

# Frequently Asked Questions

## Q. What's new in Verity TeleForm v9.0?

The latest version of this high-accuracy, high-throughput content capture system was developed on a secure, enterprise-class architecture that scales to meet the business objectives of any size company. This release, the first under the Verity banner, provides rapid, straightforward deployment into the business environments of both new and existing customers regardless of their size—from small companies with a single workstation to Fortune 500 organizations with enterprise-wide deployments and multiple back-end repositories.

TeleForm v9.0 offers three solutions to meet your unique requirements: TeleForm Desktop, TeleForm Workgroup, and TeleForm Enterprise. Depending on your business needs, you can take advantage of a variety of new and improved capabilities including support for industry standards such as SQL databases, VBA and LDAP, enhanced administrative features, improved recognition, tighter security, and more.

The six major new features include:

### 1. Microsoft SQL Server 2000 Database Support

Verity has added out-of-the-box support of Microsoft SQL Server 2000 as an underlying database for TeleForm. The tight integration between TeleForm and this widely accepted database helps your business leverage existing infrastructure and mitigate risk by avoiding proprietary applications. This integration also allows you to take advantage of the database capabilities built into SQL such as real-time replication and real-time backup. As a result, you'll be able to more easily configure and maintain TeleForm to effectively meet specific enterprise requirements.

### 2. Enterprise-strength Security

Verity TeleForm v9.0 introduces enterprise-strength security that enhances the end-user experience and reduces administrative overhead without sacrificing the protection of your captured content. New network security enhancements prevent sensitive batches, images, and files on the TeleForm server from being exposed to unauthorized users. TeleForm also features password-protected PDF file exports and strengthened protection for Revision Control System file transfers as well as Form Designer.

### 3. Superior Accuracy

At the core of Verity's powerful form and document processing capabilities is a state-of-the-art voting system that leverages the advanced RecoFlex technology, an award-winning neural-based recognition system. TeleForm v9.0 includes the latest version of the RecoFlex engine, delivering recognition improvements to hand-print (ICR), machine-print (OCR), check box (OMR), barcode, image pre-processing and lexical checking. As a result, you'll experience fewer potential false positives and even fewer characters requiring review in the Verifier. The improved accuracy leads to significant increases in throughput and productivity because employees spend less time in the verification process.

### 4. Microsoft Visual Basic for Applications Support

Verity's commitment to industry standards now extends to Microsoft's Visual Basic for Applications (VBA). The support of one of the most robust and widely used programming languages on the market enables enterprises to easily customize application-specific business rules for TeleForm. VBA also features enhanced script editing and debugging capabilities, a familiar development interface that minimizes training and tight integration with reporting applications such as Crystal Reports and other Microsoft products. The VBA engine and BasicScript Editor are both included in TeleForm v9.0. Existing scripts can run alongside the VBA engine.

### 5. Key Functionality Deployed as Services

TeleForm modules for Reader/Scan Station and AutoMerge Publisher can now be re-implemented as Windows services to simplify IT troubleshooting and support. Isolating modules neatly into individual services gives network administrators greater control over configuration, monitoring, alerts, error-logging and other administration tasks. This is because services can be automatically started as soon as your computer boots, without a log-in. In addition, services can run on a hidden user interface so message boxes never interrupt IT managers who are working on the same server.

### 6. LDAP Support & Single Sign-on

Verity supports, integrates with, and enforces standard security models such as Microsoft's LDAP Active Directory, allowing enterprises to leverage existing infrastructure to keep content safe. For system administrators, this means they can rapidly configure users for TeleForm who are already configured for Windows and the network. Verity's LDAP support also enables single sign-on capabilities. This allows users to log on with their Windows user name and password, and automatically connect to TeleForm. As a result, users don't have to remember extra passwords, and network administrators don't have to maintain them. Protecting sensitive content has never been easier.

## Q. What are the additional enhancements in Verity TeleForm v9.0?

Verity TeleForm v9.0 customers can also take advantage of the following feature upgrades:

### Electronic Licensing

Verity TeleForm now eliminates the single point of failure risks associated with dongle-based licensing. With TeleForm's new Electronic Licensing Wizard and Activation Center, administrators will prevent project delays caused by stolen, misplaced or malfunctioning dongles or hardware keys.

### Point-and-click OCR

TeleForm now includes point-and-click OCR capabilities that make it even easier to ensure only accurate and complete content make it to your back-end databases and applications. With point-and-click OCR, a section of an image can be banded off, recognized and used to fill the values of the form fields in Verifier. This eliminates the need for operators to manually re-type blocks of content.

### Simplified Configuration

Verity TeleForm now enables administrators to simplify the configuration of individual and group security settings. Permissions and restriction settings can be implemented effortlessly for the more sophisticated user and group management requirements of large enterprises.

### XML Form Template Report

Streamline your quality control functions with TeleForm's new XML Form Template Report. With all attributes of a form presented in XML, you can expedite the quality review of information on fields, layouts and properties. The report can be modified via XSLT.

### Improved Form Designer

TeleForm Form Designer includes usability enhancements that advance the alignment, justification and precise positioning of form objects. The improvements significantly reduce the time it takes to create and deploy new forms or adapt existing forms for easy content capture.

### Batch Data Integrity

TeleForm v9.0 tracks, logs and preserves all data exports in a batch so duplicate records do not appear in the datastream—even if a failure occurs in the middle of a batch. The improved batch data integrity delivers the mission-critical reliability that businesses demand.

### Q. Which Verity TeleForm solution is right for your business?

Verity has developed the latest version of Verity TeleForm as the only information capture solution that can expand as your business requirements grow. Whether it's for a complex high-volume enterprise-wide system, a multi-user department-level application or a single content capture workstation, Verity TeleForm v9.0 can meet your precise needs. Review the accompanying feature matrix and consult your sales representative to determine which of the three TeleForm solutions—TeleForm Enterprise, TeleForm Workgroup, and TeleForm Desktop—is right for your business.

### TeleForm Enterprise

TeleForm Enterprise is a full-featured solution designed for use by multiple departments within large, distributed enterprises. This scalable, network solution is capable of meeting the most demanding business requirements.

### TeleForm Workgroups

TeleForm Workgroups is a multi-user departmental system designed to meet the needs of high-volume content capture projects.

### TeleForm Desktop

TeleForm Desktop is a single-user departmental workstation solution designed to meet the needs of project-oriented applications.

| Feature                              | Desktop | WorkGroup | Enterprise |
|--------------------------------------|---------|-----------|------------|
| Seamless Migration to MS standard dB | MSDE    | MS SQL    | MS SQL     |
| VBA Support                          | ✓       | ✓         | ✓          |
| LDAP Support                         |         |           | ✓          |
| Network Security Enhancements        |         | ✓         | ✓          |
| PDF Security                         | ✓       | ✓         | ✓          |
| Electronic Licensing                 | ✓       | ✓         | ✓          |
| Improved recognition                 | ✓       | ✓         | ✓          |
| Reader/AMP as Service                |         |           | ✓          |

### Q. What are Verity TeleForm v9.0's business benefits?

TeleForm v9.0 virtually eliminates manual data entry, increases staff productivity, improves the accuracy, availability and security of your captured content, and leverages current system investments such as Microsoft SQL Server 2000 and Microsoft's LDAP Active Directory. All of these benefits can lower time and costs associated with data entry by up to 90%, and overall processing time by 500%.

### Q. What customers use Verity TeleForm today?

Thousands of leading Global 2000 organizations have licensed Verity TeleForm including American Express, ColgatePalmolive, DaimlerChrysler, General Motors Acceptance Corporation, Princeton University, State of Hawaii and Universal Studios.

### Q. Who should I contact for further questions about Verity TeleForm v9.0?

For further questions, please contact your sales representative, call the Verity San Diego office at 760-936-4500, or visit [www.verity.com](http://www.verity.com).

### Verity and Intellectual Capital Management

Verity provides software that enables organizations to maximize the return on their intellectual capital investment. The company's intellectual capital management (ICM) solutions provide integrated search, classification, recommendation, monitoring and analytics across the real-time flow of enterprise information, along with question and answer interfaces for online self-service. Other Verity products capture content and drive automated business processes. These solutions are used by more than 11,500 customers around the world in both the public and private sectors. Verity technology also serves as a core component of more than 260 applications from leading independent software vendors.

© 2004 Verity, Inc. All rights reserved. Verity®, the Verity logo, Ultraseek®, TOPIC®, KeyView®, TeleForm®, and Knowledge Organizer® are registered trademarks. Verity® Portal One™, Verity® LiquidOffice™, Verity® LiquidCapture™, Verity Profiler™ are trademarks of Verity, Inc., in the United States and numerous other countries. All other trademarks or symbols are those of their respective owners.



### Sales and Product Information

[info@verity.com](mailto:info@verity.com)

### Partnerships

[partners@verity.com](mailto:partners@verity.com)

### Technical Support for Existing Customers

[tech-support@verity.com](mailto:tech-support@verity.com)

### Verity, Inc.

894 Ross Drive, Sunnyvale, CA 94089 | t. 408.541.1500 | f. 408.541.1600 | [www.verity.com](http://www.verity.com)