

When it comes to corporate documents, the Portable Document Format (PDF) continues to be the pervasive standard for rich documents combining designed/formatted text, diagrams, pictures, and other stylized elements in a professional presentation. However, it's not always easy to tie in this growing volume of PDFs with enterprise document management systems (DMSs). PDFs may require users to temporarily save documents elsewhere before transferring them to the corporate DMS. The result: duplicate files, wasted storage space, and lost time.

Corporate users want and expect easy PDF integration with DMS systems. That's why Omtool offers Swiftwriter Plug-In for Adobe, a free, one-click solution that integrates Adobe PDF documents with popular document management systems. Using the Swiftwriter Plug-In for Adobe, users can save PDF documents from Adobe Acrobat or Adobe Reader (versions 6.0 or later) directly into leading document management systems or other repositories.

Omtool's Swiftwriter Plug-In for Adobe streamlines the document management process by presenting a toolbar icon and "save to" command that are tailored to a specific DMS.

*The Swiftwriter Plug-In is compatible with and currently available for:

- Open Text/Hummingbird® DM™ 5.1.0.5/6
- Open Text/Hummingbird® DOCS Open® 3.9
- iManage® InfoRite® 5.2/5.3 or iManage® DeskSite™ 6.0.1/6.6
- Interwoven® WorkSite® v8.0/8.1.1/8.2
- Microsoft® SharePoint® 2003
- WORLDOX® GX

When the user clicks on the Swiftwriter Plug-In for Adobe toolbar icon or chooses the "save to" command (e.g. "Save to Interwoven WorkSite" or "Save to Microsoft SharePoint"), a simple dialog appears that optionally prompts for any required ID and password. It also presents application-specific parameters that enable the user to connect to the DMS server; enter appropriate indexing, description, and profiling information; and store the PDF in the correct location. The result is improved productivity and more efficient workflows.

A Range of Support Options

Omtool's Swiftwriter Plug-In for Adobe is licensed as a no-charge download at www.omtool.com/products/swiftwriterPlugin.cfm. For individual users, Omtool offers free Basic Support that includes access to product updates, an Installation Guide, and product FAQs.

For corporate users, Omtool offers two customer support packages (Advantage and Advantage Plus) for 100+ users.



Advantage Support

With Advantage Support (available in North America only), customers can call (888) 303-8098 or e-mail customerservice@omtool.com with inquiries about the use of this product, enabling the product features, or selected document management connectors, and reporting problems or other related support issues. Omtool advantage customer support is available 24 hours each day, five days a week from Monday through Friday. Support response procedures vary, depending upon the time of each call as described below:

- 8 a.m. – 8 p.m. ET, Monday-Friday: Customer support representatives are available to open support tickets and report estimated response times upon request. There is **four-hour** response time for all phone inquiries.
- 8 p.m. – 8 a.m. ET, Monday-Friday: “After-hours” emergency support coverage is available for all contracted support customers. A support engineer is available via a paging system to return calls within the designated timeframe.
- Every reasonable effort will be made to meet the estimated response time(s). Response times are estimated, but not guaranteed.
- Unlimited toll-free access to Omtool's customer support department is available to all Advantage support customers. The toll-free number is accessible from anywhere within the United States and Canada at (888) 303-8098.
- Advantage support customers under agreement also receive 24/7 access to Omtool's customer support website and Knowledge Base at www.omtool.com/support/. Advantage support customers may also use this site (or traditional e-mail) to submit questions. For e-mails sent to support@omtool.com, please allow a 48-hour response time.

Advantage Plus

In addition to the same quality support features as Omtool's Advantage support package noted above, Omtool's Advantage Plus support package offers added features and coverage, including enhanced response times:

- Customer Support is available 24 hours each day, **seven** days a week.
- 8 a.m. – 8 p.m. ET: There is a two-hour response time to all phone inquiries.
- 8 p.m. – 8 a.m. ET and weekends: “After-hours” emergency support is available with a **two-hour** response time for all phone inquiries.

Plug-In Minimum System Requirements

- Intel® Pentium®-class processor
- Microsoft® Windows® 2000 with SP3 or later, Windows XP Professional**
- 20 MB hard disk space
- 64 MB RAM (128 MB recommended)
- Microsoft Internet Explorer, version 6.0
- Adobe Acrobat or Adobe Acrobat Reader, version 6.0
- Supported document management system (DMS) or document repository*

** Compatibility with Microsoft Visat will be available with the next version.

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