

# VIPCenter™ Release 4.1 – Document Management and Collaboration powered by Kovair

Kovair's VIPCenter 4.1 is a powerful document management and collaboration platform for rapidly building easy-to-use business applications for use across the enterprise and for working together with customers, partners, and vendors.

VIPCenter is being used in various business processes including Product Design, Manufacturing, Project Management, Sales Opportunity Management, eCRM, and Partnership Management. Whether your need is a document repository, Intranet or an Extranet portal, VIPCenter's powerful user interface allows you to deploy applications that are very easy-to-use for business users without requiring help from the IT staff.

## Document Management

VIPCenter includes a robust document management system which, when paired with its collaborative workspace infrastructure and targeted extranet views, delivers a highly flexible and extensible document collaboration solution that can be deployed in minutes.

Our Document Management features include:

- **Central Document Repository** – Kovair provides an enterprise level repository (the Library), which serves as the central source for folders and documents. Store files of any type – Microsoft Office files, PDF, HTML, executables, CAD drawings, etc.
- **Access Control** – Control access to documents and folders on a per user basis or based on specific user roles either inside or outside your organization.
- **Enhanced Publishing** – Automatically publish common documents or entire folder trees from the Library to select groups of collaborative workspaces. Notification e-mails are sent out automatically to chosen recipients when documents are updated.
- **Version Control** – Maintain and access incremental versions of documents as they are updated with full version control at the Library level as well as within each collaborative workspace.
- **Integrated Desktop** – Seamlessly drag and drop documents between your desktop folders and workspace directory folders or the Library. Web Folders appearing on your desktop permit you to edit documents in place and have changes show up automatically on your extranet pages.
- **Key Documents** – Identify documents critical to your external engagements to be highlighted in summary views within each collaborative workspace.

- **Audit and Usage Reports** – View audit records of when documents were accessed or modified and by whom.

## Collaboration and Project Management

VIPCenter provides the foundation for efficient collaboration and project management. With easy creation of VIPCenters – using templates, Project Managers can coordinate all aspects of projects, ensuring everyone stays in sync and nothing falls through the cracks. VIPCenter includes:

- **Action Item Management** – Sends notifications and reminders for key deliverables for internal and external users. Lets you generate reports on action items, issues, and “steps to close”.
- **Discussions Tracking** – Lets your sales teams collaborate on key issues through e-mail while the system maintains a viewable archive of all messages.
- **Meetings Management** – Lets your teams set up and conduct online meetings with WebEx™ right from the VIPCenter. The system sends e-mail invitations and reminders, and even creates a history of your meetings with attached minutes.
- **Contact Management** – Provides a place to create, import, maintain, and view contact information for internal team members, reps, customers, prospects, or any other contacts you wish to handle.
- **Offline Access** – Enables team members to view and update information even when disconnected from the Internet.



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## Workflow Features

VIPCenter provides a powerful Workflow functionality to drive the Action Items feature. Administrators develop workflow templates to carry documents through lifecycles, or to encapsulate business processes. Users create workflows from these templates, and as the workflow proceeds, action items manage the user's interaction with the workflow.

- **Workflow Templates** – Administrators define templates at the domain level for use in workspaces. A workflow is a sequence of steps where each step is a task assigned to a user. Parameters defined within the workflow include user and document labels
- **Workflow Instances** – Workflow instances are derived from templates. A workflow is initiated by filling the parameters of a template, assigning the user labels from available users and the document labels from available documents. When a workflow passes to a user, that user gets an e-mail notification. When the task is complete, the user simply chooses the next task in the workflow, and all routing is handled automatically by the system.

## Executive Dashboard

The Executive Dashboard is a management reporting and visibility system to help executives keep tabs on what's really happening in their business. It includes:

- **Milestone Tracking** – Helps your sales team adhere to a predefined methodology for securing the win. LED-style indicators let you know if the opportunity is on track.
- **Opportunity Tracking** – Provides configurable framework to better manage multiple accounts and opportunities. As easy to use as Excel, you can define the specific fields of information you want to track for your opportunities, and set formulas for creating calculations if desired. The system also allows you to quickly edit any opportunity metrics across multiple opportunities from a single screen. It also allows offline updates during travel and automatic updates upon reconnection with the system.
- **Customized Reporting** – Enables creation and saving of custom reports that correlate with how you manage your business. You can view summary roll-ups of information, and set filters to create specialized views and reports.

## Extranet Features

Kovair's *Extranet* lets you create specialized, secure, and branded Web sites for each of your customers or multiple projects for a single customer. The system enables them to

easily access and view all documents, files, action items, schedule updates and any outward communication from a vendor or sub contractor that is important in the relationship.

- **Enhanced Publishing** – Enables you to automatically update or publish information to numerous workspaces with one click
- **Document Access Tracking** – Lets you see who has looked at a particular document or file, and when. *Great for knowing when to follow up...*
- **Point-and-click wizards** – Guide you through the process of setting permissions for the VIPCenter members: IT never has to set-up and maintain complex "rules"
- **Message Box** – Provides ability to publish news and promotion information to particular customers

## What Analysts Are Saying...

*"There is an unmet need for customer facing applications that integrate the customer into the process, and provide value directly to them."*

Rob Desisto, Vice President, CRM Practice  
Gartner Group

*"Kovair addresses a critical business need by managing high-margin strategic business-to-business relationships...with an affordable, repeatable, end-to-end solution."*

Amy Levy, Industry Analyst  
Summit Strategies

## Contact Kovair

For more information, please contact Kovair at 408-262-0200 x2004 or via e-mail at [sales@kovair.com](mailto:sales@kovair.com).

