



**Customer Support &
Knowledge Management Solutions**



Novo Solutions for **DOCUMENT MANAGEMENT**

What Will It Do For You?

- **Staff Efficiency:** prevents staff from wasting time trying to find documents or re-creating documents they cannot find.
- **Reduced Employee Training Time:** ability for new and existing employees to acquire job knowledge faster with quick access to job procedures, business processes, etc. - reducing training time and providing higher job quality
- **Centralized & Retained Employee Knowledge:** prevents knowledge from leaving when an employee leaves

Novo Document Manager



Organizing and providing an easy way to access and search your corporate or organizational documents is critical in today's multi-server networks. The **Novo Document Manager Enterprise Edition** provides you with a very cost effective, web based system allowing you to quickly upload, categorize, index and search your documents.

The Novo document management system provides full-text searching within Microsoft Office and PDF documents. Our external directory search capability also allows you to point to other network directories (shares) and index/search Microsoft Office and PDF documents within these directories. In addition, it has its own built in WYSIWYG HTML editor for creating Multimedia HTML documents directly through a web browser.

Core features and benefits are listed below. Please contact us if you have any questions...we look forward to putting our "knowledge" to work for you!

Some applications of our system include:

- Company Intranet/Extranet Portal - electronic document management & sharing with internal employees and external customers
- Centralized Policies, Procedures and Employee Training for HR Managers
- Technical Documentation Repositories for Engineers
- Business Process Documentation
- Centralized Product Specifications and Testing Results for Plant Managers
- Machinery Troubleshooting for Plant/Maintenance Managers
- Easy to Manage Company Intranet for Internal Web/Documentation Publishers
- Lessons Learned/Best Practices documentation for Knowledge Engineers

Our document management solutions are used in a variety of industries around the globe.

Novo Solutions, Inc.

516 S. Independence Blvd.
Suite 205
Virginia Beach, VA 23452
USA

Phone: (757) 687-6590
Toll Free: (888) 316-4559
UK: 020 7669 4008 (London)
Fax: (757) 687-8511

Email: sales@novosolutions.com
Web Site: www.novosolutions.com

Features continued:



Web Based, Configurable, Industry Standards

Completely Web Based - only a Web Browser is needed to administer & use the system.

Easily Accessible on your Corporate Intranet or Web Site .

Industry Standard Architecture (MS SQL Server, ASP/ASP.Net).

In-House & Hosted (ASP) Editions available.

No Additional Hardware Required (can typically be installed on existing servers).

Utilizes Existing IT skills with minimal need for re-training.



Flexible Security & User Roles (Enterprise Edition)

Access Levels: Ability to define where documents can be viewed (Public, Intranet, Department or Private) .

User Roles Management - allows customizable user roles so you can define what your users can and cannot do.

Multi-Department/Group Knowledge Management - allows documents to be managed at the department/group level. Each department can manage their own information .



Active Directory/LDAP Integration (Optional Module)

Maps Active Directory Groups to Departments and Roles - providing single sign on and easier user administration.

End User Active Directory Authentication & Search - single sign on for corporate end users. Also allows searching Active Directory for End User Authentication.

Built in User Authentication - complete built in User Management if Active Directory is not used.



Web Services (API) (Optional Module)

Integrate Novo software with 3rd party software applications – allows our software to be integrated with your existing software.



Content Editing Features:

Robust Formatting: MS Word like toolbar allows HTML document text to be easily formatted.

Image & Multimedia Flash File Capabilities: Uploading and inserting images and multimedia Flash files is easily done through a built in image/flash file manager.

Spell Check: Has a built in spell checker within the Editor.

Tables, Hyperlinks and More: Other HTML document editing features include the ability to insert tables, hyperlinks and more.



File Attachments:

Multiple Formats: Ability to upload a file of any format as an attachment.

Searchable Attachments (Enterprise Edition): Attached MS Office and PDF documents are completely Full Text searchable.

Features continued:



External Directory Search:

Index/Search: Ability to point to other network directories (shares) and index/search Microsoft Office and PDF documents within these directories.



Content Quality Features

Document Routing and Approval: Ability to enable Document Manager editor changes/submissions to be automatically routed to an administrator before the document is publicly viewable.

Automatic Document Archiving and Version Control: If enabled, automatically archives a document each time a change is made.

Article Review/Expiration: Ability to set review/expire dates for individual documents.



Work Flow System (Optional Module)

Use & Benefit: In certain cases, documents that have been added or changed require multiple people in various departments to approve the new or changed article. The Novo Work Flow System provides a flexible method for automating AND keeping track of these approval tasks. The benefit is improved quality and sharing of documents.

Predefined & "On the Fly" Work flows: Ability to create flexible work flows from a list of predefined tasks you setup or "on the fly" as documents are being created.

Completion/Approval Paths: Ability to define work flows with various completion/approval paths.

Rules Based Auto Assignment: Ability to automatically assign predefined work flows to documents based on flexible business rules (i.e. when an article is added to a particular category).

Auto Email notifications: Email notifications are automatically sent to the appropriate person when tasks are completed or rejected.

Work Flow Task "Queue": Empowers managers to view pending task status, assignment, predecessor relationships and deadlines (with color coded due dates for past due, current, future).



Search Quality Features:

Full Text Search Capability: Searches ALL text (titles, summaries, keywords).

Basic and Advanced Knowledge Search: Ability to do a quick or advanced searching.

Search Relevancy: Displays search results with the most relevant documents listed first.



Advanced Search Features

Searchable Attachments: Ability to do Full Text searching of attached MS Office and PDF documents.

Natural Language Engine: Obtain better search results by eliminating unimportant words.

Thesaurus Engine: Allows for better search results by expanding related words

Search Filters: Provides the ability to use broad or narrow search filter classifications.

Features continued:

Additional Information Access Features:

Table of Contents: Unlimited Drill Down left navigation tree.

Categorization of Documents (Enterprise Edition): Allows the ability to associate documents to one or more search filter categories (for narrowing down search results).

Content Types (Enterprise Edition): Allows administrators to define broad document types (i.e. Policies, Technical Tips, White Papers, etc.). Searches can be performed on one or more Content Types providing more relevant search results.

Email Documents: 2-click Email feature allows for documents to be emailed as attachments or hyperlinks back to the Document Manager.

Printer Friendly Articles: Provides the ability to view/print printer friendly documents OR complete chapters.

User Feedback Mechanisms:

Hit Tracking: Ability to track number of times each document is viewed.

Voting System (Enterprise Edition): Ability for web users to rate a document on its helpfulness.

Search Phrase Logging (Enterprise Edition): Ability to track search phrases being used and the number of articles found as a result of the search.

Question Management:

Submit a Question: If enabled, visitor questions are automatically emailed to Administrators and stored in the system for easy review.

Reporting:

Basic/Advanced Reporting: List articles by a variety of different filtering options and report on popularity/votes.

Search Phrase Reporting: Review search phrases used and number of matching documents.

Internationalization

Multiple Language Capability: Ability to create documents in different languages. Allows you to create links from your web site to the appropriate document language.

Related Products

Novo Help Desk/Service Desk Management System

Full Featured Help Desk/Service Desk Management System

Completely Integrated with Asset Management Software

- » Allow end users/employees (or customers) OR Help Desk administrators to submit support/service requests for particular assets
- » List support/service history by asset
- » View end user PC software/hardware inventory data while responding to their request

