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CDIA+

**Voice-over Internet
Protocol (VoIP)**

Featured Employee

KYOcapture

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information, call or
visit our website.**

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All Sales Consultants are CDIA+

Impact Networking, LLC is continually striving toward providing the most comprehensive document imaging and management solutions to our clients. We have implemented a CDIA+ (Certified Document Imaging Architect)TM program for our sales consultants. CDIA+ certification is the first global standard of competency and professionalism in the document imaging/document management industry. Our goal is to have all of our consultants certified in 2005.

"It is essential that customers know they are being served by knowledgeable and qualified document imaging and management specialists," said Thom Brasuell, Director of Education Services for KMA. "Having personnel certified to an internationally recognized competency standard is a significant statement of our intent to provide the utmost in application expertise."

CDIA+ certified sales personnel gather business requirements, recommend and design document management solutions, and plan for implementation. They understand the flow of knowledge from paper to database and out to paper or out to an electronic format.

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Featured Employee: Jose Luis Garibay

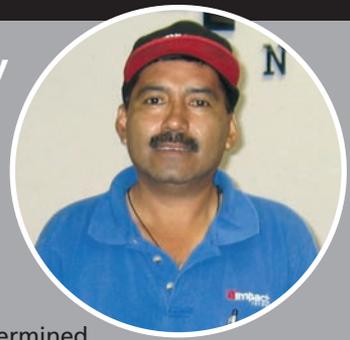
Job Title/Position: Delivery Driver

Length of time with impact: Three years

Favorite part of job: He likes to keep busy and enjoys the challenges that he faces day to day.

Most memorable impact customer experience:

Once when Jose was delivering a machine by himself, he arrived there to find 25 stairs. He was bound and determined that the machine was going up. The customer was certain he would kill himself. So we told the customer we would reschedule the drop off for another day. But Jose said he wanted to try something first. He stood in the street for 20 minutes trying to give any one who passed by \$10 to help. Needless to say, we had to reschedule the delivery, no one else wanted any part of that job.



KYOcapture: Scanning in the 21st Century

By Brad Rozmarynowski, Branch Manager

Scanning. Indexing. Automated workflow. Compliance requirements. Content management. These terms are used more often by Impact consultants meeting with clients. The demand for dynamic, scalable technology to develop efficient workflow solutions in a de-centralized environment has reached a feverish pitch.

Scanning and document management have been available for years. However, clients struggle to find a solution and a provider to help them build an efficient system. Impact consultants have been trained to focus on the most important aspects of document management solutions. Specifically, how will the information in the document management system be used? A big piece of this puzzle can be solved through de-centralized, automated workflow solutions.

Impact Networking has been authorized to provide KYOcapture, which is a powerful, server-based "middleware" solution that is designed to streamline the workflows within a document management system.

CAPTURE, PROCESS, and ROUTE. These are the main components of a workflow process, and KYOcapture enables their automation. Faxes, emails, scanned images, etc. are CAPTURED from various input devices. KYOcapture then utilizes plug-ins to PROCESS the information according to custom, pre-determined rules. PROCESSING can include embedding metadata into the index fields of documents, conversion to text using OCR, conversion to multiple file formats, and more. Information is then ROUTED to a new or existing document management system or database.

Clients benefit from the ease-of-use and workflow automation. Compliance standards for regulations such as EEOC, Sarbanes-Oxley, and HIPPA can be achieved. Other great features include network authentication, remote management tools, bi-directional look-up, ABM Sync address books, and more. Please talk with your Impact Networking consultant to find out more about KYOcapture! ■

So you've heard the term VoIP (Voice-over Internet Protocol)?

By Rick Scimeca, Systems Manager

If it's time to upgrade your old analog phone system and you are confused on which way to go, let's see if we can help.

Let's break down the 3 types of phone switches. #1 Analog PBX refers to Private Branch Exchange, the traditional small-business phone system that allows for dialing over traditional phone lines. #2 the Digital PBX is, essentially, a switch that converts the analog voice to digital packets and gives you more flexibility with lines and extension programming. The latest and greatest is #3 the IP PBX. IP PBX refers to VoIP. These phone systems can work on your existing data network or traditional lines.

So far, so good?

Unique features of an IP-PBX system include find me/follow me, teleconferencing, in-office extensions for remote workers, and unified messaging—a shared mailbox for voice mail and e-mail. Some other feature sets are geared toward call centers and call handling. Mobile workers can take advantage of IP soft phones when they're on the road or working from a home office. The Avaya IP Office System

IP Office System



can provide network functions such as firewall services, gateway, VPN and wireless access.

A major cost savings with IP PBXs is that they can be connected to a remote office for branch office communication over the internet. The branch office connection can reduce your monthly phone bill and hardware cost over a standard analog or digital PBX system.

Checking into an IP-PBX system makes sense for businesses that are opening a new office or upgrading an established one. Fast-growing businesses, especially those with more than one location, can take advantage of the flexibility of an IP PBX.

If you are in the market for a new system or just have an interest in the latest technology, talk with one of our representatives today. ■

Go 'Cats!

While the Northwestern Wildcats get ready for action, Impact Networking is proud to announce its' 3 year agreement to be the *Official Copier Company of the Wildcats*. Watch for Impact's signs at all of the upcoming sporting events, supporting this nationally recognized Big Ten sports program.

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Penny Walton, Director of Operations & IT, Imaging Office Systems Inc., said, "Five years ago, if you were going to implement a document imaging system, your choices were somewhat limited and were not integrated into your core business practices. Document imaging meant archiving; today it means limiting your liability in a disaster and being able to get your company up and running again fairly quickly."

Pamela Doyle, Director, Imaging Products Group, Fujitsu Computer Products of America agrees. "There are so many pieces of information and so many new technologies to manage them. Using these technologies to store and access information is significantly different than it has been in the past," said Doyle. Walton adds, "Document imaging is becoming more and more integrated with knowledge management across the board."

Many companies have already been successful implementing a document imaging system that reduces costs and improves efficiencies in the back office. Now, companies want to integrate their document management system into other core systems available over the Web, allowing employees to access documents at any time and from any place. A CDIA+ certified consultant can help companies achieve that goal.

At Impact, providing the most comprehensive document imaging and management solutions to our clients is a major part of our business plan. Our 2005 CDIA+ training and certification initiative will insure that we are leaders in the Chicago land document management industry. ■



AVAYA

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