



## SmartSearch FAQs

**Q - What business applications can SmartSearch help our company to streamline?**

**A-** Virtually any application that is paper intensive. SmartSearch can help any business to manage their documents more efficiently within Accounts Payable, Accounts Receivable, Human Resources or Legal just to name a few. SmartSearch has also been used to help Medical Offices, Law Firms, Manufacturing operations, Financial institutions, Mortgage companies and Government agencies to better manage their records.

**Q - Is there a limit to the number of files I can store in SmartSearch?**

**A-** There are no limitations. Because SmartSearch does not store documents physically within the database, they can be stored anywhere on the network.

**Q - Do I need any specific type of hardware or brand to scan into SmartSearch?**

**A-** SmartSearch is hardware independent. Any device that can scan to a network directory can be utilized, including personal scanners, production class scanners and multi-functional products (MFPs).

**Q - Can I use SmartSearch over a WAN or VPN?**

**A-** Yes, SmartSearch was designed with remote office optimization in mind. You can run SmartSearch from any network-connected desktop whether it is LAN-, WAN- or VPN-based.

**Q - Can I define my own way to file documents or does SmartSearch force me to file in a certain way?**

**A -** SmartSearch provides easy-to-use database templates for your convenience, however these can be modified to your individual needs or custom document archives can be created to fit your business' specific needs.

**Q - How does SmartSearch locate documents so quickly?**

**A -** SmartSearch utilizes the strength of Microsoft SQL Server 2005 to manage the archival and retrieval of your documents. MS SQL Server 2005 is a powerful, ODBC-compliant database engine that offers unparalleled performance.



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**Q - Does SmartSearch require that I have a database application to run it on?**

**A - No, you can connect to an existing installation of Microsoft SQL Server 2005, however SmartSearch ships with MS SQL Server 2005 Express for organizations that do not already own SQL Server 2005.**

**Q - Where will my files be stored?**

**A - SmartSearch is storage independent. Administrators can define where documents will be securely archived anywhere on the network.**

**Q - What type of training is required to operate SmartSearch?**

**A - SmartSearch is designed to be easy to use. Users with minimal computer skills have been taught how to search for documents with just a few minutes of training.**

**Q - What format are my files stored in?**

**A - SmartSearch stores documents in their native format and supports all standard image files, including TIFF, PDF, JPG and PCX**

**Q - Are my data and files accessible to other applications?**

**A - Yes, because SmartSearch does not use any proprietary file or database formats, your data and documents are available to other applications or even for export.**

**Q - Do post-it notes and highlighting alter the original document?**

**A - No, the original state of your document is always protected with SmartSearch. Annotations can be protected (always visible) or made to be turned on or off.**

**Q - How can I protect the integrity of my documents?**

**A - SmartSearch takes care of that for you. Your administrator can secure both In Boxes and Archives, so that documents are always protected.**



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**Q - Is SmartSearch HIPPA or Sarbanes-Oxley compliant?**

**A – Document Management Software is not considered compliant or non-compliant. It does however provide you with the tools to make your business compliant by defining your document-centric business processes and by securing access to your records.**

### Industries

- Legal
- Financial
- Healthcare
- Insurance
- Government
- Manufacturing
- Mortgage and Title

### Business Applications

- Accounts Payable
- Accounts Receivable
- Contract Management
- Human Resources
- Sales
- Shipping and Receiving
- Customer Information