— Overview —

Konica Minolta's Dispatcher™ Phoenix is a family of workflow automation products that optimizes business processes, reduces costs, and increases productivity for any organization. Dispatcher Phoenix products include a complete set of document processing features, such as advanced job routing, file parsing, document indexing and folder browsing at the MFP panel, file conversion to PDF or Microsoft Office, barcode recognition, metadata-based processing, annotation, watermark, image repair, and zonal OCR. Using a graphical Workflow Builder, workflows can be easily and quickly created to meet customers' document processing needs.

Dispatcher Phoenix is available in three distinct and customizable solutions to meet customer needs most effectively and efficiently:

- **Dispatcher Phoenix Foundations**. An easy-to-use, scalable, and cost-effective solution that provides a wide range of document imaging, processing, routing, and printing features. Optional modules can be included at any time to add even greater power and functionality to your workflows.

- **Dispatcher Phoenix Professional.** Dispatcher Phoenix Professional includes all of the standard functionality found in Dispatcher Phoenix Foundations along with advanced features such as file parsing and routing based on page count, color, metadata processing, and much more. Ideal for when you need to directly interact with or manipulate files.

- **Dispatcher Phoenix Legal.** Designed specifically for legal professionals, Dispatcher Phoenix Legal includes all of the standard functionality found in Dispatcher Phoenix Foundations along with features such as advanced Bates stamping, PDF file conversion, intelligent redaction and highlighting, and much more.

— Vertical Market Information —

Dispatcher Phoenix is ideal for any business that needs to automate their document processing tasks, such as indexing, annotation, watermarking, file conversion, file parsing, and routing. With its flexible architecture and array of available add-in modules, Dispatcher Phoenix can easily be expanded as business needs change and grow. Examples of specific usage in the following vertical markets include:

Education

- Scan and index important admissions records for integration into a student information system.
- Safeguard student transcripts by automatically converting them to a secure PDF file format.
- Extract data from student records to eliminate manual data entry.

Healthcare

- Quickly scan, index, and store electronic health records to Hyland Software's OnBase®, an enterprise content management system.
- Convert patient records to an editable or searchable file format for easy retrieval.
- Route claims automatically based on file content, barcodes, file metadata, etc.

Legal

- Automate time-consuming, labor-intensive tasks such as Bates stamping and redaction.
- Convert legal documents to PDF/A for archival purposes.
- Upload case and client files to Worldox® Document Management System by World Software.

Manufacturing

- Scan and index schematic drawings for easy document retrieval.
- Route invoices and Bill of Lading forms automatically to multiple locations for speedy approval.
- Annotate and watermark important documents, such as product specifications, invoices, and engineering change

— Target Customer —

The Dispatcher Phoenix family of workflow automation software products is targeted towards any organization or business environment that needs to streamline and automate manual and repetitive document processing tasks or wants an easy-to-use desktop application for file processing, conversion, etc. Dispatcher Phoenix products can address the specific workflow needs of markets such as Healthcare, Education, Government, Insurance, Construction, Manufacturing, and Food Production.

— Dispatcher Phoenix Applications —

- Protect confidential data using intelligent redaction.

- Convert patient records to PDF/A for archival purposes.

- Route records using barcodes (standard or 2D).

- Optimize electronic document collection to convert paper-based charts into electronic files/documents.

- Convert scanned image files and PDFs to editable Microsoft Office formats, including Microsoft Word and Excel.

- Scan, index, and upload documents to content management systems, such as OnBase, Microsoft SharePoint, and Worldox.

- Customize legal processing tasks, such as Bates stamping, redacting, and highlighting, at the MFP panel.

- Convert documents, such as admissions applications, student grades, or legal case files, to searchable text format, such as PDF Searchable.

- Automatically send processed documents by email to ensure confidential delivery.

- Automatically apply an unlimited number of Bates stamps anywhere on a page.

- Browse your Network Share or PC-HDD folders to scan files directly from MFP.

- Create security passwords for PDF files.

- Automatically watermark and annotate scanned image files and PDFs.

- Manage documents by splitting large files into smaller files based on page count or metadata.

- OCR files to capture and extract metadata.

- Evaluate, modify, and route print files based on specified search conditions.

MFP INTEGRATION

With Dispatcher Phoenix's full MFP panel integration, you can save time and increase your productivity by indexing and routing documents right from the MFP. Browse through your PC's folder structure to choose a specific folder for your scan destination, enter a name or ID to identify the document, choose a document processing task to perform, and much more.

— Dispatcher Phoenix Integration with Konica Minolta MFPs —

Dispatcher Phoenix products can take advantage of Konica Minolta MFP devices that run bEST (bizhub Extended Solution Technology) as well as machines that do not run bEST. With bEST workflows accessed directly from the MFP control panel, documents are submitted directly into a workflow with preconfigured scan settings. And having the Web browser (i-Option) installed on your MFP is not strictly required since Dispatcher Phoenix workflows can run on <u>both</u> the graphical and native MFP user interface.

— Benefits of Dispatcher Phoenix —

Dispatcher Phoenix can help any business save time by automating and streamlining document image processing, printing, and routing tasks using predefined workflows. Benefits include:

- **Using as a desktop application.**
  Dispatcher Phoenix is one of the few workflow automation products that can be used as a desktop application.

- **Optimizing productivity and reducing labor costs with automated workflows.**
  With Dispatcher Phoenix workflows, repetitive, manual work can be completed automatically - with one touch of the button. Workflows can be started directly from the MFP's control panel, or scheduled to run at a particular day and time. In addition, time-consuming processes such as Bates stamping, redaction, and highlighting, can be customized directly from the MFP panel for the utmost convenience.

- **Collecting files from a variety of sources**.
  Files can come into a workflow from local or network folders, MFP User Boxes, or directly from MFPs running bEST technology. Dispatcher Phoenix can also act as an "Email Listener," receiving files that are scanned and sent as email from an MFP (SMTP In). And the LPR In node allows for th e collection of print jobs coming from an LPR print driver. With the LPR In node, files printed from any application can go directly into the running workflow.

- **Automating file distribution**.
  Processed files can be distributed to local or network folders, FTP servers, MFPs for printing, email recipients, etc.

- **Indexing scanned documents.**
  Document indexing is speedy with the database lookup feature, which auto-populates other fields on the form based on values entered or selected.
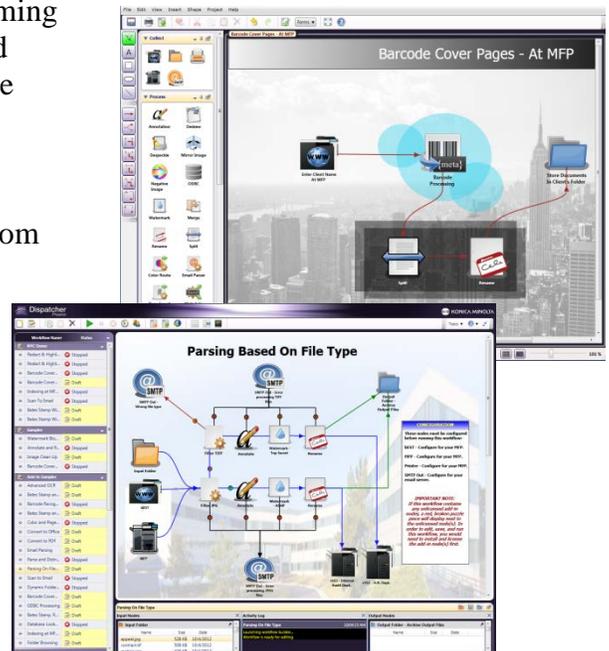
- **Speeding up the discovery process.**
  The Convert to PDF process uses a powerful and highly accurate OCR engine to convert documents to a variety of PDF formats, including PDF Searchable and PDF/A, allowing professionals in the legal field to quickly find specific case information.

- **Identifying documents.**
  With the Advanced Bates Stamping feature, an unlimited number of Bates stamps can be applied anywhere on the page. The Advanced Bates Stamp process includes advanced formatting, shrink/shift page content capabilities, stamp rotation, and three different kinds of counters: numeric, alphabetic, and Roman numeral. In addition, files can be annotated, watermarked, split, merged, and renamed -- automatically or customized at the MFP panel.
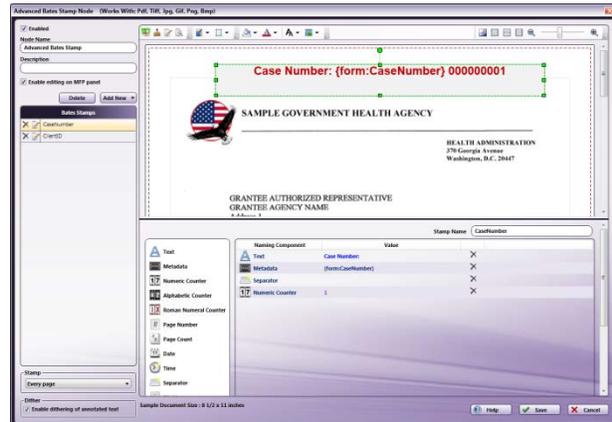
- **Securing documents.**
  Sensitive information can be concealed with the intelligent Redaction process. Also, highlights/strikeouts can be applied to essential text with the intelligent Highlight/Strikeout process.

- **Routing documents automatically.**
  Advanced job routing features include routing files based on color, total page count, barcodes and other file metadata. Also, sophisticated parsing tools allow for the routing of files based on file name, file size, and content searches with the option of using regular expressions.

- **Repairing scanned image files.**
  Address common image quality issues of scanned documents with processes such as Despeckle and Deskew.

- **Evaluating, modifying, and distributing print files**.
  Powerful file parsing tools are a valuable tool in any workflow - from simple word replacement to inserting tray calls into print streams.

- **Converting scanned images files and PDFs to editable documents.**
  The Convert to Office process converts incoming files into Microsoft Office formats, including support for 2007 and 2010 (e.g., *.docx, *.xlsx, *.pptx).

— **Benefits of Dispatcher Phoenix** —

- **Viewing running workflows in real-time.**
  With our unique LiveFlo Technology, which displays files being processed through running workflows, you can visualize your workflow and identify bottlenecks to increase your business efficiencies.
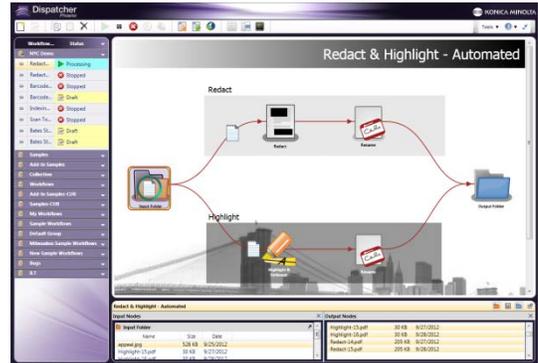
- **Scheduling workflows.**
  Workflows can be scheduled to run at a particular day and time, or to run as a service, whether the application is open or not.

- **Expanding the power of the application with optional add-ins.**
  With Dispatcher Phoenix's flexible architecture, the application can grow as your customer's needs expand. Optional add-in nodes include Advanced OCR, Barcode Processing with a standalone Barcode Generator Tool, Metadata Routing, Metadata to File extraction, KDK Conversion nodes, and much more.

- **Simplifying login with single sign-on support.**
  bEST-enabled workflows can be configured to automatically log in using MFP user credentials.

- **Customizing workflows to suit your needs**.
  Dispatcher Phoenix's Workflow Builder is a graphical, intuitive tool with drag-and-drop functionality, colorful icons, drawing tools, and multiple connectors. Creating workflows is as simple as dragging node icons onto the drawing area, defining the nodes, and then connecting them. Add multiple inputs, processes, and distribution points to your workflow in a free flow fashion without any restrictions to visual design. And there's no need to worry if your workflow is not configured properly. Dispatcher Phoenix provides helpful validation messages to guide you through addressing any issues.
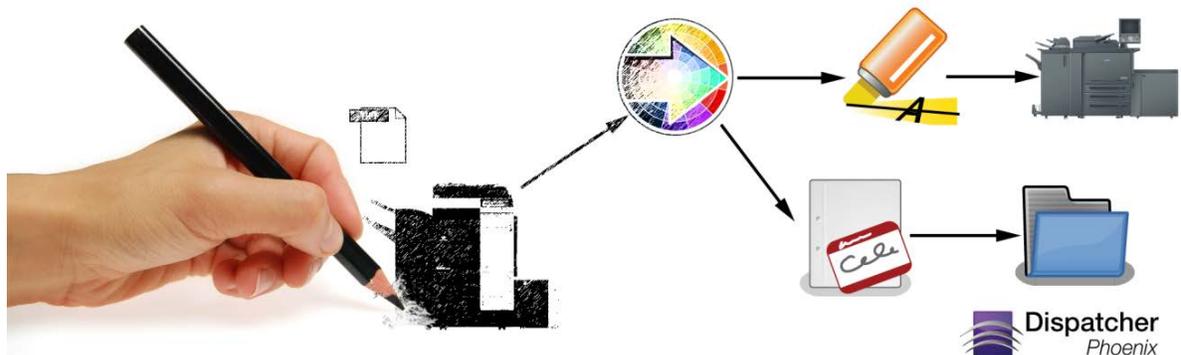
	TOP CUSTOMER QUALIFYING QUESTIONS
1	Would you like to be able to browse for folders on your PC Hard Disk Drive or a Network Share right from the MFP so that you can scan your files directly into their final location?
2	Would you like to use barcodes to simplify having your files processed automatically?
3	Would you like to convert scanned documents to editable file formats and receive them on your PC, already opened in their associated applications (Microsoft Word, Adobe Acrobat, etc.)?
4	Do you need to index your documents at scan time for future use in a document management system?
5	Do you currently use a manual process to Bates stamp, annotate, watermark, highlight or redact your documents? Are these tasks outsourced?
6	Would you like the ability to customize your Bates stamps and have Dispatcher Phoenix automatically Bates stamp your scanned files?
7	Would you like the ability to customize what text should be redacted and/or highlighted at the MFP panel and have Dispatcher Phoenix automatically search and redact/highlight your scanned files for the text specified?
8	Do you need to have your scanned documents automatically converted to searchable formats like PDF Searchable?
9	Do you need to further process emails from an MFP prior to being sent?
10	Do you need to extract data from your documents for future use in other systems?
11	Do you have a need to send scanned documents from the MFP to other systems (e.g., document management systems)?
12	Do you have repetitive, manual tasks that use up a lot of resources and time to complete?
13	Does someone in your organization spend a lot of time sorting through paper documents and distributing them to various departments?
14	Do you need to convert paper documents to electronic files and automatically distribute them to a local or network folder, FTP server, or email address?
15	Does your organization need to comply with PDF/A electronic file format requirements?
16	Do you need to modify print files before they are sent to the printer (e.g., set finishing options, insert tray call commands, etc.)?
17	Do you need to ensure that your documents are being sent to the most suitable printer?
18	Do you need to scan directly into a content management system, such as OnBase, SharePoint, or Worldox?

— Pre-Sales Process —

Normal Process

1. Engage local Systems Engineer to assist in solution selection based on customer requirements.

2. Local Systems Engineer should engage BIS Regional Solutions Consultant (RSC) and/or Regional Solutions Engineer (RSE) to confirm solution selection and assist in the discovery process, as needed.

3. BIS Regional Solutions Consultant (RSC) and/or BIS Regional Solutions Engineer (RSE), Local Systems Engineer, and Account Representative should work together to develop a SCOPE of work based on a completed discovery process and customer requirements.

4. Using the SCOPE of Work developed in Step #3, the local team should work with the BIS Regional Solutions consultant (RSC) and/or BIS Regional Solutions Engineer (RSE) and Vendor to prepare a final Statement of Work (SOW).

5. The final Statement of Work (SOW) should now be presented to the customer for acceptance and signature.

6. Upon customer acceptance and signature, the Account Representative can now obtain a signed Sales Order.

7. Account Representative should then place an order for product using current published pricing.

   a. Include the complete customer contact information: Contact name, email address, phone number, organization name, and organization mailing address.

8. Product will be ordered and delivered to customer.

9. Installation, set up, and configuration will be completed based upon Statement of Work (SOW).

Pre-Sales Support for Recommended Remote Installation Services by Konica Minolta

A Pre-Sales Business Needs Analysis (BNA) MUST be submitted to the Solutions Engineering Center (SEC) by the Sales Rep and/or local Solutions Engineer by following the instructions given in the BNA. The BNA is posted on Radar. Simply enter "Dispatcher Phoenix BNA" in the search field. The Remote Installation Service includes up to four hours of remote assistance by a Konica Minolta SEC Engineer to:

- Perform the software installation by connecting to customer's PC using a webinar client.
- Configure Dispatcher Phoenix software.
- Assist in performing licensing and registration of Dispatcher Phoenix software.
- Activate all add-in licenses (included and optional).
- Provide basic application usage training and answer questions.
- Assist in establishing/configuring simple workflows.
- Assist in configuring nodes and managers (SMTP and/or LPR) as time permits.
- Assist in exporting workflows that were created.

Important Note: Please refer to the actual BNA document for the complete details. Any service required, that is outside of the above "standard" Remote Installation Services, is considered customization, which is performed at additional cost.

Process:

1. The Sales Rep and/or Local Systems Engineer completes the BNA and submits it to Konica Minolta's Solutions Engineering Center (SEC).

2. The SEC will contact the Sales Rep and/or Local Systems Engineer to coordinate a conference with the customer to discuss the customer's requirements and expectations.

3. If the proposed installation is within the guidelines of the "standard" Remote Installation, the SEC will provide a target installation date OR if it is determined that the customer's workflow requirements are outside of the "standard" Remote Installation Services, it will be necessary to include customized services at extra cost.

4. In the case of a "standard" Remote Installation Service, an order for SEC Remote Installation Services, Item 7640015792, should be placed; then, the SEC will coordinate a target installation date and complete the specified services.

Pre-Sales Process for Custom Installation Services

In the case where customization is required, the following procedure must be followed:

1. A Pre-Sales Business Needs Analysis (BNA) must be submitted to the Solutions Engineering Center (SEC) by the Sales Rep and/or Local Systems Engineer as described in the above Standard Remote Installation Services section.

2. The SEC contacts the Sales Rep and/or Local Systems Engineer with dates and times for a no-charge pre-sales conference call.

3. Upon the customer's commitment to purchase a Statement of Work, the Sales Rep and/or Local Systems Engineer will contact the SEC to complete the Statement of Work.

4. The SEC provides the Sales Rep and/or Local Systems Engineer Specialist with a Statement of Work.

5. Included in the Statement of Work, the SEC then provides the Sales Rep and/or Local System Engineer with a quote for SEC Development Services.

6. SEC Development Services, Item 7640005346, is billed by project and/or in full hour increments.

7. The Sales Rep completes the order.

Product Specifications / General Information	
MFP REQUIREMENTS/COMPATIBILITY	
bEST Integrated:	Yes
bEST Certified:	Yes
iOption Required:	No, if using Native User Interface on MFP Yes, if using Graphic User Interface on MFP

Product Specifications / General Information	
Additional Memory Required:	No, if using Native User Interface on MFP Yes, if using Graphic User Interface on MFP
Hard Disk Drive Kit Required:	Yes
Compatible B/W Models:	bizhub 501/421/361; bizhub 751/601; bizhub 652/552; bizhub 42/36; bizhub 423/363/283/223
Compatible Color Models:	bizhub C650/C550/C451; bizhub C360/C280/C220; bizhub C652/C552/C452; bizhub C754/C654; bizhub C35; C364/C284/C224

PRE-SALES INFORMATION	
Delivery Method:	Software DVD shipped to customer and also available as a download
Free Trial Available:	Yes. A 30-day trial can be downloaded from the Konica Minolta Solutions Engineering Center web site: http://sec.kmbs.us.
NFR Available:	Yes. An NFR version is available to Konica Minolta and Dealer personnel for the purpose of selling and supporting Dispatcher Phoenix. The NFR version can be downloaded from the Konica Minolta Solutions Engineering Center web site: http://sec.kmbs.us/nfr.
Pre-Sales Qualification Required:	In the case when remote installation services or professional services are required, a BNA needs to be completed. Please read Pre-Sales Process info page for more information.
Installation Site Survey Required:	No
Remote Installation Services Required:	No
Konica Minolta Statement of Work Required:	Only when the customer requires customization.
Vendor Statement of Work Required:	No
Annual Support and Maintenance Required:	Yes. Annual support and maintenance must be purchased at the time of the original order.
Annual Support and Maintenance Renewals:	Yes. Annual support and maintenance renewals are listed on Konica Minolta's price pages.

POST-SALES INFORMATION	
Support from SSD:	Yes. Konica Minolta SSD provides basic support to System Engineers/Application Specialists from the Direct Branches and Authorized Dealers with issues involving loading, registering, and features of the application. Assistance for creating tasks and programming are considered chargeable professional services and are available from the Konica Minolta's Solutions Engineering Center.

POST-SALES INFORMATION	
SSD Support Hours:	8:00 AM - 8:00 PM EST Monday-Friday
SSD Support Telephone:	1-800-825-5664
Support from the Vendor:	Dispatcher Phoenix includes a Customer Feedback form, available under the Help menu, for users to provide feedback, report issues, or suggest future improvements.
Vendor Support Hours:	N/A
Vendor Support Contact:	N/A
Vendor Support Email Address:	N/A
Vendor Support Telephone	N/A
Customer Support	Yes, offered through the Digital Solutions Center (DSC) by contract.

PRODUCT TRAINING	
Sales Training:	Online webinars in MyKonicaMinolta > The Learning Place: Webinars Catalog > Solutions Subject > Course List
Technical Training:	Online Courses for Dispatcher Phoenix Foundations/Professional, and Dispatcher Phoenix Legal from MyKonicaMinolta > The Learning Place.
End-Customer Training:	Yes, fee-based service required completed BNA form to be submitted.