

Take Control of all your ERPLN/Baan Documents

For many years ERPLN/Baan customers have leveraged StreamServe to assist them in compiling and composing user-friendly documents that reside in their ERPLN/Baan system. They understood that taking raw ERPLN/Baan output and manipulating it within StreamServe provided the extra flexibility they needed to make that content graphically rich and easy to understand for their customers and suppliers.

However, not all ERPLN/Baan content required the added composition value that StreamServe provided; in many cases, the formatting of many documents already conformed to customer requirements and did not need to be enhanced with StreamServe. In many cases, this subset of standard ERPLN/Baan reports represented up to 90% of the document volume, therefore, often times, as little as 10% of ERPLN/Baan output was running through StreamServe. Yet the importance of the documents that make up that 10% provided significant benefit to ERPLN/Baan customers; not only in the composition of that correspondence, but also in the distribution. The content created in StreamServe also had the capability of being distributed in a multi-channel capacity; including optimized print, email, SMS and HTML. Recognizing the importance of offering these expanded distribution capabilities – and more – to all ERPLN/Baan output, including the subset of documents not needing advanced composition, StreamServe has now empowered ERPLN/Baan users to do just that.

Control, Agility and Lower Costs

The flexibility for business users to easily manipulate ERPLN/Baan data, create attractive documents and to distribute those documents to their customers in their preferred format provides benefits such as call center call reduction and improved customer satisfaction. Additionally, StreamServe provides those benefits while also allowing users to

manage configuration and on-going maintenance directly within the ERPLN/Baan. Simultaneous distribution of the final documents to an organization's archive provides greater auditing capabilities for reduced compliance risk.

Yet, when content was generated directly from ERPLN/Baan, those incremental benefits of expanded distribution and compliance capabilities were not realized. In effect, there were two streams of data, each being controlled separately by the document output system it was processed through. This led to complexity and rigidity that limited the power of the overall solution. By integrating StreamServe's Infor Document Production Center into Persuasion, we now provide ERPLN/Baan users with a solution that covers their document composition and distribution needs for all output produced by their ERPLN/Baan systems.

To address this opportunity, StreamServe has developed a comprehensive solution designed to work with all ERPLN/Baan systems including 4, 5 (ERP) and ERPLN.

Complimenting your ERPLN/Baan Infrastructure with New Power

Now ERPLN/Baan customers can gain the power of StreamServe across all documents types. By doing so, ERPLN/Baan customers can leverage the power of StreamServe to put more control in the hands of their business users, reduce the reliance on IT resources, reduce operational costs, and gain multi-channel distribution to meet their

customer's demands. In addition, those ERPLN/Baan reports now distributed via StreamServe can be reviewed to ensure successful delivery. Errors such as a bounced email or incomplete fax transmissions can be traced and rectified; even if they ultimately require distribution via a different channel, (e.g., email re-distribution when a fax machine is down) providing the confidence that your ERPLN/Baan correspondence has successfully been received.

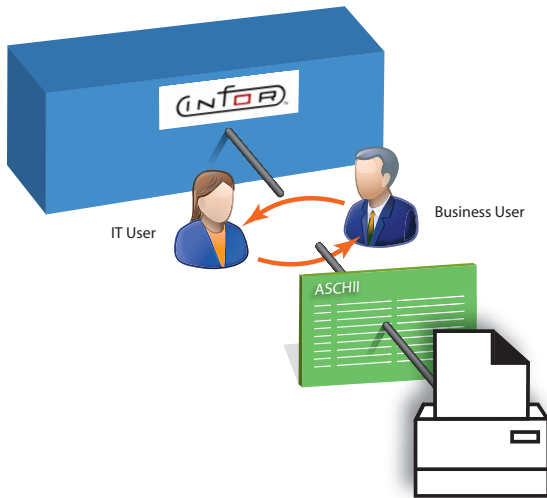
ERPLN/Baan customers can now make the most of their investment by gaining the agility and power that StreamServe provides, and they can now leverage this power regardless of document type. This means that powerful capabilities like document previewing and auditing of documents can be realized directly within the ERPLN/Baan environment, with minimal effort.

Combining ERPLN/Baan and StreamServe is a classic example of the whole being greater than the sum of its parts; organizations gain cost savings, distribution flexibility, the ability to meet customer requirements, and ultimately retain happier customers. And best of all, these capabilities are not static – they can easily be modified as circumstances change – to better meet the challenges of their business.

Be sure to get the most out of your ERPLN/Baan investment; get StreamServe and get the power to succeed.

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BEFORE StreamServe



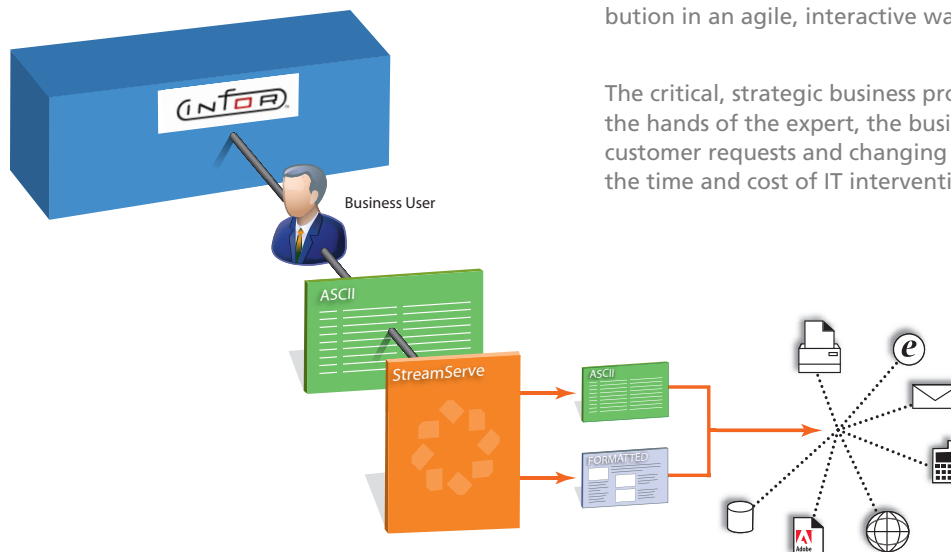
Managing of output has serious limitations

Standard ERPLN/Baan reporting has limitations in two key areas in the document production system; document composition and document distribution. The ERPLN/Baan systems are designed for powerful management of a corporation's data including moving it through critical steps in the business processes. However, serious limitations are encountered attempting to manage the output of this data; such as creating formatted documents and distributing these documents in an intelligent way.

Business users need to frequently engage limited and expensive IT resources for even minor changes such as sending a document to a different printer, etc.

The standard ERPLN/Baan systems provide basic document composition capabilities and limited distribution functionality, usually confined to a network or local printer specifically associated to a particular document.

WITH StreamServe



Advanced document composition capabilities

Not only does the IDPC give you advanced document composition capabilities but it also allows you to open up multiple distribution channels for all documents, while providing business users the ability to manage the distribution in an agile, interactive way directly within the ERPLN/Baan system.

The critical, strategic business process of document distribution is now in the hands of the expert, the business user, allowing him to react to customer requests and changing market behavior instantly – eliminating the time and cost of IT intervention.

This streamlined, logical business process provided by the IDPC goes even further. Since some documents produced by your ERPLN/Baan system do not need composition enrichment, they still benefit from StreamServe's agile, interactive multi-channel distribution. The IDPC leaves the original composition intact yet allows for the rich multi-channel distribution of the IDPC.

 **StreamServe™**
Bringing Documents to Life

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