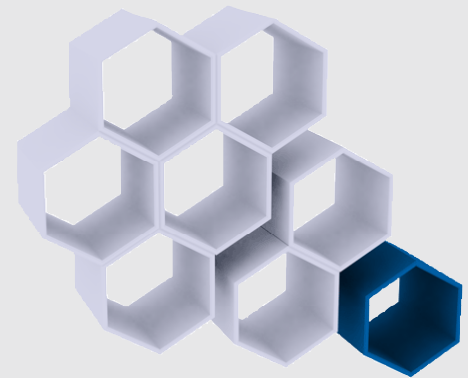


"To search is to find.... to find is to succeed"



inforeware



Knowledge is becoming more and more important. Shorter production cycles, higher expectations from clients and growing competition demand higher expectations on the management of knowledge in an organization. Employees themselves must be aware of the general availability of knowledge. The accessibility of knowledge becomes greater as this is adapted to a structured manner, developed and spread by the people who have the knowledge available.

Infoware brings knowledge to the right place within your organization, available at the right time for the right people.



Knowledge as a production factor

Knowledge comes in various forms, both explicit and implicit. All documents, images and stored data present in an organization, represent the knowledge within any organization. Developing knowledge, keeping it up-to-date and disclosing knowledge is of vital interest to the organization, as is the case with targeted use of information. Everyone has one's private, basic knowledge, but the availability of this knowledge to fellow workers in the organization is becoming more and more essential for proper functioning of the organization. Knowledge should be organised! Development of knowledge is one of the key conditions for necessary innovation of products and services. Knowledge is a major production factor.

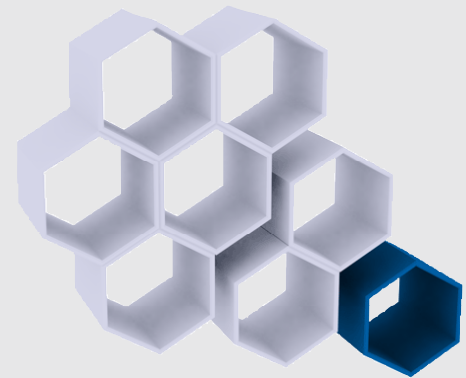
Awareness

The establishment of knowledge is not a goal in and of itself. With the help of van Infoware "awareness" is created within your organization. The possibility of efficient use of the available information and information sources is enhanced thanks to the RSS technology and subscription performance. Because of this, with the assistance of van Infoware, knowledge becomes more consciously managed and the transfer of knowledge is simplified.

All of this created a more dynamic exchange of information. The RSS technology ensures that you are kept up-to-date with important new information in van Infoware. By subscribing to categories employees are kept up-to-date via e-mail to all the latest and amended documents that are of interest to the subscriber.

Characteristics of good knowledge management

- Structured development, retention and storage of knowledge
- Current and easy access
- Efficient and effective use of available documents
- Faster insight into what knowledge is available
- Clear indication of who the specialist is
- Shorter training period through the consideration of previous knowledge

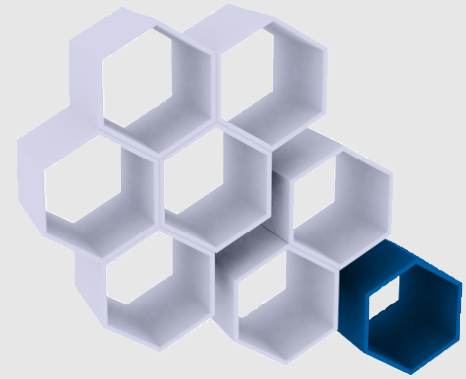


Business case

Infoware offers an interesting business case in order to develop into an effective management of knowledge. Infoware is a powerful tool based on the most up-to-date internet and intranet technology. The knowledge is simple to establish and organize as documents, images, internet addresses or otherwise. This prevents unnecessary cost owing to the fact that well known methods are not developed or external knowledge is not too quickly employed. Knowledge is widely available through the commonly used database. Structured data storage and search functions enhance accessibility. Infoware provides direct support for your processing of knowledge.

Disclosure of knowledge

The organization of knowledge is a prerequisite for the proper disclosure of knowledge. With Infoware all of the items of knowledge are classified in multiple levels. Key words can be ascribed, so that these items can be approached from various angles. For guided searches a search engine is available in accordance with the principle of "full text search". Through an overview in the form of news items it is possible to quickly and effectively publish the latest information.



infoware

'Fit for purpose'

Infoware is easy to use and widely applicable. It has proved its worth in many different strong organizations:

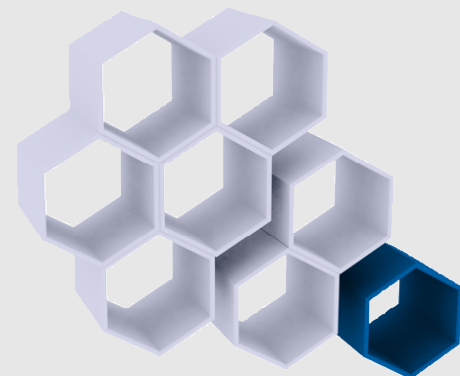
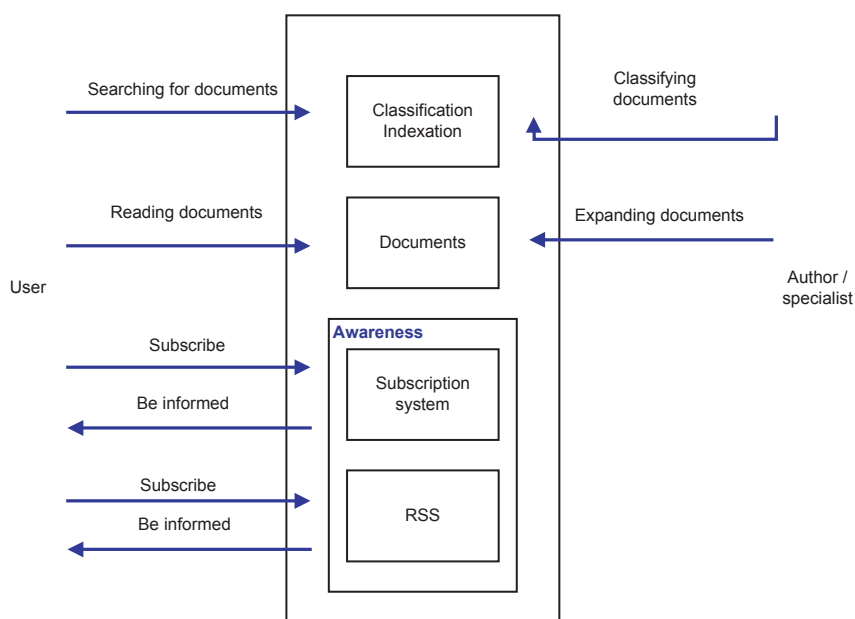
- In purchasing departments that with Infoware make the most up-to-date price lists available quickly and simply
- An advisory organization with many external operating advisors which manages its internal documents and reports with Infoware
- A multinational corporation that makes available to various countries its officially published product information documents
- A service provider that can quickly and clearly distribute its operational planning and additional information

Infoware makes knowledge available and the development of knowledge independent of place and time through the use of the technologies offered by the internet.

The power of Infoware

All documents, reports, images, references, multimedia applications, etc are secured in the database.

When information is entered into the computer the author establishes which category is applicable and who will manage it. A user can subscribe for specific classifications of knowledge. As a subscriber the user receives an email with notification of documents which have been updated. Subscribers also can consult the database using various key words or phrases.



Key features Infoware

- Simple expanding to or changing documents and files
- A clearer classification of all documents
- User friendly access from different approaches
- Faster reception of up-to-date information for subscribers
- Received direct information through RSS
- Powerful possibilities for guided searches
- Adaptable 'auto-launch' function
- Direct integration with MS Office
- Expanded archives functions
- Use of standard templates
- Specific access rights for authors, readers and administrators

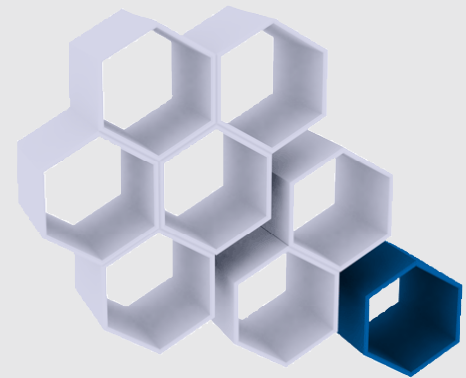
Infoware: part of the 'ware' concept

The success of an organization is to an important extent determined by the accessibility of all current information for the company and the experience of the employees. All of this supports organizations heading for success and competitive advantages. Infoware, as one of Metaware's software solutions, fits within this concept. In addition to Infoware, Metaware offers other diverse solutions with products such as Isoware (document management) or Biware (call management). The diverse solutions fit as modules within an integrated quality and knowledge management system, the so-called Quality Suite.

Infoware is excellent in fitting into a portal-environment. The DIYS-portal brings different information sources together and gives diverse possibilities for structuring, selecting, and quickly publishing stored knowledge and information. Infoware, just as DIYS portal, fits completely into your own company style, as a result of which the various products can be presented together as one view.

More than software: the company organization is the key

Our years of experience in the realization of solutions for quality and knowledge management applications support our belief that the company organization is modified for successful implementation of our products, both standard products as well as custom-made solutions. For an optimal interaction between organization and software products, a handmade pilot-approach has been developed. In a short period of time the organization, limited to the core users, can become acquainted with the available solutions. The current method of working can be, according to your wishes, worked into the design of the software product. After the solutions have been established within the core group, the system can then be made available to the entire organization.



Lotus Notes / Domino

Infoware exploits the power of Lotus Notes / Domino, the world's standard for all your intranet solutions.

System requirements

Server

Operating system (among others): Microsoft Windows 2000 / 2003, Linux

Software: Lotus Domino 6.5+

Mailsysteem: Lotus Notes 6.5+ / Outlook 2000+

Hardware: recommended 512 Mb+ internal memory, 3 Gb+ disk space (depending on o.s.)

Client

Operating system (among others): Microsoft Windows 2000, XP, Vista

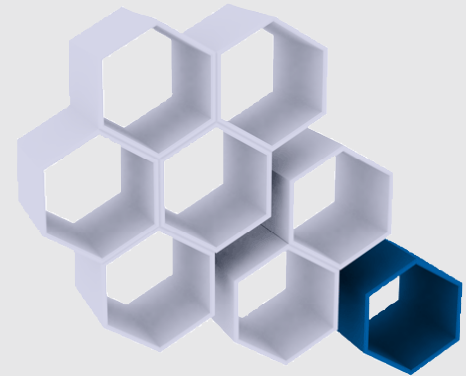
Software: Lotus Notes 6.5+, Microsoft Internet Explorer 6.0+, MS Office 2000+

Hardware: recommended 512 Mb+ internal memory, 512 Mb+ disk space (depending on o.s.), display resolution 1024 x 768

How to proceed?

For further information you can go to the Internet site www.metaware.nl. Here you can download demonstration software or start with an on-line demo.

For further information or a live demonstration, please contact us at ph. +31 (0)50 537 00 80.



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