

Docubotics™

The biggest single innovation in mail and documents since Ben Franklin's Post Office

Is it a semiconductor – or is it Docubotics?

One side of this picture shows a computer memory chip. The other is a drawing of the inside of one of our Docubotics™ automated mail and document storage facilities. Not only do they look similar, their functions are nearly the same.

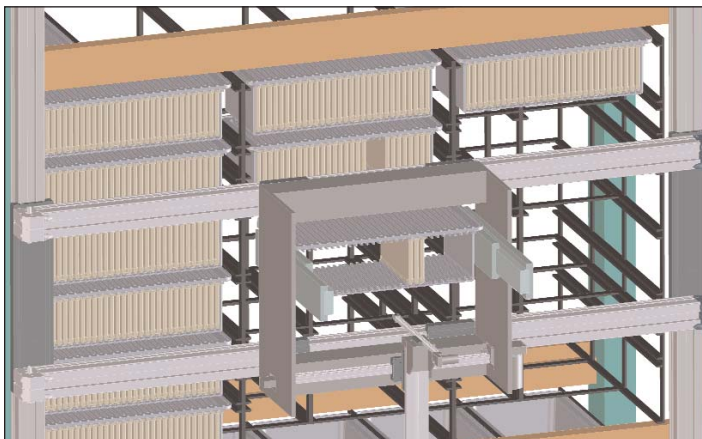
At Document Command, our patent-pending Docubotics automation technology is doing for paper what the memory chip did for data. Can you even *imagine* lightning-quick access, nearly instantaneous viewing, full text searchability, secure storage, and even on-demand forward-shipping, printing, shredding and recycling . . . for *paper*?

Even if you could imagine it, you couldn't possibly imagine the industry-disruptive cost savings we're able to provide any organization that manages mail or documents.

Document Command, with its flagship services of Remote Control Mailroom™ and Remote Control Fileroom™, empowers companies to deal with paper in the same way they deal with electronic data on computers. When you search on your computer for a document or an email, you can usually find it very quickly, and without leaving your chair. But searching for and retrieving a paper document can often be anything but instant.

In fact, once you store a document on-site or off-site, finding it can take days or weeks, armies of your or vendors' staffs, and considerable expense. Legal trials get delayed, patients' appointments postponed, and student transcripts lag behind their transfers – all for want of a paper document. It happens in every industry, and there are significant hidden costs.

But what if you could access and handle all your paper documents and postal mail just as you do your electronic documents and e-mail? How to do it?

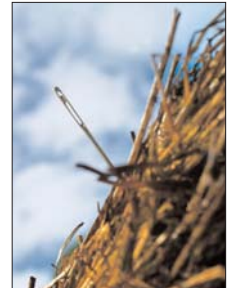


Our radical innovation: "Docubotics"

If you handle paper of any kind, you know the automation of paper document handling has long remained the last frontier. Today we can travel with easy access to our voice messages, electronic faxes, and emails, but we still have to return to home or office to read postal mail. Simply because paper – varying in size and weight, shape and flexion – has resisted automated handling processes, which require uniformity and rigidity.

Document Command has developed a revolutionary technology that lets us do what no other company in the world can do: automate the entire flow of paper the way a vending machine automates bottle handling, or your computer deals with data.

Trying to locate a single document that could be in someone's office, a file cabinet, or a records warehouse no longer has to be like trying to find the proverbial needle in the haystack. With Docubotics automation, you can find needles in haystacks with a single click of the mouse.



From anywhere in the world, at any hour of the day, using any Internet browser, you can locate a specific paper document or newly-arrived piece of mail and, with only a mouse click, you can command it to be imaged, archived, couriered, shipped, shredded, or recycled. And all with the confidence of knowing that our patent-pending security systems are maintaining the privacy of your data (and *your* customers' data).

We operate so efficiently, and pass the savings on to consumers, because we have automated the processes that our competitors still do manually. If you want one of our competitors to retrieve a document for you, they'll need to send out search squads (with ladders, forklifts or manlifts, and worker's comp) to find your documents from within large cardboard boxes stacked high and deep in a jungle of steel racks.

Our Docubotics technology allows you to *instantly store or retrieve a document or mail piece at a fraction of the expense* charged by our, shall we say, *iron-age* competitors.

Document Command

Making Paper as Searchable as Electronic Documents

There's more to the notion of Docubotics than gaining quick access to physical originals. You also want your documents to be as searchable as web pages on Google™. Creating an accurate text version of each image is the key to our ability to find your documents in response to simple queries like the ones you type into Internet search engines.

What makes DCI unique in the industry is that our *standard* document imaging service comes with both a resolution of 300 dpi and an additional text layer that uses the most accurate OCR (optical character recognition) software in the world, at a price many of our competitors charge for 200 dpi with no OCR.

Why do we give away OCR text conversion free with every scanned page?

In order for you to find a scanned document, usually someone needs to encode the correct keywords at the time of the scan job so that you can retrieve them again later. A keyword might be a patient ID number, an inventory SKU, or a purchase order number. Typing in keywords requires a lot of costly labor and is prone to error.

Because we add a text layer to every document we scan, you benefit by the transformation of every word on the page into a searchable keyword. Yes, in some cases you'll still want to add your own keywords to images to provide the exact search terms you prefer to use. But think of the speed and versatility of being able to search for a document by typing in a query like "John Doe tibia fracture diagnosis 1999" in order to find any document related to a patient's specific injury instead of painstakingly searching through *each and every scanned document* that comes up for that patient's ID number in 1999.

Why Settle for Less Accurate Scanning?

Document imaging service bureaus typically use a scan resolution of 200 dpi – the same as a fax machine – which takes less time, stores as a smaller file, and is therefore less costly than the 300 dpi standard we use. While the effect of reading such low resolution images can just mean sore eyes, in converting the document to a searchable text file, the result is OCR accuracy. We can scan at lower resolutions by customer request (and of course, higher resolutions as well), but generally believe that 300 dpi is the optimum balance for most document types.

Today's best OCR engines only achieve, on average, 98% accuracy in recognizing images of typical quality. On a typical page of 2000 characters, that means the second-best OCR engines will produce 40 errors in the OCR output. But by using state-of-the-art PrimeOCR™ software, our error rates in conversion are 65-80% lower. So where our competitors generate 40 errors, our scanning and OCR produce only 8 per page. That means your search results will always be better, and if you have to perform post-OCR correction on your documents, you'll spend one-tenth as much in labor.

And compare the costs. Our competitors typically charge a 50% premium on top of their already high per-page costs to have a scanned document converted to text - using less than the best resolution and software. Document Command includes the world's most accurate OCR as a FREE benefit with every single standard document we scan for you.

How Can We Handle Documents So Much Less Expensively Than You or Our Competitors Can?

1) Greater Integration of Document Functions

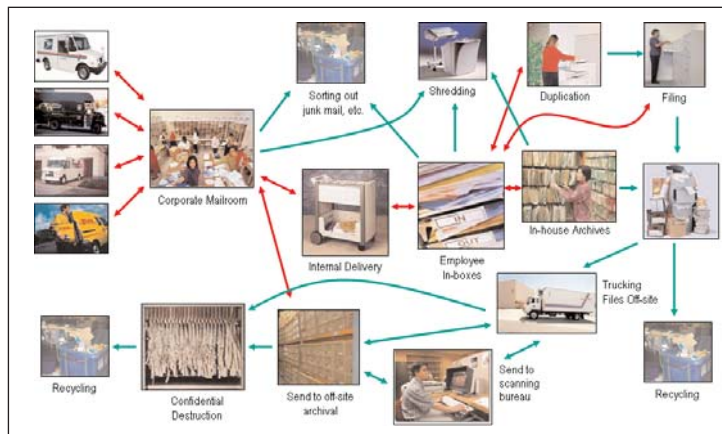
We have, under one roof, the entire range of document outsourcing services — no one else can say that. Everything in our facility is connected by one automation pathway. That means we don't need to use forklifts, trucks or airplanes to move boxes of documents from one place to another. We can pass the savings on to you.

2) Minimizing Transportation

Seamless integration of ALL document functions means we've eliminated the cost of transporting paper between your offices and multiple outsourcing vendors. We simply don't need third-party vendors in the middle like some of our competitors do, so our customers don't get charged to move paper around needlessly. Don't be fooled by competitors who have acquired

shredding companies and scanning bureaus — they still operate as separate subsidiaries, in separate plants – with multiple mark-ups.

And when we do need to transport documents, we don't try to do it ourselves. While our competitors operate their own vehicle fleets (partly to lower the security risk in transferring documents in easy-to-peek boxes), we use highly-efficient couriers whose main business is cost-effective transportation: UPS, FedEx, and others. Again, we pass the savings on to you while providing better security for your documents.



It costs the average organization \$20 per envelope to process a just one document through its entire lifecycle. By scanning in documents at their source - the mailroom - fortunes can be saved.

3) Total Equipment Utilization and Scanning Automation

What Henry Ford did to revolutionize how cars are built, Document Command has done to the scanning of confidential documents.

Equipment Utilization

Visit the website of any large scanning service bureau and watch their online videos of their imaging facilities. What you'll typically see is a roomful of workstations (a PC, an expensive production scanner, and buckets of documents) with a lot of hourly workers in street clothing working away – *one document at a time*. Between documents, these workers manually enter keywords into the computer, guessing at how you'll think of using them.

But walk into one of these facilities when the cameras aren't around and you're also likely to see a lot of empty desks, with equipment sitting idle on days when there aren't large batches of work to keep them all occupied. The bane of a scanning service bureau's existence is the spotty nature of customers' material flow. Some days it's "all hands on deck" and some days there are only a handful of workers around. During the low periods, the expensive equipment is under-utilized.

Because Document Command combines the daily material flows of documents received by mail together with archival documents received by courier, and because we operate 24 hours, seven days a week, the gaps between our highest and lowest flows are closer together than our competitors' and therefore our equipment is more efficiently utilized than theirs. So why pay for old technologies and inefficient business processes?

Automation

Our biggest improvement over scanning bureaus is that we step all documents through a fundamentally more efficient process.

Automation means we need less costly equipment and labor to scan the same number of documents. Rather than build out a large room with a sea of identical workstations, we built a *process line* connected by conveyor lines.



Along the line are specialized workstations that each perform one common task for multiple scan jobs at a time. By breaking the work down in this way we are able to use faster machines and faster workers for each component of a job, so that when all the equipment and labor is added up, our costs are much lower and our processing time is faster than any competitors'. Let's look at the stages of the automation process and **see why no other company can scan documents as efficiently and inexpensively as we can:**



Sorting. Items to be scanned are brought to the head of the production line by our Docubotics retrieval system, already sorted by size and other parameters.

Document Prep. Paper clips and staples are detected electronically and carefully removed, and papers smoothed before being stacked in 1,000-page batches for our ultra high-speed scanning machines.



Scanning. The document batches are moved down the line automatically to the high-resolution industrial scanner best suited for the type of job.

Re-enveloping. Finally, each document is automatically segregated from the stack and re-sealed in a clean new envelope, and then placed back into inventory.

Another Document Command Exclusive: Our "Undelete" Feature.

If you ask us to shred a document, you have at least 24 hours to change your mind. For example, after you have had us scan a document and seen the contents, you might decide you want the original after all.

Or you might have made a mistake and didn't intend to destroy the document at all, or our people and machines made a rare mistake in not scanning a document to your satisfaction and you haven't been able to read it as well as you'd like. In this latter case, you have the option of requesting a no-charge re-run of any document that didn't get imaged 100% to your satisfaction. (Our competitors can't ever give you that second chance unless you agree to exorbitant fees to have your originals stored in their warehouse on a long-term contract.)

Call Us Now for a FREE Consultation!
(866) 892-2048

As Innovative in Security as in Automation



It seems that for most document imaging or records storage companies "world-class security" simply means their entry doors are protected by a badge-reader lock. But badges can be lost in parking lots. And their workers open your documents while in their regular street clothes, pen and paper in their pockets. They carry cell phones with cameras, and even USB memory sticks that can be inserted into a PC port to siphon gigabytes of confidential client data in seconds, undetected. In our view, that's not world-class security.

In developing our services, we first consulted with security experts, such as the FBI, USPS Postal Inspector, insurance carriers, fraud experts, and IT security experts, to identify and adopt all of the best practices available.

But in developing the Remote Control Mailroom™ and the Remote Control Fileroom™ services, we didn't stop at the industry best practices. We redefined them, because they were based on outdated technologies and operations methodologies. Our patent-pending security system exceeds anything currently available to private-sector businesses that outsource either hardcopy or electronic documents.

We have raised the bar so high that the question is no longer how we compare to our competitors, but whether your documents are safer with us than in your own offices. The answer to that question is **Yes!**

Security Highlights:

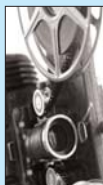
Bar-code Tracking Protects Your Precious Assets. Every piece of mail and every file is bar-coded and tracked continuously from the moment the document arrives to the moment it leaves.

Discreet Sealed Pouches. Documents are placed in our unique security pouches (patent-pending) that are sealed, tamper-evident, and only identifiable from the outside by a bar code. And these, like all other contents in our warehouse, are stored inside sealed plastic containers that keep moisture and dirt from compromising your records.

Employee Measures. We thoroughly screen all of our production employees – in fact, because of the government work that we do, many of our employees hold Department of Defense clearances. And all our production workers are required to change into specially designed uniforms — black and pocketless – before entering the facility.

Ban on Recording Devices. No phones, open computer ports, personal cameras, or any devices that could record or send information are allowed in secured areas. Not even a pencil is allowed anywhere that clients' materials are handled.

Our most famous security feature of all: the Documentary™ Forensic Video Security System



Every movement, every piece of equipment, and every storage rack is under constant video surveillance by our unique, patent-pending, 24x7 video security system. The truly amazing part is that for up to 30 days after your own documents and mail have been processed, you can view a move of their lifecycle through the Internet.

Your own ability to view your documents in process, even if you never exercise it, offers a powerful and unique level of protection - because you know that our workers know that there isn't just one sleepy guard monitoring dozens or hundreds of cameras, but that our entire customer base is part of our security force.

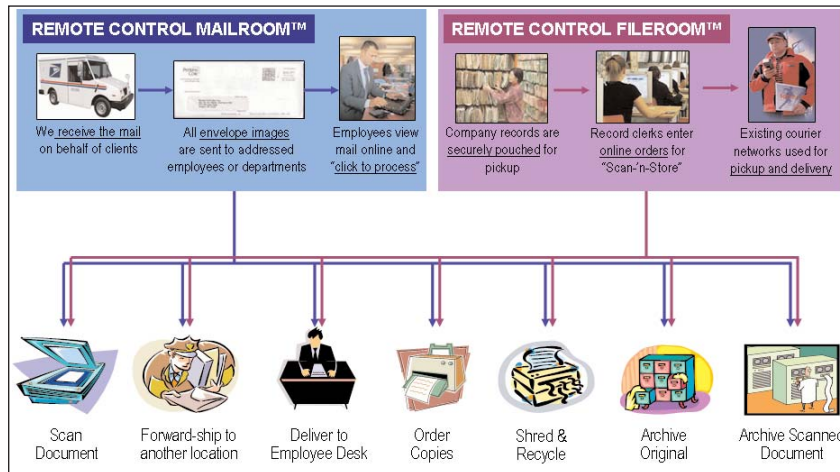
When comparing Document Command to other vendors – or your own employees and facilities – be sure to ask the tough questions about security and confidentiality. With the recent focus of politicians, regulators, and news media on the breach of confidential trust between companies and their clients, no one can afford to take less than every available measure to assure the security and confidentiality of their most sensitive documents.

Two Great Services for Converting All Your Paper One Great Service for Managing All Your Documents

Remote Control Mailroom™

The only scalable solution for managing all your postal mail with all the ease and convenience of email! Anywhere in the world, you're one click away from viewing your postal mail. Once you view the image of any envelope that we conveniently scan for you, **your mail can be:**

- Scanned into a searchable PDF document
 - E-mailed or forward-shipped to any person or location
 - Shredded and/or recycled
 - Physically and electronically archived, or
 - Delivered the old-fashioned way, to your desk
- All with simple, transparent, bundled pricing (like \$0.08 per 300 dpi bitonal scan with PrimeOCR™ text conversion).



Remote Control Fileroom™

Stop overpaying for slower service and lower security for your documents. Our online-accessible automated document management offers the lower cost, increased security, and blinding speed you can only get through outsourcing **all** document handling functions to a **single** vendor. What we offer:

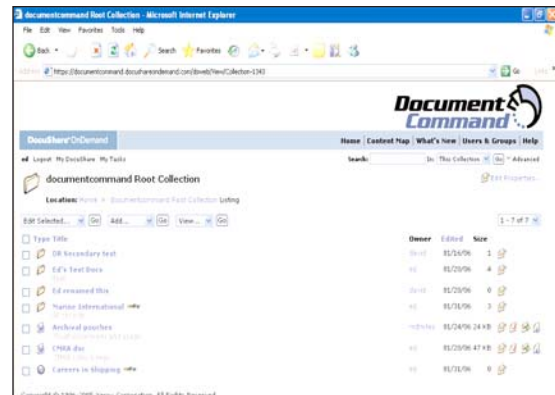
- Receiving (and transferring) your documents offsite.
- Imaging at the industry's lowest cost, at the highest quality
- Adding searchable text for intuitive search-engine capability
- Storage and retrieval of archived documents
- Shredding and recycling
- Simple, transparent, bundled pricing (like \$0.03 per inch per month) and our No Paper Cuts™ anti-gouging guarantee.

Document Commander™ ECM

Tired of operating your own mini-IT company just to manage your documents, or to interface with a document management company that still makes you do most of the work? **Try the world's only hosted enterprise content management (ECM) system that's fully integrated with all the most popular document outsourcing services.**

You can use Remote Control Mail or Remote Control Fileroom either by themselves as a stand-alone or in an even more powerful alliance with our hosted enterprise content management (ECM) system! -- Document Commander™.

- > No need to change or add to your current IT infrastructure
- > No need to buy scanners (or MFPs) and hire staff to scan
- > Intuitive, Windows-like interface



Our per-gigabyte pricing means you can have a state-of-the-art ECM system for your organization with no up-front costs whatsoever, at a fraction of the cost of typical systems!

About the Company

Document Command is headquartered in Beaverton, Oregon. Our first U.S.-based Central Processing Facility incorporates 600,000 cubic feet of storage with a storage capacity of 50 million pieces of mail and 300 million documents. Featuring our patent-pending Docubotic automation system, the services performed in this ultra-secure facility include document imaging and OCR, physical archiving, document destruction, duplication and distribution services, and electronic search and archiving.



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