

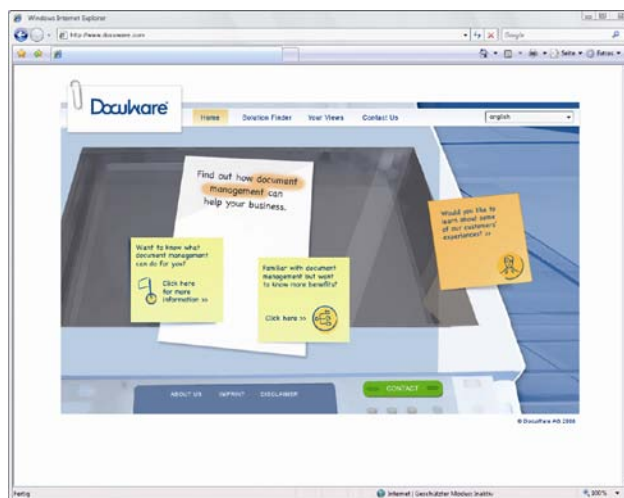
Solution Finder for Authorized DocuWare Partners

The DocuWare Solution Finder is implemented as a Microsite with its own URL:

www.findmydocumentsolution.com. You can use it to identify areas of application and as a persuasive benefit argumentation tool.

The Solution Finder shows in detail what DocuWare can do in relation to different document types and the benefits it offers to users. Begin using the Solution Finder either via a goal that the prospect wishes to achieve - for example to reduce costs and increase cash flow - or via a department in which they are thinking of deploying document management.

Once you have selected the goal or department, select a document and then a process. The Solution Finder then shows you on the results page how DocuWare can help to achieve the goal or assist the department and what individual benefits result from this. You can also call up the views of other users to support the argumentation. To save the configuration and receive a PDF report, the user must register by entering their contact details. The PDF will then be sent to the e-mail address the user entered at registration. A lead is generated at the same time. DocuWare employees have no access to the user's PDF report. The next time the user logs on to the Solution Finder, a cookie saved on their PC takes them automatically to their saved configuration. The cookie is valid for 30 days.



The Microsite start page offers two variants for entering the Solution Finder along with the option to view the opinions of customers.

Solution Finder on Partner Homepage

As an Authorized DocuWare Partner you can implement a link to the DocuWare Solution Finder on your homepage. When a prospect opens the microsite from your homepage, your company logo appears in the Solution Finder. Your logo will also appear on the PDF report. For your logo to be displayed, you must be registered with our "UserInfo" Partner service. (Details about the partner service and a registration form are attached to these instructions.) Whenever a user saves a configuration and wishes it to be mailed as a PDF, they must register and enter their contact details. The lead this creates is automatically sent to you. You also get an interesting tool to add to your homepage.

There are two ways of linking to the Solution Finder from your homepage. You access the microsite via:

www.findmydocumentsolution.com/?ref=<support_and_maintenance_number>

or via

www.findmydocumentsolution.com/?ref=<Support_and_maintenance_number> &con=<user_name>.

Depending on the link, the lead generated by a registered prospect will be sent to your DocuWare Key Contact or to the user entered in the link.



Solution Finder with partner logo.

First meeting with prospect

Use the Solution Finder during the first visit to a customer to explore the different applications and benefits that apply to their business. Open the Solution Finder from your homepage and then go through it together with the prospect. You or the prospect can log on with their contact details so that you can save the results and receive them as a PDF report. The prospect receives their individual PDF configuration automatically by e-mail based on their contact details. You can enter your own e-mail address in the additional field on the contact form. Use this field so that you can receive the PDF report as well. It will help you optimally prepare for the next individual presentation. The lead will also be assigned to you personally.

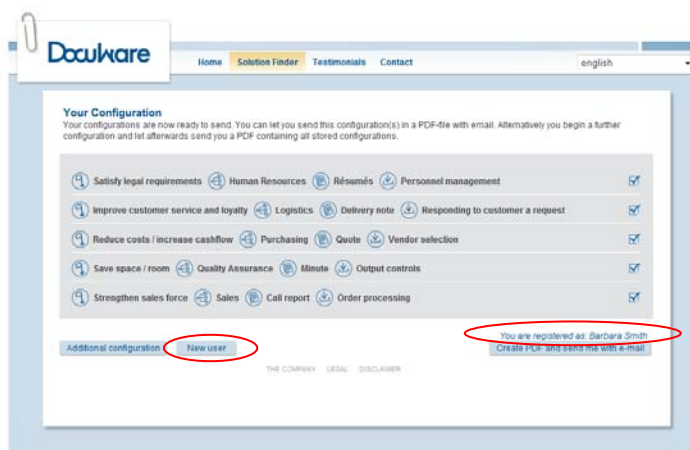
Contact

The screenshot shows a contact form with the following fields: Title * (dropdown menu with 'Mr.' selected), First name *, Last name *, Position, Company *, Street *, City / (State) / ZIP *, Country * (dropdown menu with 'USA' selected), Phone *, E-mail address *, and Your message. Below the message field, there is an optional field with the text: "Optionally: Please send my configuration(s) to my DocuWare representative's e-mail address below" and a corresponding input box. A red circle highlights this optional field. At the bottom, a note states: "* fields marked with an '*' are mandatory".

Form with field for additional e-mail address.

Info Seminar - Convince participants of the benefits

You present the linked Solution Finder on your homepage as part of an Info Seminar. You can also provide one or two PCs on which they can test the Solution Finder during the breaks. Both the Solution Finder and the PDF report appear with your logo. All participants can register individually using the contact form. The name of each registered participant appears on the last page of the Solution Finder. The next participant simply clicks on the "New user" button and can then register themselves.



The name of the registered user can be seen on the last page. A click on the "New user" button enables a new prospect to register.

Partner training mode

Improve your solution competence and understanding of the benefits by practicing with the Solution Finder yourself. Log on using your personal account on the DocuWare homepage and then click the link to the Solution Finder in the "My DocuWare" partner area. Alternatively, you can access the Solution Finder in training mode, by entering the following URL:
www.findmydocumentsolution.com/?con=<user_name>.

You can now try out as many configurations as you like, without having to register. The PDF containing the configurations is marked accordingly. No lead is generated. You can display benefit arguments for DocuWare at any time. This allows you to identify the precise benefit that is relevant to a customer's individual problem for preparing your individual presentation or for an offer. You can use the specific benefit arguments identified in the subsequent sales process.

partnerservice

Personalized UserInfo

Direct mail material – free of charge

DocuWare UserInfo addresses DocuWare users with all our latest news. In articles on management, application and administration, it quickly updates users on topics of interest specific to their needs and provides tips on how to use DocuWare more efficiently. This publication appears

twice a year and has approximately 20 to 30 pages full of text and images. It is the successor to the user magazine formerly sent to DocuWare users by e-mail as a PDF.

UserInfo is a printed publication, offering you an opportunity to boost

customer loyalty: right on the very first page, the editorial addresses DocuWare users directly by name. On the first page they also see your photograph, signature and company logo in a prominent position. So you, as the DocuWare Partner, are personally approaching the reader to give them the latest news. Here are the details on this service and its benefits.

Your **Portrait** is right on the first page.

Your company **Logo** appears in a prominent position.

You **personally** sign the UserInfo.

Your **Position** and **Company name** appear with your signature.

UserInfo addresses every Reader **personally**.

The **Table of Contents** on the first page offers an immediate overview of topics.

The **Central Themes** of the newsletter are highlighted so readers can quickly find their way around.

Concept

Customer Loyalty

Staying in touch builds the comfort level of your DocuWare users. Addressing the reader personally shows that you have an interest in their success, and you're on top of their technology needs. The UserInfo helps initiate conversation; you will receive the publication in advance of the user so you will know what topics are being discussed.

Communication

The back page has your company address as the sender, along with your logo, account manager's name, phone number and e-mail address so the user can contact you directly. The user's address details will come from our CRM system, based on information you've previously provided.

If you do not wish the UserInfo to be sent in your name, there is no need to complete this form, it will be sent in the name of DocuWare instead.

Free of charge

Layout, Printing and Mailing

DocuWare creates the entire contents of the publication. We also handle the professional layout and the printing, so there's nothing you have to worry about. DocuWare also takes care of all the cost. You simply fill out and return this form, sit back and enjoy the benefits.

What we need from you

For the title page:

A. Your company name (please print):

Company

B. First name, last name and position of the person whose name should appear on the title page of the UserInfo (please print):

First Name/Last Name

Position

C. Digital photo and digitized signature of the person named above plus digitized company logo.

To guarantee the quality of the photo, logo and signature, please supply your files in the following format to userinfo@docuware.com:

Photo: File format: TIF or JPG; Resolution: 300dpi; Color space: CMYK; Width: 34 mm; Height: 42 mm

Logo: File format: TIF; Resolution: 300dpi; Color space: CMYK; Width: 34 mm; Height: 34 mm; Logo placed on white background

Signature: signature written in black on a white sheet, size of signature within a frame 100 mm wide and 30 mm high, scanned using DocuWare in black & white

File format: DocuWare TIFF, 1-bit file; **Resolution:** 600dpi

Should we get your data in another format, we will attempt to convert it, if possible, however we cannot guarantee the print quality.

For the back page:

First name, last name, phone number, and e-mail address of the contact person to be named on the back page (please print):

First Name/Last Name

Telephone Number

E-mail Address

As soon as we have received **all** the requested details and **all** the digital files we will use them for the next production of the newsletter. If you have any questions, please call us on (49) 89 89 44 33 22 2 or e-mail: userinfo@docuware.com.

Complete and fax this page to (49) 89 89 44 33 12 22
Or scan the page and send to userinfo@docuware.com

When we receive this page from you we will register you for the "Personalized UserInfo" partner service.