



***Total control on Documents, Records  
and Training  
for Quality Assurance, Environmental  
Management, Occupational Safety...  
according to  
ISO 9001, ISO 14001, ISO 17025, QS...***

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## In short

Our software **Sistema Docal** consists of 3 modules:

- **Document control** (always): it manages everything related to **creation, approval workflow** and **distribution**, as well as **obsolete** versions. Documents can be created using *Word, Excel, AutoCAD* and any other software.
- **E-forms** (optional): it allows to **design records** and manages the **workflow** between the users that must **fill in data** or **approve** the information recorded. It is widely used to manage **nonconformances, corrective and preventive actions, customer relationship** as well as **manufacturing records, proposals of purchase** and almost any kind of record.  
The software guarantees that every user can only enter the data requested and can't change data filled by other users.  
Every single piece of information is stored in the database, so authorized users can retrieve reports in real time as text or graphics. It takes seconds to answer a question like "**How many nonconformances do we have about product X this month?**"
- **Training control** (optional): it allows to point some documents as **required**, make **training plans**, detect **training faults**...

## Advantages

**Sistema Docal** offers at once:

- **Suitability**: recently **Sistema Docal** has obtained the **best score** in an objective study carried out in the **Carlos III University** (Madrid), overcoming DocuShare, Hummingbird, Papiro, NovaManage, Documentum, Rational Soda, Keyfile, Idealist, DocExpress, etc. **Standard 1209 from IEEE** was used.
- **Low cost**: our **prices** are **reasonable** for every company.
- **Reliability**: used uninterruptedly **since 1998** by big, medium and small companies, it can work either with **SQL Server** or **Oracle** (and the free versions of both).
- **Prestige**: it has been chosen by companies belonging to **Mapfre, Iberia, Hero, Abbott Laboratories, Cegasa, Telefónica, Cirsa, Altadis, Crown Cork, Alsat, Heimbach, Norte, Samca...** in **8 countries**.
- **Simplicity**: there is **no need to spend weeks to learn** how to manage the software.
- **Relief**: our customers have successfully obtained certifications by **Bureau Veritas, Det Norske Veritas, Lloyd's, Aenor...** according to **ISO 9001, ISO 14001, ISO 17025...** and even the **FDA Final Rule, 21 CFR Part 11**.

- **Total control**: it controls entirely the **creation, approval, reading and printing** of your **documents and records**.
- **Compatibility**: it can manage documents made with *Word, Excel, PowerPoint, FreeHand, AutoCAD, Acrobat, WordPerfect, Lotus SmartSuite* and any other format. The additional software **Agente Docal** can send **e-mail** through any SMTP server (usually *Microsoft Exchange* or *Lotus Notes*).
- **Support**: you can get **support without limit** by telephone, e-mail or the free software *Microsoft Netmeeting*.
- **Updates**: updates are published in our website. Easily an authorized user can **download** the last update and send it to **all the PCs** in the network.
- **Integration within corporate software**: an OCX component intended for software developers allows to **use E-forms from your corporate software**.

## Introduction

**Quality Assurance** and/or **Environmental Management** according to international standards (ISO 9001, ISO 14001, QS...) requires a great effort concerning organization and management, along with a significant cost.



As a consequence, many documents need to be managed, including:

- **Development**: creation of new documents, including forms that will be filled by different users.
- **Approval workflow**: qualified users must make comments or give their approval before documents can be distributed.
- **Distribution**: every document and form must be handed in to end users.
- **New versions**: documents and forms are not forever. Often documents must be changed, those changes must be approved and new versions must be distributed while retiring the old versions.

This complexity increases as **some documents depend on others**, so changes in one document can require changes in those related to it.

Also, when the document is a **form**, its workflow does not end with distribution, but **must go on through different users** gathering pieces of **information, decisions** or **tasks** from each one.

On the other hand, the management of **Occupational Safety** requires a similar treatment.

## General description

**Sistema Docal** allows computerization of every process related to **Documents, Records and Training Control**, through a friendly interface that provides an **easy management** as long as very **few hardware requirements**.



When an Internet/Intranet server is available, the main documents can be distributed easily without requiring any help from the webmaster.

Our customers include a wide variety of sectors from **manufacturing** to **laboratories, hospitals** or **schools**. They have got ISO **certificates** from **Bureau Veritas, DNV, Lloyd's, Aenor** and many other certification companies in **8 countries**.

Below we give a brief explanation of the most valued features. Some descriptions and screens have been simplified.

## The Explorer

The **Explorer** inside **Sistema Docal** is a powerful tool for easily getting **reports** and **manage** every item. It allows to **create, modify** or **delete** items (users, departments, types of documents...), creating reports of the information shown.

Its layout is **similar** to Windows Explorer, with a **tree** in the left, **elements** listed on the right and a **toolbar** above them.

It also provides powerful **search** functions as well as the capability to generate **reports** as **Word** or **Excel** documents.

Concept	Quantity
Authorizations by Department	16
Authorizations by Department and Level	12
Authorizations by Users	0
Departments	2
Documents	14
Levels	4
Types of Documents	9
Users	4

## Documents under development

In order to guarantee that the **documents** can't be modified by non authorized users, they are **stored inside a database**, not as disk files that could be modified or deleted by users with access to those folders.

In addition, the software allows to **choose freely** **what tool is the most suitable** for a single document. Often it is a word processor such as **Word**, but documents can also be **Excel** workbooks, **PowerPoint** presentations, **AutoCAD** designs or any other file.

When a form is to be designed, **the E-form tool is recommended**, so you can easily automate all the workflow for the form, from creation to closing, avoiding entirely the use of paper.

E-Forms can ask the user for a **single piece of information** (a name, number or date) but also **an entire file** can be inserted when allowed.

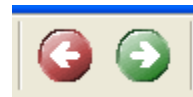
On the other hand, it is possible (and recommended) to create **templates** for each type of document. This way, every new document of that type will have the same look.

**Templates** can be of any kind, but when it is a *Word* or *Excel* document, it is possible to insert **bookmarks** to tell *Sistema Docal* exactly where we want the document **code**, **title**, **date of publication**, **date and time of printing**...

### Approval

Approvers can **go-ahead** the document but also **return** it to the writer to ask for changes. Also, authorized users (critics) can add comments to be read by the approvers.

The software guarantees that **the document can't be modified during approval or later**, unless it is returned to its writer.

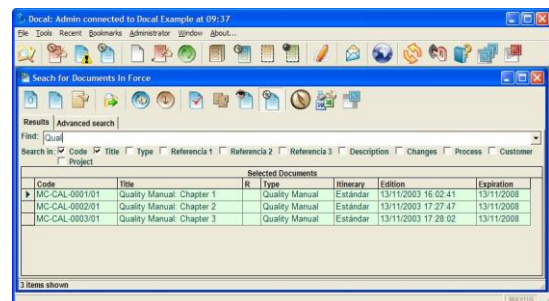


When the document to approve is an E-form, the approver can fill in a **test form** to find out whether the designed workflow is correct or not.

### Distribution

When a document is **published**, every authorized user can have access to it. If it is a new version, the old one has been retired automatically to assure that **users are not using obsolete documents**.

A **powerful search screen** allows users to easily find the desired documents.

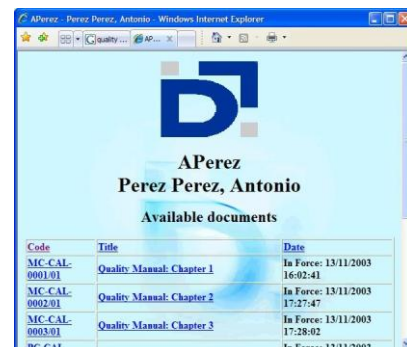


It records **who** opens every document, **when** and **from which computer**.

Also, when opening a *Word* or *Excel* document, it is possible to **prevent users from printing it or saving local copies**.

When the document is an **E-form**, end users can **“start” and fill in new copies** of it. Every piece of data is stored in the database, so it is available for **report**.

All of this makes possible to **completely avoid the use of paper**, but **hard copies are allowed** for users that don't have a PC in their workplace.



Also it is possible to distribute published documents through an Internet/Intranet server (see below).

## New versions

Published documents that are to be changed are not modified, but **copied to the development area** from where, after approval, will be published. On publication, the new version “pushes” the previous version to an obsolete area, avoiding further access. Only authorized users can view obsolete documents.

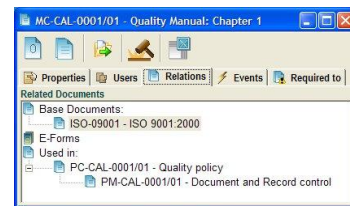
The software guarantees that **published and obsolete documents can never be lost or modified** (proper backup of database is required).

## Dependencies between documents

The software shows two dependency trees for each document.

One lists the **base documents** for the current document.

The other shows those for whose the **current document is a base document**.



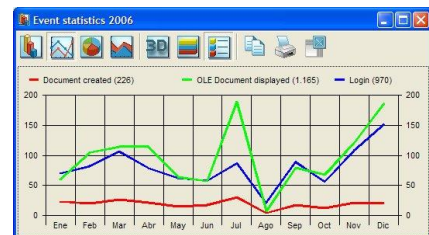
From this information, the software is able to **warn** about changes in documents that **could affect others**.

## Statistics

A **variety of statistics** options give valuable information that can be used to improve the use of the software.

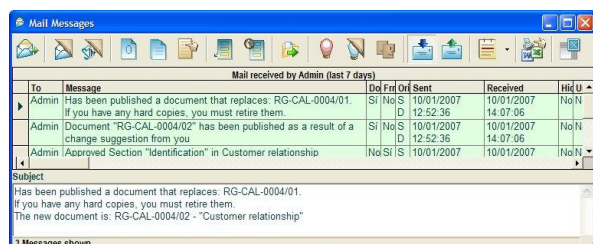
It gives the **mean time** needed for document creation/approval (global or detailed by user), number of created documents, number of new versions...

Statistics are given as **text** or as **graphic reports**.



## Mail tool (only Enterprise edition)

A complete **message system** is included. Many **messages are sent by the software itself** in order to warn approvers than must go-ahead a document, writers whose approver has returned the document, users that have received a new document... **over 40 types** of messages can be sent.



**Messages are not private. Administrators can audit every message.**

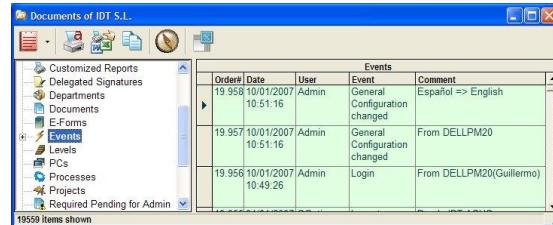
When a new message exists, a light bulb next to Windows clock **warns the user even if not logged to Sistema Docal**.



Additional software (**Agente Docal**, more information at the end of this document) can send every message by **e-mail**, so the users can receive them in the **inbox tray** through their usual e-mail client (*Outlook, Lotus Notes...*).

### **Event Log (only Enterprise edition)**

It records all activity, storing information about **user, date and time, action and PC**. So, **over 50 activities** like login, logout, document creation, approval, opening or printing can be viewed at any time by authorized users.



### **Change suggestions (only Enterprise edition)**

Change suggestions provide an easy way to **manage suggestions** for **document creation, change or retirement** made by different users.

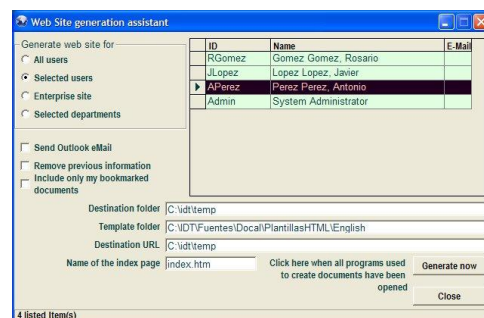


Administrators can **reject** suggestions, or they can decide to **start a new document**, a **new version of an existing document** in order to include the suggested changes, or **retire** the document to the obsolete area.

**Change suggestions** keep tracking between **users** asking for changes, **documents** and **response** given to the suggestion by administrators.

### **Intranet/Internet distribution (only Enterprise edition)**

A **wizard** creates a **complete website** for the published documents. The website can be personalized for each user, or can be generated as a whole site for all users.



Only published documents (all or selected) can be uploaded.

HTML templates are available, so it is possible to change **colors** and **graphics** that **match those of the company website**.

Messages are sent to users giving its personal URL (when it exists) or the global URL.

### **PDF distribution (only Enterprise edition)**

PDF distribution is an **optional feature** within Enterprise edition that allows to **give in the document as PDF to end users**, while **keeping the original document hidden** (*Word, Excel, AutoCAD...*).

It is useful in some cases:

- To **prevent** documents in the Intranet/Internet **from printing**. Not printable PDF should be generated.
- To distribute documents to a very large number of users when **software licenses are limited** for *Word*, *Excel* or other software used to create documents.

A **mixed mode is allowed**, e.g., you can insert a PDF only for those documents that you want distribute using that format.

To create PDF files you need to use proper software like **Adobe Acrobat** or **PDFcreator**.

## E-forms module (optional)

The E-forms module **is an extension**, sold separately, that provides additional functionality over the basic Document control module.

Consists of a **design tool** that allows to easily design electronic forms that include linear workflow based on **sections** and **fields**.

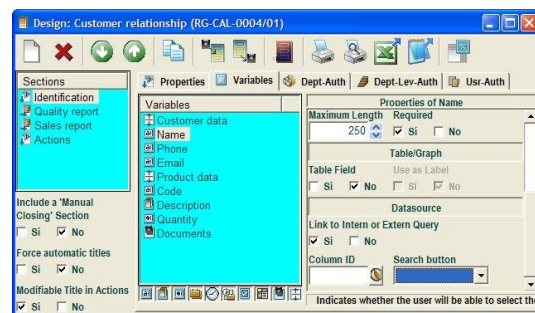
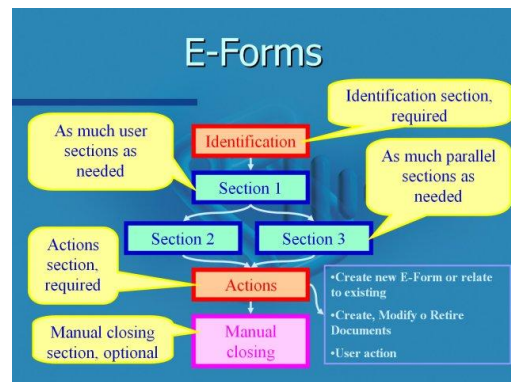
Each section is intended to be filled by a single user and includes one or more fields. Many **types of fields** are available: text, memo, number, date, time, system date and time, boolean, multiple options, file and separator.

Some advanced features are:

- **Sections and fields can depend on other fields**. So, selecting a value in a field can cause that further sections are skipped, or other fields can (or can't) be blank.
- Users designed to fill in further sections can depend on values selected in previous sections. This allows a **dynamic workflow**.
- Sections can include **tables**.

After a newly designed E-form is **published**, end users can “**start**” new E-forms and fill in data. Every time a section is completed, **the software looks for the user responsible in the next section** and sends a message asking the user to fill in that section.

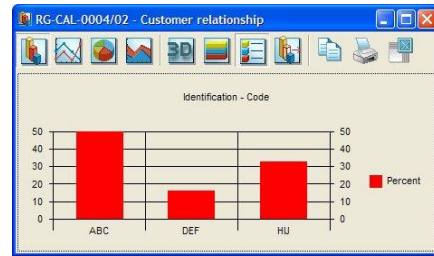
A special section (**Actions**) can be used to start new E-forms, make new Change suggestions or assign tasks to certain users.



E-forms **are widely used** to manage **nonconformances, corrective and preventive actions, customer relationship** as well as **manufacturing records, proposals of purchase** and almost any kind of record.

Stored data can be viewed as **text** or **graphics**, or can be **exported** to new or existing *Excel* workbooks.

For **developers**, there is also available an **OCX component** that allows to use E-form functionality from within your corporate software (more information at the end of this document).



### **Training control module (optional, only Enterprise edition)**

The Training control module **is an extension**, sold separately, that provides additional functionality over the basic Document control module of an **Enterprise** or **Corporate** edition.

Main features:

- **Required documents:** for each document, you can say who should read the document and then sign “I’ve read and understood this document”.
- **Training manager, promoters and instructors:** new roles to plan training.
- **Fault detection:** it detects training faults: courses to attend and required documents to sign.
- **Training plan:** you can create types of courses and assign contents, duration, required users...
- **Notes, Course file:** it allows to assign notes and it keeps the course file for each user.
- **Job change plan:** when an user is to be moved to a new job, this utility allows to know in advance which courses he should attend and what required documents he should read and sign.
- **Periodical courses:** some courses can be created as “periodical” when the same user must attend the course more than once, with a known periodicity.



## Editions

Our software **Sistema Docal** can be useful for big, medium and small companies that need to manage documents and records.

**All editions** can be extended with the **E-forms** module.

Only **Enterprise** and **Corporate** editions can be expanded with the **Training control** module.

- **Standard edition**: is the cheapest and it is intended for companies managing less than 300 documents in a single PC or a small network of up to 4 PCs.
- **Professional edition**: is the same as the Standard edition but it can manage over 300 documents.
- **Enterprise edition**: it is recommended for networks from 4 to 150 PCs. Includes:
  - **Mail tool.**
  - **Event log.**
  - **Change suggestions.**
  - **Internet/Intranet distribution.**
  - **FDA Final Rule, 21 CFR Part 11 compliance.**
  - Document organization by **customers, projects** and/or **suppliers**.
  - **PDF distribution.**
- **Corporate edition**: recommended for enterprises and groups over 100 PCs.

## Requirements

### Server side

Every company can choose between:

- **SQL Server 2000/2005/2008**
- **SQL Express** (a free version of SQL Server, maximum 4GB per database)
- **Oracle 8.1/9.x/10g/11g**
- **Oracle Express** (a free version of Oracle, maximum 4GB per database)

The hardware requirements in server depend on the database chosen and must be requested from Microsoft or Oracle.

When using **SQL Server**, **SQL authentication** should be enabled. Windows authentication is available but not recommended.

When using **Oracle**, additional requisites exist in the client side.

## Client side

**Current version 5.50 is a full Windows client.**



It can be installed on **Windows 2000, XP, Vista** or **7**. If needed, it can also be installed on Windows Server 2003/2008, but it is not usual to have it in the client side.

There are not other requisites when SQL Server is in the server side.



When using **Oracle** in the server side, an **oracle service name** must be created using the same name for all the clients. Also, **the most recent version** of the “**Oracle provider for OLEDB**” must be installed in the client side. Both “Oracle provider for OLEDB” originally shipped with Oracle 8.1 and Oracle 9 were not suitable for use with our client software because they contain critic bugs, solved later.

## Customer support

All the licenses of **Sistema Docal** include **three months** of **updates** from our website and **full support** by **telephone** and **e-mail**. This service can be **renewed annually**.



We publish in our website at least a new version/revision every year, providing full compatibility with every new version of Windows, Office and other related software.

## Our customers

The **Sistema Docal** has been chosen by companies belonging to **Mapfre, Iberia, Hero, Abbott Laboratories, Cegasa, Telefónica, Cirsa, Altadis, Crown Cork, Alsat, Heimbach, Norte, Samca...** and others, in **12 countries**. Including Sweden, Norway, Italy, China and Australia.



Our customers have successfully obtained certifications by **Bureau Veritas, Det Norske Veritas, Lloyd's, Aenor...** according to **ISO 9001, ISO 14001, ISO 17025...** and even **FDA Final Rule, 21 CFR Part 11**.

## Updated information

You can find this document updated in our website:

<http://idt.es/en>

## Additional software (optional)

### Agente Docal for SMTP

This Agent for the **Sistema Docal** sends by e-mail a copy of every message generated inside the system by using an e-mail account in a SMTP server.

Main features:

- **Users will receive all the messages** in their **inbox tray** using their usual e-mail (*Outlook, Lotus Notes...*).
- It can be installed as a **Windows service**, working **unattended**.
- It needs an **e-mail account** in a SMTP server to send the messages.
- It can connect to SMTP servers **with or without authentication**.
- **An only Agent** can be configured to send **all the messages** in different databases.
- **Errors** can be **easily detected** when e-mails can't be sent.
- It can be purchased **in addition** to **Enterprise** and **Corporate** editions.

### OCX component for developers

This OCX component is a control (also available as DLL) intended **for developers** that want **to use our E-forms from within their own corporate applications**:

- It can be used from any **development tool** that can **use OCX controls** (*Visual Basic, Visual C++, Oracle Developer, Microsoft Access...*).
- From the corporate application, an user could:
  - **Look for pending E-forms and actions**.
  - **Create (start) a new E-form** from an existing design inside **Sistema Docal**.
  - **Open an E-form** previously created.
- It can be purchased **in addition** to any edition of **Sistema Docal**