PRODUCT PASSPORT

HYARCHIS DOCUMENT COMPOSITION

HYARCHIS:

Hyarchis is your partner for:

Digital Business

Online Collaboration

Customer Communication

Document Composition

Document Management

Case Management

Email Management

Who is Hyarchis?

Hyarchis is a Dutch manufacturer and supplier of document management and document composition software. Hyarchis digitises and structures document flows, optimises business processes and provides an online collaboration environment for companies and the people they do business with.

Hyarchis believes in shared success. Investing in relationships together is the key to effective software implementations. Hyarchis remains close to the customer and always takes responsibility, everywhere and at all times. Flawless partnership – that's the strength of Hyarchis.

What does this product passport cover?
This document describes the key functional and technical features of Hyarchis Document Composition (HDC). Reading this document will give you an initial idea of what this tool can do, whether it can fit in your IT landscape and whether it can meet your specific business needs.

The market is full of document composition software tools. However, in this document you can read about what makes HDC especially user-friendly, how it meets the technical and functional requirements, and how it has been developed by a Dutch software company. You can also read about our attractive pricing models.
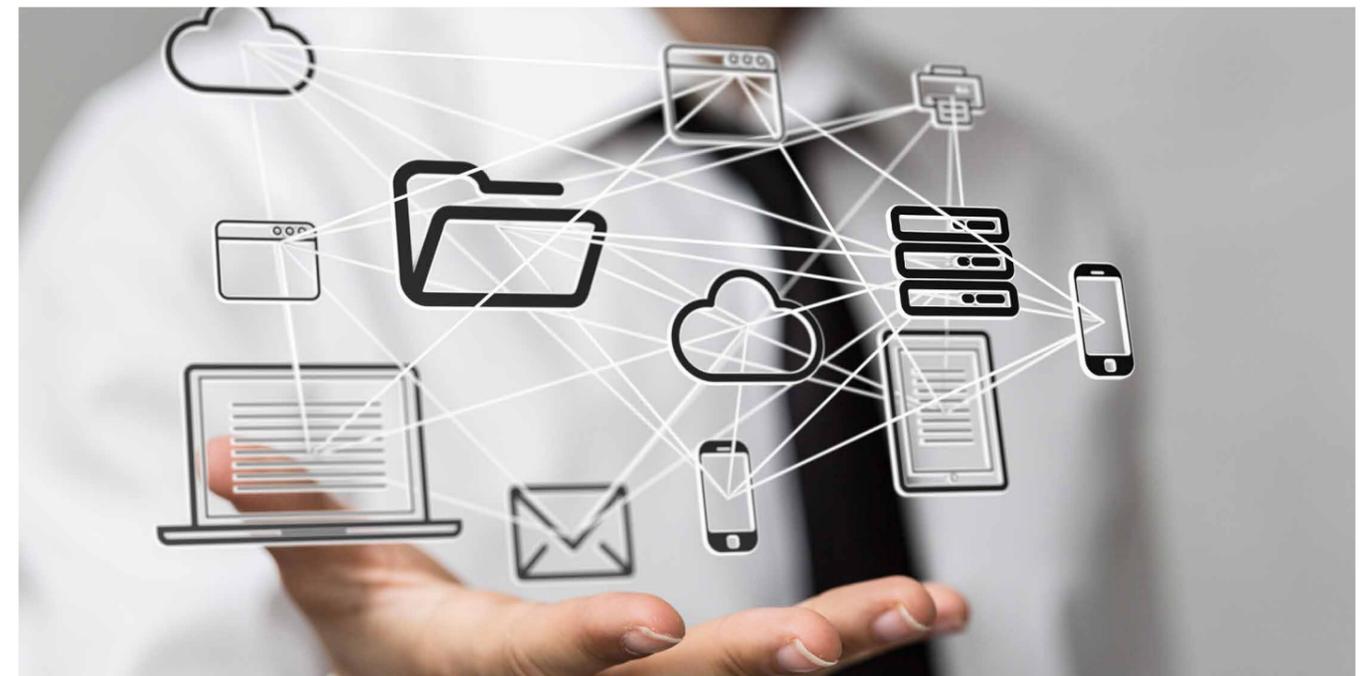
> " Processing more than 10,000 physical documents an hour is a breeze for HDC.
>
> *Benny van den Heuvel, Senior Consultant and Product Manager, Hyarchis Document Composition.* "

Want to see for yourself what Hyarchis can do for you?
Please **contact** Hyarchis for more information.

What is HDC?

With HDC, you can be sure that your outgoing communications to citizens, your clients, customers or business partners are efficient, effective and compliant. In the course of a particular business process or after it has been completed, your system alerts HDC and the correct, up-to-date document is generated. The preconfigured corporate style is automatically integrated with the content. The result is a high level of automation when it comes to processing requests for quotes, handling complaints, producing complex policies, drafting legal opinions and handling claims.

Using multi-channel output, the resulting document is sent in the desired manner, published (on a customer portal for example), or archived (in the Hyarchis Document Management system for instance). Documents can be produced individually, on demand, or in high volumes for all your customers in one go. This can include batch processing of renewal invoices, year-end statements or account statements. Thanks to the user-friendly design environment, all employees in your business or marketing departments can efficiently produce and maintain templates and text blocks.

> **Efficient** : automated process and on-demand processing
> **Effective** : user-specific content
> **Compliant**: complies with current laws and regulations

One company that has successfully implemented HDC is the online department store Wehkamp. Its sister company Lacent handles the development and management of Wehkamp's financial products. Helga Beltman, communication specialist at Lacent, says "HDC is very intuitive to use, partly because the interface is based on Microsoft Office Word. That saves me a great deal of time. With the previous system, I might have lost a half a day making changes to a letter; now I can do this in less than half an hour with HDC. And our customers are also pleased with the modern, clear layout of both the account statements and the invoices."

Hyarchis Document Composition, which is part of the ECM product portfolio, has a dedicated product manager at Hyarchis. Together with the development team, we work continuously on innovations and improvements:

1. Performance improvement
Many clients still present challenges in terms of the volumes of documents and the speed at which these need to be
generated and published. Hyarchis works continuously to further improve the performance of HDC.

2. Security
Hyarchis makes full use of the WCF (Windows Communication Foundation) framework, and therefore guarantees its clients certainty and security when it comes to online data exchange and communication.

3. Web-based configuration
The ability to work anywhere and on any platform is becoming increasingly important. With its web-based applications, Hyarchis ensures that you have access to the HDC management environment through your smartphone, tablet, PC or any other web-enabled device. A major advantage of web-based applications is that updates can be implemented very easily: as soon as a new version is available on the server, everyone with a web browser and a login account will have immediate access to it.

Functional specifications

Multi-tier architecture
The software structure has several layers, making the software easily scalable.

Flexible plug-in architecture
Various plug-ins to access external data sources for data integration are available.

All-round document solutions
Any type of document can be produced.

Flexible document production
Documents can be generated on demand and in batches.

Short turnaround time
Thanks to the use of dynamic text blocks, documents can be produced or edited rapidly.

Template management
The employees decide who can change what in the templates and when.

Multi-label
Use one single document composition tool to serve various brands and labels. HDC makes it easy to apply design and brand standards when setting up a new brand or label.

Easy to manage
If you are familiar with Microsoft Office Word, you already have the expertise you need to maintain documents. With other document composition tools, you often need to learn a special programming language or understand the underlying software if you want to create a template. This is not the case with Hyarchis Document Composition however: understanding Word is sufficient for your organisation to maintain 95% of the documents.

Technical specifications (hardware)

■ **Hyarchis supports**

Microsoft SQL database server: 2008(/R2)/2012/2014/2016
(all service packs are supported)
Microsoft server and SQL server clustering and failover technologies

■ **Minimum HDC client (HDC Dashboard) requirements**

Pentium 4 processor (or higher)
1GB memory
100Mbit network

■ **Minimum Microsoft SQL server requirements**

Installation on the same server as the HDC applications
Dual-core processor
4GB memory
10GB free disk space
100Mbit network

■ **Minimum HDC application server requirements**

Dual-core processor
4GB memory
1GB free disk space
100Mbit network

*HDC consists of 3 services that can be installed together or in various combinations on
one or more servers, depending on the required availability and performance.*

Technical specifications (software)

■ **HDC application server**

Microsoft Windows 2008(/R2), 2012(/R2), 2014 or 2016
Microsoft .NET Framework 4.5.2 with patches (or later)
Microsoft Internet Information Server
(for HTML WebClient, Silverlight Client and WebService)
IIS7, IIS8 or IIS10 with "IIS 6 compatibility pack"
SSL is supported for website and web service

■ **HDC database server**

Microsoft Windows 2008(/R2), 2012(/R2), 2014 or 2016
Database system
Microsoft SQL Server 2008(/R2) – all service packs
Microsoft SQL Server 2012 – all service packs
Microsoft SQL Server 2014 – all service packs
Microsoft SQL Server 2016 – all service packs

■ **HDC clients**

Microsoft Windows 7, Windows 8 or Windows 10
Microsoft Office 2010, 2013 or 2016
Microsoft .NET Framework 4.5.2 with patches (or later)
Hyarchis HDC clients run in a Citrix infrastructure environment.
Hyarchis HDC client software runs on both 32 and 64-bit Windows systems.

Hyarchis HDC servers, databases and clients run in a VMWare infrastructure environment.

Product specifications

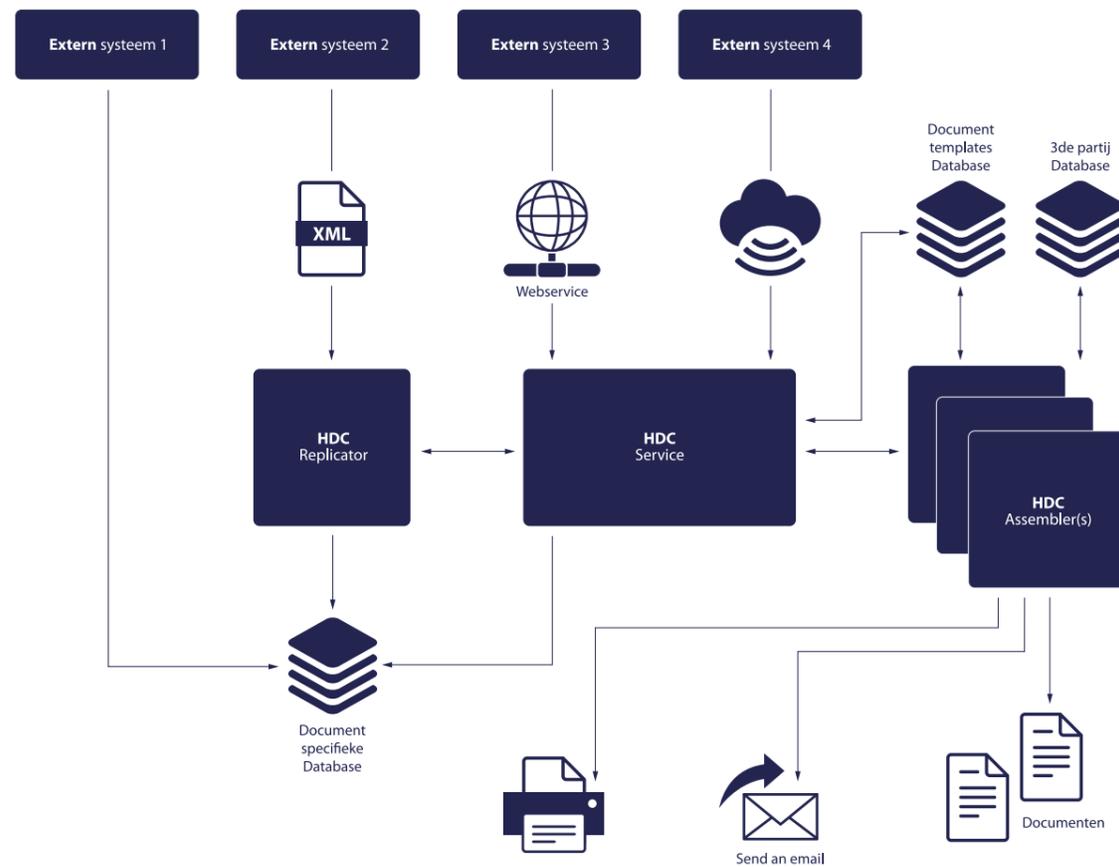| Multichannel output (web, email, print, social media)	Standard integration with Hyarchis Document Management and the Digital Business Platform	Seamless integration in your process through web services, XML or database connections	Version management for document templates and for individual documents	Complete server-side application	Central storage of data and settings	Access can be provided at both application and document level	Flexible configuration allowing for fast customisation	Access to support

Links with other systems

Migrating data from other document composition systems

Migrating existing templates and text blocks from other document composition systems need not be considered a barrier: Hyarchis has a wealth of experience with migration projects and has a team that can move your templates and text blocks to HDC. Based on the number of templates and specific instructions, Hyarchis can offer you attractive project rates.

What does the process look like once you've bought the software?

Step 1: Surveying the situation

First of all, stock is taken of the current and future needs in the area of customer communications. This process involves all project stakeholders, both internal and external (like a supplier for example).

Step 2: Preparing the organisation

Once the survey is complete, it's important to prepare the organisation for the change. Projects run more smoothly and have a better chance of success when, besides changing the processes, the people in the business who will be working with the system are involved. Hyarchis engages your organisation by working with your people to analyse the documents, pointing out the possibilities, and providing advice on the (possibly new) structure. And we show your employees how they can get the most out of the system.

Step 3: Determining integration possibilities

In this step, the systems HDC needs to be linked to are determined. How will HDC feature in your organisation and which tasks will be handled by other systems? We look at where the documents will be stored for instance (e.g. in the Hyarchis Document Management system).

Step 4: Drawing up the project plan

The results of steps 1 to 3 provide the input for the project plan, which is determined in close consultation with you. A project timeline is drawn up based on the requirements of the organisation and the impact of the integration with the current systems.

Step 5: Implementing the project

The project plan that has been drawn up in consultation is now implemented by your project team and the Hyarchis consultants.

The purchase

Various pricing models are available for the purchase of HDC:

- Purchasing an HDC licence based on document volume.
- Purchasing an HDC licence through a one-off investment. With this model, you also take out an annual
- maintenance contract for the software updates, new versions and support.
  Purchasing a monthly or annual licence. Maintenance costs are included in this model.

If your organisation has specific wishes regarding the pricing model, these can be discussed and arranged in consultation.

When you purchase HDC, Hyarchis always offers an implementation project, deploying Hyarchis consultants to install and integrate HDC and configure it for the first time.

Consultancy is offered on the basis of time and materials (a day rate applies). A component of the project is a compact course of training and instruction that will enable your application manager and document managers to use HDC effectively themselves.
After implementation, our consultants are also available when required and on request, to link new data sources to HDC for example, so that you do not need to call in other external consultants.

The Microsoft SQL Server licence is not included with the Hyarchis licence: the SQL and SQL Client Access licences need to be purchased separately.

If you are ready to explore further, simply place your stamp on this product passport to arrange a meeting with Hyarchis.

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Contact us!
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" *Luuk Mulder, project manager at Wehkamp: "When searching for a new supplier, we were especially interested in finding one that would be a real partner. A specialist, of course, but also an organisation that could look beyond its own area of expertise and one that would have the same pragmatic approach as we do. We found that partner in Hyarchis. They supply a clear, simple to implement, robust product that is easily scalable. I am very satisfied with the collaboration. The service is excellent and the implementation went smoothly and completely according to plan."* "

Get in touch with Hyarchis

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