



## Conveniently Store and Access Data Online without Capital Costs

*Enjoy 24/7 online data access without additional investment in hardware, software or IT personnel. Outsource Enterprise Content Management (ECM) with this massive, ultra-secure, proven service.*

### Reduce Records Management Costs

- Improve business processes and customer service with instant, online access to information.
- Free IT departments from managing growing amounts of data with scalable and maintenance-free storage.
- Convert capital expenditures into tax-deductible operating expenses.

### Enhance Security and Compliance

- Implement information policies with multiple layers of security.
- Ensure proper procedures are carried out by automating and tracking compliance processes.
- Gain audit confidence with documented evidence of security controls, audit trails, user activity and document history.



*“Productivity has increased 100-fold. We’re able to access information in almost real time. The reporting structure is excellent. I like the audit trail—especially in healthcare—that’s extremely important. The ability to follow the document allows us to maintain control.”*

- John Herndon, Manager of IT, Patient Accounts  
University of Illinois Medical Center at Chicago

### Simplify Disaster Recovery

- Protect data physically and electronically with controlled access and 24/7 system monitoring.
- Automate data backups by sending encrypted copies of live information to any secure location.
- Recover quickly after a disaster—our centralized location allows you to retrieve critical data from any internet connection.

For a complete product listing and technical information, please visit [www.digitechsystems.com](http://www.digitechsystems.com) or call toll free 866.374.3569.

# ImageSilo®

PAPERVISION  
BY  
DIGITECH SYSTEMS



## Conveniently Store and Access Data Online without Capital Costs

*ImageSilo is an ultra-secure, on-demand, Enterprise Content Management (ECM) system, offering all the same features and functionality of an on-premise ECM system. Outsource your data storage with ImageSilo, and get secure online access to information anywhere in the world, at any time, instantly—without capital expense or increased administrative burden.*

### The Freedom of On-Demand

ImageSilo changes the economics of ECM by reducing overall costs and eliminating IT headaches. No capital expenditure for system implementation means a tax-deductible operating expense for your company. Plus, IT departments are spared the burden of maintaining growing data storage. Unlimited users and data storage allow companies to organize all information across multiple projects, departments and locations.

### THE Industry Leader

Unlike most so-called on-demand solutions offered today, ImageSilo was developed for the on-demand market, meaning customers never compromise features and functionality when choosing the convenience of a hosted ECM. In fact, it was the first on-demand system on the ECM market in 1999 and is recognized as an industry-leading service today. Our core competencies of software development and system and network management make Digitech Systems the best choice for long-term reliability and stability.

### Uncompromised Security

Your stored content remains invisible—even to Digitech Systems' employees. Five layers of security, including transmission security, system security, data security, application security and physical security, guard information at every stage. Data can be encrypted both during transmission and when stored. With documented evidence of internal controls, extensive audit trails, security logs, user activity and document history reports, ImageSilo also enables companies to comply with government and industry regulations.

### Efficient Collaboration

By providing powerful check-in/check-out and versioning controls, ImageSilo ensures that users are working on the latest, most accurate version without the fear of overwriting each other. Email, fax and print capabilities are supported, as are migration tools for data portability. ImageSilo supports virtually any type of information, including more than 250 electronic file types, paper records, images, print streams and even email messages. Easy-to-use, powerful search capabilities allow users to locate any information in minutes.



#### Suite Options

Implement a comprehensive, automated ECM system with these additional on-demand services.

*Live information backup - DATA DELIVERY*

*Email management - PAPERVISION® MESSAGE MANAGER*

*Automated business processes - PAPERVISION® ENTERPRISE WORKFLOW*

*Print stream processing - PAPERVISION® ENTERPRISE REPORT MANAGEMENT*

### Seamless Integration

ImageSilo works effortlessly with Microsoft® Office. Utilizing PaperVision® Enterprise Tools for ImageSilo, users can upload files directly and control document versions using Microsoft Office toolbars and menus. A point-and-click integration module and API capabilities enable seamless integration with virtually any application. Users won't have to leave their line-of-business software to store and retrieve critical corporate data. Plus, you'll enjoy the peace of mind that comes from knowing all your important information is securely managed in the ECM system.

### Uninterrupted Information Access with 99.9% Uptime Guarantee

Digitech Systems engineers, maintains, monitors and manages all of our software, servers and storage. Elaborate backup strategies maintain data integrity, and multiple redundant systems mitigate the potential for failures affecting information availability.

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## Technical Specifications

*ImageSilo is an ultra-secure, on-demand Enterprise Content Management (ECM) system. As the largest on-demand installation of PaperVision® Enterprise, it offers all the same features and functionality. ImageSilo was the first on-demand ECM system to market in 1999 and is recognized as the industry-leading service today.*

### System Overview

- 99.9% uptime guarantee ensures data is always available
- System complies with European Union Safe Harbor principles
- All data center locations are SAS 70 compliant
- Dedicated import servers are available to facilitate massive data uploads
- An on-demand system means no capital expenditure for system implementation and a tax-deductible operating expense for organizations
- Native viewing of more than 250 file types allows you access to any document
- Extensive audit trails and disclosure data gathering assist in complying with industry and government regulations, including HIPAA for the healthcare industry, 21CFR Part 11 for FDA regulations and more
- Searchable security logs allow administrators to target specific actions, users, dates or search values to monitor activity
- Directory Manager automates the importing and indexing of documents from any source media including multi-function devices, network-attached scanners and/or photocopiers
- Optional PaperVision® Enterprise WorkFlow service, with easy-to-use graphical interface, automates the flow of information through routine business processes
- Optional PaperVision® Message Manager imports, captures and organizes email messages for management in the ECM system
- Optional PaperVision® Enterprise Report Management processes COLD/ERM print stream data into electronic reports and imports and indexes them into the ECM system
- Optional Data Delivery enables companies to package a duplicate copy of data into a single, encrypted, compressed file and transfer it (through FTP or secure FTP) on a user-defined schedule to a separate site for disaster recovery
- Instant upgrades are performed by Digitech Systems, freeing IT resources from system maintenance
- Complete, detailed online help includes step-by-step instructions to get you started quickly
- Toll free, legendary technical support is eager to assist with any questions you may have

### Security

- All Digitech Systems administrators and engineers are thoroughly screened and are subject to background checks
- All administrators use dedicated, secure machines
- All administrators follow strict password security guidelines, including password complexity, password expiration and RSA two-level user authentication technology
- Data segregation separates database and document file data to ensure one company or department cannot access another's data

#### System/Network Security

- All systems are maintained on a closed network that allows no outbound connectivity
- All systems are monitored 24 hours per day, seven days per week, 365 days per year
- Redundant firewall clusters are managed and constantly monitored by our firewall experts
- Intrusion-detection technology monitors all system access and third-party penetration tests are routinely performed

#### Physical Security

- Physical access is limited to required personnel who have proper clearance and photo identification
- Live monitoring of all physical facilities, including videotape recording of all activities and all external utility entry points
- Numerous provisions protect servers from environmental dangers (see Scalability and Reliability)

#### Transmission Security

- Patent-pending caching routines ensure stored data is never exposed to the public network
- SSL (Secure Sockets Layer) encryption of all network communications
- Optional secure FTP/FTPS to encrypt data while in transit

#### Application Security

- Company administrators can configure their own security policies, including encryption
- Function-level security verification is performed for every API call made to ImageSilo
- 256-bit AES encryption occurs during import, during transmission, optionally when data is stored and in communication with other ImageSilo services

# ImageSilo Technical Specifications

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- Session ID encryption ensures that a session ID cannot be guessed to hijack a session
- Session-source validation and IP address limiting guarantees access only from authorized locations
- Automatic session termination closes a user's session when it sits idle for a defined period of time
- Security-policy administration tools include account lockouts, password complexity requirements and password expiration
- System automatically monitors user activity as it is occurring
- Entity-level security defines company-wide security settings
- Group-level security assigns a common set of access rights to all users within a group
- User-level security defines individual user permissions
- Project-level security assigns functionality-based security at the project level
- Document-level security allows for more specific security settings—down to the individual document
- Function security controls user rights, such as printing, emailing, exporting and deleting
- Index-level security controls user ability to view and/or edit document index fields

## Scalability and Reliability

- Geographically diverse, redundant data centers (located on separate continental power grids) store mirrored data for protection from major disaster
- Elaborate backup systems ensure data integrity and reliability
- Load-balanced, fully redundant web server clusters ensure fast response times, even under heavy loads
- System architecture with no single point of failure ensures data availability
- Optional access using the PaperVision® Enterprise desktop client requires neither a web browser nor a license fee
- Optional desktop client provides secure private network connection, eliminating the need for a VPN to view documents
- Centralized web-based administration console provides access to all administrative functions

- Unlimited users allow access for every employee or customer
- Unlimited access to documents anywhere, anytime
- Unlimited projects allow you to group documents to meet increasing information management needs
- Live OC48, OC12 and OC3 connections to multiple tier-1 internet service providers
- Dual entry points for all fiber cabling ensure physical reliability of data lines
- On-site diesel generators provide emergency power
- State-of-the-art battery backups clean and back up external power sources
- Advanced HVAC system ensures constant data center temperature
- HVAC is tied directly to a fire detection and suppression system and is constantly monitoring air for smoke
- Early smoke detection system detects microscopic changes in the data center environment
- Global DNS network provides unprecedented DNS reliability and response times
- Redundant storage clusters ensure full availability of data

## Integration

- Extensive use of web services support integration and cross-platform compatibility
- COM-based APIs support both local and remote communications without requiring modification to code
- ActiveX® (OCX) controls can be embedded into third-party applications
- Customizable source code is included for both browser-based and desktop client applications
- Integration Manager enables point-and-click integration with third-party applications
- PaperVision® Enterprise Tools for ImageSilo provide out-of-the-box integration with Microsoft® Office applications, including Word, Excel, PowerPoint, Outlook and Windows Explorer
- Custom, private-label sites are available

## System Requirements

- Internet Explorer® 5.5 or higher, Mozilla® 1.5 or higher

### Additional Requirements for Optional Desktop Installation

- Microsoft® Windows® 2000 or higher
- 256 MB RAM

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