Viewer toolbar include: - ☐ Remove the active page from the batch - ☐ Display the Document Properties dialog box - ☐ Print or export the batch - ☐ Launch the associated program - ☐ Adjust the magnification, rotation and image size relevant to the window in which it is displayed. A user can suspend a batch or stop processing it. If processing is suspended, the batch remains in QA mode and the user can QA another document or batch and return to the original one later. If the user stops processing, the current QA session is ended. - Performing quality assurance on documents is recommended, but it is not required. If the State's business processes do not require the quality assurance step, your administrator can define your solution to bypass it.	
	Question No. 72	Describe the recognition engines supported by the solution (intelligent character recognition, optical character recognition, optical mark recognition, forms recognition, barcoding, and so on).	- OpenText Capture Center (OCC)) is the OpenText application for converting paper and electronic images to text based files. OpenText Capture Center (OCC) extracts that information from bitmap documents by using the most advanced Optical Character Recognition (OCR), Intelligent Character Recognition (ICR), and Intelligent Document Recognition (IDR). Data extracted from documents	- Perceptive Capture File with IP (Image Processing) - Perceptive Capture File with IP (Image Processing) supports enhanced importing functionality by allowing users to perform client-side image processing (image enhancement) and bar code recognition on files imported in single and batch mode from Perceptive Content Client. Capture File with IP is particularly useful for customers who wish to perform image	- Laserfiche supports multiple recognition engines for document processing. - Optical Character Recognition (OCR) is bundled with the system and made available through every capture interface. Laserfiche's batch scanning and processing tool also provides additional recognition engines for extracting data, including:

			is either used as metadata in a repository for structured storage and retrieval or to automate transaction processing in an enterprise application. The set of extraction methods is always the same for both usages. All of the following methods can be applied - • Barcode, patch code - • Optical mark recognition - • Forms reading (fixed, anchored location, hand print, machine print) - • Free forms recognition (rule-based extraction) - • Adaptive Reading Technology (learning through validation operator) - • Database-driven recognition (match a record in a database with the document) - OpenText is known for its exceptionally advanced recognition technology all the way through the technology stack. More than 35 years of experience in the field with large scale operations (like the US census or the German tax authorities) are the foundation of the product. Thousands of users as well as industry partners rely on OpenText's engines for OCR, ICR, and IDR. The power of these components is unleashed by OCC to allow for the highest automation rate in document recognition.	processing and bar code processing on images scanned at a multifunction device, rather than by a desktop scanner. - Perceptive Capture ISIS - Perceptive Capture ISIS supports single, batch and package mode scanning and importing from file, as well as image processing and bar code recognition. Depending on the scanner you choose, Capture ISIS supports color, grayscale, ADF and duplex scanning. Capture ISIS is available in three levels, each corresponding to a particular level of ISIS driver. Each ISIS driver correlates to scan volume. The Pixel Translations Web site (http://www.pixtran.com/scannerdrivers) includes a scanner driver configuration tool, which can be used to determine the appropriate Capture ISIS Level required to drive particular scanners. Also, please refer to the Perceptive Software Recommended Scanner Guide brochure for a list of specific scanners our customers prefer and the minimum Capture ISIS Level required for each scanner. - Perceptive Capture TWAIN - Perceptive Capture TWAIN supports both directly communicating with your choice of supported scanners and remote scanning within a Citrix environment through the TWAIN imaging protocol. As with Capture ISIS, Capture TWAIN supports	- ☐ Zonal optical character recognition (OCR) to read printed text within a specified region of the page. - ☐ Optical mark recognition (OMR) to identify checkboxes that have been marked. - ☐ Form identification. - ☐ Barcodes. - ☐ Regular expressions to find a particular pattern of letters, numbers, or other characters. - The solution can then use this data to inform document classification, processing, and filing. Additionally, the system allows "custom processes" to connect to additional recognition engines, such as for intelligent character recognition (ICR).

				single, batch and package mode scanning as well as image processing and bar code recognition. Depending on the scanner you choose, Capture TWAIN supports color, grayscale, ADF and duplex scanning.	
	Question No. 73	Describe the features that enable the solution to scale for high-volume imaging applications.	- In an OpenText Capture Center system, classification of documents, data extraction as well as export of results are performed by a component named Document Reader (former name: DOKuStar Professional). - The Load Manager enables load balancing of Document Reader Runtime operations in a cluster of multiple computers and CPUs, i.e. it spreads the work between two or more computers and CPUs to maximize throughput and to provide a scalable performance. - The Load Manager is a Windows service that runs on the OCC Server and on each Recognition Node of the Recognition Cluster. This Windows service is started automatically after installation and at every system start. The Load Manager on the OCC Server is the master; it controls load balancing. This master receives requests and distributes tasks over Cluster Nodes within the Recognition Cluster. The cluster configuration is managed centrally at the master. - The other computers in the Recognition Cluster acts as slaves; their Load Managers only wait for requests of the	- Perceptive Software solutions are designed to support scalability, high performance, high availability, and security both through architecture and their integration with high-availability technologies from other manufacturers. - Our solutions easily scale to meet additional user and document volume demands. Designed to efficiently support deployments ranging from small to expansive, our software has been proven to provide the same sub-second browsing and retrieval performance whether the user base is located in a single building or scattered across offices worldwide; whether there are hundreds or trillions of documents in the object store; and whether there are dozens or thousands of users accessing the system. The scalability and high performance inherent to our solutions are the result of a number of key product design attributes: 1. Multi-Threaded Server: Perceptive Software solutions use a multi-threaded server model to handle large volumes of requests while scaling efficiently. Using this approach, our solutions track multiple users and their requests as threads with separate identities, enabling our software to	- Document imaging and optical character recognition (OCR) are client-side processes, meaning that their resource usage will not impact the performance of the Laserfiche Server. This allows the solution to easily scale in high-volume capture scenarios with the addition of more capture stations. - Additionally, Laserfiche includes a Distributed Computing Cluster (DCC) that can be used for OCR—the most resource-intensive part of scanning. With DCC, OCR can be distributed across a number of machines for high speed parallel processing in real-time or programmatically according to a schedule.

| | | | master, to start and stop Cluster Nodes on that slave and to pass through the requests from the master to the Cluster Nodes.

 - The Load Manager processes a request by managing operations. The Load Manager keeps a list of processing and pending operations and manages them until their execution has been completed or until the Load Manager is shut down.

 - When the Load Manager receives the first request and no Cluster Nodes are configured at the OCC Server, the Load Manager of the OCC Server automatically configures a Cluster Node for each CPU of the OCC Server. This basic configuration will work, but sometimes you will change the Cluster configuration to add Cluster Nodes for the Recognition Nodes and to add further Nodes for optimization purposes. | address an unlimited number of requests at the same time and to track the status of work for each thread until the work finishes. 2. Multi-Processing Server: Perceptive Content Server is multi-processing, automatically distributing its load evenly to all CPUs available to the operating system. 3. N-Tier Architecture: Our solutions are designed to place processes where they are best handled, at the client, business or data tier. This architecture ensures, for example, that all database transactions are managed and executed through Perceptive Content Server, eliminating both the performance and security issues of direct client-side database connectivity. 4. Remotability: Perceptive Content Server agents and companion products are remotable, meaning they can be installed independently on other servers. This enhances scalability by providing additional processing power and protects processing capacity on Perceptive Content Server. For example, the database can be loaded on one server, Perceptive Content Server on another server, and the supporting agents on one or more additional servers. 5. Distributed Capture: The ability to capture data from any number of high-, medium- and low volume scanners distributed throughout the enterprise, while simultaneously managing the import of object data from multiple electronic sources such as a fax server, eliminates bottlenecks. For | |

				example, a centralized capture solution forces all data to flow through a single process on its way to being a complete transaction. Instead, the ability to distribute each step of the capture process (capture, quality assurance, indexing) across the entire Perceptive Software solution user base allows for maximum resource utilization for minimal cost. Support for background batch uploading streamlines the user experience. In addition to uploading batches immediately to Perceptive Content Server at scan time, users can configure background uploading of batches on a scheduled basis, temporarily storing batches locally on the client and uploading them in the background at a specified time. 6. Distributed Object Storage: Perceptive Software solutions support scalability through the ability to distribute the storage of object data across any number of file systems and a variety of platforms. This distribution allows a storage subsystem to be optimized around patterns of usage. For example, frequently accessed data can be placed in one online file system, while less frequently accessed data can be placed in near-line storage. 7. 64-Bit Support: With the option to install Perceptive Content Server in a 64-bit Windows environment, our solutions offer improved performance and additional memory capacity. Because Perceptive Software designs its solutions	

				to be configurable and expandable by customers themselves, and because the Perceptive Software implementation process includes analysis steps to properly size Perceptive Content Server and estimate storage needs for each customer, scaling our solution is often as simple as purchasing additional licenses to accommodate new users.	
	Question No. 74	Describe the solution's ability to recognize document separator pages for workflow routing.	- The system can separate documents based upon business rules, blank pages, bar codes, patch codes.	- Perceptive Software solutions support the use of bar codes utilized as separator pages for three primary functions: separate documents, separate groups of documents, and assignment of index key values. These functions are triggered by Capture Profile settings which are configurable by users with the appropriate privileges. - Separate Documents - Using a bar code as a separator sheet simplifies the task of scanning and organizing documents by creating a new batch when it is detected by the scanner. Each time a bar code is detected, a new batch is created for the documents scanned after it. All newly scanned documents are placed in the new batch until scanning finishes or another bar code is detected. Separate Groups of Documents A bar code grouping trigger categorizes documents based on one or more bar codes. You can specify a bar code filter that a bar code must match before a new batch is started. Enabling bar code grouping requires one or more index keys be set for each bar code.	- The Laserfiche solution supports multiple approaches to recognizing the beginning and/or end of a document during a multi-document processing session. These approaches include: - • Identifying blank pages based on image size. - • Optical character recognition to read printed text as a method of identifying a particular page of a document. - • Regular expressions to find a particular pattern of letters, numbers, or other characters within the pages of a document. - • Optical mark recognition to identify checkboxes that have been marked. - • Form identification to match a document's format and contents against a template document. - • Barcode identification to read barcodes included on separator pages or within the document itself. Once recognized and processed, the document can be smoothly handed off to Laserfiche Workflow for the appropriate routing.

				- Assign Index Values You can also use bar codes to automatically index your documents. You can use parts of bar codes as keys of a document. For example, a bar code that contains the value 1650498029802011 can be broken into three pieces, and each piece can be a key. You can designate the first five digits as a key, the middle ten digits as a key, and the last digit as a key. In addition, the unique Batch Sequence number generated for each batch scanned is always saved as part of a document's properties, but can also be designated in Capture Profiles as an index value. Please note extracting uniquely defined index values from encoded symbology on a page outside of a bar code requires the use of the appropriate Perceptive Capture software. - To use bar codes with our solution, you must have a Perceptive Capture for Kofax license or a Perceptive Capture ISIS Level I or higher license.	
Business Need: Information Access/Search					
	Question No. 75	Does the solution offer thesauruses particularly intended to support the broad array of services supported by government?	- OTCS search supports the ability to use a thesaurus and can be adjusted to meet the needs of a specific customers.	- Perceptive Software does not offer thesauruses targeted for specific vertical sectors. The core full text search thesaurus can be customized to include synonym values targeted to vertical sectors.	- Laserfiche search includes options to expand on what a user types in order to provide more flexibility in finding content stored within the system. These options include: - • Root word search, to return variations on a word. For example, searching for "fishing" will include results that contain "fish," "fished," or "fishes."

					- • Fuzzy search, to return similarly spelled words within a configurable range of similarity. - • Partial matches, to search on incomplete words. For example, searching for "hi" will include results that contain "this." Thesaurus search is not currently available in Laserfiche.
	Question No. 76	Does the solution auto-generate content word search including full text search of OCR'd documents?	- The system supports full text searching on the OCR'd documents as well as extracting specific metadata from OCR'd documents.	- Perceptive Full-Text Agent unites Perceptive Software's capture, integration, workflow and storage technology with a sophisticated full-text search engine, letting you search the content of scanned images and virtually any document type, including Word, Excel, PDF, WordPerfect and HTML. Selectively submit documents to Full-Text Search Agent based on your unique business rules and retrieve them by performing a Quick Search, constructing ad-hoc searches, accessing views or using views integrated directly with your existing application. - Full-Text Search Agent lets you quickly target specific information contained across all documents in the repository and leverage the results to enhance productivity. Send retrieved documents into workflow, email copies or links to co-workers, or fax relevant documentation to customers or suppliers. Full-Text Search Agent provides a variety of options for conducting "fuzzy" queries of scanned and other electronic documents. With many search methods at your disposal, you can quickly and	- Laserfiche can auto-generate content word searching including full text search of OCRd documents. The solution can extract the full text of each document via OCR at the moment of capture or at a later time to allow for content word searching. Extracted text is immediately indexed to make each document full text searchable for all users with access to the document in question. Additionally, electronic files that include a text layer – like Word files – can have their text information extracted and indexed for content word searching as well.

				easily find the documents you need even when your search terms are limited or vague. The results of a content search appear in the Explorer window, which displays a Score and a Details column. The Score column shows the numeric relevance ranking of each document. The Details column lists each word that was found and, in parentheses, the frequency in which it was found (for example, "account(2), accounts(1)"). The results of the search are sorted in descending order, based on the Score value of each document. - In addition, the viewer displays a Content Toolbar, a pane which summarizes content results for the document and allows you to quickly navigate directly to individual search term instances.	
Business Need: Mobility						
	Question No. 77	Describe ability to create mobile apps allowing staff to edit, store, and access records and information stored in the solution.	- The OpenText AppWorks Gateway delivers a common RESTful Web Services API for any of OpenText's products, and has been combined with central application management, which allows you to install and update applications, and wipe off-line content through an easy-to-use administration tool. AppWorks allows you to maximize your EIM investments by creating new, highly focused solutions for your users or by modernizing your existing applications to extend to mobile devices.	- All applications built within the Perceptive Experience framework can be built using a mobile presentation.	- Laserfiche offers Laserfiche Mobile, a mobile application for both iOS and Android devices, to allow users to edit, store, and access content stored within the system in whatever method is most convenient. Through this mobile application, users can perform the following actions: - ☐ Import documents using local storage or the device camera. - ☐ Browse/search for files. - ☐ Edit files and their metadata. - ☐ Participate in business processes. - ☐ View and submit electronic forms.

					- Furthermore, the Laserfiche SDK can be used to create custom mobile applications if desired.
	Question No. 78	Describe the ability for administrators to copy and/or irrevocably remove files/folders remotely from mobile devices where synced.	- The OpenText AppWorks Gateway provides the ability to wipe off-line content from your mobile devices.	- The Perceptive Mobile platform is only used for viewing, and documents will be stored at the server level.	- In the development of the Laserfiche Mobile application Laserfiche has taken measures to ensure that artifacts of documents stored in Laserfiche are removed from the device when the application is closed or the device's screen is locked. - For further control over mobile access to content stored in the Laserfiche system, the client-server nature of the Laserfiche architecture allows administrators to remotely control and revoke access to any content in the Laserfiche system at a variety of different levels. This can be achieved using Laserfiche tools alone or in combination with MDM software if the State desires. - ☐ A Laserfiche administrator can remotely revoke access to specific files or folders for individual users, sets of users, or all users by modifying access rights or by removing the files from the system. Such an action revokes access to the specified content from any application in real time, including from the Laserfiche Mobile App. - ☐ Individual users or sets of users can be denied mobile access to the Laserfiche system, and this can be set or modified by an administrator remotely. - ☐ Mobile access to content stored in the system can also be denied on a device-by-device basis, thus restricting where

					mobile users are and are not allowed to access content from, such as in a BYOD scenario. - ☐ In addition, MDM software can be used by an administrator in conjunction with the options listed above to remotely clear a mobile device's cache, delete any local copies of files that may exist on the device, and even remove the Laserfiche Mobile App itself from a device.
	Question No. 79	Describe the solution's ability to support access to content through at least three mobile OS platforms. More points will be awarded to dominant mobile OS platforms in the marketplace, at the time of this writing such as Android, IOS, and Windows.	- AppWorks is OpenText's Enterprise Application Development and Management platform. AppWorks allows you to quickly and easily build purpose-specific apps for the enterprise using the web technologies we are all familiar with: HTML5, CSS3 and JavaScript. These apps, called AppWorks Apps, can connect to the OpenText EIM Suite using a common RESTful API. AppWorks consists of the following parts: - AppWorks Gateway: The AppWorks Gateway is the server-side component of AppWorks, which connects to the OpenText EIM Suite through AppWorks Services. There is at least one service for each OpenText product. Each service exposes an AppWorks-compatible RESTful API. Developers can create their own AppWorks Service to integrate with third-party products. - AppWorks Clients: AppWorks Clients are small, customizable, applications. They are currently available for Apple	- Currently both the iOS and Android platforms are supported using downloadable apps. However, since custom apps can be built on the Experience framework and are available via the web, any browser or device is supported in that capacity.	- The Laserfiche Mobile App is currently available for iOS and Android platforms, on both smartphones and tablets. In addition, the Laserfiche web interfaces can be accessed via a web browser on any mobile device, allowing full access to the system on Windows mobile devices as well. Support for Laserfiche Mobile on the Windows phone or Windows 10 is in development, and is expected by the end of 2015.

| | | | iOS and Google Android, and provide access to the device hardware and mobile operating system. A light-weight web browser version is also available, with clients for the Windows and Mac OS X Desktop coming soon. AppWorks Apps, written in HTML5, CSS3 and JavaScript, are deployed to the AppWorks Clients and managed from a centralized administration tool that is part of the AppWorks Gateway.
- AppWorks Apps, which are developed with HTML5, CSS3 and JavaScript, are cross-platform applications, built from a single code-base. Essentially, any HTML-based web page or web site and HMTL5 app can be packaged into a managed AppWorks App. They run inside a native, customizable and fully managed AppWorks Client. AppWorks Apps are deployed through a server-component, the AppWorks Gateway, which is managed and controlled with a web-based administration tool.
- AppWorks Clients are available for web browsers, iOS (App Store) and Android (Google Play), with other mobile platforms (BlackBerry and Windows Phone), as well as the Windows and Mac OS X desktop, currently being considered. | | |
| | Question No. 80 | Does the solution provide an offline capability? If yes, describe how this works. | - Offline capability is supported via AppWorks mentioned above. | - Yes. Perceptive Document Control Suite gives the State's users the capability to check out documents and work on these documents either online or offline. With Document Control Suite, documents | - Laserfiche provides multiple solutions for offline access to content stored in the system:
- ☐ Within each of the Laserfiche client applications, check out/check in |

Question No. 80 — Does the solution provide an offline capability? If yes, describe how this works.

- Offline capability is supported via AppWorks mentioned above.

- Yes. Perceptive Document Control Suite gives the State's users the capability to check out documents and work on these documents either online or offline. With Document Control Suite, documents

- Laserfiche provides multiple solutions for offline access to content stored in the system:
- ☐ Within each of the Laserfiche client applications, check out/check in applications, check out/check in

166

						designated as checked out are restricted to modifications by a single user at a time, although other users can view such documents.	functionality provides offline capabilities to authorized users. Check out saves a local copy of the file onto the user's machine or device for offline access and editing. Checking out a document will lock the file in the system as read-only for other users. Upon check in the file will be uploaded and saved as a new version and the local copy will be removed.
							- ☐ Offline documents capabilities are also available specifically within the Laserfiche Mobile App. The offline documents section of the Laserfiche Mobile App is accessible to users with the input of a password, but does not require an internet connection.
Business Need: Workflow/BPM							
	Question No. 81	Does the solution have the ability to associate electronic (digital) signatures with any file or event that is managed by the solution? Describe the capabilities of the proposed solution to manage digital signatures. If via third-party integration, specify which third-party products the solution supports.		- The system supports electronic signatures associated with documents. Digital signatures would require integration with a third party. This has been done in the past with Cosign from ARX. In addition you could use OpenText Content Secure Format for data protection. There are times where secure information needs to be shared outside of the firewall. To address these unique challenges OpenText has developed technology to protect data when sent to external parties. This technology is called Content Sealed Format (CSF). CSF has met the Federal Information Processing Standard (FIPS) Advanced Encryption Standard (AES) set by the National Institute of		- Perceptive Software offers electronic signature functionality that enables both internal and external signing capabilities, allowing you to easily capture legally binding signatures from individuals within or outside of the State. Whether your solution requires documents to be electronically sent to any user or third party to obtain compliant electronic signatures, or you're looking for internal signing capabilities that authenticate users via advanced public-key infrastructure (PKI) technology, Perceptive Software can provide the signing functionality the State needs. - Support for Digital Signatures Within Perceptive Software Solutions Perceptive Document Control Suite includes a	- Laserfiche provides both native digital signature functionality and third-party electronic or digital signature integrations for any file managed by the solution. - ☐ Within Laserfiche, digital signatures can be applied to documents and validated to ensure that document contents have not changed since the time of signing. - ☐ For externally-verifiable digital signatures, Laserfiche provides an integration with DocuSign, a leading eSignature solution. The native Laserfiche-DocuSign integration allows for documents to be sent to DocuSign for signing by the necessary parties and automatically saved from DocuSign into the system as a new version of the document. Signed documents' signatures

| | | | | Standards and Technology (NIST). The global standard for encryption, FIPS 197 has been the U.S. Government specification for the AES since 2002. Considered a benchmark for security in government, FIPS 197 is the standard of the National Security Association (NSA) for transmitting top secret information.
- CSF was designed to be a simple, self-contained alternative to complicated and often expensive digital rights management solutions. Users can convert any document, image or CAD file to a secure CSF file and apply Visual Rights® to control what the file recipient can do with the content of the document. For example, users can restrict printing, republishing and commenting on a CSF file and even expire (time bomb) the CSF using either a relative date (e.g., two weeks from today) or a hard date (e.g., April 10, 2011). Recipients view the CSF with the free Brava Reader.
- Unlike PDF or TIFF, CSF is not an open format so no third party translators, editors or conversion tools exist to compromise content security. With CSF, agencies can be confident that information shared outside their agency stays protected. CSF offers password protection, onscreen banners and watermarks, view-only access to documents and the ability to disable | robust digital signature capability that uses Suite B certified PKI encryption algorithms, where Perceptive Content Server serves as the certifying authority. Users with the document signing privilege are able to sign documents from either the Perceptive Content Client or WebNow user interfaces. As a document is routed through workflow, additional signers may add their signature to the document or verify existing signatures. Verification is an automated check used to confirm the integrity of the document — to confirm that no changes have been made since the document was signed.
- Digital signatures provide four benefits for documents:
- ☐ Authenticity: Proof of the identity of the individual who signs a document.
- ☐ Data Integrity: Ensures the document has not been altered by a third party.
- ☐ Non-repudiation: Prevents the signer of a document from later denying association with that document.
- ☐ Confidentiality: Ensures data is only readable to the sender and the intended recipient, providing protection from third-party intrusion.
- At the time a document is signed, the signature's status is valid. If the document is tampered with in any way, the user will immediately see this via a status of invalid. There are also cases where it may be necessary to "void" a signature because of either material or | can be externally verified by DocuSign at any time. |

				print, copy, re-publishing, markup and print screen functionality.	processing errors. For these scenarios, an additional security privilege is available for those people with the authority to void a digital signature. - Voiding a signature is analogous to voiding a check. A record of who signed the document and why their signature was voided is always available. Signing, verifying and voiding events are stored in the database for reporting, legal and compliance concerns. - Perceptive Software's digital signature technology conforms to National Security Agency-approved Suite B cryptography standards and FDA 21 CFR Part 11 regulations. Suite B uses cryptographic algorithms, including Advanced Encryption Standard (AES) for encryption, Asymmetric Elliptic Curve Cryptography (ECC) for digital signatures and key exchange, as well as the FIPS 180-2 Secure Hash Algorithm. Support for Electronic Signatures Outside of Perceptive Software Solutions Perceptive eAuthorize allows any document to be electronically sent to any user or third party to obtain a compliant electronic signature, followed by automatic uploading and storage of the signed document into your Perceptive Software solution. Signing options include: mouse, typed, mobile device, or electronic signature pad. eAuthorize is powered by AssureSign, a leader in the electronic signature market.	

				- As an additional layer of signing authenticity on sensitive documents, Perceptive Software offers knowledge based authentication (KBA). This is a configurable layer of signer authentication within Perceptive eAuthorize. KBA allows a signer to confirm his/her identity by correctly answering nonintrusive intelligent questions relating to that individual's history (e.g., previous address or social security number) in order to establish trust throughout the electronic signing event. A third party consumer information service is used so the additional personal information is not stored in the system. - Signatures via Stamp Annotations - Perceptive Software solutions include a standard stamp annotation feature that can be configured to allow any authorized user to apply a scanned, handwritten signature to an image. When defined with appropriate permissions, such a stamp could be secured so only an authorized signature owner could apply or delete such a signature stamp.	
	Question No. 82	Describe the solution's approach to workflow performance monitoring, verification/quality control.	- The Business Activity Monitoring component offers real-time monitoring of performance by means of predefined and ad hoc process analysis and event management. Online access to information through a single view across a mix of processes, disparate systems and departments allows	- Perceptive Software solutions provide a number of tools that can help the State monitor workflow performance. - Perceptive Content Client Performance Monitoring — Perceptive Content Client performance monitoring enables you to track the efficiency of several key operations in Perceptive Content Client from an end-user's perspective,	- Laserfiche provides built-in workflow monitoring. Each workflow instance can be monitored for its progress, satisfied conditions and activity duration. Additionally, high level statistics, such as average instance and activity duration are also monitored and presented in a graphical format. This feature allows

| | | | | immediate insight into Key Performance Indicators. | including the time to route an item in workflow, open a document or eForm in the viewer, capture a single document or set of documents. Your system administrator can determine the content and frequency of data to be collected and set reporting thresholds for Perceptive Content Client behavior. The resulting report data can be exported to a file system as a CSV file and opened within Microsoft Excel or another application that accepts CSV values for further processing within that application, if desired. Your system administrator can also generate reports describing historical system performance and circumstantial system performance for recent events.
- Monitor Agent – Monitor Agent allows your system administrator to automate the management of Perceptive Software agents (server processes for functions such as alarms and workflow) to improve performance and troubleshoot issues. Monitor Agent can be configured so that system events such as a non-responsive agent, the abnormal termination of an agent or excessive memory leaks can trigger actions such as restarting the process, running an external program or notifying your system administrator via email. Monitor Agent can also perform an action on a defined schedule, regardless of any events that may or may not have occurred. | process owners to analyze the efficiency of a workflow and identify bottlenecks. |

				- Business Insight Reporting – Perceptive Business Insight provides a suite of business intelligence features built for and integrated with any Perceptive Software process and content management solution. High-level dashboards, operational reporting for brochure-quality reports, and other flexible options enable the State to evaluate and improve the efficiency of content-related routines by putting detailed worker and process productivity data right at your fingertips. The Report Library — a collection of ready-to-run reports — includes Workflow reports to view details about the configuration and use of your Workflow. For example, the Workflow Item Aging report enables you to calculate the number of workflow items in each queue that fall into user-defined aging periods. Workflow and Tasks Dashboards allow you to see an at-a-glance view of your workflow processes (such as the number of items in particular queues) and tasks. You can also create other reports using drag-and-drop tools or either Query Studio or Report Studio. - Other system monitoring tools include: - Experience Index — Solution performance is affected by your hardware and network. The Experience Index is a standard, integrated diagnostic tool in the Perceptive Content Client interface that can be used on demand to measure the performance of various	

| | | | | hardware and connectivity elements within your environment and help you optimize these factors. The Experience Index tool generates statistics on processor, memory and hard disk performance for both the client and server, as well as network statistics (network latency and bandwidth) for the client and database call speed for the server. The Experience Index generates scores for each category, as well as a base score for the client experience and one for the server experience that serves as an overall measurement for each. The Experience Index not only measures system performance, but extracts and reports on processor and memory hardware to make sure the system meets the minimum requirements described in the Technical Specifications document. If desired, Experience Index results can be relayed to Perceptive Software Global Support Services on demand to expedite troubleshooting and/or to identify hardware and connectivity upgrades to invest in before expanding the scope of your solution environment.
- Real Time Telemetry System (RTTS) — RTTS is an administrative performance monitoring tool integrated into the solution architecture. Configured through a server-side configuration (.ini) file, RTTS enables immediate assessment of server performance and rapid identification of slow-running components. RTTS monitors | |

				performance based on server calls and database queries, enabling you to collect the diagnostic information necessary to ensure optimum performance of the system. This summary of performance is logged on a defined-period basis and can either be viewed as a text file or imported into Microsoft Excel for additional formatting and analysis.	
	Question No. 83	Describe the workflow development tools provided by the solution (library of starter objects, workflow templates, and test environment).	- We provide full business process modeling and analysis capabilities. The Business Process Designer provides workflow and business process definition through a graphical interface in the designer. The designer allows defining user interaction and system stages, and combines these by actions in order to build out process maps. Workflow designers can build user activities using HTML forms or they can choose to leverage PDF forms for capturing user input. Many Enterprise Content Management (ECM) features and functions are built into the core and others are possible through use of content objects and services. The vast integration capabilities with third party systems allow for process automation between participating systems. The solution includes full reporting capability including graphical visualization and process optimization. - OpenText also provides many pre-configured modules and workflows based on industry best practices. These	- Perceptive Software solutions provide an integrated, graphical workflow designer that allows any non-technical user with appropriate privileges and basic operating system knowledge to quickly define a custom workflow process. The Workflow Designer includes a canvas-like area that provides authorized users with the basic building blocks to construct workflow processes and dictate actions to take on them, including queues, routing options, a rules engine, and alarms and messaging support. - Modifications take just a few clicks, and administrator training on workflow is accomplished during Perceptive Software training courses and on-site during implementation. - Because no two organizations are exactly alike, Perceptive Software does not attempt to impose prebuilt processes or work steps on its customers. Instead, Perceptive Software's experienced consultants will create custom-built workflows, tailored to meet your specific business needs, as part of the regular	- Laserfiche provides a set of preconfigured activities to aid in seamless implementation of workflows. - A simple graphical user interface is used to configure all elements of a workflow, including the workflow rules and process stages. Steps and actions within a workflow are drawn from a toolbox of activities and arranged sequentially. - For any functionality not already offered with the 70+ base activities, custom scripts can be created and called as part of a workflow. - The designed workflows can be run inside a testing environment that comes standard with the Laserfiche system.

				include ECM content related actions including but not limited to: - • Document create, update, copy, move and delete - • Create folder hierarchies from templates containing all types of objects - • Metadata assignments - • Permission control - • Records management classification assignment - • E-Mail notifications - • Document import and export - • Data import and export from XML and SQL - • Process Interchange with other systems - • Document modifications (binary and via XSL transformation) - • Capture, manipulate and store form data - • Shipping or publishing documents on remote systems (transmittals) - • Creating PDF documents, applying electronic signatures, applying watermarks - • Reports and their results can be used to trigger processes - When extending the capabilities into BPM, there are several ways that workflows are defined. First, we support the industry standard BPMN modeling for graphical representation of process models for more structured workflows. We also support the new CMMN (Case Management Modeling	deployment process when you purchase our solution. - During project planning, our project manager will work with the State to create workflow processes that fit your needs, to then be deployed by the consultant onsite. Working directly with customers across thousands of implementations and expansion projects, Perceptive Software's project managers bring hands-on, practical experience to building process and content management solutions. - When the State perpetually licenses Perceptive Software products and solutions, two non-production environments are included with Perceptive Content Server and can be used to fulfill your staging needs. - If required, additional test environments can be purchased. Perceptive Software solutions provide an application migration tool that enables your administrator to easily migrate a number of new or modified items from a user-friendly interface: workflow processes, Drawers, Folder Types, Folder Type lists, Document Types, Document Type lists, custom properties, folder and document views, capture and source profiles, groups, LearnMode application plans and other general server settings. Associated user and group privileges for each of these objects can be migrated simultaneously. As an additional option, all Perceptive Content Server settings	

			Notation) modeling environment which better captures the elements unique to case style workflows. - BPM also includes the Process Component Library, which are pre-built service delivery and case management components that can be assembled, not coded, into a full automation solution. Some of the pre-built components within the Process Component Library include: - • Request Management - • Service Catalog - • Incident Management - • SLA and Escalation Management - • Change Management - • Task Management - • Account Management - • Inbound and Outbound E-Mail Services - • Configuration Management - • Event Management - • Knowledge Management - • Project Management - • Survey Management - • Supplier and Contract Management - Developers can use this application factory building-block approach within the Process Component Library to provide process-driven, complete applications, in half the time of traditional blank slate BPM implementations.	and object stores can be simply copied, subject to your network security configuration, between test and production servers using normal OS and network file copy techniques. This allows for development and testing in a realistic environment to help ensure a smooth production implementation. For a SaaS, subscription-based solution, Perceptive Software can host a test environment to provide customers the ability to validate and test both product functionality as well as changes to the application. - Please note, the Perceptive Software-hosted test environment is designed for functional-level testing only and is an optional offering which subscription-based customers can choose to take advantage of for an additional fee.	
	Question No. 84	Describe the solution's work flow	- OpenText process platform BPMS has a few tools for process simulation.	- If the question is referring to the availability of staging environments before your solution goes live, when the	- Laserfiche Workflow provides simulation graphics and reporting data when testing or validating workflows. Available

| | | simulation/validation tools. | - One of our ground rules is the focus on executable, integral processes. The first simulation capability is the graphical simulation of the executable process as if it is being executed in runtime. Different execution paths of the process can be simulated and properties can be changed. So, the process as it has been modeled is simulated and you can step by step simulate the activities and follow what happens: The usage if the user interaction, integration of data with backend systems and the implementation of rules, parameters, etc. In this way, bottlenecks are being detected very quickly and can be solved on the way. This is a very fast way of solving bottlenecks.
- OpenText process platform offers in this way a graphical debugger to simulate and test processes even before they are being offered for real life environments. Also 'break points' can be set so that the step by step analysis for activities can be done through the flow. It is possible in this way, to see the results of every activity like data mapping, input and output of an activity, lead-time check and change if needed. All related to simulation of the impact of applying the process in real live environments. | State perpetually licenses Perceptive Software products and solutions, two nonproduction environments are included with Perceptive Content Server and can be used to fulfill your staging needs. If required, additional test environments can be purchased.
- Perceptive Software solutions provide an application migration tool that enables your administrator to easily migrate a number of new or modified items from a user-friendly interface: workflow processes, Drawers, Folder Types, Folder Type lists, Document Types, Document Type lists, custom properties, folder and document views, capture and source profiles, groups, LearnMode application plans and other general server settings. Associated user and group privileges for each of these objects can be migrated simultaneously.
- As an additional option, all Perceptive Content Server settings and object stores can be simply copied, subject to your network security configuration, between test and production servers using normal OS and network file copy techniques. This allows for development and testing in a realistic environment to help ensure a smooth production implementation. Perceptive Content Server also allows Capture Profiles to be distributed to network clients, an ideal option for test-to-production environments.
- For a SaaS, subscription-based solution, Perceptive Software can host a test | metrics in the simulation view include, among others:
- ☐ The duration of activities, tasks, and processes as a whole
- ☐ Which paths in a branching process were taken
- ☐ How all relevant conditions were evaluated
- ☐ Which users have been assigned tasks or have performed tasks
- All data is easily viewed from within the Workflow interface and allow process creators to effectively troubleshoot, validate, and monitor processes within a development, test or production environment. |

				- environment to provide customers the ability to validate and test both product functionality as well as changes to the application. - Please note, the Perceptive Software-hosted test environment is designed for functional-level testing only and is an optional offering which subscription-based customers can choose to take advantage of for an additional fee. - If the question is referring to workflow versioning, while not currently available, it is on our roadmap	
	Question No. 85	Describe the solution's ability to route documents through a multilevel hierarchy for authorization. Are there limits to the depth of such a hierarchy? Can the level of detail included for authorization at each level be modified on an exception basis?	- Documents can be routed through a multi-level hierarchy and there is no limit to the depth of routing. The workflow engine allows for exception processing at every step of the workflow.	- Yes. Multiple levels of authorization can be created to meet your business needs. While processing a document in the viewer, a user with appropriate privileges can apply an annotation, such as a stamp, or digitally sign a document. When finished with a specific item in the workflow queue, the user simply clicks the route button, and the next item is presented. Furthermore, workflow allows each queue with multiple outgoing routes to display a predefined default to which valid queue documents and folders will be routed next unless the user overrides it. For users with appropriate privileges, additional options for routing include the ability to route a document anywhere in the workflow process, route a document back to the previous queue, recall a document that was just routed and "archive" a routed document by removing it from workflow without deleting its workflow history. This	- The Laserfiche system can handle document authorization in whatever way that best suits the State's business needs, placing no limitations on the depths of an authorization hierarchy or the general complexity of a workflow. - ☐ Authorizations can occur sequentially or in parallel, and routing can be assigned to individuals or role-based groups dynamically. - ☐ Based on the decision made at each authorization step, documents can be routed dynamically or undergo any necessary processing or exception handling. - ☐ Each workflow in the system can be designed to function uniquely, handling exceptions and other unique circumstances appropriately for the business process at hand.

				allows authorized users to skip authorization levels if desired.	
	Question No. 86	Describe the solution's ability to route content by e-mail and the Web. Describe the process and exactly what is routed — for example, files, indexes, links, and URLs.	- The workflow can email links to be directed to a web url for processing, it can send along a document as an attachment to the email, the email can also include links, index, status, description, and other metadata.	- The user-friendly and flexible nature of Perceptive Workflow makes it simple for your users to process the State's documents in a timely manner. Users do not need to search for work — it is simply delivered to them via a Perceptive client. Additionally, alerts such as a flashing icon, audible alarms, message alerts in the Message Center or email notifications make users aware when items arrive in a queue or other conditions arise, ensuring that items will be acknowledged and processed efficiently upon arrival. - In the Explorer window, a user's current workflow items are displayed and can be ordered in any fashion, depending on the user's preference. Optional row numbers support rapid visual location of documents and speed up basic document quantity assessments for displayed items. For users with more than one workflow, the views pane provides easy access to their additional queues so they can effectively complete daily tasks. While processing a document in the viewer, a user with appropriate privileges can apply an annotation, such as a stamp, or digitally sign a document. When finished with a specific item in the workflow queue, the user simply clicks the route button, and the next item is presented. Furthermore, workflow allows each queue with multiple outgoing routes to	- Laserfiche is designed to make documents and information easily accessible to authorized parties, and the solution provides a variety of web tools to accomplish this. The following are ways Laserfiche is able to route content over the internet: - ☐ Email notifications can be sent, linking users to documents in Laserfiche via attachments, shortcuts and/or document or e-form URLs. - ☐ Laserfiche's web application allows users to access their full repository within a web browser, whether by following a document URL from an email or retrieving content independently. - ☐ Laserfiche documents can be made available for public access via the Laserfiche Public Portal. This allows external users to search for, view, and download designated Laserfiche documents. - ☐ Online forms can be routed to users for submission or approval as part of a task list within an e-forms login page, or via an email notification with a URL included.

				display a predefined default to which valid queue documents and folders will be routed next unless the user overrides it. For users with appropriate privileges, additional options for routing include the ability to route a document anywhere in the workflow process, route a document back to the previous queue, recall a document that was just routed and "archive" a routed document by removing it from workflow without deleting its workflow history. - Perceptive Mobile enables users who are frequently in meetings, traveling or don't carry laptops to participate in a workflow through their mobile device from any location where they have internet connectivity. Perceptive Mobile's simplified interface is easy to learn and presents users with just the workflow queues containing the documents they need to access. By focusing on essential workflow functions of document review, approval and routing/holding, Perceptive Mobile affordably extends the reach of users who need to stay in the workflow loop even after they leave their full-featured client back at the desk. - Additional functionality allows you to link documents in workflow to your business application by using our patented LearnMode technology. For example, if you have a queue that is configured to allow linking of documents, users can quickly associate documents with records in a business	

				application by clicking the Link icon. Perceptive Software's solution instantly extracts information from your business application, inserting specific data elements into the document keys located in the Properties pane. The document can then be routed to the next appropriate queue by simply clicking the route icon. - With the easy-to-use functionality of workflow, users can quickly access documents in their workflow queue, complete the task associated with documents and instantly route documents to the next queue. - The seamless design of workflow directly enhances your day-to-day business process, replacing paper-related delays and costs with new efficiencies.	
	Question No. 87	Describe the solution's ability to trigger workflows when content generated in the MS Office Suite is added to or changed in the solution.	- Workflows can be triggered automatically when content is added to the system or when new versions are added. These triggers reside on the folder and watch folder activity.	- With Perceptive Interact for Microsoft Office, documents can be routed via electronic workflow for further editing, annotations and electronic signatures. This is especially useful for documents under version control, allowing these documents to be routed to specific workflow processes right from Microsoft Office's toolbar. - Interact for Microsoft Office extends the power of Perceptive Software solutions by bringing document management to every user of Microsoft Office, whether or not they have WebNow or Perceptive Content Client installed. Interact for Microsoft Office provides key functions in an interface that allows users to add, view, search, check in or check out	- Workflows can be triggered by the creation or modification of Microsoft Office files stored in the Laserfiche system, as with any other file type stored in the system. For example, the finalization of a new version of a contract stored in the system could start a workflow to review changes and get approval from the legal department, among many other processes.

				Office-format documents, spreadsheets and presentations to the repository directly from Microsoft Office programs, such as Word, Excel and PowerPoint.	
Business Need: Web Content Management					
	Question No. 88	Describe the process of creating Web content. How is content authored?	- Content is authored from preview environment and content management workspace. - The preview environment presents the exact image of the final production site, with all the content currently under management in place so that business users can see exactly how the content will appear once approved and published. It offers a page-centric model for managing content and websites. For content contributors or authors, the preview environment is the primary place for "in-context" and "inline" editing – that is adding, updating, or removing content directly from the pages being previewed. The preview environment is also enabled with all the actions required to approve and publish pages, eliminating the need to switch back to the content workspaces. - Content management workspace also allows role-based access to managed contents. Content authors can add, update, delete and can perform a variety of content management functions from workspace.	- Not Applicable. Perceptive Software is not proposing web content management solutions as of this time.	- While Laserfiche makes it easy to make content managed within the repository available online, it is not designed to be used as a complete Web Content Management solution. In most cases, Laserfiche can be integrated with and used to support the WCM solution in place. - Tools such as Adobe Experience Manager (AEM) can be integrated with Laserfiche such that Laserfiche manages assets, controls versioning and applies the appropriate record keeping rules while content authoring and editing as well as template creation is handled through Adobe.

	Question No. 89	Does the solution allow third-party Integrated Development Environments (IDE) to be used for template development and integration? Describe the solution's capabilities.	- The WEM solution is a fully J2EE compliant application built upon open standards that allow for the ability to extend the solution and/or integrate the solution with 3rd party applications through the use of Java, Web Services, AJAX and other standard technologies. Developers can leverage the IDE they are comfortable working with for the development of extensions to the application. The presentation layer development supports scripting using XML, JSTL, JSP, Bootstrap, HTML5, CSS3, LESS, SASS, etc. Popular open source IDEs like Eclipse, Net Beans, Apatna IDE, etc. support all these technologies and can be used for development.	- Not Applicable. Perceptive Software is not proposing web content management solutions as of this time.	- While Laserfiche makes it easy to make content managed within the repository available online, it is not designed to be used as a complete Web Content Management solution. In most cases, Laserfiche can be integrated with and used to support the WCM solution in place. - Tools such as Adobe Experience Manager (AEM) can be integrated with Laserfiche such that Laserfiche manages assets, controls versioning and applies the appropriate record keeping rules while content authoring and editing as well as template creation is handled through Adobe.
	Question No. 90	Describe the solution's support for in-context (what you see is what you get [WYSIWYG]) editing?	- In WEM, in-context or WYSIWYG editing is done via Preview environment. The preview environment presents the exact image of the final production site, with all the content currently under management in place so that business users can see exactly how the content will appear once approved and published. It offers a page-centric model for managing content and websites. - For content contributors, the preview environment is the primary place for "in-context" and "inline" editing – that is adding, updating, or removing content directly from the pages being previewed. The preview environment is also enabled with all the actions	- Not Applicable. Perceptive Software is not proposing web content management solutions as of this time.	- While Laserfiche makes it easy to make content managed within the repository available online, it is not designed to be used as a complete Web Content Management solution. In most cases, Laserfiche can be integrated with and used to support the WCM solution in place. - Tools such as Adobe Experience Manager (AEM) can be integrated with Laserfiche such that Laserfiche manages assets, controls versioning and applies the appropriate record keeping rules while content authoring and editing as well as template creation is handled through Adobe.

			required to approve and publish pages, eliminating the need to switch back to the content workspaces. - For presentation managers, the preview environment is the primary place for configuring the various page templates used by content contributors to create pages. It is also the place where they can visually apply layouts and themes to individual pages or page templates. - The preview environment is equipped with management tools designed not to interfere with the underlying page's design, by using innovative overlay techniques compatible with most web designs. These controls can be completely hidden or minimized for a realistic preview experience		
	Question No. 91	Describe the solution's event-driven publication capabilities. For example, is it possible to have event-triggered publication of content and/or layouts?	- Web Experience Management exposes publishing operations to business users in one of three ways: - • Through simple "publish" and "unpublish" actions, both in the content workspaces and in the preview environment - • Through scheduled publishing and scheduled unpublishing dates that can be set on any managed object - • Indirectly in the context of a workflow where publishing happens automatically - The golden rule of publishing in Web Experience Management is that all managed objects have an approval status which can be either approved, unapproved, or given a custom value	- Not Applicable. Perceptive Software is not proposing web content management solutions as of this time.	- While Laserfiche makes it easy to make content managed within the repository available online, it is not designed to be used as a complete Web Content Management solution. In most cases, Laserfiche can be integrated with and used to support the WCM solution in place. - Tools such as Adobe Experience Manager (AEM) can be integrated with Laserfiche such that Laserfiche manages assets, controls versioning and applies the appropriate record keeping rules while content authoring and editing as well as template creation is handled through Adobe.

			defined by the customer; however, only approved content can leave the management environment to reach a delivery environment. This ensures that unapproved content never makes it to a production website. - When a publishing (or unpublishing) action is triggered, a publishing job is created by system, regrouping in a snapshot not only the item being published, but also all its dependents. For instance, publishing an article might result in publishing the article itself along with the images used as illustrations and the other articles referenced by the published item. If one or many of the related items are not approved, then the user is exposed to a publishing issue resolution wizard" explaining why the publish operation is not possible yet and proposing resolution steps to the end-user. In many cases, this publishing operation is a one click operation.		
	Question No. 92	Can the solution support content in multiple languages? List languages and describe how this is accomplished.	- Yes, when it comes to creating and managing sites or contents in multiple languages, WEM provides a range of capabilities aimed at making this process as efficient and accurate as possible. These capabilities range from defining the candidate languages system-wide to selecting a specific language the site can (or must) be translated into creating localized versions of a particular piece of content.	- Not Applicable. Perceptive Software is not proposing web content management solutions as of this time.	- While Laserfiche makes it easy to make content managed within the repository available online, it is not designed to be used as a complete Web Content Management solution. In most cases, Laserfiche can be integrated with and used to support the WCM solution in place. - Tools such as Adobe Experience Manager (AEM) can be integrated with Laserfiche such that Laserfiche manages assets, controls versioning and applies the

| | | | | - For each site managed in WEM, a centralized configuration screen allows site managers to determine languages a site needs, default language and also other translation configurations.
- All languages worldwide are supported. Technically, WEM is entirely built on UTF-8 standard for storing, presenting, indexing and searching content which makes it possible to manage content in any language worldwide.
- WEM offers number of options to configure the multilingual behavior of contents. Multilingual configuration options available at the content type level include:
- • Is the content type multilingual enabled?
- • What Translation workflow should be used when users elect to use workflow to create the translation.
- • A Sample implementation based on Microsoft Bing Translation is provided OTTB.
- • What folder path should be used for new translations?
- • Should the channels, categories, and publishing schedule be inherited from the parent item on creation and then synchronizable going forward, or should these settings be specified independently of the source translation.
- • Other settings are per attribute within the multilingual content type: | | appropriate record keeping rules while content authoring and editing as well as template creation is handled through Adobe. |

| | | | | - • Specify which attributes are translatable. These are provided as inputs to the translation workflow.
- • Specify which attributes are synchronizable. These attributes can be updated based on the master translation at any time.
- Translation creation wizard:
- This wizard can be accessed from multiple places in the UI, and provides three ways to create a translation:
- • Manually by creating a new translation
- • Manually by designating an existing content instance to be the translation
- • Automatically via a translation workflow
- Translation groups:
- Translations of a given content item are associated and managed as a group. Some of features available to items within a group include:
- • Side by side comparison and editing of translations within the group
- • Sharable attributes can be synchronized from a master copy to other translations in the group using the synchronize option. When synchronizing, the user can control whether some or all of the synchronizable attributes are pushed down from the master to other members of the family.
- Translation Mode:
- Translation mode is a new view in content workspaces that can serve as a | | |

		dashboard to examine the state of any set of translations. The search and browsing features of workspaces can be used to identify the set of translations to examine. Translation mode features include: - • Enable/disable within each workspace - • Language column options to show the translation and publishing status of any language. - • If a translation hasn't been started for a language, the translation process can be initiated from the plus sign in the language column - • Translation filtering options to control what languages show up as rows. - Other multilingual features include: - • Language as native system metadata on all objects - • The language widget is included in all out-of-the-box content types - • The language widget can be added to any Content Type - • Multilingual search - • Language based indexing with language-specific stemming rules - • Multilingual-enabled channels - • Add explicit display names and URLs for each language - • - Active/inactive status per language within the channel	
Question No. 93	Can Microsoft Office creation tools be used to submit content directly into the Web content	- Yes, as part of the content type modeling operations, some attributes can be marked as supporting rich text editing. The resulting fields within the content editor will provide content	- Not Applicable. Perceptive Software is not proposing web content management solutions as of this time.	- While Laserfiche makes it easy to make content managed within the repository available online, it is not designed to be used as a complete Web Content Management solution. In most cases,

		management (WCM) repository?	contributors with a rich text-editing environment supporting similar capabilities as Microsoft Word, including the ability to receive content from Office applications with automatic HTML cleanup. WEM offers two WYSWYG editors for use - TinyMCE and EditLive for Java. These WYSWYG editors used in content input template allows pasting of data from Word, Excel, etc. with or without Microsoft formatting.		- Laserfiche can be integrated with and used to support the WCM solution in place. - Tools such as Adobe Experience Manager (AEM) can be integrated with Laserfiche such that Laserfiche manages assets, controls versioning and applies the appropriate record keeping rules while content authoring and editing as well as template creation is handled through Adobe.
	Question No. 94	Describe how the solution supports multiple versions of the same site using the same Web Content Management instance?	- WEM allows versioning feature to keep track of changes and to archive older versions. Versions can be created on-demand or programmatically. - Version information is available when you click "Info" to a content item and choose the "Versions" tab. When the item is opened for editing, you can add a new version, remove, restore, and compare versions. Each version of a content item can be previewed and restored. - The version that is saved is the XML representation of the content instance. When a version is created, information about related content is captured (via relators), but the entire objects of the related items are not included (preserving storage). It is common practice to automatically version content whenever it is published via a workflow, so there will be a record of the related items at the time of publishing. That way we are able to	- Not Applicable. Perceptive Software is not proposing web content management solutions as of this time.	- While Laserfiche makes it easy to make content managed within the repository available online, it is not designed to be used as a complete Web Content Management solution. In most cases, Laserfiche can be integrated with and used to support the WCM solution in place. - Tools such as Adobe Experience Manager (AEM) can be integrated with Laserfiche such that Laserfiche manages assets, controls versioning and applies the appropriate record keeping rules while content authoring and editing as well as template creation is handled through Adobe.

			return a content instance back to a previous version even if it has related content. - WEM also allows administrators to clone the Site and create a version of it in the same WEM instance.		
	Question No. 95	Does the solution provide multichannel (social media) output capabilities? If so, describe them.	- Since OpenText WEM separates content from presentation, content author has to create/edit content only once. Then this content can be published across multiple display channels/formats including mobile, tablet, social media, etc. - OpenText customers have utilized WEM to deliver content to end points as diverse as: print, IPTV, IVRs, Kiosks and more. The business user can select from a set of approved templates. In addition we have a concept called format; an alternate way to display content without having to edit the properties of the page that displays it. In other words, a format is a way to display the same content in multiple ways (web, mobile, printer-friendly, and so on). - OpenText builds in the notion of "format", which helps site authors easily target multiple mobile channels. Formats define the channels a customer wants to support. These typically include devices such smart phones, feature phones, tablets, and desktop. But the same feature is also leveraged to seamlessly make available non-mobile channels like kiosk, in-store,	- Not Applicable. Perceptive Software is not proposing web content management solutions as of this time.	- While Laserfiche makes it easy to make content managed within the repository available online, it is not designed to be used as a complete Web Content Management solution. In most cases, Laserfiche can be integrated with and used to support the WCM solution in place. - Tools such as Adobe Experience Manager (AEM) can be integrated with Laserfiche such that Laserfiche manages assets, controls versioning and applies the appropriate record keeping rules while content authoring and editing as well as template creation is handled through Adobe.

			social media, as well as printable and PDF versions of a site.		
	Question No. 96	Can the solution display content targeted at specific user profiles? Can the solution apply personalization rules to elements smaller than pages? If so, describe.	- Web Experience Management (WEM) technology can map a user's personal attributes such as roles, groups, regions, departments, interests and other profile details to the site to create a personalized rich experience where the users are more engaged and more likely to visit in the future. - The dynamic nature of the WEM content delivery model is a perfect fit for handling complex personalization requirements. Each page being delivered and each region or component being rendered can dynamically leverage the context of the current request to determine which content to present. - WEM supports various types of personalization techniques: - • For first-access users, the ability to branch to a landing page that matches the current device or the user's preferred language - • For guest users, the ability to track the user behavior with standards-based session mechanisms - • For registered users, the ability to deliver content based on the current user profiles and preferences, groups, or segments - Another popular optimization technology relies on content targeting techniques where content managers explicitly select target segments at the	- Not Applicable. Perceptive Software is not proposing web content management solutions as of this time.	- While Laserfiche makes it easy to make content managed within the repository available online, it is not designed to be used as a complete Web Content Management solution. In most cases, Laserfiche can be integrated with and used to support the WCM solution in place. - Tools such as Adobe Experience Manager (AEM) can be integrated with Laserfiche such that Laserfiche manages assets, controls versioning and applies the appropriate record keeping rules while content authoring and editing as well as template creation is handled through Adobe.

			time content is created and published. Later on the site, end-users are only exposed to the content that has been assigned to the segments to which they belong. The list of segments can be provided by Portal or integrated from third-party segmentation engines or from Social Media like Facebook.		
	Question No. 97	Describe how content is staged and deployed to the Web. Is a separate deployment engine required? Can the solution upload content from the staging area in bulk or piece by piece in a secure manner?	- Our Web Experience Management is architected in such a way that there are multiple stages involved when deploying content to production. Typically, clients will setup the management stage, where sites and content are generally created. Then, the content, static files and site objects will get deployed to a Staging stage, for further testing. Then, once the site and content is signed-off on, the items are published to the Production Stage. There is no limit to the number of stages that can be configured. The customer has flexibility there to meet their content publishing and deployment needs. - As far as a deployment engine is concerned, a separate one is not needed. Our Web Experience Management system ship with a deployment engine. Also, content from the Staging area can be deployed to production in bulk or as individual content items or pages. Content can also be set for scheduled publishing and un-publishing at a future date and time.	- Not Applicable. Perceptive Software is not proposing web content management solutions as of this time.	- While Laserfiche makes it easy to make content managed within the repository available online, it is not designed to be used as a complete Web Content Management solution. In most cases, Laserfiche can be integrated with and used to support the WCM solution in place. - Tools such as Adobe Experience Manager (AEM) can be integrated with Laserfiche such that Laserfiche manages assets, controls versioning and applies the appropriate record keeping rules while content authoring and editing as well as template creation is handled through Adobe.

	Question No. 98	Are there syndication options such as RSS? Describe the solution's capabilities.	- Yes. Our Web Experience Management system can publish content in many different formats, as well as into many different types of endpoints. For example, we can publish content as XML, JSON, RSS and of course HTML. And, we can deliver content to web sites, mobile devices, mobile apps, kiosks, Content Delivery Networks and, external web sites and applications via our push model or pull model capabilities.	- Not Applicable. Perceptive Software is not proposing web content management solutions as of this time.	- While Laserfiche makes it easy to make content managed within the repository available online, it is not designed to be used as a complete Web Content Management solution. In most cases, Laserfiche can be integrated with and used to support the WCM solution in place. - Tools such as Adobe Experience Manager (AEM) can be integrated with Laserfiche such that Laserfiche manages assets, controls versioning and applies the appropriate record keeping rules while content authoring and editing as well as template creation is handled through Adobe.
	Question No. 99	Does the solution support authoring and delivery templates? Can the solution produce global and site-specific templates? Describe how they are created, managed and used.	- Authoring and delivery templates are considered managed objects in our Web Experience Management system. They can be created via our WEM Presentation Workspace, or, depending on the type of template, can be created in-context of the end-user web site. We have different types of templates. These include Site Templates, Page Templates, Page Layouts, Region Layouts, Content Component Display Views, Content Component Templates and Themes. The above template types can be managed and assigned to content item and pages, for example, by authorized business users working in the Web Experience Management workspaces, as well as by business users working within the context of the end-user web site. Our product	- Not Applicable. Perceptive Software is not proposing web content management solutions as of this time.	- While Laserfiche makes it easy to make content managed within the repository available online, it is not designed to be used as a complete Web Content Management solution. In most cases, Laserfiche can be integrated with and used to support the WCM solution in place. - Tools such as Adobe Experience Manager (AEM) can be integrated with Laserfiche such that Laserfiche manages assets, controls versioning and applies the appropriate record keeping rules while content authoring and editing as well as template creation is handled through Adobe.

			provides the ability for business users to set the scope of templates to global or to site specific, depending on the business need.		
	Question No. 100	Is the solution Web Content Accessibility Guidelines 2.0, Section 508, and American Disabilities Act compliant? Describe the solution's capabilities.	- OpenText products are used by many of the largest organizations in the world, so accessibility has been a key part of our development process for many years. Sites built using our technology can support all 508 and W3C standards.	- Not Applicable. Perceptive Software is not proposing web content management solutions as of this time.	- While Laserfiche makes it easy to make content managed within the repository available online, it is not designed to be used as a complete Web Content Management solution. In most cases, Laserfiche can be integrated with and used to support the WCM solution in place. - Tools such as Adobe Experience Manager (AEM) can be integrated with Laserfiche such that Laserfiche manages assets, controls versioning and applies the appropriate record keeping rules while content authoring and editing as well as template creation is handled through Adobe.
	Question No. 101	Does the solution allow users within specific business units to control the authoring, editorial and approval cycles of content?	- Yes. Our Web Experience Management product allows very granular control over authoring, editorial and approval cycles of content. Based on your roles and responsibilities, you may be allowed to author content. Then, through our workflow mechanism, the content would get routed to a person or team of people that can edit the content. And, finally, the content can get summated for approval from yet another team. We ship with some out of the box workflows. However, depending on the business need, new workflows can be easily created and registered into the	- Not Applicable. Perceptive Software is not proposing web content management solutions as of this time.	- While Laserfiche makes it easy to make content managed within the repository available online, it is not designed to be used as a complete Web Content Management solution. In most cases, Laserfiche can be integrated with and used to support the WCM solution in place. - Tools such as Adobe Experience Manager (AEM) can be integrated with Laserfiche such that Laserfiche manages assets, controls versioning and applies the appropriate record keeping rules while content authoring and editing as well as template creation is handled through Adobe.

			system. We provide a visual designer for the creation of workflows.		
Business Need: Social Content Management and Collaboration					
	Question No. 102	Does the solution enable the creation of online communities? Describe how this is accomplished.	- Yes. Our OpenText Tempo Social product enables the creation of social communities. These communities have various features. For example, the creator of a community can make it public or private. If the community is made private, then only people that get invited to join the community can use the community to collaborate with the others in the community, as well as utilize the content in the community, share, comment, rate and create community applications in the community such as blogs, wikis, forums, video libraries and image libraries.	- Not Applicable. Perceptive Software is not proposing social content management as of this time.	- Yes, Laserfiche is committed to helping customers create dynamic communities of practice and capture the communities' collective wisdom for inclusion within business processes where appropriate. - Laserfiche provides a community-based question and answer system called Social BPM that allows community members to come together in groups, ask and answer questions on various topics, start discussions, and put out announcements. Those discussions can be tied to business processes such that people filling out a form, for example, can get relevant community-sourced assistance directly from the form. - An example of this type of dynamic, discussion-driven online community is available at answers.laserfiche.com.
	Question No. 103	Does the solution allow for real-time collaboration by integrating with or supporting presence awareness, instant messaging, chat or Web conferencing, screen-sharing or co-editing?	- Yes. Our OpenText TempoSocial product provides the ability for users to collaborate in real-time instant messaging. There are also presence awareness features in our product, so that users can determine when other people that they are collaborating with or following are online and available. We do not offer Web Conferencing or	- Not Applicable. Perceptive Software is not proposing social content management as of this time.	- Laserfiche is currently extending its collaboration functionality and the ability to co-edit content managed within the system is on the current roadmap. - Elements of the ability to support presence awareness, instant messaging, chat, web conferencing, etc. are already part of the product where it makes sense. For example, tools used to capture, process and import photographs can

		Describe how this is accomplished.	screen-sharing software. For that, we would rely on a third party product.		extract location information for integration with GIS applications. Files from Laserfiche can be dragged into chats, documents can be shared in web conferences, etc.
Question No. 104		Can people collaborate using wikis, blogs and Atom/RSS feeds in the solution?	- Yes. Our OpenText Tempo Social product provides the capability for users to create social applications like wikis, blogs and forums, for example. We also enable users and project teams to create social communities. These communities can be public or they can be private, where only invited members can join and interact with the apps, content and people in the community. We also have RSS feed capability inherent in the product. Our product also has the concept of walls and activity feeds, so that people can post activity and follow what other people are doing.	- Not Applicable. Perceptive Software is not proposing social content management as of this time.	- People can incorporate information managed in Laserfiche into other collaboration tools such as wikis, blogs, etc. because every object in the system is addressable through a unique URL. Additionally, the social collaboration component (Laserfiche Social BPM described above) provides an online collaborative community and users can subscribe to discussion threads via RSS feed.