ImageSilo®

Secure online document and content management service.

ImageSilo is a massive, off-site, ultra-secure online document and content management system specifically designed to facilitate the management and flow of company information for organizations of any size and allows you to easily retrieve and deliver any part of that information - anywhere in the world - in an instant. ImageSilo delivers this capability to your company without any capital expense or increased administrative burden.

ImageSilo offers a simple solution to a serious corporate problem: how to manage millions of documents and files. ImageSilo provides access to **Any Document, Anywhere, Anytime™** utilizing a browser-based interface that provides all of the functionality of desktop-based enterprise document and content management systems.

Uncompromised security ensures the integrity of corporate information. The ImageSilo Administration Console provides airtight security configurations for all customers, while the application provides function-level verification on every transaction. Full support for Secure Socket Layers (SSL) is built-in, along with site-specific security measures such as IP address limiting, session source persistence and more. Additionally, three layers of application-level security ensures that users are granted appropriate access only to the required functionality and data. External users can also be granted limited, temporary access to specific data through the use of document grants, without elaborate security modifications. Without proper clearance, content remains invisible even to ImageSilo employees.

Additionally, Digitech's proprietary caching technology allows us to store all information on our internal network, inaccessible to anyone on the Web. The instant a document is requested, our servers retrieve it alone and temporarily place it on one of our secured, web-accessible servers. Once you have accessed your document, it is immediately removed from that external server, eliminating the possibility of unauthorized contact. **ImageSilo never places your entire corporate knowledge base on a web-accessible server.**

Digitech can provide this security and service due to its self-contained structure. **All software, servers and storage are engineered, maintained, monitored and managed by Digitech.**

Whether your company needs to store live, mission-critical data or historical corporate documents covered by records-retention laws, ImageSilo guarantees availability in our service level agreements. **Digitech is fanatical about reliability and keeping your document accessible 24 hours a day, 365 days a year.** Through the use of redundant networks, server clusters and storage arrays, Digitech eliminates the potential of hardware failures affecting availability. Backup power sources and redundant high-speed data lines mean no interruption in service or accessibility.

Features and functions. ImageSilo supports viewing of over 250 file types, from graphics to word processing to presentations. CAD drawings, spreadsheets, scanned pages and Adobe® PDF files can be seamlessly viewed as one contiguous document. By providing powerful check-in/check-out and versioning controls, ImageSilo ensures that users are working on the latest, most accurate version. Designed to assist users in addressing government and industry regulations such as HIPAA for healthcare or FDA 21CFR Part 11, **extensive audit trails provide detailed security logs and specifics regarding productivity and utilization.** Digitech's highly advanced full-text search engine makes finding information easier and faster. Email, fax and print are supported, as are migration tools for data portability.

Global unlimited system access and administration are the hallmark of ImageSilo. Unlike server-based enterprise solutions, ImageSilo provides unlimited access to unlimited viewers and can be both administered and accessed remotely from anywhere there is an Internet connection, without purchasing additional software or components. ImageSilo can also be securely accessed and administrated via Digitech's PaperVision® Enterprise desktop client which requires neither a web browser nor a license fee.

ImageSilo also enables a new breed of interoperability and flexibility for third party systems integration. To facilitate integration with multiple operating platforms and applications, **ImageSilo offers three levels of API's through our API Toolkit**, for those who wish to integrate the benefits of electronic document and content management into existing applications. Included are a Web Services API, a COM-based API and an API for access to a number of ActiveX (OCX) controls which can be embedded in other applications.

The optional ImageSilo WorkFlow component allows simple creation and completion of workflow processes. It provides extensive tracking features that audit the entire workflow instance and allow administrators to step in at any point in the process.

Elaborate backup strategies mean data is safe from loss. In addition, your data is backed up several times a day through an advanced backup strategy that ensures all data is written to multiple media devices within hours of being uploaded. A set of these high-capacity media are then moved off-site on a daily basis and placed in a remote, secure, fireproof vault for safe-keeping.

ImageSilo: the outsource alternative. Only from Digitech.

Technical

SYSTEM OVERVIEW

- **Web-based document and content management repository** *for instant access to corporate data*
- **Centralized web-based administration console** *for all administrative functions*
- **Intuitive, web-based security** *eases administrative overhead*
- **Optional access via Digitech's PaperVision® Enterprise desktop client** *requires neither a web browser nor a license fee*
- **No capital expenditure for system implementation** *means a tax-deductible operating expense for your company*
- **Unlimited users** *can access your documents concurrently*
- **Unlimited projects** *allow you to group documents to fit your needs*
- **Unlimited access to documents** *for multiple users anywhere, anytime*
- **Data migration routines** *easily remove data from the system to archival media to reduce overall storage costs*
- **Native viewing of over 250 file types** *allows you access to any document*
- **Optional workflow component** *allows simple creation and completion of workflow processes*
- **Extensive audit trails and disclosure data gathering assist in complying** *with industry and government regulations, including HIPAA for the healthcare industry, 21CFR Part 11 for FDA regulations and more*
- **Complete, detailed on-line help** *includes step-by-step instructions to get you started quickly*
- **No upgrade hassles** *as system upgrades are performed entirely by Digitech*
- **Toll free, legendary customer support** *is eager to assist with any questions you may have*

DELIVERY AND RELIABILITY

- **Live OC48, OC12 and OC3 connections** *to multiple tier-1 Internet service providers*
- **Dual entry points for all fiber rings** *ensures physical reliability of data lines*
- **Situated on a protected power grid** *to eliminate the possibility of rolling brownouts*
- **On-site diesel generator** *provides emergency power*
- **State-of-the-art battery backups** *clean and back-up external power sources*
- **Advanced HVAC system** *ensures constant data center temperature*
- **HVAC tied directly to fire detection and suppression system** *is constantly monitoring air for smoke*
- **VESDA (Very Early Smoke Detection Alarm) system** *detects microscopic changes in the data center environment*
- **Complete FIKE system with redundant phone lines** *ensures communication in the event of an emergency*
- **High-volume, high-speed tape library** *provides consistent backups of your data*
- **Global DNS network** *provides unprecedented DNS reliability and response times*
- **Redundant storage clusters** *ensure full availability of your data*

CAPACITY AND SECURITY

- **SSL (Secure Socket Layers) encryption** *of all network communications*
- **Caching routines** *ensure stored data is never exposed to the public network*
- **User and group level application security** *limits access to projects and functionality within projects*
- **Document level application security** *limits access to specific documents*
- **Load-balanced, fully redundant web server clusters** *ensure fast response times, even under heavy loads*
- **Redundant firewall clusters** *managed by our firewall experts with constant monitoring*
- **Redundant upload server clusters** *allows data to be uploaded at any time*
- **RAID Level 5 storage** *provides reliable, instantaneous, on-line access to your data*
- **Multiple backups** *rotated off-site on a daily basis*
- **Detailed auditing** *monitors and records all user activity*
- **Monitor live user activity** *as it is occurring*
- **Searchable security logs** *allow administrators to target specific actions, users, dates or search values to monitor activity*
- **Optional desktop client** *provides secure private network connection*

FEATURE FUNCTIONALITY

- **Email, print and fax documents** *directly from your browser*
- **Support for any file type** *provides instant, worldwide access to your scanned or digital documents*
- **Full annotation capabilities** *allow document markup without modifying the original*
- **Design and administrate** *workflow processes over the Internet*

INTEROPERABILITY

- **Compatible with all current web browsers including Internet Explorer 5.0 or higher, Netscape® 4.7 or higher, and Mozilla 1.0 or higher**
- **API Toolkit for interoperability and flexibility** *for third party systems integration*