The **FileNexus® Enterprise Document Management System** gives organizations, both large and small, the ability to capture virtually any type of document from any source (i.e., paper records such as maps, drawings, manuals; electronic files such as host generated reports, client statement streams, emails, IVR recordings, etc.), index and compress them for secure archival and future recall—providing a single cohesive repository for all document management, workflow, archival and business continuity needs.

Here are some examples of how utilities & local governments use FileNexus® in different parts of their operations including but not limited to Customer Service, Finance, Engineering, Human Resources & Purchasing:

> *"The thing about FileNexus® is that there are really no limitations, it can do so much. It has been very effective at saving us time, money and resources."*
>
> *David Whitehouse, Dir. Customer & Corporate Services Peterborough Utilities Group*

ALL DEPARTMENTS
Capture, Organize & Archive Any Type of Record, From Any Source
FileNexus® provides a single cohesive repository to automatically capture all of your information from third-party applications, print streams, email, images, IVR recordings, PC files, Web Forms, Portals, you name it; and automatically index and organize these records just the way you like.

"In addition to the productivity gains from the FileNexus® solution, we obtained complete payback within six months of the initial deployment."-Todd Ross, Director, ERTH Corp.

Automate Any Workflow Environment
FileNexus® allows you to automate any workflow, organizing pending tasks, providing personalized workflow action buttons and interface, based on individual user requirements.

Manage & Track All Aspects of Your Business
Use FileNexus® dashboards to track and report on business workflow outcomes, functions, staff productivity, etc. FileNexus® can also automatically export key information for use in spread sheets or other third-party analytics applications.

"FileNexus® is a huge value-add for us – customers who see it in action usually want it."-Jeff Bender, CEO, Harris Computer Systems

Automatically Distribute & Allow Access To Data By Staff, Vendors, Or Clients
Automatically capture, manage and securely distribute data electronically from any source – from host reports, to payment streams, to client statement runs. Distribute and allow access to information by way of portals, online bill presentment systems, digital mailboxes such as epost™ and so on, through integration to third-party application screens or the FileNexus® Web Client.

"FileNexus® is part of our journey to excellence in terms of being a process built organization. What we find is we can create processes, but if you can also enforce them through technology you are going to get better compliance." - Eddie Augusto, Senior Business Analyst, PowerStream Inc.

Intelligent Internal Task Assignment
– Automated work assignment "push" tasking to individual staff based on task priority (SLA's, time elapsed etc.), staff qualification, staff availability (based on current task load, absence due to illness or vacation). Management adjustable metrics for controlling task assignment - management dashboards, alerts, individual productivity etc.

"I can't readily quantify the paper and labor cost savings, except that it is the difference between night and day."- Jeffrey B. Blume, Director of Finance, The City of Ferguson, Missouri

Web Based Smart Forms
– Provides forms for data capture on the web, automatically determine which form to present next based on previous data input, automatic update of internal systems with form input data, allow for printing where signature is

required, endorse smart bar codes on printed "for signature" documents to allow for automated processing on receipt of form from the outside party.

Secure Corporate/Third Party Communication Portal – A secure vehicle for communication between internal corporate staff and outside parties, including automated workflow routing, new message notification, attachment/enclosure forwarding, complete tracking and archival of the complete communications stream.

"From this organization's experience, the support at Loris is exceptional. The service, the professionalism are all top notch. My experience with our last three projects has exceeded our expectations…. Loris has provided the seamless integration that we needed."- Garry Symons, Director of Corporate Services, Entegrus

E-Contracting – Automation of the entire on-boarding process for third parties such as brokers, agents, vendors etc., including web smart forms for data entry, enclosure of relevant documentation, automated workflow/routing, verification checks against third party systems, user adjustable decision engine for decline/accept/maybe rating process and update of relevant hosts systems after decision is complete. Secure archival of all relevant information to FileNexus®.

Supports Disaster Recovery & Business Continuity Plans
FileNexus® ensures business continuity in the event of a disaster. It fits into whatever environment you have (physical, VM, cloud, multiple site, cluster, SAN, NAS).

"Loris Technologies' responsiveness, competency, professionalism, and communication is inspiring and truly commendable. The software implementation was painless and took only a week. We have been providing better customer servicing and saving money ever since."-Everett Chubbs, Director IT Services, Oakville Hydro Corporation.

Supports Compliance With Audit & Regulatory Requirements
Automated audit log tracking of all record movements/versions/locations, protection of original records, retention scheduling, data encryption, advanced user security controls and many other security features are ready to go "out of the box". Many FileNexus® users consider FileNexus® a cornerstone in helping them comply with regulatory requirements such as Sarbanes-Oxley, SEC, OSFI, FATCA, PIPEDA, PCI, Litigation Support, HIPPA, Audit and so on.

"No matter the departmental application, FileNexus® provides a single, central and absolutely secure repository that manages all types of data and provides immediate access across departments. FileNexus® eliminates the need to waste costs by printing documents and making unnecessary multiple copies; and wasting valuable time manually tracking processes and approvals."- Howard Lyon, Chief Financial Officer. Roanoke Gas Corporation

Eliminate Third-Party Costs For Storage, Hosting, E-Presentation, Media & so on
Eliminate costs related to document production, storage, hosting fees, shredding, media, retention, etc.

Proven Performance
Representative organizations employing millions of people now rely on FileNexus® as their mission critical document archive, workflow and records management strategy.

"From an IT perspective, I see FileNexus® as a great solution for people that are document intense and who need quick access. The team at Loris has been a great partner."- Terry Horn, IT Manager, Owensboro Municipal Utilities

CUSTOMER SERVICE

Securely Capture & Archive All Client Information – Everything From Everywhere

All customer service records from any source including but not limited to applications, correspondence, emails, contracts, confirms, bill statements, payment records, service orders, phone logs, phone records, IVR recordings, complaint resolution process, etc. – everything from everywhere. No paper, no filing–a comprehensive client profile instantly available to the desktop at the click of a mouse.

"FileNexus® has allowed us to streamline processes within customer service by making all customer records available within a couple of key strokes. Having customer information available at our finger tips allows us to respond to customer inquiries in a highly efficient manner. The FileNexus® team made the transition to a paperless environment fast and easy".-Paul Elliot, Vice President Customer/Business Services, Whitby Hydro Electric Corporation.

Automate Workflow Processes from New Client Sign-Up To Account Close Out

FileNexus® can dramatically streamline the client management process by creating, capturing, indexing and securely archiving all client sign-up, account management and close out documents into one streamlined client workflow process–dramatically speeding up client support resolutions and rationalising operations.

Keep Your Client Information Secure

Using appropriate security privileges and access controls, FileNexus® can be configured to ensure managers, CSRs and individual clients view only the information they are entitled to see.

"Our experience with FileNexus® is already paying dividends… we are just beginning to take advantage of the robust abilities of FileNexus® as a complete document management solution."- Jim Geary, Director of Customer Service, The City of Clearwater, Florida

Seamless Integration With All Customer Service Systems

Integrate FileNexus® with your existing systems, including but not limited to CIS, CRM, Call Centre, Contact Management, IVR, etc. Access archived files directly from your host system screen with the click of a button. All client information from everywhere–instantly. All you require, right when you need it.

Automatically Link Service Orders to Customer Files

Batch scan service orders directly into FileNexus®, automatically link to customer file and update service order status - saving valuable data entry time. If you use tablets for service orders, FileNexus® can capture information automatically – no scanning required.

"When it comes to FileNexus®, our Customer Service people use it every second. All the information we ever need for a customer is now instantly available to all our CSRs. We had two full-time employees dedicated solely to the processing and filing of customer related paperwork. Now they have been freed up to serve our customers. It's a powerful tool."-David Whitehouse, Director, Customer & Corporate Services, PUG

Two-Way (Push-Pull) Integration With Third-Party Applications Like *1Call* and *Call Before You Dig* Programs

Owners of buried infrastructure receiving excavation locate requests from *Call before you dig* programs can have FileNexus® automatically capture, index and archive the orders. During the capture process FileNexus® will automatically convert the data file into an electronic locate form. If needed, event triggers can update existing service order systems with the new information. Using FileNexus® workflow and reporting functions, utilities can easily manage, track and report on the entire process. This workflow solution helps to automate the locates process, track performance, improve overall efficiency and can automatically update and advise regional call systems of status.

"We had a lack of communication between departments; FileNexus® has opened up these processes and allowed us to provide better customer service."- Margaret Battista, Vice President, Customer Services & IT, Niagara Peninsula Energy Inc

Manage Customer Complaints Process
Capture, index and archive customer complaints and automatically update your customer complaint status. Set auto generated alerts to notify a user if a pre specified amount of time has elapsed without a complaint being responded to. Annotate documents and track the customer complaints resolution process from start to finish.

"Our Customer Care team is a highly regulated environment. We must meet or exceed rigorous service quality requirements when responding to over 55,000 customer calls that come into our call centre each year. The seamless integration between our Customer Information System and FileNexus® has enabled us to improve response times and deliver on our promise of providing reliable, quality, customer service."-Babara Shortreed, Customer Care & Public Relations, Cambridge and North Dumfries Hydro Inc.

Web Portal Access For Clients
Automatically capture and store all client related information such as client newsletters, confirms, statements, notices, etc., and link it to your existing web portal. FileNexus® can be set to automatically notify your clients when new information is available, and allow them to review all previous information.

"We have nothing but good things to say about FileNexus®™. It runs smoothly with little or no down time. I'd be surprised if other utilities didn't jump on board with it right away. It's saved us a ton of money and time – it works well!"-Shannon Brown, Metering/IT Manager, Innisfil Hydro

FileNexus® Web Forms For Clients & Staff
FileNexus® can easily generate custom web forms that capture, create and track documents from any web browser. Clients & staff can simply fill out a FileNexus® Web Form for things like pre-authorized payments, application for service, landlord agreement and lawyers representation as part of the move-in move out process, removal of temporary or permanent service, service upgrades, etc.

FINANCE
Securely Capture & Archive All Financial Information – Everything From Everywhere
All financial information from any source includes but is not limited to AR, AP, cheque streams, general ledger, monthly financial reports, client transactions, contracts, statements, financial notes, fixed assets, journal entries, cash receipts, billing journals, verifications, pre-authorized payments, tax documents, etc. Easily comply with regulatory requirements for document retention and significantly reduce the turnaround time on pulling and referencing reports and payment information. No paper, no filing – a comprehensive financial profile instantly available to the desktop at the click of a mouse.

"I think our application of FileNexus® is a pretty 'smoking' application. I'm really proud of it."-Jeffrey B. Blume, Director of Finance, The City of Ferguson

Automate The Entire Procure to Pay Process
Create workflow processes to streamline and automate Accounts Payable procedures from purchase order issuance, approvals, orders, delivery, receipt of goods, billing, packing slips, expense invoices, vendor invoicing, automated capture of cleared cheques, etc. Instantly retrieve any or all invoices for variance analysis or audit purposes, allowing the tracking, streamlining and automation of the entire AP process.

"We feel really good about using FileNexus® and we're very happy to expand it into a corporate wide system."- Cathy Gogo, Records Management Coordinator, City of Peterborough

Automate The Accounts Receivable Process

Dramatically simplify the Accounts Receivable process from capture and e-notification of client statements, invoices, remittance stubs, call centre collections information through to final payment. FileNexus® can even be set to automatically update host systems (for example, with payment notifications) – no manual data entry required.

Handle Payment Dispute Resolutions Efficiently

Handle payment dispute resolutions in a quick and efficient manner, by having all relevant records available at the click of a button.

"Documents are much more accessible with FileNexus®. Gathering, archiving, sharing, and searching for information is easy."-Mary-Jo Corkum, Vice-President of Finance, Milton Hydro

Automatically Capture, Index, Burst & Distribute Financial Reports

Burst and distribute reports, such as the daily review and monthly financial reports, based on employee title, allowing electronic access and completion - even remotely.

"Having FileNexus® integrated with our Financial Management application, now the information we need is available right away from FileNexus®. It is a real benefit."-Kevin Bueso, Senior Accountant, The City of Waukegan, IL

Efficiently Comply With All Audit and Regulatory Requirements

Auditors have immediate access to all the information they require. FileNexus® can be set to automatically update previously archived records with new information (for example, updating a previously archived purchase order with the cheque number with which the vendor invoice was paid). All record movements are automatically tracked in the FileNexus® audit log – creating relationships between related records. Use FileNexus® to help you comply with regulatory requirements such as Sarbanes-Oxley, HIPAA, PIPEDA, PCI etc.

"Loris is really responsive to the needs of utilities. They understand our problems and have solutions that work. It's been a very positive experience working with them." - Annette Kinney, Chief Financial Manager / Assistant Director, Hillsdale BPU

Seamless Integration With Existing Financial Systems

Integrate FileNexus® directly into the workflow engine of your existing financial or accounting application – eliminating paper-based approvals and providing instant access to all archived documents directly from the host screen.

"We considered several document management systems, but in the end we were most impressed with the functionality of FileNexus®™ and the fact that it integrated so seamlessly with our existing host system."-Bobby Wells, Vice President of IT, Roanoke Gas

Web Portal Access For Vendors, Staff or Clients

Use FileNexus® to automatically capture, distribute and make available relevant financial information by way of web portals.

ENGINEERING

Capture and Archive Virtually All Engineering Information

Electronically capture, index and securely archive virtually all engineering information from any source, such as project documents, maps, work orders, images, CAD drawings, contractor notes, engineering files, spreadsheets, digital images, etc.

"Before FileNexus®, we lacked visibility. We would issue a work order and we couldn't know for certain where it went, who received it, or at what stage it was in. Now we know where a document is in the process at all times."- Patrick Leung, Manager, Capital, PowerStream Inc.

Link Entire Project File with All Associated Documents

By keying in one unique index, FileNexus® can automatically look up and populate index fields from an external spreadsheet or database – linking an entire project file, with all associated documents, into one cohesive file folder.

Easily Add Supporting Documents

FileNexus® makes adding supporting documents, pictures, maps, etc. quick and easy for order completion and documentation.

"Our initial reason to implement FileNexus® was to facilitate the filing and retrieval of our engineering drawings, but that was just the starting point in making our overall document retrieval much more efficient."-John Mattinson, President, Orillia Power Corporation

Notes, Approvals & Interdepartmental Communications

Notes and approvals can be added to all files to track their status and measure results. FileNexus® lets you view completion notes at any time, and view additional information added by other departments.

"Loris has been a great company to work with. FileNexus® is an effective product and it's nice to have information at your fingertips."- Ruth Tyrrell, Chief Corporate Officer, Orangeville Hydro

Automate Virtually Any Workflow Requirement

Automate and manage virtually any workflow application including work order processes.

"If the building burned down we can still access our records in FileNexus®. That is a reason why all departments – Finance, Customer Service, Operations, are using it."-Kevin Whitehead, Vice-President, Engineering and Business Services, Whitby Hydro Energy Services Corporation

Automatically Track & Manage File Versions

When documents are stored in FileNexus®, they can't be amended, moved, or deleted without appropriate security permissions. Everything done in FileNexus® is tracked by user, date, time and action. FileNexus® stores and tracks all the originals and updated versions for full system auditability.

Seamless Integration With All Systems & Applications

Integrate FileNexus® with your existing systems and applications, including but not limited to GIS, and access archived files directly from host system screens.

Access Records From Anywhere

All information from everywhere – instantly. Access records from the office, or on the road through the FileNexus® Web Client or FileNexus® Web Portal.

"What impresses me most about FileNexus® is the software's flexibility. The potential uses within the organization are vast, and Loris Technologies' staff have provided valuable assistance in exploring some of the many possibilities."-Andy Borthwick – Information Technology, Kitchener-Wilmont Hydro Inc.

Web Portal Access For Engineering Workgroups, Field Services, and Contractors

Use FileNexus® to automatically capture, distribute and make available relevant engineering information by way of FileNexus® Web Portals. FileNexus® can be set to automatically notify engineering workgroups, field services, and contractors when new information is available, and allow them to review all previous information.

FileNexus® Web Forms For Staff, Engineering Workgroups, Field Services, and Contractors

FileNexus® can easily generate custom web forms that capture, create and track documents from any web browser. Staff and service providers can simply fill out a FileNexus® Web Form for things like work orders, resource requests, escalations, supplies, storage retrieval, etc.

HUMAN RESOURCES

Capture & Archive All HR Information
Electronically capture, index and securely archive all HR information from sources such as resumés, offer letters, performance reviews, timesheets, benefits documents, payroll data, reprimands, policies and procedures, etc.

"There isn't anything we're not archiving"- Millie Williams, Interim executive director of Human Resources, East Baton Rouge Parish Schools

Track The Hiring Process To Completion
Store and search through resumés, job applications, test results, references, etc. and track the hiring process through to completion.

Annual Reviews & Staff Management
Automate the whole annual review and staff management process with workflow-based routing of review forms for management approvals, vacation requests, timesheets, event triggers, notifications, etc.

"We would like to see FileNexus® in every department and on every desktop, and I know FileNexus® will take us there."- Nadine Witt, Systems Manager – Employee Data Systems, East Baton Rouge Parish Schools

Send E-Notification Alerts for Certification/License Renewals
Set alerts to generate and automatically distribute notifications for certification/license renewals, employee certifications, performance reviews, etc.

Web Portal Access For Staff
Allow employees secure access to their own information such as pay stubs, vacation requests, performance reviews, etc. through a self-serve portal.

"If we ever need to reference documentation on employees, it's just a mouse click away. It saves us a lot of time, and is a lot more efficient" - Jordan Clements, East Baton Rouge Parish Schools, Supervisor of Payroll and Benefits

Automatically Capture & Distribute HR Information
Capture and securely distribute electronic data such as pay stubs, corporate announcements, manuals, health and safety data, etc.

FileNexus® Web Forms For Staff & Management
FileNexus® can easily generate custom web forms that capture, create and track documents from any web browser. Staff and management can simply fill out a FileNexus® Web Form for things like timesheets, vacation requests, performance assessments, annual reviews, and questionnaires for anything like *rate our service* assessments, AGM assessments, employee satisfaction, *rate your boss*, etc.

"Our experience with FileNexus® has been very positive. The product has proven to be very flexible and robust, allowing it to be implemented throughout the company. Their integrators are extremely knowledgeable of the product and have been key to our success."-Terry Beeman, Information Technology Supervisor, Keys Energy Services.

PURCHASING

Automatically Capture, Track and Manage All Purchasing Records
FileNexus® can automatically archive and distribute purchase orders as they are generated, and tie all relevant records together, from receiving slips to vendor invoices, into automated workflow cycles. (See Accounts Payable in Finance section above).

FileNexus® Web Forms For Staff & Management
FileNexus® can easily generate custom web forms that capture, create and track documents from any web browser. Staff and Management can simply fill out a FileNexus® Web Form for things like purchase requisitions, procurement applications, new vendor registration, etc.

WHAT'S YOUR IDEA?
Do you need to automate a workflow process? Contact us today.

For More Information
To learn more about how FileNexus® can streamline your operations and improve your business efficiency, please contact:

> E: sales@loristech.com

Visit www.loristech.com for more details on how other utilities and local governments use FileNexus® in their operations. You will also find other client profiles and more on FileNexus® and Loris Technologies Inc.