

TECHNICAL OVERVIEW



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XERA | CORE is a scalable, high volume document and data repository designed for paper imaging, e-mail and desktop capture, internal report distribution and management, and electronic statement capture and presentment.

iCONNECT's XERA | CORE helps organizations harness the power of their records, documents, Web pages, images, e-mails, multimedia and other unstructured content to create new opportunities, grow profits, and realize greater savings and efficiencies.

Designed for both short and long term document and data management, XERA | CORE is complete with a comprehensive event logging system and a robust security system that allows for multiple security models.

As an extremely high performing document repository, XERA | CORE incorporates many features to sustain performance under load (hundreds of users) and at scale (billions of records).

XERA | CORE offers both an out-of-the-box user experience optimized for browser deployment and a robust SDK to tightly integrate document and data ingestion and retrieval within your applications. >>

With XERA | CORE, organizations can get more work done faster, with fewer people, better accuracy and less paper.



Backend

XERA | CORE helps businesses to organize and fully leverage their corporate information and knowledge assets; it then makes those assets available for transaction processing, case management and customer service applications.

High Volume Transaction Processing for Improved Customer Self Service and Support

XERA | CORE ingests statements and invoices and similar high volume data and documents to enable online customer support and self-service initiatives. XERA | CORE does this within a secure Internet-based infrastructure to help ensure the security of your online transactions and services. Organizations can:

- » Capture, manage and process virtually all forms of unstructured business information within a single system. Leverage iCONNECT's expertise to address efficiencies around workflow, document-enabled line of business systems, case management and report automation.
- » Use Electronic Statement Presentment to adapt your company's conventional legacy application print streams to work with standard e-mail systems and the Internet for cost-effective electronic notification and secure online access to bills and statements.

Extensive Capture and Storage Management Capabilities

XERA | CORE ensures that all documents, including those needed for legal or regulatory compliance, are collected, filed and stored in a securely managed repository. XERA | CORE can be used to:

- » Standardize and enforce agency and business regulations across transactional and document processes alike. Filed electronic documents are consistently organized in concert with paper records following appropriate security control.
- » Capture replicated data to an off-site Disaster Recovery / Business Continuity site.
- » Store and manage content to NAS, SAN, and CAS storage infrastructure as your business requires.

WISA Stack

XERA | CORE is built on the modern "WISA Stack" (e.g. Windows Server, IIS, SQL Server (or Oracle) & ASP.NET) and is a web application that is accessed via a browser. The software can be installed in many different locations including:

- » On-premise using your servers and storage
- » Hosted / Cloud using your provider's servers and storage
- » ASP using our partners' servers and storage

Note that XERA | CORE can also be operated in a virtualized environment.

Features & Benefits

HIGH VOLUME PRODUCTION IMAGING

Scan and index high volumes of color and black & white images in a centralized or distributed production environment utilizing your preferred scan platform.

REPORT MANAGEMENT

Capture, store, view, mine, reprint and distribute formatted computer output documents. Utilizing your preferred report pre-processor, print streams including ASCII, EBCDIC, Carriage Control and XML, as well as "All Points Addressable" formats including IBM AFP, Xerox Metacode, DJDE, Postscript and PCL are supported.

EMAIL ARCHIVING

Capture the message body and all attachments, which are encapsulated in a single record for referential integrity. Use the high-volume bulk e-mail capture utility to intercept and archive filtered internal and external e-mail transmissions prior to delivery for legal and regulatory compliance.

STORAGE MANAGEMENT

Choose an appropriate storage subsystem to meet your specific business needs across a variety of storage technologies and devices including DAS (Direct-Attached Storage), NAS (Network-Attached Storage), SAN (Storage Area Network) or CAS (Content-Addressed Storage) disk arrays. The database and documents can be automatically replicated to a remote hot standby disaster recovery site as soon as they are captured. In the event of a disaster, users can directly access this backup server and the data.

SECURE, SCALABLE ARCHITECTURE

A state-of-the-art repository proven to perform at scale (billions of documents), and that is built on the "WISA Stack", XERA | CORE is infrastructure friendly, easy to configure, and a delight for users to operate. XERA | CORE is a highly secure, comprehensive repository that addresses many initiatives within an organization.

XERA | CORE enables organizations to reduce costs and improve customer service



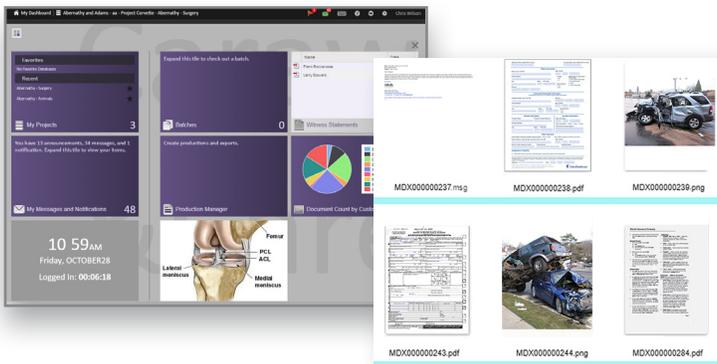
Front End

Multi-Browser and Device Support

XERA|CORE provides a browser-based user experience utilizing HTML5, thus enabling its use from a variety of browsers and devices. Currently supported browsers include Internet Explorer, Safari, Chrome, and Firefox. In turn, devices that operate these browsers can access XERA|CORE including iPhones and tablets such as the iPad.

Worldwide Access, Universal Viewing

XERA|CORE is natively multilingual, providing its user experience in seven languages including English, Spanish, French, and Chinese. With its unique “tile” system, which is both tailorable and customizable, the user experience can be configured to match business needs from enterprise to groups to individuals, as needed. It is also unique in that complete folders, containing various document types, can be quickly located using a single query, retrieved quickly from a single repository and displayed in a single, browser-based universal viewer (rendering more than 700 file formats).



XERA|CORE enables organizations to effectively reduce costs and improve customer service by transitioning from paper to high volume digital processes, streamlining document intensive transactions and helping to ensure the secure, audited access to the organization’s business information assets.

iCONNECT HEALTHCARE is a leading provider of Document and Data Management Solutions for Enterprise Applications with technology based on iCONNECT’s market leading state-of-the-art document review software and hosted solutions. Founded in 1999, iCONNECT has become one of the world’s most recognizable and respected providers of document review software with a best-in-class reputation.



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Features & Benefits

REDACTIONS

Document redactions are applied in real-time: users create redactions in the viewer and those redactions are immediately recorded with no need to “save”. Furthermore, redactions have security which enables them to be filtered or applied as permissions have been granted.

NATIVE FILE VIEWER

The viewer renders more than 700 file formats including many email and document formats, and common archiving formats. This is accomplished without requiring downloads or snap-ins/add-ins making enterprise deployments a breeze - end-users can view their content without the need for the original application.

EMAIL THREADING

In addition to viewing individual emails, email threads can be viewed together, ‘inclusive’ emails (those that include all emails in a thread) can be read, and emails and their attachments are visually identified, making it much easier to understand complete email collections.

DOCUMENT COMPARE

The document compare functionality enables viewing two similar documents side-by-side with the differences highlighted, making it easier to visualize the differences between the documents.

THUMBNAIL DOCUMENT VIEW

Both a traditional “grid” view of search results and a “thumbnail” view are provided. When the thumbnail view is selected, each document in the result set has a thumbnail generated - in turn, these thumbnails are presented in the sort order selected when the search was executed.

EASY 1-CLICK SEARCH PANELS

Configurable “search panels” enable quick access to records and documents related to the original search. Insurance applications might have panels for Policies, Claims, and Correspondence for example.