

## USU KnowledgeBase

The great time and effort required for implementing commonly used document management systems (DMS) along with the constant need for system maintenance often makes them uneconomical to use. USU KnowledgeBase is a flexible, easy-to-use and economical document management system. With the help of its workflows, you'll be able to control quality-checked creation and updating of documents and depict complete document lifecycles.

### + Intuitive, Browser-Based Editor

With USU KnowledgeBase, you can create and edit documents directly in a browser complete with formatting functions similar to those available in Microsoft Word. You can also paste in graphics, copy and include content like screenshots from the system clipboard and attach as many files as you like.

### + The Challenge of Managing Document-Based Knowledge

Do you always know which document version is the latest one? When you create documents, are you free to concentrate on the content or does the system get in your way and force you to cope with unclear processes? USU KnowledgeBase will help you create always up-to-date, quality-checked documents and make them available in a centralized knowledge database. At the same time, you'll have a standardized yet flexible process that facilitates creating and updating them.

### Automated Document Creation Process

In USU KnowledgeBase, the process for creating and updating documents is defined in workflows. Within minutes, you can configure as many workflows as you need or just simply use the pre-configured workflows well proven in practice. What's more, the "History" function lets you track and check all previous editing steps, and the automated follow-up of foreign-language documents makes sure that they're always kept up to date as well.

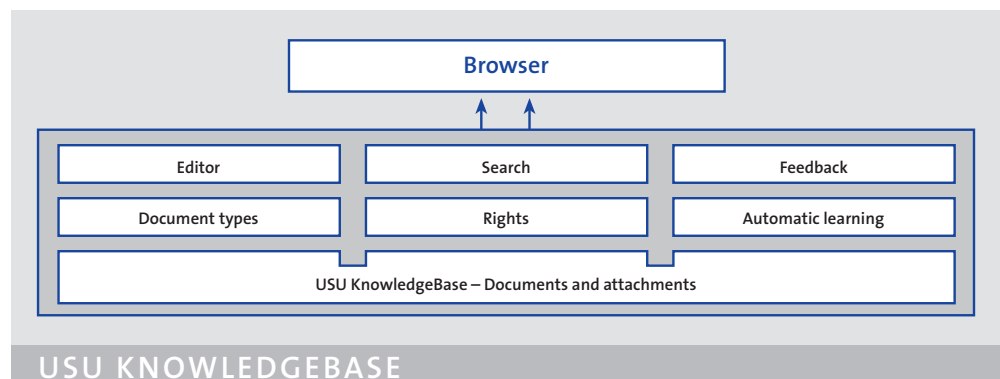
### ++ KEY FACTS

*USU KnowledgeBase is a lean and extremely flexible document management system which is very productive in a very short time.*

*USU KnowledgeBase offers you the following features:*

- + An easy-to-use, intuitive editor with many familiar word processing functions
- + Easy tracking of changes with the "History" function
- + Easy and flexible definition of workflows and document types
- + Automated document processing and forwarding
- + Automated support for updating translated documents
- + Dynamic "one-click navigation".

*USU KnowledgeBase is a core module of USU Knowledge-Center, a product suite designed to facilitate quick access to information in knowledge-intensive business processes.*

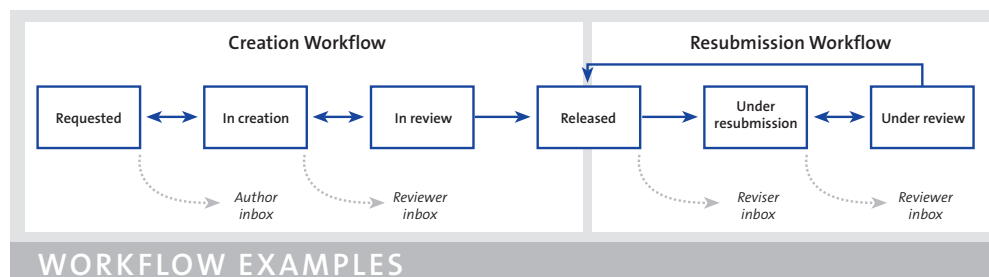


## ++ BENEFITS

With USU KnowledgeBase, you'll have a flexible DMS solution available to you. It's easy to use and features preconfigured workflows and document types so that it will be productive in a very short time.

Here's how all this can benefit you:

- + High degree of user friendliness
- + Customized document types specifically for your company
- + Preconfigured yet easily customized document types, workflows and authorizations
- + High level of quality assurance in document management
- + Low administrative costs.



### Customized Document Types

With USU KnowledgeBase, you can configure as many document types as you need, such as for product information, documentation and solutions, all of which can have different numbers and types of optional data fields.

### Controlled Access Through Authorization Levels

Access rights such as "Read", "Write," "Create," and "Receive in Workflow" can be separately defined for specific user groups, document types and for each workflow status. This means that you can create any access-rights model that you need, or simply use the preconfigured rights models derived from actual practice.

### Quality Assurance through Feedback

USU KnowledgeBase lets users add comments to

any document, which are automatically forwarded to its owner. This feature allows users to support the continuous improvement of documentation.

### Fast Navigation

KnowledgeBase's "one-click navigation mode" let's you quickly navigate within individual documents in just a few seconds. You can mouse on through the folder levels without ever having to click because each upcoming folder level dynamically opens by itself.

### Easy, Convenient Searches

Document searches are supported by a text-based search function and a broad selection of filtering options, and the optional USU KnowledgeMiner module adds even more convenient and intelligent full-text and metadata search capabilities.

#### + Technical Overview

##### Interfaces/Integration:

- LDAP/Active Directory, Single-Sign-On
- Integration in portals
- Import/export of documents with an XML interface
- Customized interfaces available upon request

##### Client:

- Internet Explorer as of V6, Mozilla Firefox as of V2

##### KnowledgeBase Server:

- Hardware as of Intel Core 2 Duo 3 GHz, 2 GB RAM, fast hard drive system – or equivalent
- Operating systems: Windows, Solaris, Linux, others available upon request

##### Web Server, Application Server:

- Apache as of 1.3.x, Tomcat as of 5.5, IBM Websphere as of V6, others available upon request

##### Databases:

- IBM DB2, Oracle, MS-SQL, others available upon request