IMAGEPLUS.PLUS

Digital Media & Document Imaging

Image++ (Image plus plus) is a database digital media and document storage system that encapsulates any file into a database format for relevant use in our Platform Software or as an independent solution for environments seeking to store and forward document and media flows.
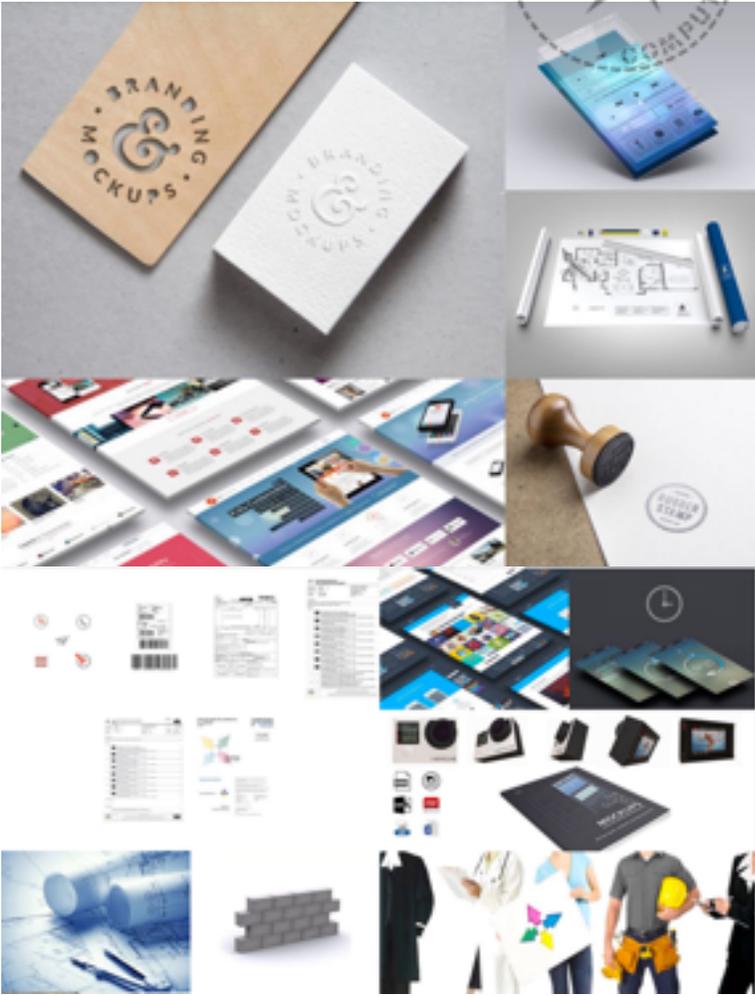
The objective was to achieve a complete database storage solution which encompasses presently known media types and classifications as well as those which will arise in the future so that reliance on operating systems and their file and directory structures and capabilities could be eliminated as well as the opportunity to perform relevant processing on a larger scale.

Included, is the technology for fast storage and retrieval of information in both a desktop and web enabled framework, and inbound processing framework for injection of media into the database along with information that can be used for searching and further processing.

Image++ was created to allow the casual user to control the content of web media and standard business communications for business objects without the need of technical staff on an ongoing basis for this requirement.

The system was designed for digital images to accommodate the nuances of thumbnail, standard image sizes and actual image sizes so that the same images could be used for various purposes such as web content where thumbnails are prevalent and catalogs where image quality is paramount.

With desktop, server and online web applications, the system provides for users, the intelligence to react to their role within the business and the ability to automate essential and high volume tasks without user attention.

Document Presentation

Documents images and their text counterparts as well as the ability to combine bar code reading within the context of a scanned, e- mailed or facsimile document provides for the a wide field of use, such as field data capture and fast referencing of documents to business information within the same sphere of use as other relevant media such as images and spreadsheet information.

Integration

With well established web and desktop application controls for both injection system lends itself to both paperless initiatives and web content databases within an integrated solution.

Channels

Integrate the many facets of your merchandising enterprise into a cohesive and all encompassing system for the most demanding supply and fulfillment chains.

Communications

Provide your enterprise with the ability to operate many operational facilities and integrated sales channels in a single system with order processing that meets industry standard identification requirements and the process benefits of an integrated system.

The**Order**

Image++ provides a means by which content across your organization can be standardized and controlled so that the common elements of your message to the market can be consistent. The use of both web and desktop applications access to a common media library provides the tools required to ensure that your internet presence and internal operations share the same information.

Through the integration of Image++ media management into the general management and administration of your entire organization costs will be eliminated and enhanced communication can occur with rapid turn around times.
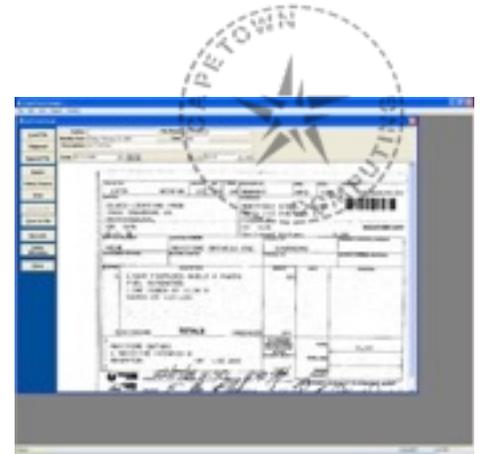
Image++

Image++ can house your document image and forms database for any number of applications within your enterprise. As an integral component of the ImageionTM and Art of CommerceTM software platforms it provides a common media repository and search library for use across the entire enterprise system. This enables your investment in information and intellectual property to remain intact and consistent as your further distribute your business model to new market spaces.

The automation of document and media capture in any enterprise, whether it be as simple as vendor payables document capture at point of use and signature or executive contract capture ensures that appropriate governance and management steps take place within your enterprise and that the information is made available to those in need of it or simply keeping a finger on the pulse of the operations.

The web content efficiencies achieved are further enhanced through the integration of customers, vendors and third party access to your enterprise system under appropriate publishing and access controls present within the business desktop and web applications.

Business Object Association displaying chain of various media for a business object for general use and web content.

Document batch freshly retrieved from a remote source via e-mail/fax or scanner for processing into a database where barcodes from the image (document) are read and used in image reference.
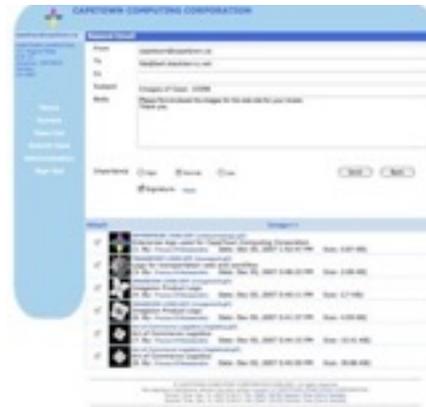
Group association with the PatchWork web and workflow platform where various media is associated with an event that encapsulates the media with work performed under a given project for an internal project or client/customer.

In use in the merchandise database as a column in the product explorer where default images are displayed for items and used in desktop and web presentation.

Group showing image master and published Image++ objects of various types in a standard web page layout under the e-commerce web application for merchandise display and sale.

Image group showing images, rich text documents and streaming media objects for general use and web content.

OfOperations

Benefits

- Store all digital media and document images in a single relational database

- Organize your important documents, images, data files into a readily available and accessible database

- Create a hands free environment for your enterprise

- Remove mail and lead time from your organization

- Convert daily paper communications into e-mail and facsimile communications of important business documents

- Have the paper support you need for the business of the day without the paper

- Integrate web content, photos, market copy and other important information into a single source

- Keep your market presence intact and continuous throughout the enterprise

- Ensure that the enterprise is working with the same look and feel and information

- Automate your document flows with intelligent documents

- Add barcode information to your documents and communications for simplified turnaround and reference

- Work the exceptions rather than the rule with automated document capture

- Capture information in the field that translates into systems information without keying

- Field communications without equipment with forms data capture and turnaround

- Design forms that can translate into discernible information to remove keying and improve customer turnaround

Features

Image++ launches the applications associated with the object type found in the database based upon the capabilities of the client in use, through standard association technology found in any platform operating system, the same is also true for media storage into the system.

Image++ allows you to create classification associations for media that is to be used a certain way, such as default web content and other published media versus unpublished internal media. The system is also well suited to digital delivery class applications where control of media versions is important.

- Desktop and Web Content Media Management

- Classification and media type management for all media types possible

- Database storage for all media in the system

- Media types are unlimited, both presently known and future unknown media types are possible

- Web Content Publishing and Digital Delivery capable

- Default Image, Default Rich Text Format, Images, Rich Text, Internet Pages, Dynamic Internet Pages, Streaming Media Objects, Spreadsheet, Word Processing, Database, Mail Templates, Computer Aided Design Drawings, Video, Sound, Text, Graphics, Program Executables, Portable Data File are just some examples

- Multiple Applications

- Drawing databases, Image Management, Content Management

- Web site active objects such as news, events, employment positions, internal communication

Web Content

News | Events | Employment Positions | FAQ & Knowledge Base | etc..

Web content such as the above and whatever additional classifications can be implemented using Image++

The Image++ system sits directly atop any relational database application and allows for images to be injected into the system in an automated and manual workflow process.

The system provides for both web and desktop presentation and user control of the overall libraries, classifications and types in the system for various purposes.

Image++ provides the digital document and media library that interfaces with the work flow. Media classes, document types and publishing controls for the system are provided and bound to the workflow and global search capabilities of the system as well as the outbound and inbound communications that are digital in nature such as e-mail attachments and facsimiles.

Image++ provides an easy, integrated way to add digital media and documents to the work flow and bind them with the system so that teams, management staff, customer and vendor communications are integrated.

OfOperations…

Enterprise Software

CapeTown Enterprise Commerce is an integrated and open business software solution that enables a company to work effectively in the automated marketplace.

Our software allows your business to interface with the most demanding fulfillment and supply environments and manage the day to day operations of your company's roll in the marketplace.

Designed for multiple company, multiple line-of-business and multiple facility.

Billing Package Production
Detailed cases worked during the period wrapped with summary by period, by day, by case, by resource, by project, rates and totalling to your invoice. Your billing package.

We wanted the PatchWork.Plus system to support your company in getting to work as soon as possible. An important element of that was to allow the system to sit behind your website so that it became an integral part of your web space. The system could easily exist within your intra-net as well, but we wanted to add the elements necessary to interact with your clients and other business partnerships.

Cooperation

We built the PatchWork.Plus system so that people could work together to achieve the common objectives of your business, promote a process of inclusivity, add new relationships easily and provide the client with a system of keeping up to date and the ability to give you more work.

The ability to create a business model for your enterprise and automate the workflow the way you want people to operate within it and their introduction to it creates an atmosphere of with professionalism and confidence in the overall effort. Ultimately the objective for all is to do an excellent job and look excellent while doing it. The PatchWork.Plus system is a platform software product that is a tangible step in that direction for you.

Distribution

Everyone agrees that a web site is an important element to any business. We developed this system as a way to enhance that presence with something active and dynamic that your paying customers could access and review without making a call. Exceptional value is present when you can service an important client need and not be involved. We envisioned the all important "I need a copy of" when clients need to get something else going when we put this system together. We also envisioned your staff being able to do that for them, even when they were not in the office.

Workflow

There is a methodical path that is followed to take what you do from its beginnings to the finish line. The system confronts this challenge by creating an everything is a case system, where in this case you need to record a new contact, or in this case you need to book

an addition to the work being done, or in this case the customer has an additional request that they book themselves and shows up on your view. Its all numbered and ready to be used at any time, from any location and by the people you allow to register into it, given their position. The ability to keep it scoped to the relationship with the business is important for any growing enterprise, focus is important. Recording information on a day to day basis versus catch up and tying it to the process of payment or procurement will lead to more useful information, increased accuracy and timeliness. Since everything is based on incentive and motivation, it makes good sense to tie together the people based motivation with the business administrative requirements.

Billing

A solid system for billing is critical and we fused accuracy with appeal so that your billings can promote your business. The most obvious and necessary outcome of billing is the receipt of payment, but another important element is your ability to promote your business through appeal.

Adding additional elements such a payment copies that are associated with billing documents provides another important confidence piece that ensures your business relationships that you are doing right by them and right by your business.

Simplicity

We built the PatchWork.Plus system to be simple, and yet at the same time expansive and dynamic. We think that if you can get your customers further down the road than they already are in a short period of time then you really have value to add to their businesses and lives. In order to do that you have to add something to the routine of the day.

Simply add your market presence and imagine a process for your business that can enhance your results.

INDUSTRIES

Professional services
Product development and distribution
Field staff and work
Customer service
Development
Construction
Publishing
Marketing
Importing
Exporting
Auditing
Retail
Legal
Media
Claims
Design
Logistics
Financial Services
Valuation
Case work
Brokerage
Accounting
Governance
Architecture
Service desk
Transportation
Event planning
Public relations
Technical services
Research and development
Software and Web development

OfWorkflow

We wanted the PatchWork.Plus system to support your company resources, resource groups and class of service, rates, and changes to the important elements of the work itself, where it was being performed, when that is, standard or off-hours, holiday and how that all impacted the billing process.

We call them case numbers in an effort to integrate them into your way of doing business. Work Order, Route Sheet, Service Call, Docket, Case File, whatever the case, to provide an additional pillar in the billing support function of your enterprise. It simply represents the work that you do.

Billable hours

Keeping track of your time and associating it with legitimate work requests is important. It requires the honour input of your resources and customers and it also requires the recognition and respect of the positions of those involved in the process. Projects require review, work has important follow up and quality control, work that is completed requires review. All of it very relevant and important.

Premise work

Site work, on-premise work for clients and customers, internal work has a different impact, travel time, waiting time, new item discovery (since your here), also requires additional steps in the workflow process. In that new items could easily be applied to the existing case or a new case needs to be created and booked into the system. A decision that can be acted upon right away with the PatchWork.Plus system.

Review

Managers and administrators use reports to add scrutiny to the process, for the good of the customer or client, for the good of the business.

Reports allow managers to do view the overall work from various perspectives, resource by day, by case, by project, and drill-down into the detailed, cases, notes, the work results and outputs. All of it in an effort to get to the reality and legitimacy of the cost and revenue picture to be presented in the final billing.

We allowed for an important adjustment process that could +/- through the addition method which would reflect accordingly in the billing package, or subsequent billing packages depending on when the process was taking place. We also allowed for billing runs to be backed out in cases where it was important to get those changes in now rather than later.

Material Items

Additional documents supporting the work or discovered during the work add support to it and Image++ allows you to incorporate them into the final picture. If necessary.

Integration of our Art of Commerce™ system for Product Supply Chain oriented companies and shIP2.com for Transportation and Logistics can enhance the workflow with additional line item and Image++ integration through imaging and capture activities.

Governance

PatchWork.Plus can governs the workflow process as the inception part of the workflow and can equally perform well when governed by another business system or workflow item.

In the case of claims or audit what would be inception for those departments is simply part of the workflow for the overall enterprise.

First impressions

PatchWork.Plus provided an improvement over our own billing process as we integrated into our own workflow. The first impressions we received were, "The level of detail is amazing", "it's a solution looking for a problem", "how secure is that?" and "am I getting billed for this".

All very good and we think we are headed in the right direction.
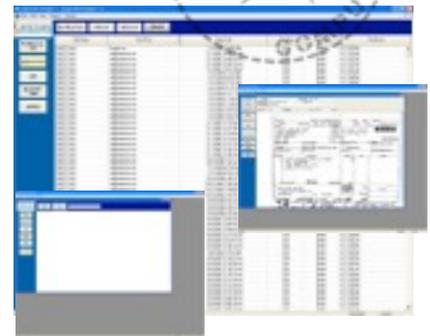
IMAGE++/RDOC SERVER
Inbound document images and media via an e-mail/or fax or other communications method queen and injected into the workflow.

Image++ Management
Provides a desktop Image++ management capability in addition to the web interface for injection of all media types and classes.

DASHBOARD
Business analysis and review with linkage to document workflow and images from a high level rule based and filter capable view to a drill down transaction and source document presentation.

The**Symbols**

Symbology through the use of standards and barcodes enables the automation of flows and information capture when done properly and with a well thought out scheme.

The case report represents the real-time status of the case, and can be utilized in several levels of detail and data format.

We designed and developed all of our forms to use barcodes to enable you to easily integrate them into your workflow and the data capture points of your business. All forms and reports also use a standard and open method for an ease of enhancement.

For transportation and logistics we offer the shIP2.com web and workflow system in support of the important workflow and document management and presentation aspects of that concern.

You can work the rule and work the exceptions or automated the rule and work the exceptions and we prefer the later. So when we put the final touches down on shIP2 we wanted to streamline the document flow by not only creating the important transaction barcode on documents but include the document type and a company designation.

CCB-324870-9, CCP-324870-9 using a short company code and standard check digit transaction code. Using SSC-18 would provide for long encoding which could also be used, in either case the purpose is to distinguish a code that is a) belonging to the company and b) the document type for automated image to carriage transaction association. Bill of Lading and Proof of delivery in the above two examples.

(00) 1 0012345 324873001 9

(00)   Application Identifier always 00 for SSC-18
1   Package type
            0, case or carton, 1, pallet, 2, larger than pallet, 3, undefined container, 4, internally defines, 5-9 future
0012345   Manufacturer/Company ID
3218730   Unique Transaction Number
00   Piece Count

Capturing information such as signature and relevant performance and cost information can be accomplished though predictive base line data along with before and after decision boxes to derive delivery date, time, wait time, and other relative information with signature area for a streamlined workflow that overlaps with source documents such as BOL, POD, Dock Control and other workflow documents in use at your enterprise.

For the Product Supply Chain enterprise we offer the Art of Commerce™ system.
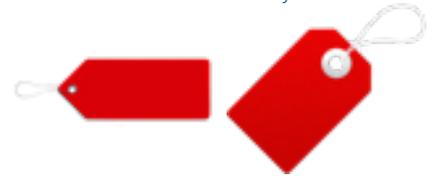
The basic ability to associate product with the ticketing barcode requirement exists at the base item definition level with UPC/EAN/ISBN and other standard code definition and production capabilities at normal locations in the definition and workflow areas of the system.

We developed the system to allow you to define and modify your ticketing and container labeling within the system.

We integrated the EDI ticketing requirements of your customers as well, so that when you process their orders you can pass through the important information that came in with their order.

AndLogical

- A cooperation based online presence in support of your business offering

- Information distribution, storage and retrieval

- Workflow scheduling, tracking and status reporting from operational areas

- A solid system for billing

- Create an environment that would provide the essentials of a paperless environment for any organization.

- Automate the day to day business workflow operations, transactions and relevant document and media.

- Provide for the data consumption requirements of customers, business partners and internal resources.

- Acquire and process digital documents and media from an unlimited number of locations and sources into a single automated and intelligent library. *Gallery.*

- Provide for the foundation of a high level rule based executive interface with drill down capabilities into the detail transactions and documentation. *Dashboard.*

- Automate the process of becoming a customer or business partner through online registration that puts them in front of the right people in your enterprise.

- Enable a common search capability that finds the information you need quickly and easily.

- Solid tracking capability that encompasses resource function, class and time period coverage for external customer billing and internal costing.

User Profiles
Control the presentation of elements and user options at the user level with My Profile.

Outcomes

<table>
<tr><td rowspan="18">BENEFITS</td></tr>
<tr><td>Improve your cash flow with an automated and recordable workflow</td></tr>
<tr><td>Create a professional, organized, open access environment</td></tr>
<tr><td>Organize your documents and digital media with a highly accessible database and powerful global search capability</td></tr>
<tr><td>Access your business or organization from anywhere</td></tr>
<tr><td>Convert daily business into actionable items and future referral items</td></tr>
<tr><td>Create a paper free paper trail</td></tr>
<tr><td>Customers, resources and third parties can contribute to the business process</td></tr>
<tr><td>Control and track the progress of your business commitments and relationships with electronic mail, facsimile, documents and other media connections</td></tr>
<tr><td>Make due diligence and governance a consistent and ongoing experience</td></tr>
<tr><td>Establish and maintain a focused goal and objective oriented environment</td></tr>
<tr><td>Convert resource and management experiences into added value</td></tr>
<tr><td>Establish a research and development chronology</td></tr>
<tr><td>Provide exemplary customer service and vendor relations</td></tr>
<tr><td>Find and acquire information and materials you need when you need it</td></tr>
<tr><td>Move freely between business channels, projects, conversations and activities</td></tr>
<tr><td>Effect and communicate change in a fast paced environment with a contributive methodology</td></tr>
<tr><td>Promote a forward momentum through web and workflow for your growing workgroup that allows you to implement immediate needs that your present day to day system does not accommodate</td></tr>
<tr><td>Integrate your operational systems to provide a centralized portal for your business or professional organization</td></tr>
</table>

FEATURES

Web and Workflow Management	Post and Forward Notation
Business Relationship Management	Division, Department and Project Architecture
Customer Relationship Management	Relationship Contact Management
Resource, Time and Project Management	Web Content Management
Document and Media Management Library	Customer Self Management
Automated document and media image injection from remote and local sources	Standardized Document Turnaround
Communications Logging and Tracking	Web and Desktop enabled
Standardized Outbound Communications	Client/Server Centralized Database
Chronological Reporting and Billing	Real Time Operational Transaction Interface
Electronic Billing and Support	Dynamic Real Time Reporting and Delivery

OfMice   **and**Persons

The application architecture provides for service and digital delivery, digital media and information library development, presentation, procurement, fulfillment and work flow combined to form a simple step by step process in a high demand and transaction based environment that permits the use of the system for enterprises with a single or many locations.

The database is client/server architecture developed in a Microsoft SQL Server environment and is also adaptable to other database platforms such as Oracle. The desktop and web applications are founded upon the is Microsoft Windows .NET development environment with compatibility across the spectrum of web browser applications.

Reports and Forms are provided in both a web and desktop delivery architecture. Additional report and form objects can be developed and integrated into the system as required. The Remote Agent provides the ability to house additional report and form items for integration with the system and delivery to the most demanding and far reaching organizational environments using the internet and encrypted XML technologies.

The operating environment requires a server based architecture that can house a database and internet information server service or a multiple server based architecture that segments the database from the web application server(s). The system supports a component object model interface that allows for server banks and multiple location service and server architectures.

Token based transaction processing allows for a tight integration with your day to day transaction based systems. The application architecture supports large numbers of real time transactions in a self sustained and self corrective environment that promotes free systems use on either the online or business transaction system side.

Adding transaction based support for customers, customer service representatives, business partners and vendors is easily accomplished through web portal expansion and integration with the existing architecture for web content management, billing, electronic billing delivery, automated mail and XML communications and document imaging support.

The Dashboard application provides an executive and management view of the business at a high level performance perspective, with the ability to drill down to the specifics of line and period items into the day to day operational and transaction support information and supportive documents and media images in Image++.

Image++ Management
Provides a desktop Image++ management capability in addition to the web interface for injection of all media types and classes.
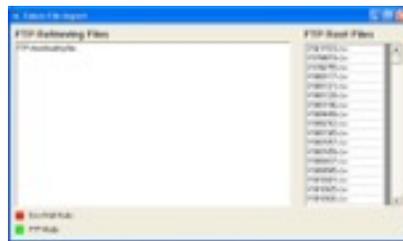
INTERFACES

Web Interface
Desktop
Image++/Remote Document Server
Image++ Client Desktop and Assignment
Electronic Billing Interface
Remote Agent
Web Management Interface
Token Based Transaction Processor
Mail and XML Server
Dashboard Business Analysis

CUSTOMER/THIRD PARTY/ RESOURCE WEB INTERFACE

Web portal for customers, resources and third party user access to the PatchWork.Plus system.

WEB INTERFACE CASE DISPLAY

Web access to case editing and display functions, Image++, customer and resource notes, report production, communications and resource time allotments.
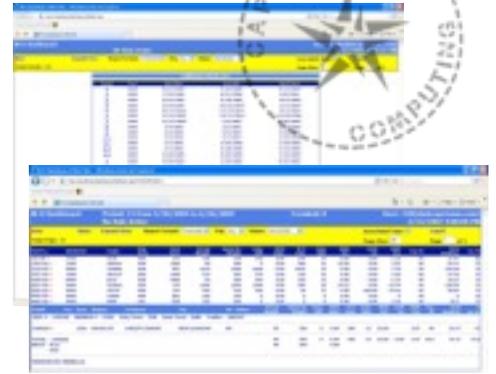
DASHBOARD

Business analysis and periodic review with linkage to document workflow and images from a high level functional rule based and user customizable interface.

CASE E-MAIL INTERFACE

Web electronic mail interface for inbound and outbound communications with ability to track attachments in/out and resend capabilities.
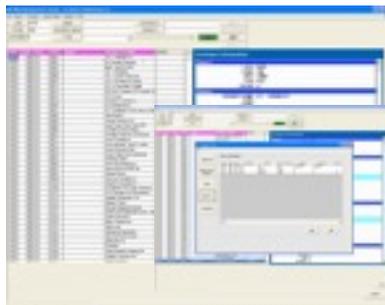
WEBMANAGEMENT

Define and manage web content such as news, events, positions, etc.
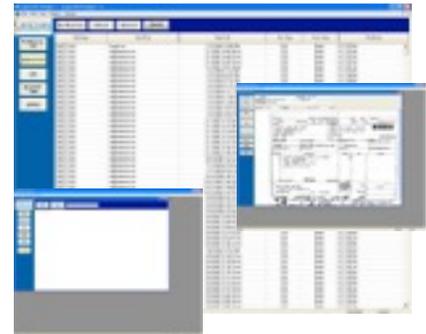
IMAGE++/RDOC SERVER

Inbound document images and media via an e-mail and/or fax or other communications method, queued and injected into the workflow.

USER PROFILE

Control the presentation and options at the user level with My Profile.

INBOUND COMMUNICATIONS GALLERY

Inbound communications gallery for case assignment and workflow booking creating a communication to work translation and automation if required or desirable.

E-COMMERCE CUSTOMER MANAGEMENT

Allow your customer accounts a window into the business and their business forms in a paperless environment.
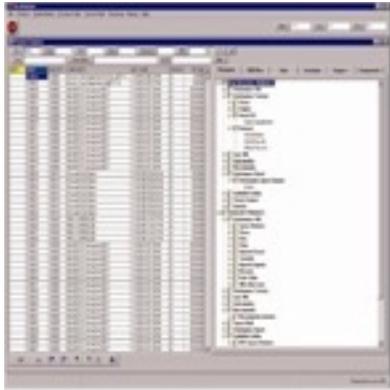
DESKTOP SYSTEM

Provides a desktop access method to the case management and Image++ functions of the system in addition to the web user interface.

IMAGE++ MANAGEMENT

Provides a desktop Image++ management capability in addition to the web interface for injection of all media types and classes.
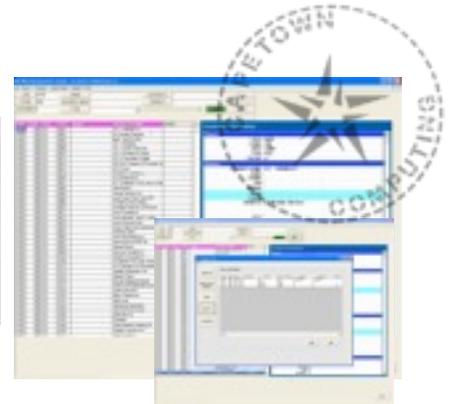
REMOTE AGENT PROCESS AND PRINT

Automated Print Job Design and Production in a local and remote environment providing print job processing and network access to physical printing devices that would not be available otherwise.

MAILSEND

Automated mail and XML communications program module

TOKENIMPORT

Inbound transactions from operational day to day systems/Art of Commerce ™

CASE REPORTING

Case reporting is done in real time and encapsulates all information at the point in time that it is produced, online or on the desktop. Case Reports are used as the foundation of the billing package.

BILLING PACKAGE PRODUCTION

Billing package production with summary by period, by day, by case, case reports all bundled together to support project and time reporting and electronic billing in a customizable format.

The billing package provides daily, project and event based views of the workflow.

PRODUCT EXPLORER AND MERCHANDISE MANAGEMENT
Define your product in a structure that matches your business, your strategy and your hierarchy
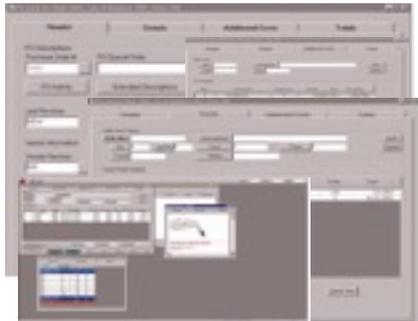
IMAGE++ MANAGEMENT, IMAGE, RTF DOCUMENTS AND STREAMING OBJECTS
Expand the information for your product by adding digital media to your product development and presentation via the web or the desktop.

SALES ORDER
An integrated order entry and management environment for telesales, remote sales, web sales and EDI order management and entry.

PURCHASE/TRANSFER ORDER
Control the inventory requirements and movement of your inventory in multiple location stores and structure.

E-COMMERCE STORE & BUSINESS PRODUCT PUBLISHING
Deliver your products and Image++ media to the web customer, customer sign on accounts, yours sales representatives and your business resources
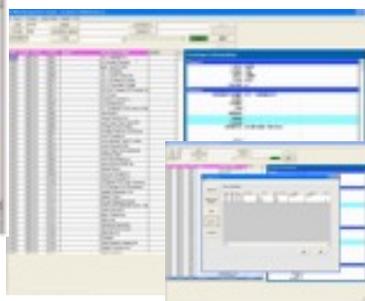
E-COMMERCE CUSTOMER MANAGEMENT
Allow your customer accounts a window into your business and their business forms in a paperless environment.
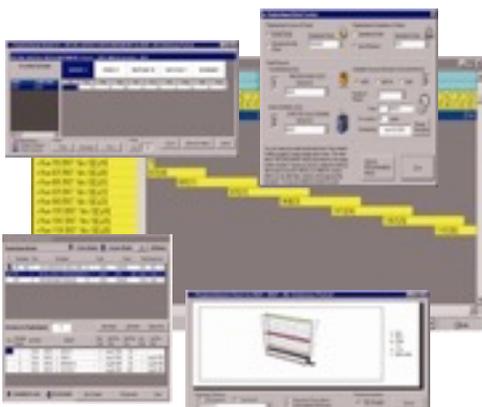
INVENTORY AND CHAIN AUTOMATED REPLENISHMENT
Automate your inventory replenishment and planning using min and max, demand and seasonal/period fluctuations.

WEBMANAGEMENT
Define and manage web content such as news, events, positions, etc.

CE RETAIL INTERFACE
A Retail Store Check out interface to the Art of Commerce System.

OPERATIONAL CENTER MANAGEMENT RECEIVING AND FULFILLMENT

Inventory Warehouse and Store management in an unlimited number of locations with Receiving and Put-a-way functions, Inventory allotment, Picking, Packing and Shipping. Both in paper based and wireless environments.

INVENTORY COUNTING PAPER FREE PAPER BASED

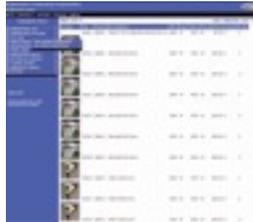Paper based and Wireless Inventory counting, inventory adjustment and valuation automation.

WIRELESS OPERATIONAL CENTER PICKING AND RECEIVING

Wireless Receiving, Inventory Count and Picking operations via a hand held web enabled interface.

WIRELESS STORE FUNCTIONS

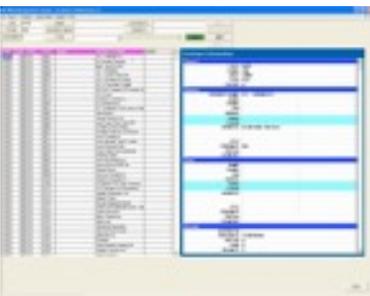Inventory quantity and location inquiry via a hand held interface.

REPORTING AND FORMS

Customizable reporting of business reports and forms via Crystal Reports designed reports.
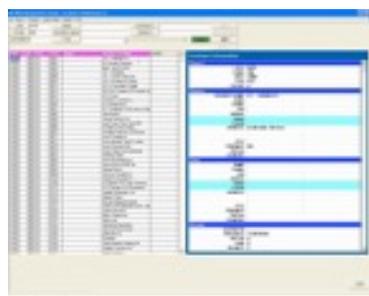
E-COMMERCE FORMS

Production of forms via the web for customer and representative delivery in multiple output formats, PDF, TIFF, etc.

EDI/INBOUND

EDI Order processing and crosscheck integrated into the sales order environment

EDI/OUTBOUND

EDI Advanced Ship Notice Management for order fulfillment and integration with the Inventory Warehouse Picking and Packing environment.

REMOTE AGENT PROCESS AND PRINT

Automated Print Job Design and Production in a local and remote environment providing print job processing and network access to physical printing devices that would not be available otherwise.

CUSTOMER WEB INTERFACE

Web portal for customer account access to transactions and supportive document images.

CUSTOMER SERVICE REPRESENTATIVE WEB INTERFACE

Web portal for customer service representatives in support of transactions, support documents and operational information cohesion.

BUSINESS/ALLIANCE PARTNER WEB INTERFACE

Web portal for third party company access to transactions relevant to their service responsibilities and freight consolidations inbound.
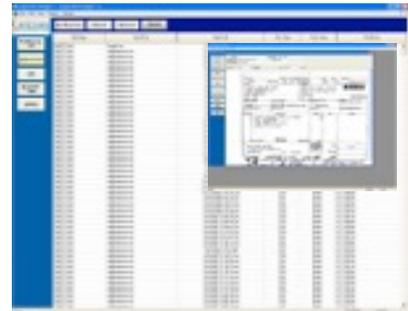
CONSIGNEE/SHIPPER WEB INTERFACE

Web portal for arms length operational relationships with a focus on non-account based service destinations and information on freight and freight consolidation inbound.
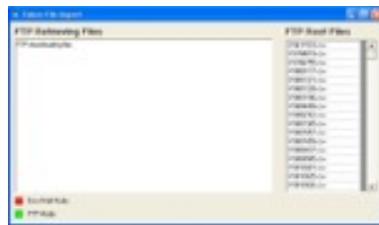
TOKENIMPORT
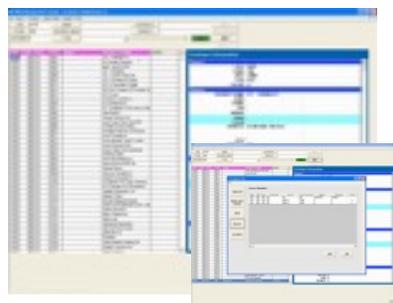
Inbound transactions from operational day to day system

IMAGE++/RDOC SERVER

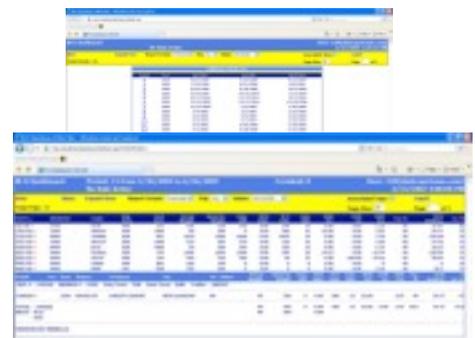Inbound document images via e-mail and fax, queued and injected into the workflow.

MAILSEND

Automated mail and XML communications program module

WEBMANAGEMENT

Define and manage web content such as news, events, positions, etc.

DASHBOARD

Business analysis and periodic review with linkage to document workflow and images from a high level functional rule based interface.