

Perceptive Software: Corporate Profile

Company History

Founded in Kansas City in 1995, Perceptive Software builds, sells, markets, implements and supports enterprise content management (ECM) software and solutions used by customers in more than 30 countries. In addition to our global headquarters in Kansas City, we have regional offices in the UK, France, Spain, Germany, Italy, the Netherlands, Australia, Brazil, Singapore and more. Perceptive Software was acquired by Lexmark in June of 2010 and operates as a stand-alone software business within Lexmark.

Perceptive Software technology, including ImageNow document management, imaging and workflow software, enables customers across all industries and business departments to capture, process and collaborate on important documents and other content, protect data integrity throughout its lifecycle and access precise information and content in the context of their everyday business processes.

Product Offerings

Our ECM Products

Perceptive Software's ECM software products integrate easily with business applications to fuel operational efficiency. We've focused our energies on those areas of ECM functionality that are of greatest need to our customers and deliver the most immediate and expansive impact. Specifically, this includes:

- Document imaging
- Document management
- E-forms
- Workflow
- Records and information management

Our Delivery Options

Perceptive Software offers a range of deployment and licensing alternatives that support our customers' unique requirements, maximizing their system's effectiveness and generating greater value. Each of these options is currently in use by our customers.

- Traditional
- Hosted
- Subscription On-Premises
- SaaS

Perceptive Software's Approach to ECM: Content in Context™

Content in Context is Perceptive Software's customer-focused approach to ECM products and solutions. The result is technology that transforms important business documents, e-mail, unstructured data, images and other information into relevant content that is instantly accessible and useable whenever and wherever it's needed — within the context of a software application, business process and an employee's job.

Content in Context:

- Defines the intersection of ECM and BPM — when content and process come together to elevate the value of an organization's business content.
- Delivers content intelligently based on users' day-to-day interactions with existing systems and applications.
- Eliminates the need to search, automatically connecting users to relevant content across every area, within any process, working with any application in the organization.
- Enables users to make the most effective business decisions according to the task at hand, wherever they are.

Customer Impact

Perceptive Software goes beyond conventional content management, connecting an organization's software applications, core processes and people with the right information at the right time. Content in Context drives this innovation, which simplifies, improves and energizes daily business activities.

Applications

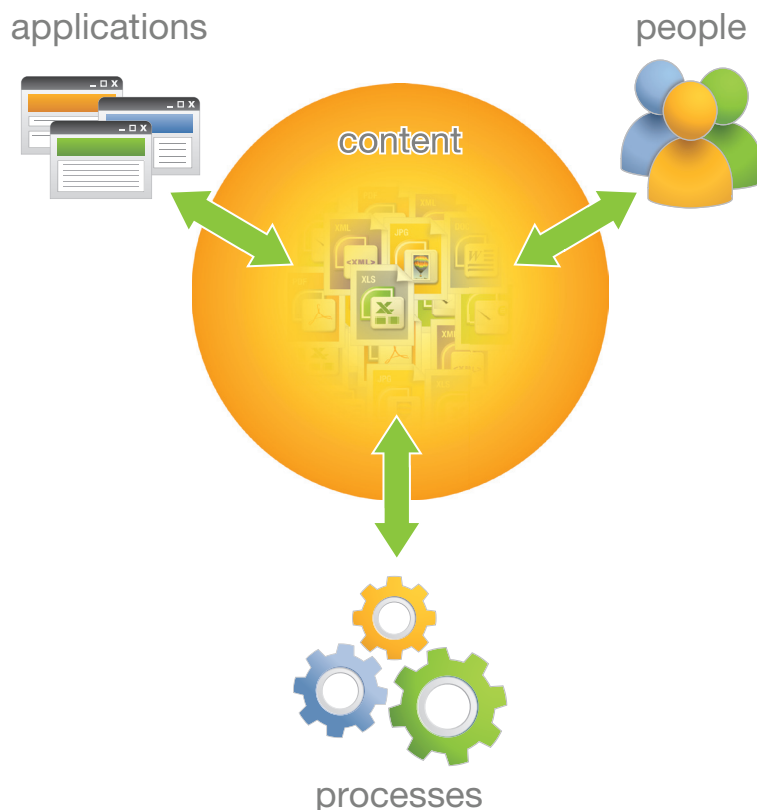
We make the most of an organization's IT investments, integrating content with virtually any software system that staff uses to get the job done. So while working in an ERP, industry, departmental, custom or other application, users can immediately access the file, e-mail, form or other piece of content that helps them complete a task — without having to search for it. Also, content in our system can be used to automate steps, update records and perform other advanced actions inside applications.

Processes

Content is most valuable when it's relevant and accessible within the context of a business process. Whether it's invoice processing, employee onboarding, student admissions, patient billing or any other process that affects profitability, we understand the information and process challenges our customers face. With our domain expertise and adaptable technology, we're able to eliminate inefficient process steps and deliver content to users exactly where and when they need it — dramatically improving the flow of work.

People

Our approach focuses on the people and roles an organization relies on to complete tasks. This means giving users immediate and secure access to relevant content and providing intuitive functionality that's customized for them. So anyone across an organization can complete a transaction, answer a customer inquiry, approve a request, or check off any number of actions on their to-do list — faster, easier and more accurately than ever before.



Industries Served

Our proven technologies plus our industry expertise and best practices equal specialized solutions that put organizations' vital business content and information in the context of their everyday processes and create a positive impact on their bottom line — in a matter of weeks or months, not years. Perceptive Software ECM technology adds value and adapts to virtually any business sector or process, but our top industries of focus include:

Back Office

- Organizations worldwide use Perceptive Software solutions in the back office, including accounting/financials and human resources.
- Customers in more than 30 countries use Perceptive Software solutions for AP.
- Customer ROI: ImageNow saves Piggly Wiggly Carolina Company (PWCC) **\$223,000 annually** by reducing overhead and manual tasks in the accounting department alone.

Education

- ImageNow is at work in all facets of education, including public school districts, private K-12 schools and higher education institutions worldwide.
- Nearly 30 percent of the institutions on the *U.S. News and World Report* America's Best Colleges list and five of the top 10 universities use ImageNow.
- Customer ROI: The University of Michigan-Flint has **achieved \$5 million in cost savings** over the lifetime of their deployment.

Healthcare

- Healthcare organizations worldwide use Perceptive Software ECM technology to streamline key processes and complete the medical record.
- For three consecutive years, Perceptive Software has been named one of the top three document management and imaging healthcare software vendors in the Best in KLAS Awards.
- Customer ROI: An independent study by Nucleus Research shows ImageNow delivers a **1321 percent return on investment** for Citizens Memorial Healthcare.

Public Sector

- Public sector entities — including energy utilities, defense and civilian federal agencies and city, county and state agencies — use Perceptive Software solutions.
- Perceptive Software ECM products are at work in some level of state and local operations in **38 of the 50 United States**.
- Customer ROI: *"We estimate that using ImageNow saves us 40 hours per month in approval time, and about 40 hours a month in scanning time. We eliminated the need for overtime as well."* – Heather Pushkal, Systems Analyst, Ocean County Utilities Authority.

Partnerships

Perceptive Software has strong, long-standing partnerships with leading software and hardware providers, including SAP, Oracle, Microsoft, Lawson, Datatel, Xerox, Canon and Fujitsu, to name just a few. We value these alliances as a testament to our experience and commitment in designing software technology that works in perfect harmony with software applications and hardware. Our approach creates the most seamless integration possible to provide a true Content in Context experience for any user engaged in any process in any industry.

Lexmark Relationship

In June 2010, Perceptive Software became a stand-alone software business within Lexmark International. The pairing of Lexmark products, solutions and services with Perceptive Software ECM technology gives organizations a peerless combination for cutting costs and driving out inefficiency in their daily business processes.

Together, we offer end-to-end solutions for customers who want to intelligently capture, manage and use their documents and other electronic content to create greater value and competitive advantage. In areas like accounts payable, human resources, education, healthcare, financial services and beyond, our jointly developed solutions enable organizations to:

- Initiate business processes from e-Task touch screens on MFPs
- Automate manual tasks and improve end-to-end workflow
- Improve accuracy and boost efficiency directly from MFPs
- Bridge the gap between documents and enterprise applications
- Unify all devices, documents, content and business software

Perceptive Software's relationship with Lexmark enables us to better serve customers in several ways:

- Customers have access to service and support worldwide
- Customers benefit from our continual product and solution development
- Customers are assured of our long-term stability and growth

These factors also benefit our growing network of global partners, who are actively taking advantage of this extended reach.

How Can We Help You?

We hope you'll contact us directly with any questions or requests. We're glad to speak with you and provide any information you may need.

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We also invite you to explore the following web properties that will be of interest to you as you continue to get to know Perceptive Software:

InContext

www.incontextmag.com

InContext is an online magazine from Perceptive Software devoted to coverage of news, trends and solutions related to enterprise content management.

Customer Case Studies

www.perceptivesoftware.com/casestudies

You can sort our 120+ customer case studies by industry and then by department for easy, intuitive access.

Perceptive Software Community Blogs

<http://community.perceptivesoftware.com>

We invite you to read and comment on our industry-focused blogs that cover all aspects of ECM.

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