

# 2005 Award Winner



10<sup>th</sup> Annual Awards

*Innovation Award*

## Ricoh DocumentMall



**The BERTL's Best Award for "Innovation" is bestowed on a product which brings something truly unique to market. Innovation can take many forms, from using technology in a new and novel way, to creating something with the potential to change the way business might be done in the future.**

**BERTL has awarded the 2005 BERTL's Best Award for**

**Innovation to Ricoh for its DocumentMall.**

Powered by Documentum, DocumentMall is an encrypted, web-based, off-site document management solution — for small business to multinationals — that enables easy management and storage of both electronic and paper documents. Many different forms of data are supported in order to service such vertical markets as human resources, sales, legal, marketing, engineering, finance and accounting, engineer-

ing, and mortgage brokering. As a Web-hosted solution, DocumentMall requires minimal IT involvement with no server to maintain, or hardware/software to purchase, install, or upgrade. Users simply pay for storage space (which can be upgraded when needed) and submit content via the DocumentMall Web site.

Seamless integration with both color and black and white MFPs from Ricoh, Lanier, Savin, and Gestetner makes it possible to convert paper documents in high-volume office settings. Using an MFP, a user can scan paper documents and copy to Web in less time than it would take to print those documents. Up to 10 files at a time can be brought into the system via MFP, email, or Internet fax. A new Barcode Service enables uploading of very large quantities of indexed documents and a new Upload Agent service securely transmits large batches of scanned documents and XML metadata to a DocumentMall Account. Upload agent can be used with scanners or MFPs and third party document capture software.

DocumentMall supports an unlimited number of cabinets, folders, and subfolders to organize content, and uses the familiar Recycle Bin paradigm to help prevent accidental file deletion. The system can be setup to automatically send a message to users and groups when shared files are uploaded. Users specify file types during uploading, selecting from more than 270 formats which can include files of any size and type such as text, spreadsheets,

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books, manuals, engineering drawings, presentations, sounds, and video. Any file stored in the system can be sent to multiple users, groups, or companies via email directly from DocumentMall. Files can be sent to email, routed to DocumentMall inboxes, or both — either by themselves or as attachments (with messaging) from within the DocumentMall environment.

A complete Document Properties function enables the creation of searchable metadata, with fields that can be viewed, filled-out, or updated as appropriate. Fields include name, location, permission, version, checked out by, file type/format/size, owner, title, subject, keywords, and authors. The system also supports audit trails and full-text searches of both metadata and OCR text. The included DocViewer eliminates the need for the native application in order to view documents.

Network security is provided through a Secure Socket layer (SSL) at both the MFPs and PCs. Every uploaded document is 128-bit encrypted and goes through a secure HTTPS connection. The system also automatically archives incoming and outgoing faxes and stores them electronically.

DocumentMall offers six levels of user and group access permissions:

None prevents a user/group from seeing or obtaining a particular document or file. Users/groups with 'none' permission settings do not even see that cabinets, documents, and folders exist.

Read allows documents to be viewed, not edited or changed in any way.

The All permission helps users read, check-in/check out, and edit documents, making it a useful tool for collaboration. The account administrator sets permissions as well as unique usernames, passwords, and group involvement.

Browse allows the user to see the cabinet

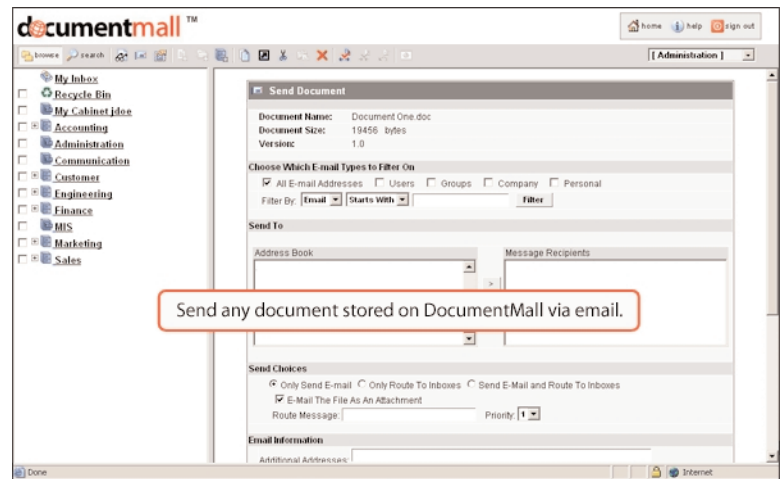
or folder and read the document attributes. However, the user cannot actually view the contents of the document.

Version allows the user to view cabinets, folders and documents (and the version history of documents) and check-in or check out documents

and create new versions of documents. However, users assigned Version rights cannot over-write or delete documents.

Write allows the user to have full view of cabinet, folders and documents and to make changes or over-write a document; however the user does not have the right to delete the document.

Since both high data security and piece of mind are critical issues to DocumentMall users, files are stored and automatically backed up on DocumentMall's RAID 5 (redundant) server that is physically secured at a data center provided by NTT/Verio©, the world's largest telecommunications company and second largest ISP. All data is backed up both nightly and weekly. Tapes are physically stored at another offsite facility which is temperature-controlled, patrolled by security personnel 24/7, and incorporates infrared intrusion detection, automated fire detection and suppression, and provisions for extended power utility outages. Since documents are stored off-site, DocumentMall can also be integrated into disaster recovery plans.



**Any file stored in the system can be sent to multiple users, groups, or companies via email directly from the DocumentMall Web site environment**

Files are stored on DocumentMall until the user deletes them or the DocumentMall service has expired. For security reasons, all documents are deleted after expiration. Users are given the opportunity to either extend their service, or download files prior to expiration.

DocumentMall is more than a document management system. It is a rich, secure, well-considered, and planned set of services built around the organizational cornerstone of document management. As a Web-based service, DocumentMall is available 24/7 from any Windows 98/ME/NT/

2000/XP device using Internet Explorer 5.5 or above. DocumentMall is a complete solution that does not require users to purchase hardware and software.

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## Spotlight On Ricoh

Ricoh Company Ltd. was founded on February 6, 1936 and has since become a household name within the business industry.

Today, Ricoh consists of 347 companies with more than 74,000 employees organized into three major facilities:

**Manufacturing Facilities:** In charge of OA equipment, supplies, electronic devices, printed circuit boards, electronic components, copiers, fax machines, data processing systems, etc.

**Research and Development Facilities:** In charge of research, development,

technology, manufacturing, venture capital financing, communication-related equipment, etc.

**Overseas Sales Subsidiaries:** In charge of worldwide marketing.

Ricoh is an active player in many marketplaces around the globe, including the Americas, Europe, Africa, the Middle East, Asia, Oceania, China and Japan. Ricoh has regional headquarters in all of these areas.

Ricoh acquired Lanier Worldwide Inc. in 2001.

Ricoh's research and development takes place in its own development

centers. The research centers' focus ranges from extensive research and development, to technical research, product application, product technology and environmental research. The research and development program at Ricoh focuses on advances in imaging communications, and works with the manufacturing, sales and service operations to develop products and solutions customers need in today's business environments

## BERTL's Best

### Recognizing the Best in Digital Imaging Technology and Innovation

For the 10th consecutive year, BERTL, Inc. presents BERTL's Best: the best devices and software in the digital imaging marketplace.

BERTL's Best award winners are selected after rigorous analysis of the hundreds of digital imaging devices, software, and management utilities in the world-wide marketplace.

BERTL's analysts review current product lines and new product introductions to identify the select group of devices and software that stand apart from the others.

BERTL's Best covers the entire digital imaging and document management arena:

- Executive Office MFPs
- General Office Monochrome MFPs
- Back Office Production Devices
- Wide Format Devices
- Digital Duplicators
- General Office Color MFPs
- Back Office Production Color Devices
- Document Scanners
- Software and Utilities

Plus, BERTL's Best recognizes products for cost-efficiency and innovation.

While print or copy speeds are important, it is the feature set, functionality, performance, and overall business process value that are the key considerations in judging which product is "BERTL's Best." The important question: "How well does this product work in a real-world business setting?"

BERTL combines its wide-ranging knowledge of the competitive landscape and contact with buyers about their product and supplier experiences to identify worthy products. BERTL analyzes network management utilities, concurrency and contention, print and copy productivity, image quality, return on investment, competitive advantage, accessibility, design and build quality, standard functions, modularity of design and upgrade path, installation, and more.

BERTL is 100 percent independent. It receives no funding from the industry and all product evaluations and reports are published at BERTL's own expense for its subscribers.

BERTL publishes the world's largest library of business competitive intelligence for the digital imaging market at [www.BERTL.com](http://www.BERTL.com)