



Frequently Asked Questions:

1. How is VisualVault unique when compared to competitive offerings?

VisualVault is a pure web application with database storage. All key files, data and metadata are maintained in a single contiguous database. The application is highly configurable, allowing users to tailor processes or emulate existing processes.

VisualVault provides a complete solution for content acquisition, with web services enabled email, scanner and fax capture solutions. These solutions go beyond traditional methods, as internal processes can be immediately initiated upon receipt of the file.

IT professionals will be able to tap the power of the Web Services API. VisualVault can be integrated to your other business systems (for example: ERP, CRM) for creating a seamless information ecosystem.

2. Who can access the data?

Any authorized user with an internet connection and browser. VisualVault is fully tested against IE and Firefox. Using the internal security model, access to content can be explicitly defined to any single user or group.

Collaboration with various stakeholders and strategic customers is fundamentally important in today's competitive environment. VisualVault builds upon the trusted relationships you have established and permits routing of information via workflow or email notifications.

3. Is VisualVault hosted or can I run it in our datacenter?

VisualVault can be licensed as a standalone application or provided by hosting organizations as a subscription. Auersoft is the publisher of VisualVault, and can provide references for 3rd party hosting organizations.

4. How does VisualVault provide value?

Integrated compliance, oversight and rapid access to information are the key value propositions of VisualVault.

The return on investment in software is often intangible. With VisualVault, the metric is measurable and meaningful. The average number of knowledge workers in a industrialized economy rose to 1 in 8 (12%) by 1996¹. The ratio is now approaching 1 in

¹ Lavoie and Roy, A study conducted by the Applied Research Branch of Human Resource Development Canada (HRDC), 1997



6. A McKinsey study estimated that 30% of knowledge worker time is spent searching for information within an organization. For every 100 employees, this is the equivalent of 4 full time employees. Automated business processes, including training record management, will further eliminate non-value added hours and ancillary support equipment. Thus, an organization utilizing VisualVault will eliminate the non-value added time, increase productivity and provide rich environment for compliance.

5. I need to maintain full traceability of all activities around documents and records. Can VisualVault do this?

VisualVault maintains a complete audit trail of all actions, workflows, changes, views and events surrounding documents and records. Regulatory compliance requirements are maintained by time stamped, user ID recorded logs. No additional configuration is required. VisualVault also provides record management tools to automatically purge, archive or prompt a user for action at the end of a defined retention period.

6. What type of documents can be stored with VisualVault?

All electronic document types can be stored in VisualVault. Hard copy documents can be referenced, and traced, even if they are not stored in the database. Each of the electronic files are retained in their native format.

7. How is version control managed in VisualVault?

Each document stored in VisualVault will have a unique identifier (Document ID), and associated ID Card. Revisions are slaved to the Document ID. Using Library Services, a document can be checked-out for making changes. Only one user at a time can check-out a document.

During the period that a document is checked-out, the latest released version will be available to view by other users. Only when a new document is checked in and released will users view the new version. Workflow can be easily configured to ensure that an approval process, or collaborative process for review and editing, is established to ensure content is released with the proper organization controls.

In addition, if the document is part of a compliance or training matrix, the act of releasing the new version will automatically issue training notifications to the required trainees.

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