

Indelligent Document Conversion Services (DCS)

Frequently Asked Questions

I. Competitive

I.1 Who are the main competitors of DCS?

A: Since DCS is as much a service as a product, its competitors are traditional service providers, regional product re-sellers and systems integrators with professional services teams. DCS competes with these services by providing a simple engagement model and project scalability down to a very small level.

II. Functionality and Execution

II.1 What installation is required to use DCS?

A: No installation is required – all functionality resides on the Indelligent servers, and therefore only an internet connection and a web browser are required to use DCS.

II.2 How long will it take to complete specific jobs?

A: The elapsed time to complete a job will depend on the size and number of file submitted and even more importantly on the type of content. A large piece of macro code will take longer for completion than an asset that simply needs some cleanup to efficiently support future editing. For job involving only automated processing, elapsed time is targeted at 1-3 minutes, while processing for most jobs involving manual services is targeted at 2 business days or less based upon reasonable volumes.

II.3 Does DCS complete file conversion?

A: Yes. DCS supports the conversion of any type of MS-Office asset regardless of complexity, including most importantly any type of macro automation.

II.4 The automation that we have implemented in our MS-Office applications is very complex and will require explanation; how is this addressed by DCS?

A: DCS is backed by professional services team members, who will review content and where logic is clear can provide 1 to 1 replacement in a Lotus Symphony environment. When this is not possible, or there are opportunities for improvement, the customer will be contacted to discuss workflow / business functionality requirements.

III. Services Offered

III.1 What types of services are offered by DCS?

A: Different levels of service are offered by account, that range from automated conversion services, quality assurance, and manual re-coding of macros. Some customers also take the opportunity to standardize documents to common structures and formats as part of the process, and DCS can assist with this process as well.

III.2 What source types of files are supported by DCS?

A: MS-Office 97, 2000 and 2003

III.3 Can password protected files be processed with provision of passwords in delivery instructions

A: Not at this time. In order to process password protected files, the password must be removed before submission to DCS.

IV. Information Security

IV.1 My company has a lot of sensitive information stored in MS-Office files; what options are available to protect that information?

A: All completed jobs are made available by electronic download, only by the account holder who submitted the job. The connection to the DCS server is encrypted via https. Any jobs which are submitted for manual processing will be accessed by Indellient professional services staff; however, Indellient is willing to be bound by confidentiality agreements and has experience handling very sensitive client content. Arrangement of public sector clearances is open for discussion if necessary.

V. Product Value Proposition

V.1 I thought that conversion was seamless. Why do we need DCS?

A: The conversion between MS-Office and Symphony is in fact excellent. However there are some exceptions in the exchange of complex content and automation code between a proprietary storage format like that employed by MS-Office and an the open format supported by Symphony. DCS provides a simple option for clearing up these exceptional cases when required.

V.2 Why wouldn't I just utilize the services of a conventional service provider?

A: Due to the very effective movement of content from Microsoft proprietary format into Symphony, a formal project for the conversion of existing content is rarely needed, thereby reducing budget expenditures. For the exceptional cases where work is required to preserve investment in content, automation or integration, DCS provides scalability down to individual file level efforts, on an as needed basis, making usage, if required, very economical.

VI.Purchase Process

VI.1 How do I get started with DCS?

A: Customers wishing to obtain DCS services may setup a new account by contacting Indellient at dcs.support@indellient.com. There is no minimum purchase and there is no cost for setting up an account. Once an account has been established, the account holder may enable as many users as they wish to use the services again at no charge to the customer. If conversion services are utilized, clients are charged based upon actual usage.

VI.2 How can I validate claims of simplicity prior to setting up an account?

A. Interested customers may contact Indellient to get a trial account setup. Please keep in mind that there is no charge associated with setting up an account and navigating through the full functionality of the site.