



Proquis Document Control On Demand - Frequently Asked Questions

Q: What is Proquis On Demand Document Control?

Proquis On Demand Document Control Document Control is a web-based solution that is an easy-to-use 'Software as a Service' suite from Proquis offering process-based document control for businesses in all industry sectors.

Q: What is Allclear and how would its integration with Document Control module help us?

Allclear is our proprietary process mapping software and its integration with our web-based document control software will help you to graphically navigate through the system, train the system users, describe the process steps and dynamically link your process map with your documents and web-site references.

Q: What do you mean by "in the cloud"?

"In the cloud" is a term that is commonly used to describe software that is delivered as a service (SaaS) and can be accessed from anywhere in the world due to its web-based design. Through an "in the cloud" solution, users are not bound to be at the office in order to access documents; instead, they can easily create, review and approve documents while on the move, with the only requirements being a PC and an internet connection.

Q: Some people have told me that an On Demand (SaaS) / cloud-based document control system isn't secure. Is that true?

No, the Proquis Document Control System is password protected and not a public site. Each client has their unique log in address and ID that ensures the software is completely secure.

Q: What is included in the introductory package?

- 1 single user concurrent license for Proquis On Demand Document Control
- 1 single user concurrent license for Allclear Flowcharter network version
- 1 GB Storage
- 5 one hour group user training sessions
- Included with Document Control - 16 document control pre-built reports, 22 personnel module reports, 3 Word templates, an Excel template and for Allclear Process navigator example and document control process
- Maintenance and technical support for the period of 12 months

Q: What is the length of the contract for this package?

The contract for this package is for the period of 12 months.



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Q: What if I need to increase the data storage limits for my company?

You can do so by paying an extra fee for the addition of data storage space that is available in increments of 1 GB.

Q: Is it easy to add new users and licenses into the system?

Yes, if you are looking to add additional licenses, we'd be happy to help you with this. If you need 10 or more licenses we recommend speaking to a Proquis representative to ensure that this is the best solution for your requirements.

Additional user licenses can typically be enabled within a couple of hours after receiving and processing your payment.

Q: How and where will the Proquis On Demand Document Control software be installed?

The software is installed and setup by us on our secure servers. We then provide you with a hyperlink to access the system.

Q: How will this software be rolled out/implemented in our organization?

Your system purchase will be rolled out in a five step process and every week we will run the following one hour sessions. After signing up, register for the group session that suits you:

Sign up: Buy the Proquis On Demand Document Control

Monday: Attend a one hour live induction training, after which you'll have access to your system

Tuesday: Attend a one hour live training session on adding and editing documents in the system, after which you can start uploading your documents

Wednesday: Attend a one hour live training session on document authorization and release process, after which you can define groups and distribution lists

Thursday: Attend a one hour live training session on mapping processes with Allclear, after which you can start mapping your processes

Friday: Attend a one hour live training session on Allclear and linking processes for navigation

Q: How do the training classes work?

Our five training classes run from Monday to Friday at 10 am (CDT)/ 4 pm (BST) to accommodate customers in different time zones. If you miss a class, let us know and we will arrange a place for you in the next available class.



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Q: Do you provide video tutorials and Help files with this software purchase?

Yes, the software comes with embedded video tutorials and a HELP file that will always be available to your company.

Q: Do you offer a demonstration of the software before purchasing?

No, however, you can view the recorded webinar on our website, www.proquis.com that gives an overview of the modules and features of Proquis On Demand Document Control software.

Q: What kind of data back up support will you offer as long as our contract is active?

We operate a daily/weekly/monthly backup program for the data. These backups are as follows:

- Daily to a separate drive - Monday-Thursday are copied to backup tapes and stored off-site. These are used in rotation each week.
- Weekly -Friday's backup is held off-site and used in rotation each month.
- Monthly (is equal to a 4-week period rather than calendar month) – every 4th weekly backup is held off-site and used in rotation annually.

Q: Which browsers does this software work on?

Currently, this software only works on Internet Explorer versions 6, 7 and 8 (in the compatibility mode).

Q: Which database is this software built on?

The Proquis On Demand Document Control is built on a Microsoft SQL Server.

Q: How do I know if this the right solution for my company?

Proquis On Demand Document Control has been specifically designed for start-ups, small and medium sized businesses or organizations with a need for a document control system but a limited budget and a limited number of users that need access to the system at any given time. This doesn't include "view only" access. If your company fulfils any of the above, this solution is right for you.

Q: How does your concurrent licensing work?

Our concurrent user license is based on the number of simultaneous users accessing the program. For example, in a single-user concurrent user license, after one user has logged on to the system, the second user is prohibited. When that first user logs out, the next person can log in.

Q: What does each user license include and do I have to pay separately for a viewer license?

With Proquis On Demand Document Control, each user license gives you full access to the system for the number of licenses purchased. With our Document "Viewer" tool, non-users can view documents free of charge with no additional license fee.



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Q: What if I need additional training/help in making the system work in my organization?

Proquis professional services team and consultants are always available to help clients get up and running with the software. Besides the initial group lessons, we offer professional services for users. All of the professional service offerings are available as à la carte options that can be added to the introductory package.

Q: What if I want to add additional modules to my package?

If you are looking to add additional modules to the Proquis On Demand Document Control, you'll need to consult your sales representative.

Q: Will my company outgrow this solution?

No, this solution is completely scalable; we will meet your needs as your company grows. All the time and work you have invested in building your document control module may easily be migrated to one of our other solutions and expands as the needs of your organization increase from few users to hundred or more users. At anytime, you can upgrade/transition from an On Demand solution to our Proquis Enterprise product that can be installed at your site and managed by you when your company needs to do so.