



PrimeSoft Polska sp. z o.o.
...your software in prime condition

The V-Desk System

...your software in prime condition...



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Chapter 1. Firm

The **V-Desk** system offered by PrimeSoft Polska Sp. z.o.o. combines functionality of the Document Management System (**DMS**), Document, Circulation and Archiving System (**Workflow**) modules with the functionality of the Customer Support and Reconciliation modules (**CRM**).

Facing growing local and international competition and the presence of the European Union, companies and institutions face increasing economic and legal requirements. To meet the challenges associated with improving operations and increasing business capabilities, a significant increase occurred in the demand for management supporting systems.

The **V-Desk** system offered by PrimeSoft Polska Sp. z.o.o. is the response for this market demand. It ensures a realistic approach to the improvement of a document circulation and archiving system with the implementation of quality procedures. The advanced level and flexibility are the main features of PrimeSoft Polska Sp. z.o.o. products.

Chapter 2. Activity



Chapter 2.1 Operations

PrimeSoft Polska Sp. z o.o. activities are focused on design, development and implementation of IT solutions targeting complex operations of information flow in businesses. Our offer is directed to medium and large companies and institutions dedicated to efficient control of information. Implementation of electronic document flow and retrieval, results in benefits from quick and easy information access, lower information management costs and secure data storage.

Document Capture and Registration

Documents, either already acquired by a company or expected to arrive, are usually in the form of a paper hardcopy. Relevant modules of our **V-Desk** system - **V-Desk Engine**, **V-Desk Scan**, **V-Desk Imaging** and **V-Desk Bar Codes** allow capture and conversion of all paper documents into an electronic format. The capture process is handled by scanners recognizing barcode stickers applied to all scanned documents which are subsequently converted to an electronic format and linked to relevant, customer specific information. This solution is not limited by either volume nor quality of captured and converted documents whatsoever.

Document circulation

Modules **V-Desk Engine**, **V-Desk Workflow** and **V-Desk Forms** of the **V-Desk** system allow exact determination of the circulation path of a document of any type or sort. The circulation path can be freely simulated according to company needs and already established paths. To ensure data security, the relevant access level to a specific document can be assigned to each



user. Users with already allocated tasks are distinguishable by a flashing light on their virtual desktop, which allows for quick response and completion of an assigned task related to a document. At any time the location of a document can be easily identified by viewing the circulation path. This allows significant reduction of time required to complete the work, increase work efficiency and allow continuous control of all documents.

Document archival and retrieval

Different types of scanned documents are stored in electronic format in Microsoft SQL Server databases, which require no space as opposed to traditional paper based document archives. The **V-Desk** system is equipped with a number of security measures limiting access to stored documents to authorised users only. At the same time any version of a document can be located and viewed in a very quick and easy manner, simplifying work and saving time. In addition, the electronic storage of documents allows for a very efficient internal and external audit.

Components of the **V-Desk** system allow multi-level operations on scanned documents. This gives flexibility and ease of customising the application to customer requirements and needs. The **V-Desk** system allows creation of new documents, such as contract documents, in electronic format, and changes to any version of a document using the virtual desk facility. All changes to a document are recorded by the system and can be reproduced at any time.

The **V-Desk** system is expandable. Our team of experts is continuously working on the development of new modules and improvements to the existing ones, therefore solutions offered by PrimeSoft Polska Sp. z o.o. are designed to satisfy all customer needs and requirements. Installing updates is quick and easy. All changes are implemented via a central server and are available to all users simultaneously.

Chapter 2.2. Implementation

Primesoft Polska Sp. z o.o. provides implementation of document retrieval and circulation systems to various sectors of business and administration as well as outsourcing services of scanning and retrieval of historical data.

Large archives of paper based documents are converted to electronic format, allowing customer quick and easy electronic access.

You are very welcome to arrange an initial meeting via the expression of interest form. We hope that this presentation will inspire you to make a decision on setting up the process of electronic document storage and circulation in your Company.

PBG S.A. – Our Reference Customer

The PBG S.A. company is located in Wysogotow (outside of Poznan)

The process of implementation of the **V-Desk** system in PBG S.A. was completed in August 2004. Presently, over 800 of its employees are using the electronic document circulation and retrieval system for many document types:



- Quotations
- Certificates
- Contract documents
- Service and warranty documents
- Internal orders

The two latter document types – the service and warranty documents and internal orders are the proof of the flexibility of our **V-Desk** system, being designed by the system administrator - an employee of the PBG S.A. The design and configuration did not require any specific IT knowledge or programming skills.

The **V-Desk** system implemented here interfaces with other systems used by PBG S.A – the finance and accounting system, the stock control system, the budget control system, etc. Employees of all branches of the PGA S.A throughout Poland have internet access to the central system. From the customer point of view it is important that existing processes can be modified and adopted as well as expanded into new areas.

- ✓ PBG S.A
- ✓ TEGAS Sp. z o.o.
- ✓ DALGETY Agra Polska Sp. z o.o.
- ✓ Inżynieria Rzeszów Sp. z o.o.
- ✓ Hydrobudowa Włocławek S.A.
- ✓ Nafta Gaz Serwis Sp. z o.o.
- ✓ PZ Cussons Polska S.A.
- ✓ AGROBEX Sp. z o.o.
- ✓ GETINBank S.A.
- ✓ ATG Sp. z o.o.
- ✓ Europejski Fundusz Leasingowy S.A.
- ✓ Astra Sp. z o.o.
- ✓ RD bud Sp. z o.o.
- ✓ Defor S.A.





Chapter 3. Benefits

Chapter 3.1. 10 good reasons for using the V-Desk system



- The **V-Desk** improves company management and gives an advantage by improving work quality, efficiency and employees motivation,
- The **V-Desk** is simple to use, thus allowing quick and efficient user training
- A noticeable reduction of time is required to complete document retrieval operations and a reduction in photocopying and interdepartmental transfer costs
- Losing a document is no longer an issue as the archiving and forwarding processes are conducted in the form of electronic transfers. In addition , the electronic document control system allows tracking of the decision making processes related to a selected document
- Immense reduction in the space required to store documents in electronic format as opposed to commonly used traditional paper form
- The **V-Desk** system undergoes constant development guarranting its usability for many years. Our customers are supported and provided with the latest updates by constant access to the internet PrimeSoft Polska pages
- **V-Desk** functionality and tools support implementation of ISO standards and procedures. Correct distribution of documents and forms, management of updates and easy retrieval offered by **V-Desk** increases the precision of management by quality improvement
- Our systems are customized and ready for use in accordance with both Polish and the European Union regulations
- The **V-Desk** offers a centralised system control, preventing lack of information required by the business decision making and control
- The **V-Desk** systems are a winning combination of functionality, creativity and flexibility, thus simplyfying the work process and providing quick investment returns



Chapter 4. Products

Chapter 4.1. V-Desk General Information

The **V-Desk** system was introduced with a complex information flow service in medium and large sized companies and institutions in mind. The required solution complexity was achieved by combining the automatic document registration and management functions with the process management functions.

The flexibility of the proposed solutions allows constant modelling of company specific document flow paths and tasks (e.g. internal invoice, holiday leave form, project documentation) as well as ongoing employee adaptations to ever changing company needs.

From the management viewpoint, the **V-Desk** system provides constant monitoring of all processes taking place in the company and, if necessary, elimination of those unwanted, potentially harmful ones. The employee, on other hand, gains a means of better identification of assigned tasks along with schedules and assignment of priorities.

The system provides retrieval and viewing capabilities of completed tasks and processes as well as constant access to full documentation related with business processes such as contract agreements, offers, invoices, notes on resolutions agreed with customer etc.

The **V-Desk** provides full archiving of all documentation and retrospective tracking of decision making processes related to a selected document.

Implementation of the **V-Desk** system guarantees improvement in the internal discipline within company structures. The quality control departments acquire very good and reliable information leading to detection of „bottle necks” and improvement of internal procedures.

The **V-Desk** system can interface with other already deployed systems and is supplied with import/export capabilities from/to many external applications and solutions.

A system of security attributes granted to users by the administrative module creates a clear user access level to the documentation, determined by the company needs and regulations.

V-Desk - Architecture

The **V-Desk** system is based on internet technology which makes it very flexible. The implementation process is possible either in single office companies or large multidepartment institutions with distributed operations or based on a network of mobile agents requiring remote data access. The system deploys three-layer architecture: the data layer, the application layer, the presentation layer (client application). The client application responsible for data presentation is an internet browser. A great amount of work was committed to provide **V-Desk** application support for most available Internet browsers.



Chapter 4.2. Modules



V-Desk Engine

This is the kernel of the **V-desk** system. It provides all necessary functions for user control, session control, printing, translations, data presentation, etc. to the other modules

V-Desk Imaging

This module controls the storage of scanned documents. For maximum efficiency, all major image formats, such as BMP, GIF, JPEG, PCX, PNG, TIFF, etc. are supported for analysis and type conversions of graphic files. Other document formats, such as Microsoft Word, Microsoft Excel, Microsoft PowerPoint, PDF, Adobe PS (PS2, PS3), FAX are also supported. Use of non-standard, unsupported by OS file extensions is also allowed without any need for additional conversions during document retrieval.

V-Desk Workflow

Document archiving and describing can be classified as the first step in the process of forwarding documents to an employee's virtual desktop. Documents are forwarded in electronic format. One document can be concurrently analysed by many employees without the need for a hard copy. The system looks after timely completion of tasks and provides information regarding any delays. Each employee has their own schedule specifying assigned tasks. The system prompts a document circulation path (modelled and set by the system administrator). However, to provide maximum flexibility, the employee can ignore the recommendation given by the system. Such a situation will be of course recorded. This allows for a compromise to a rigid, administrative approach when following a given set of rules with possible exceptions, present in each business. Both management and employees have access to a graphical view of the status of an ongoing process. The visualisation of the process flow allows intuitive determination of the current process status and the remaining path.

V-Desk Bar Codes

To simplify and improve the document registration process it is suggested to use the barcode module. Incoming correspondence or internal documentation can be barcoded. The system automatically recognizes a barcoded document and associates it with the resulting scanned image.



V-Desk Forms

The forms module allows creation of fields describing a given document specific to the document type (a invoice would have different fields - otherwise known as indexes than for example a holiday application form). Introducing a new document type to the system, the administrator defines it's information structure consisting of such fields. Employees using such a document can subsequently describe it utilizing those fields. The V-Desk Forms module allows creation of such fields, automatically derived from other indexes on the same or other documents.

V-Desk Notifier

The **V-Desk** Notifier provides the user with messages generated by the system. It receives from the system information an outstanding task, granted and revoked rights, and other messages sent by the system administrator.

V-Desk Deamons

Any **V-Desk** system document can have an attached file, for example a scanned invoice image and a Word document containing the contract context, etc. All attachments must be converted by the **V-Desk** system before they can be used for the first time. The process of conversion can be run periodically. One possible way of starting the conversion process is by using native Windows mechanisms, but there are drawbacks, such as displaying the console window during the conversion process. Using the **V-Desk** Daemons eliminates all these problems. The **V-Desk** Daemons module operates as an operating system service, dedicated to the periodical start of processing **V-Desk** files on the server without the problems accompanying alternative solutions.

V-Desk FOP

The **V-Desk** FOP Module converts XML formats (created from indexes stored in the database, such as customer name, invoice value) and XSLT (defined for specific document type, such as invoice) to PDF format.

V-Desk Imprint

The **V-Desk** Imprint module provides a function of embedding barcodes in print documents generated on external systems. This module analyses the document context vs predefined schemes, adds the resulting barcode to the print file and finally sends it to the printer. It can provide a significant contribution to automation of the document scanning process.

V-Desk OCR

The **V-Desk** OCR module extracts index data from the image using the OCR technology. It speeds up the process of data entry by analysing the scanned document image and by using that information, describing it by filling the derived fields, such as NIP, bank account number, invoice date, etc.

V-Desk Preview



The **V-Desk** Preview module allows integration with other IT systems, in particular financial and accounting or ERP systems. This module allows users working with other applications (often text based) a popup of the document view and its circulation history by simply pressing a single key. The document image is presented via interfacing with the current Internet browser. **V-Desk** Preview provides a natural integration of **the V-Desk** with other applications with no required changes to them.

V-Desk Scan

V-Desk Scan module will operate with any TWAIN compatible scanning device. It supports automated batch scanning with optional barcode recognition and saving to disk if required. The barcoding allows unique document record identification in the database and association with a scanned image.

V-Desk Terminal

A barcode scanner reads barcodes used for example on a construction site. Scanned barcodes are sorted by the **V-Desk** Terminal module providing the basis for retrieval of documents relevant to given task (a building construction, etc.)

V-Desk Update Manager

This module allows automatic updates of the **V-Desk** system components. Downloading patches or application updates are unattended, ensuring access to the most **recent V-Desk** component versions, such as **V-Desk** Notifier, **V-Desk** Viewer, **V-Desk** Web Scan.

V-Desk Viewer

An Internet browser based component allowing viewing of **V-Desk** system documents saved in the format unsupported by the Internet browser, such as the TIFF format

V-Desk Web Scan

An Internet browser based component providing document scanning from the browser and sending them directly to the **V-Desk** system. It supports any TWAIN compatible scanner. Extra functionality provided includes page rotation and page renumbering (for multipage documents) . The **V-Desk** Web Scan module supports scanners with automatic document feeders.