

ReadSoft Document Automation

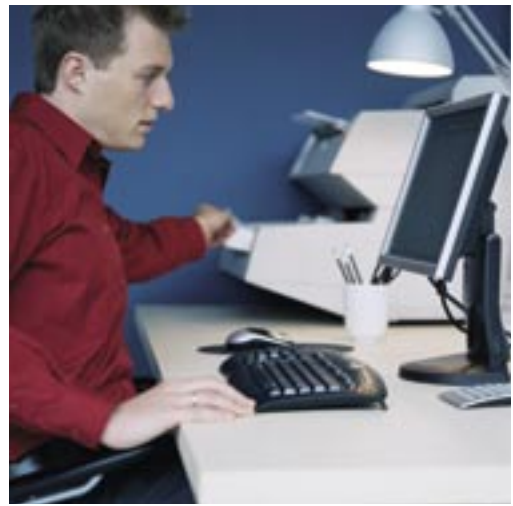
Freeing you from manually taking care of your business documents.

So you can concentrate on taking care of your business.

READSOFT[®]



Everything looks better on a digital document. Even your bottom line.



If your organization is like most, you waste a lot of time and money manually handling documents that you could be putting to work to improve your operation.

If you could simplify your information management procedures, enhance document-handling reliability and increase the speed of your processing, you'd dramatically cut your costs. With **superior efficiency, substantial savings** and **higher profits** to follow.

Since the early 1990's, ReadSoft has been the front-runner in developing technology and easy-to-use products designed to help you do just that. We transform document handling from a tedious and expensive manual processes, to a streamlined and rational electronic one. And our products are proven to make a difference where it matters most – on your bottom line.

Too many documents are bound to choke your business

Still, you couldn't run it without them. So, if your wishes are like most professionals', you want a single streamlined solution that:

- Captures and interprets any kind of document from paper to electronic – in any format.
- Acts as an automated mailroom, sorting and then routing and transferring physical and electronic mail to the appropriate destination.
- Helps you manage and process those documents in a single, streamlined system, automatically and reliably, with as little human intervention as possible.
- Seamlessly shares information with your other systems – like your ERP, workflow or document archiving systems.

- Lets you electronically interchange B2B documents with your suppliers and vendors – easily and without the excessive expense of a traditional EDI (Electronic Data Interchange) solution.

And you would want that solution to be fast and easy to implement, yet tailored to the unique requirements of your operation. Simply put, you want to be free from manually handling the documents your organization needs. So you can concentrate on the needs of your operation.

Document Automation – a business dream come true

At ReadSoft, we've listened carefully to what you have to say. And we share your dream of an all-in-one solution for processing business documents. Experience has convinced us that Document Automation can make that dream fact. Because Document Automation gives you efficient end-to-end handling of every aspect of your document processing. From scanning and capturing any kind of information in any format to sorting, verifying, routing and archiving, to recording transactions in your back-end systems. Only Document Automation is based on powerful and proven technology that combines to nothing less than a total solution.

Because nothing less will do the job. And nothing less will make our vision real:

To free businesses everywhere from manual document handling by means of Document Automation.

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IN OUR CUSTOMERS' OWN WORDS

• We partnered with NFO World Group to research what our customers, present and potential, really wanted from a Document Automation solution. Here are some of the things you told us:

• "We need a common platform that can capture all incoming formats from paper, fax, emails, electronic documents, to mobile devices like hand-held computers, ..."

• "To have a single supplier for an entire solution."

• "Accessibility to the same network for all different types of users: you can check your fax, e-mails, and so on ..."

• "We're looking for a streamlined system embracing all processing needs that talks to other systems."

• "Integration with other systems is very important – barriers between systems have to be eliminated."

• "EDI will increase, computerizing will increase since we live in a computer world. We have to be able to take advantage of the trends."

• "It would be invaluable to have a single entry point where incoming documents – in whatever format they're received – are sorted, routed and transferred."

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**First we taught the world's computers to read.
Now we're making sure they understand – and act.**



ReadSoft was founded on the idea of freeing businesses from manually handling documents – and on a commitment to transforming that idea into reality.

In 1988, two young men started developing something they'd first discussed as university students: If they could perfect a way to teach computers to read those documents, it would mean enormous benefits for businesses. So they spent all their free time over the next years working on the pioneering data capture software that was to become Eyes & Hands FORMS.

The young men gave up their day jobs and eventually hired a team of like-minded individuals who believed, as they did, that good enough is never enough. ReadSoft was born.

In 1992, the first system, with the most advanced technology on the market, was sold to the mail-order firm Yves Rocher. We've steadily developed and refined Eyes & Hands FORMS. But the first cornerstone of Document Automation was already in place.

The next (giant) step – from reading to comprehending

Our fledgling organization started looking at how else we could use advanced technology to save time and money. We knew that businesses handling lots of invoices could benefit from automated document capture too. The trick now was to teach computers to identify and interpret information on documents – no matter where it was placed. ReadSoft's INVOICES, released in 1996, did just that. And it could be easily integrated with Enterprise Resource Planning systems like SAP, for example. ReadSoft's INVOICES was the first certified SAP integration and it was successfully implemented in many sectors.

Today, ReadSoft's INVOICES – the second cornerstone of Document Automation – is still unique in its breadth and scope.



**ReadSoft Document Automation
Powering Your Business Efficiency.**

Jan Andersson and Lars Appelstål, founders of ReadSoft.

Every kind of electronic format

As electronic communication spread and became more and more the norm, we added capabilities for importing information and capturing images from email, Web forms, fax and even other electronic media, such as digital pens.

Paper documents could still be read and interpreted, of course. But when there was no paper document, it was now no problem. Our third cornerstone – *e-capture* – was cemented into place.

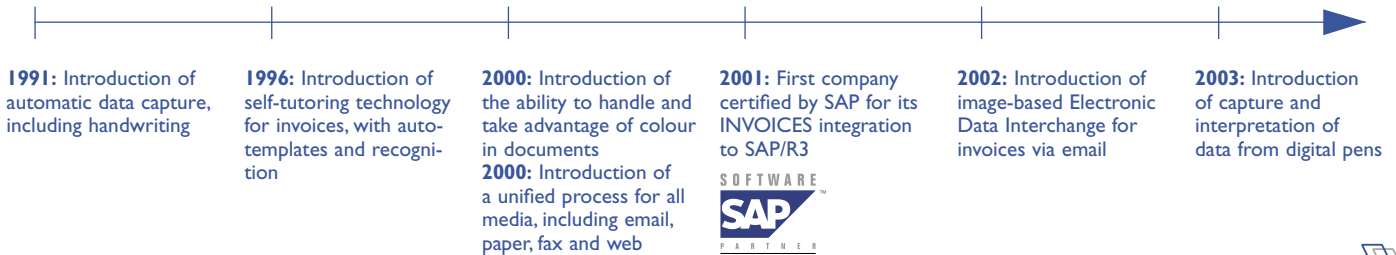
Electronic Data Interchange doesn't have to be difficult and expensive

We knew there was a tremendous need for electronic interchange of documents to facilitate faster, safer processing. But our customers complained that traditional Electronic Data Interchange was expensive and time-consuming to implement. So we set out to create a product that provides the benefits of EDI without the hassle and high cost. And in 2002, EZ-OUT was born. EDI entered a new era of ease and accessibility. And the last cornerstone of Document Automation was set.

Putting together the foundation of a unique offer

Finally, the four cornerstones were in place and ReadSoft could take the final steps towards giving you what you've asked for: *The first complete product platform for Document Automation.*

- READSOFT IN A NUTSHELL**
- ReadSoft:**
- Is a market leader with more than 3,500 customers worldwide, including both global enterprises with cross-organizational systems and local companies specialized in a particular market or industry, as well as a large number of governmental bodies.
 - Has a network of 12 local companies in Europe, North and South America and Australia and approximately 300 partners providing support in 70 countries.
 - Has been listed on the Stockholm Stock Exchange since June 1999.
 - Invests 15% of its revenues in R&D every year and works closely with various research institutes.
 - Has close partnerships with prestigious global partners like Intentia, IXOS, Siemens, SPSS Market Research and Banc Tec and cooperates with consulting firms such as Ernst & Young, Cap Gemini, CSC, ATOS/Origin, KMPG, IBM Consulting and WM-Data.
 - Delivers software in nine languages
 - Was voted "Best of AIIM" five times in the last six years, at the world's largest document management convention, AIIM, in the United States.



ReadSoft DOCUMENTS

Wide enough to do the whole job.
Focused enough to do it right.
Modular enough to do it your way.



READSOFT® DOCUMENTS

ReadSoft DOCUMENTS is a complete product platform for Document Automation. It's the culmination of over a decade spent perfecting a unique concept and injecting more human-like intelligence into our software.

It's based on technology that thousands of ReadSoft customers have relied on for years. It frees you from manually taking care of your business documents. And it gives you more time – and more money – to spend on your business.

ReadSoft DOCUMENTS is based on a flexible architecture that lets you use only the capabilities you need within each Automation Area. The capabilities are adapted to your specific requirements and configured according to your target system. And your solution can be easily extended with additional capabilities if your needs change later.

ReadSoft DOCUMENTS incorporates the Capture, Understand, Manage, Integrate and Interchange Automation Areas:

Capture: Any information in any format – from paper to electronic – captured and ready for electronic processing.

Understand: Making computers understand what people can: reading, sorting, interpreting, extracting and indexing for handling documents faster and more reliably than ever.

Manage: Providing you with advanced, thorough distributing and control of your documents, with archiving and monitoring capability for a complete audit trail.

Integrate: Seamless and safe integration with your business software.

Interchange: The benefits of Electronic Data Interchange without the hassle – or the high expense.

We also offer an ever-expanding range of business solutions. Based on the ReadSoft DOCUMENTS product platform, They are pre-configured solutions completed with services and support. They're tailored to solve specific business needs.

- DOCUMENT CATEGORIES IN DOCUMENT AUTOMATION**
- By definition, a document is any writing that conveys information. In the business world, a document can be anything from a mail-order form to an invoice, a contract to a simple letter.
- It can exist in many formats: paper, fax, electronic formats (PDF, XML files...) and can be transported by many media: email, web, digital pen, mobile devices (mobile phone, hand-held computer, and so on).
- In Document Automation, we think of documents as belonging to one of three categories, depending on the structure of their content:
- Structured documents**
- Structured documents are documents where you know what information you are looking for and where on the document that information is located. Examples of structured documents are mail-order forms, loan or credit card applications, questionnaires, laboratory tests and statistical forms.
- Semi-structured documents**
- Semi-structured documents are documents where you know what information you are looking for, but not where on the document that information is located. In other words, the document does not have a fixed layout. Examples of semi-structured documents are invoices, purchase orders and delivery notes.
- Unstructured documents**
- With unstructured documents, you know neither the layout nor the expected content. Quotes and letters are examples of unstructured documents.

“A complete product platform for Document Automation”



- Capture capabilities:**
- Electronic documents
 - Email
 - XML
 - Web
 - PDF
 - Document images
 - Scanned paper
 - Remote scanning
 - Fax
 - Digital Pen
 - Imported image files
 - Image enhancement
 - Color handling

- Understand capabilities:**
- Document sorting
 - Complete information extraction
 - Machine print
 - Handwriting
 - Bar codes
 - Mark fields
 - All document layout types
 - Structured
 - Semi-structured
 - Unstructured
 - Automated validation

- Manage capabilities:**
- Verification
 - Local
 - Remote
 - Approval workflow
 - Process monitoring
 - Audit trail
 - Short term archiving

- Integrate capabilities:**
- File transfer
 - Database interaction
 - XML output
 - ERP system integration
 - SAP integration
 - Oracle Financials integration

- Interchange capabilities:**
- Secure email sender
 - Encryption
 - Digital signatures
 - Email receiver
 - Decryption
 - Digital signatures handling
 - Automatic receipts

An inside look at some of the most effective technology around.



Capture

All your documents, all formats, all media

Stop keying in data – and the errors caused by it – and cut scanning down to the bare minimum. However, rest assured that when scanning is required ReadSoft DOCUMENTS runs with scanners from the major scanner manufacturers.

It automatically captures any kind of document in any format including paper, email (including attachments), web forms, EDI, and fax. It can even capture information from handheld devices.

Digital input in various formats, along with information captured from any kind of digital document, is streamlined into the process. When processing images, ReadSoft DOCUMENTS always works with all the colors of the original document, so as not to lose any information. Other digital input is rendered as images in a parallel process, to simplify verification, workflow and electronic archiving.



Understand

Extracting information, sorting and indexing documents

ReadSoft DOCUMENTS reads all your documents. It recognizes and interprets everything from hand written and machine-printed characters to barcodes, checkboxes, tables and more.

ReadSoft DOCUMENTS identifies, sorts, and validates e. g. according to business rules, arithmetic expressions, checksums, internal or external databases, and interaction with your ERP system. The sorting capability also makes sure all your incoming documents are going to the right place for further processing or distribution.

ReadSoft DOCUMENTS extracts information from documents with structured formats such as mail-in forms and web forms, from semi-structured documents such as invoices, quotations and shipping notes, and from unstructured documents such as real-estate deeds, quotes, and letters of attorney.

Because the system is self-learning, it memorizes where to find information on unfamiliar documents and applies what it's learned to the next document of the same type from the same party. This ensures both high accuracy and high speed.



Manage

Advanced distribution flows and control in your document processes

Providing you with advanced, thorough control for processing your documents, with archiving and monitoring capability for a complete audit trail.

You set up rules to suit your business routines. Then the system operates, automatically supporting efficient processing.

Documents can, for example, be sent to several places for verification, coding or authorization with a minimal risk of being delayed, lost or destroyed as a result of human error.

The technologies for manual verification make for exceptionally fast and accurate results.

A process repository gives you immediate access to any document entered into ReadSoft DOCUMENTS at any time and from any workstation at any location via an easy-to-use web interface. When fast and simple access is no longer required, they can be automatically purged or moved to long-term archiving.

An extensive monitoring capability helps you keep track of what happens in the process. It provides reports and statistics concerning your documents and data processing, and gives you ways to measure the performance of operators, workgroups and the system itself. Combined with the repository, this useful tool for control, planning and analysis provides you with a complete audit trail.



Integrate

Seamless integration with all your business software

For shorter handling time, less manual work and results that show on the bottom line, ReadSoft DOCUMENTS automatically verifies information on incoming documents with your ERP systems (business administration, materials management, logistics software, and so on).

If you choose, ReadSoft DOCUMENTS can even automatically post transactions with no human intervention. Ultimately, the degree of automation is up to you. You can also choose to design your own information exchange structures, although in most cases our proven integrations will do the job for you. Through the years we have provided integration with a large number of third-party systems. For instance, we offer standard vendor-tested and endorsed invoice handling integration with systems such as SAP and Oracle Financials, while IFS offers an integration to their system. And we have the experience to provide customized integration with other systems, including proprietary ones.

ReadSoft DOCUMENTS handles the transfer of files to content management systems and other external systems and provides automatic links to external document management systems such as IXOS, FileNet, and OnBase, to name just a few.



Interchange

The benefits of traditional EDI without the hassle - or the cost

It makes electronic exchange of data fast and easy for a low investment. Our Document EDI solution automatically sends all your business documents such as invoices, orders or consignment notes to and from your customers and suppliers as secure email. It eliminates paper, envelopes, post, faxes and other time-consuming and costly means of communication – while generating huge savings.

Since it's much easier to implement settings and the investment is a fraction of a standard EDI solution, every customer and supplier with an email address can handle your electronic documents. You don't have to sign agreements with business partners or match complex requirements. You can interchange your documents from any system. In fact, all systems capable of printing are compatible and automatically connected to our Document EDI. And you can expand EDI interchange from a single initial business partner to a powerful complete solution without any significant cost.

- ReadSoft DOCUMENTS is the first highly advanced Document Automation system.
- You can handle all documents and exchange documents using our Document EDI capability. On paper, faxed in, over the web, electronic via EDI or email - Any documents can be processed. You can pick up the information on them and send to your ERP system, route and process them in a workflow and then index and store them in an archive.

ReadSoft DOCUMENTS

**We automate your documents.
You boost your business efficiency.**



An all-in-one solution

Managing critical business documents efficiently and cost effectively is not just about capturing electronic information or about scanning – though you can certainly rely on our peerless data-capturing technology. Nor is limited to sorting, archiving, and recording transactions or to integration with your other business-critical software. You need a solution that automates every aspect of the document cycle. ReadSoft DOCUMENTS is the only one that does. It's an all-in-one solution that covers the full spectrum of Document Automation tasks – with a minimum of human intervention.

An intelligent solution

ReadSoft DOCUMENTS has the unique ability to find and classify information on a document regardless of where it's located. So you can use ReadSoft DOCUMENTS to capture the widest variety of documents – structured documents like coupons, semi-structured documents like invoices, and unstructured documents like letters. Plus, ReadSoft DOCUMENTS is self-learning. It simply gets faster and more accurate the longer you use it – and your work processes do too.

An automated mailroom solution

ReadSoft DOCUMENTS answers the question, "What could an automated mailroom do for your business?" The mailroom functional unit is where all the documents you receive – whether physical or electronic – arrive and are sorted and routed to appropriate destinations. So you'll handle documents faster and more efficiently than ever before – and lower the costs associated with traditional mailrooms.

An easy EDI solution

ReadSoft DOCUMENTS makes it easy to exchange documents electronically, via ordinary e-mail. This breakthrough technology gives you much of what you expect from an Electronic Data Interchange (EDI) solution – except the EDI problems.

You benefit from many of the advantages of EDI, such as cost savings, time savings and better information control and data security. You avoid the long, expensive process of implementing a standard EDI solution. So what you get is truly easy EDI.

A pre-packaged, dedicated solution

ReadSoft DOCUMENTS includes a range of *business solutions*, dedicated to specific uses in specific fields. They're easy-to-implement solutions that focus on automating specific types of documents and applications. ReadSoft DOCUMENTS business solutions consist of pre-configured software combined with pre-packaged customer services.

A flexible solution

ReadSoft DOCUMENTS lets you tailor your solution precisely to the needs of your operation.

Your selected capabilities can be exactly adapted to your professional requirements. And you can always add additional ones when you need them, thanks to our very flexible licensing model. You'll never outgrow your purchase. And ReadSoft DOCUMENTS is scalable, so it's right for you whether you process hundreds of documents or millions.

ReadSoft DOCUMENTS SIX ADVANTAGES TO SHARPEN YOUR COMPETITIVE EDGE

1. The only product that handles everything: from paper documents to Electronic Data Interchange, from input to output.
2. A complete solution for electronic processing and interchange of all documents regardless of media and format.
3. An available automated mailroom solution that handles all the documents you need to process in one system.
4. A unique Electronic Data Interchange solution where any documents can be interchanged electronically using secure email.
5. An extremely flexible solution, adaptable to your specific requirements.
6. A line of business solutions dedicated to specific automation needs in various industry sectors, combining pre-packaged software and services.





**Documents are a business problem everywhere.
Fortunately, that's exactly where we can help.**



Through creating and implementing Document Automation solutions for dozens of different environments and applications over the years, we've gained crucial insight into how to simplify and rationalize document and data flows. And we've applied that insight to developing our business solutions.

Business solutions: up, running and paying for itself in almost no time

A business solution is a tailored configuration of the ReadSoft DOCUMENTS product platform, made for automating a specific document type or office task, and delivered with a minimum of customizations. You will benefit from a pre-tested solution that's fast and easy to implement. Most of your costs will be set from the start. And they'll be lower than for an entire customized solution.

Business solutions are supported by documentation, templates, tools, plug-ins, and the like. Standard services include consulting, training and support.

ReadSoft DOCUMENTS for Mailrooms

With ReadSoft DOCUMENTS for Mailrooms, you have one portal for all incoming documents: scanned paper, fax, e-mail and everything else.

Efficiency increases when each and every document is distributed correctly. Fast access to status reports and auditing trails gives you better control over your information flow. And smooth integration with back-end systems such as customer management, databases and archiving really powers your IT systems. The final result? Savings you can bank on.

ReadSoft DOCUMENTS for EDI

Our Document EDI business solution is a digital bridge for document interchange. It automatically sends all your business documents, such as invoices, orders, and consignment notes, to and from your customers and suppliers as secure email.

It eliminates paper, envelopes, postage, faxes and other time consuming and costly means of communication. In combination with our other present and future business solutions it will provide much the same benefits as traditional EDI, but without the hassle or the cost.

ReadSoft DOCUMENTS for Indexing

Electronic, searchable archives have been around for a long time now, but keyword indexing is still often a manual task. Until now, that is. ReadSoft technology enables you to set up an automatic flow of document images, complete with key words, into the archive of your choice. ReadSoft DOCUMENTS for Indexing further handles classification to support your document structure. You even get a complete file enabling free text searches.

ReadSoft DOCUMENTS for Invoices

ReadSoft's INVOICES, the predecessor to ReadSoft DOCUMENTS for Invoices has been providing customers with an easy-to-implement document-specific solution for close to a decade.

ReadSoft DOCUMENTS for Invoices, our new business solution version, is more intelligent, more accurate and more automated than ever. It covers every step of your invoice processing, and may be expanded to include an approval workflow and Easy EDI. Plus improved functionality such as flow monitoring capabilities and easy integration with ERP systems. ReadSoft DOCUMENTS for Invoices will save you a substantial amount of time and money – every day of every year.

ReadSoft DOCUMENTS for forms

ReadSoft has always provided leading software for forms processing, and with our Forms business solution we add to the advantages.

Structured information, including everything from airplane tickets to census forms, is extracted with higher precision and speed.

Experience from INVOICES enables us to provide unsurpassed tools for extracting all the semi-structured information you need, e. g. from purchase orders and delivery notes.

The toughest challenge of all is to extract unstructured information from documents such as quotes or letters. However, if you know that the information you're looking for is present somewhere in the document, ReadSoft DOCUMENTS for Forms will find and extract it for you.

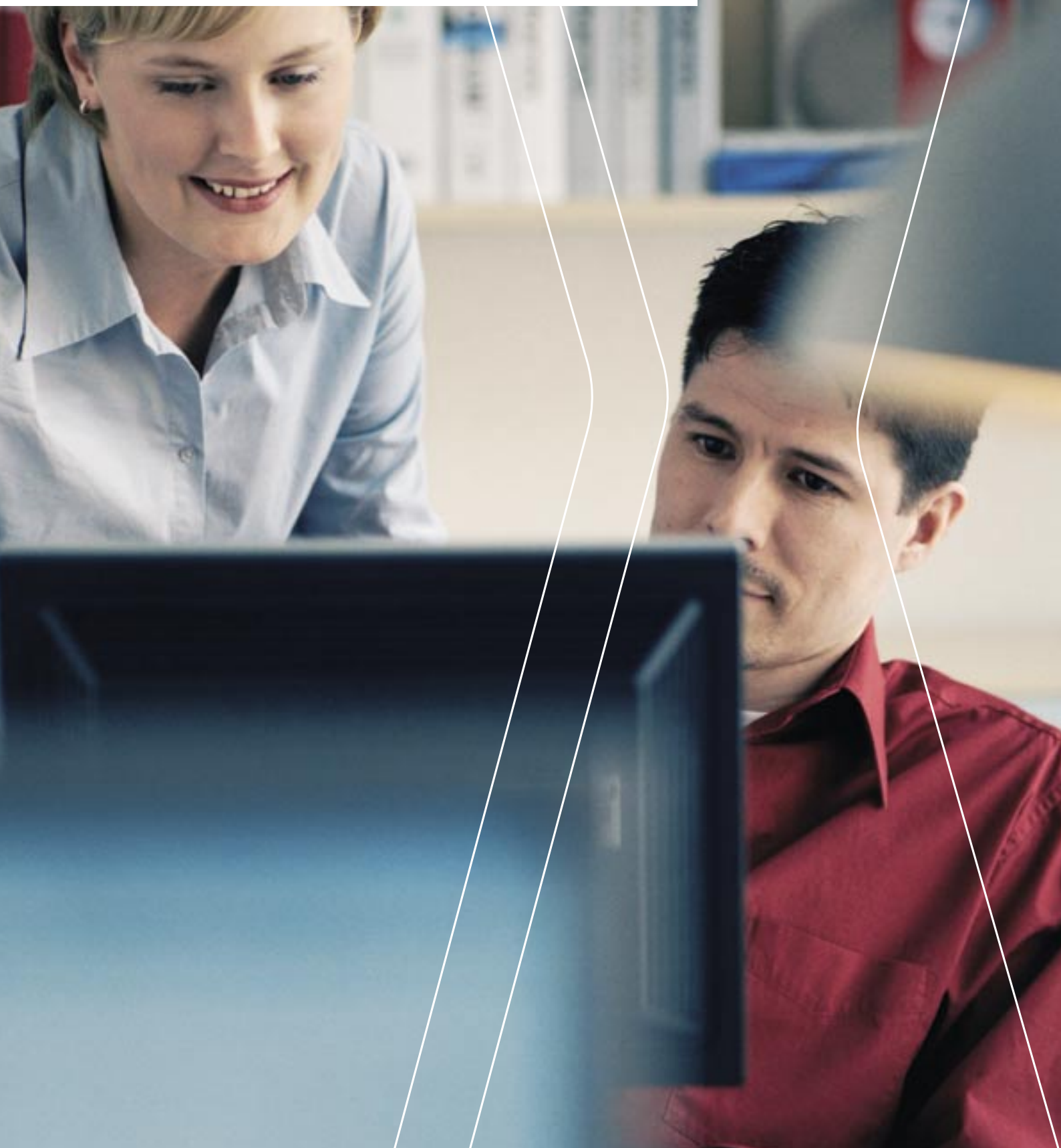
ReadSoft DOCUMENTS business solutions Dedicated to specific automation needs



Business solutions development is an ongoing process. Our long experience solving a wide range of business problems for our customers will result in many shrink-wrapped solutions.

- PROVEN BUSINESS BENEFITS**
- "It's a very smart solution! ReadSoft has been able to solve all our specific needs." Anders Svensson, Invoice Services Administration Manager at IKEA, Sweden
- "A 50 % saving in time, plus increased efficiency and less risk for error." Alan Hunt, Operations Project Manager, British Market Research Bureau, UK.
- "The installation experience was unlike any other that I have ever seen. It was remarkably quick, easy and painless." Peter Carney, Vice President, First Union National Bank's DSR, US
- "Time can now be spent on more specialized tasks." Georg Haken, Head of the invoicing department at Emons Spedition, GmbH, Germany
- "We've received visits from a number of other companies who are interested in processing their invoices automatically. They are just as impressed with the solution, as we are." Stéphane Durand, responsible for accounts payables at Sidel, France
- "Deciding on ReadSoft software has made a substantial difference in our ability to deliver the best possible service to our shareholders. That's really what this is all about!" Brendan O'Loughlin, IT Project Manager at Abbey National, UK

**Truly powerful solutions need
more than just powerful software.**





You get the most out of Document Automation technology by combining our highly capable software with dynamic services to give you a powerful, reliable solution. Our broad range of professional services and the extensive experience we have gained from thousands of installations worldwide mean that you can be confident that we'll satisfy your business needs and ensure a quick return on investment.

ReadSoft Professional Services – where people meet software

At the heart of ReadSoft Professional Services, you'll find a global team of professionals committed to working with you throughout the design, implementation, and maintenance of your unique Document Automation solution. We offer a choice of high-quality services to take you smoothly through every phase of the evolution of your solution.

We listen to you, understand your business needs, and then deliver and maintain a productive solution based on your requirements.

ReadSoft Solution Optimization – productivity from the outset

When it's time to install, set up, and configure your new Document Automation system, our Solution Optimization staff is there to help. These dedicated product experts gain a solid understanding of your operation, enabling them to configure the product in the way that best suits your business processes. But their commitment doesn't stop there: They can also be called upon at any time for preventative maintenance and production system tuning.

ReadSoft Training – delivering knowledge, developing competence

Well-prepared personnel is critical to the effective operation of your business. ReadSoft Professional Services provides a systematic training program to get your personnel functioning efficiently. Training courses take place wherever you prefer – in our well-equipped classrooms at convenient locations around the globe, or at your own site. We offer a wide range of courses, from core product training to expert-level instruction for solution management and administration. Our experienced instructors teach you to use our products to your best advantage, combining hands-on, focused teaching methods with high-quality, globally consistent training materials.

ReadSoft Project Management & Customization – dedicated to meeting your unique requirements

Our software's extensive built-in functionality is more than sufficient to meet the primary needs of our customers. For more specialized solutions, you can take advantage of our project management and customization services. Our skilled project managers and software developers will deliver your solution using industry-standard, quality assured project processes. You get results that are on budget, on time, and according to your specifications.

standard, quality assured project processes. You get results that are on budget, on time, and according to your specifications.

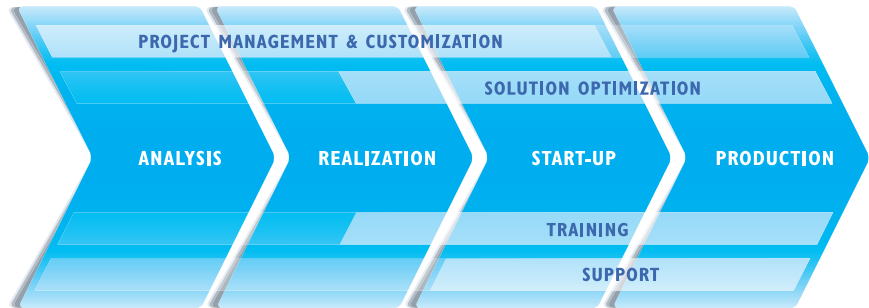
ReadSoft Support – your assurance for continuous productivity

We understand that your Document Automation solution is vital to your business, so we focus on providing comprehensive support service, staffed with dedicated personnel whose goal is to help keep you up and running. We offer a number of different levels of support, from our basic support to more individualized services that give you greater availability and faster lead times. No matter which level of support you need, you enjoy the benefits of local access to our ReadSoft Support experts, and can feel secure in the knowledge that our team is there to help you.

Professional people, professional results

The ReadSoft Professional Services team offers you outstanding resources that take the hassle out of design and implementation, as well as support the continued development of your Document Automation solution.

ReadSoft Document Automation Services Platform



Our services take customers smoothly through every phase – from analysis to full production and beyond.



IKEA • Audi • Monoprix

Volvo • Alcatel • Pfizer

TeliaSonera • RTL Television

Statistics Norway • Bosch

Toyota • DaimlerChrysler

Scandinavian Airlines System

State of Minnesota • LEGO

HSBC • DFDS Transport

Avon • Littlewoods Group

ING Direct • SEB Financial

Carlsberg • Yves Rocher

BMW • Abbey National Bank

Ebel • Gallup • Maersk

Oxford University • Canon

Adecco • Sidel • Tetra Pak

Porsche • ABB • Borealis

La Farge Plâtres • Alstrom

Tax Authority of Columbia

Why businesses everywhere are joining the same freedom movement.

ReadSoft customers are a varied lot. You'll find them in hundreds of industries, in dozens of countries, around the world. They're small businesses and huge conglomerates. They process hundreds of documents every week – or millions every day. But each and every one of them knows the freedom – and the benefits – of Document Automation.

You can't argue with results

Our customers share a partnership with ReadSoft that helps them improve their processes and cut their costs. They're free from the tedious, time-consuming and expensive tasks that are part and parcel of manual document processing. And they're rewarded with a fast return on investment and significant savings – in both time and money.

Take SEB Finans, for example. They describe cutting operational costs with 50% when they implemented ReadSoft's INVOICES. Or the Slovenian Office of Statistics, who used ReadSoft's FORMS to conduct their 2001 census. They were able to carry out their work in half the time it took to complete their previous census – with only 10% of the workforce. Another ReadSoft customer, Ericsson España reports a calculated payback time of just 9 months for their ReadSoft's INVOICES implementation.

Kevin Prior, Registry Technology Project Manager, Computershare, Australia said this about ReadSoft's flexibility and accuracy: "The ReadSoft product was found to be flexible, offering high, accurate rates of interpretation and allowing us to scale up or down depending on the requirements of any given job."

No matter the industry or the task to be solved, our customers share some other important traits. They all cut their document processing costs. And they all save time. And that gives them something else in common: *They're part of a very satisfied group.*

ING DIRECT - IMPROVEMENT YOU CAN BANK ON

ING Group is a global financial institution of Dutch origin offering banking, insurance and asset management to over 60 million private, corporate and institutional clients in sixty countries.

In early 2003, ING Direct UK, a part of the ING Group was planning an aggressive UK launch for their UK calling centre. They knew they needed to eliminate costly manual processing of applications and other forms to support the launch – and they knew ING Direct Spain had already saved time and money using ReadSoft's FORMS. So the decision to invest in ReadSoft's FORMS was an easy one.

Nicholas Grierson, Project Manager at the document-processing unit in Reading had this to say about the launch – and about ReadSoft's role:

"The launch of ING Direct in the UK was a great success, both from our perspective and ReadSoft's. We're delighted to act as a reference for ReadSoft," he continued, *"since we're very pleased with their technology and skill."*

PORSCHE - A DRIVE FOR SUCCESS

For most people Porsche is a company that needs no introduction. But that doesn't mean that Porsche doesn't strive to constantly introduce new business processes to improve their profitability and success. This proactive strategy led Porsche to ReadSoft's INVOICES. The award-winning, self-learning software is running at Porsche's headquarters in Stuttgart.

Lutz Meschke, Financial Manager at Porsche, explains that they chose INVOICES because of ReadSoft's experience in automating a costly manual business process. And because ReadSoft's technology offers substantial benefits and speeds up financial processes around handling Porsche's many supplier invoices. He adds that ReadSoft offered extensive professional services during the implementation period.

As the implementation phase drew to a close, Lutz Meschke put his feelings about introducing ReadSoft's INVOICES like this: *"Keeping up with the pace of tomorrow means accelerating today. This technology is truly a part of the future."*

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