

Q-Action™ is an Enterprise Content Management (ECM) application package that works out-of-the-box without requiring system integration services. Q-Action allows an organization to store and manage all of its paper documents, electronic documents, e-mail messages and workflow folders in a single integrated repository.

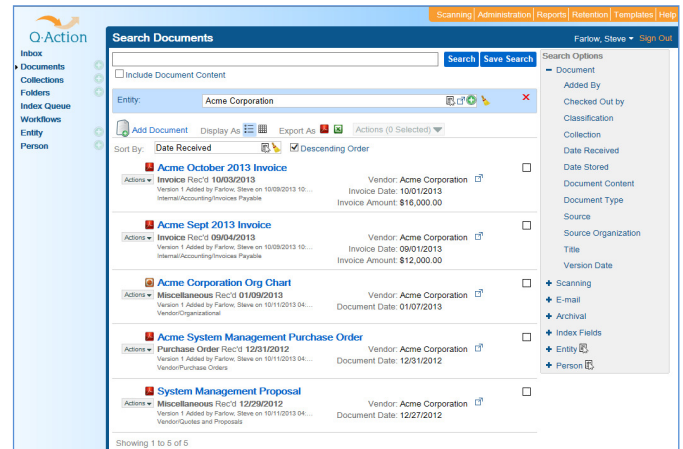
Q-Action includes workflow processing that supports case management requirements. The system allows standard or ad-hoc workflow processes to be configured. Document types can be set up to automatically trigger the appropriate workflow process. Workflows can also be initiated by users or other systems via service oriented architecture (SOA) calls.

When a document is added to the system, a classification must be selected for it. Each classification has default security and retention settings that are automatically applied to its documents.

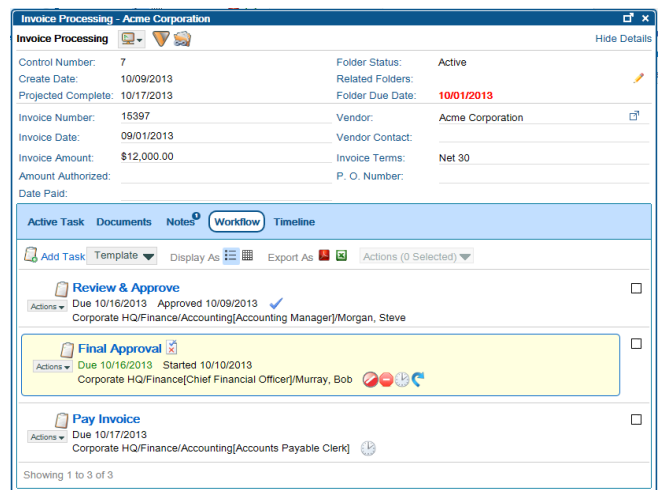
For workflow processes, Q-Action creates an electronic work folder and routes it for processing. The work folder includes business process data fields, documents, notes and workflow tasks to be performed. Like documents, work folders have security and retention rules automatically applied.

Each user has a workflow inbox that shows all assigned tasks. Tasks may be assigned to groups, positions or individual users. Supervisors can view staff inboxes and assign group or position tasks to individual users.

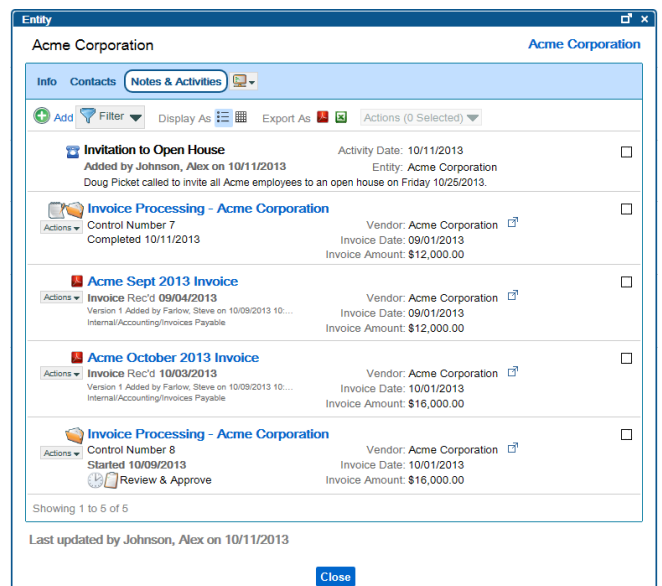
Q-Action includes Customer Relationship Management (CRM) capabilities. Users can add or update data related to entities and persons associated with the organization. The system links documents and work folders to persons and entities. Users can add notes to capture phone calls, meetings or other events. A complete history of interactions with a person or entity can be displayed.



Document Search and Retrieve



Q-Action Electronic Work Folder



Q-Action Activity History for Entity

Q-Action™ was designed to meet enterprise document processing and workflow requirements for organizations of all sizes. Individual system functions can be provided to all users or restricted to dedicated functional groups.

Q-Action provides the following benefits:

- Eliminates manual routing of documents to process business transactions.
- Significantly reduces time spent searching and retrieving paper and electronic files.
- Increases customer satisfaction and employee productivity by providing immediate access to electronic document files when responding to questions or researching issues.
- Provides access to documents and work folders from any location via a web browser interface.
- Eliminates costs associated with floor space and file cabinets used to store paper files.
- Prevents the possibility of a catastrophic loss of paper or electronic files in the event of a disaster.
- Enforces security policies to protect company records from unauthorized access.
- Ensures that record retention policies are followed to meet legal requirements.
- Includes out-of-the-box capability to configure workflow processes and document settings.
- Maintains a complete audit trail of all activities associated with a document or workflow transaction.

Q-Action includes the following functions:

- System or User-Initiated Workflow Processes.
- Drag and Drop Electronic Document Storage.
- Electronic Document Check-Out/Check-In and Versioning.
- Capture of E-mail Messages and Attachments.
- Document Scanning and Quality Review.
- Bar-Code or On-Line Document Indexing.
- Optical Character Recognition and PDF Generation.
- Metadata / Content Search and Retrieval of Documents and Work Folders.
- Document Viewing, Printing and Exporting.

- Automated Document and Work Folder Archival, Retention Management and Destruction.
- CRM data management with automatic cross-referencing of documents and work folders.
- User and Organization Administration.
- List of Values and System Configuration Maintenance.

Q-Action is a J2EE application built on IBM FileNet Content Manager or IBM FileNet Image Manager. It can be integrated with IBM Enterprise Records, IBM Content Collector and IBM eDiscovery. Q-Action Scan is built on IBM FileNet Capture, IBM Datacap or Kofax Capture.

Q-Action stores document and process data in IBM DB2, Microsoft SQL Server or Oracle database technology.

IBM's FileNet line of ECM solutions has been leading the industry for over 25 years. IBM FileNet software is robust, high-performance, scalable and secure. QFlow Systems is a certified IBM Business Partner.

Q-Action may be implemented as a completely out-of-the-box solution or can be tightly integrated with existing business applications.

Q-Action can be purchased as an on-premises or cloud-based solution.

Please visit <http://qaction.qflow.com/> or contact QFlow for more information about Q-Action™.



QFlow Systems®
PAPERLESS SYSTEMS EXPERTS™

9317 Manchester Road
St. Louis, MO 63119
877-652-1439
www.qflow.com



Advanced Business Partner



Authorized Software Value Plus Enterprise Content Management