

insights

Message from the Editor



Welcome to *Quality Insights*, the corporate newsletter of Quality Associates, Inc. (QAI) and DocPoint Solutions.

As with many of you, we are starting to see signs of growth and recovery in our economy. While it may take some time before business for everyone returns to normal, we are beginning to see the silver lining in the gray clouds.

We've been extremely busy and have exciting news to report: QAI President and Founder Paul Swidersky recently received the Entrepreneur of the Year award from the Howard County Chamber of Commerce in Maryland. On another positive note, QAI was also named to the new VAR500 "25 to Watch" list.

As always, our accomplishments would be impossible without our clients and partners. All of you play such an important role in our success. Thank you!

Warm Regards,

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Major Announcements



QAI President and Founder Named Entrepreneur of the Year The Howard County Maryland Chamber of Commerce named Founder and President Paul Swidersky as Entrepreneur of the Year. Paul received the award in October during a formal celebration and dinner at the Turf Valley Resort in Ellicott City, Maryland.

Chamber of Commerce President Pam Klahr said, "Several of our board members knew Paul's background, but upon further research we found an even greater, more compelling story. Paul's story is that of small beginnings and demonstrates how a lot of hard work and determination has resulted in significant growth for Quality Associates. Quality Associates is truly one of Howard County's brightest successes. We are so pleased to be able to share this story with our members."



Quality Associates Named a VAR500 "25 to Watch" QAI was recently recognized by Everything Channel as a VAR500 "25 to Watch." The VAR500 list details the leading revenue producers among technology integrators and technology solution provider organizations in North America. The list's ranking is based on gross revenue of hardware and software sales, as well as earnings from professional and managed information technology services.

Quality Associates President Paul Swidersky said, "We are extremely pleased and honored at our inclusion on the VAR500 '25 to Watch' list. For more than 20 years, QAI has focused on providing top-notch customer service and bringing the best technology and insights to our clients—whether they are a large federal agency, a state or county government, a government contractor, or a multinational firm. Our steady growth demonstrates the commitment of each of our employees and the strength of the company as a whole."

Annual User Conference A Success! QAI and its subsidiary DocPoint Solutions welcomed clients, industry partners, and Microsoft SharePoint end users to its annual User Conference on the Chesapeake Bay at the Marriott Waterfront Hotel in Annapolis. Attendees took part in educational sessions, and the day included plenty of opportunities for networking and relaxation.

The User Conference was made possible through generous support from Platinum Sponsor Fujitsu and Gold Partner Kofax, as well as BÖWE BELL + HOWE, Kodak, Canon, KnowledgeLake, NSi, and Atalasoft.



quality



DocPoint News

AvePoint and DocPoint Solutions Forge Partnership



DocPoint Solutions teamed up with AvePoint, a major provider of infrastructure management and backup solutions for Microsoft SharePoint. The partnership enables DocPoint to utilize, integrate, and implement AvePoint's backup and recovery software for Microsoft SharePoint. AvePoint's DocAve software supports Microsoft SharePoint 2003, 2005, and 2007. It is a modular platform that is readily customized to meet the individual needs of each organization. Modules support SharePoint backup and recovery, administration, replication, compliance, archiving, and reporting, just to name a few.

DocPoint's staff has already met AvePoint's in-depth training requirements and received AvePoint Certified Expert (ACE) Program certification. Learn more about AvePoint and its solutions at www.avepoint.com.

DocPoint Teams with Nintex



DocPoint is pleased to announce its new partnership with Nintex, a global innovator of software that extends the workflow capabilities of Microsoft SharePoint. DocPoint's Bob Dickerson explained the importance of the partnership: "Today, Nintex software is used worldwide in organizations of all sizes and by many of the biggest Fortune 500 companies. The company's core mission complements what we offer at DocPoint, and together we will be able to meet our clients' specific customization needs." Like DocPoint, Nintex is a Microsoft Gold Certified Partner. Visit www.nintex.com to find out more.

DocPoint Solutions Partners with Atalasoftware



DocPoint began a reseller relationship with Easthampton, Massachusetts-based Atalasoftware, Inc., a leading provider of imaging components and viewing technology for Microsoft platforms. This new partnership authorizes DocPoint to distribute, customize, and install Atalasoftware's Vizeit SP software. Vizeit SP is a comprehensive solution for viewing, organizing, indexing, and annotating documents within the Microsoft SharePoint Server (MOSS). The product is a zero-footprint document viewing system, which means end users can access documents without installing any software or downloading the files to their desktops. Visit www.atalasoftware.com to find out more.

DocPoint Solutions is a Microsoft Gold Certified Technology Solution Provider specializing in implementation, training, products, and support of Microsoft Office SharePoint Solutions and its integrated suite of products. Utilizing the inherent value of Microsoft SharePoint, DocPoint provides a full range of consultative services and support with a focus on document and records management within Enterprise Content Management (ECM) and specializes in document capture. DocPoint Solutions' SharePoint ECM offering provides organizations with an integrated solution for managing the entire lifecycle of different types of content, including documents, forms, images, e-mail messages, instant messages, and more. User acceptance and uptake of these solutions will be high, thanks to an intuitive interface that integrates with common Microsoft applications such as Microsoft® Office Word 2007, Microsoft® Office Outlook 2007, and many types of Web browsers. For more information, call us at 301-490-7725.

BlueThread Technologies



DocPoint has formed a new partnership with StoragePoint by BlueThread Technologies. The company's technology reduces SharePoint's content database size by externalizing content BLOBs to direct-attached or network addressable storage devices. Improve manageability and increase scalability without sacrificing SharePoint functionality, performance, or user experience. Visit www.storagepoint.com to find our more.

KnowledgeLake



Learn how a local union achieved a ROI in about four months with Microsoft SharePoint and KnowledgeLake Capture and Imaging. Competing vendors claimed that MOEITS wouldn't be able to get all of its documents into SharePoint. KnowledgeLake addressed these concerns and showed the union how they could have a complete ECM solution with SharePoint including workflow. Visit www.docpointsolutions.com/partners.html.

DocPoint is Growing

DocPoint is pleased to have brought on Christine Abunassar as business development executive, Justin Brown as solutions engineer, and Dave Steimling as project liaison. Abunassar has focused on actively forging new business and strengthening the company's partnership with Microsoft. Brown manages technology deployments and implements systems for DocPoint clients. Steimling provides project management and document capture implementations for DocPoint clients.

Have You Scheduled Your Microsoft SharePoint Training?

Whether you require training in Microsoft SharePoint for one person or for 25, DocPoint is here to help you. DocPoint is constantly updating its schedule of Microsoft SharePoint training sessions. Call us at 301-490-7725, email us at training@docpointsolutions.com or visit www.docpointsolutions.com to learn more!

Solid Gold! Did You Know?

DocPoint Solutions is a Microsoft SharePoint Deployment Planning Services Provider. In addition, DocPoint has attained Gold Certified Partner status in the Microsoft Partner Program with a competency in Information Worker Solutions. Contact us regarding our "preferred pricing program."



CASE STUDIES

DocPoint Implements Solution for Newark Housing Authority

DocPoint Solutions implemented a new electronic document management system (EDMS) for the Newark Housing Authority's Housing Choice Voucher Program. The project included the installation of a Microsoft Office SharePoint Server (MOSS) and a customized document capture and management software solution.

The system implemented by DocPoint Solutions is making it possible to scan hundreds of thousands of pages of more than 250 unique document types. Once scanned, the documents are stored as TIF files. Thanks to the addition of MOSS, state-of-the-art scanners, and document capture software, the housing authority makes all documents available to authorized employees—even those in remote locations—via the SharePoint system.



Preserving 50 Years of Records Using SharePoint

AAR's mission is to work with leaders in Washington, D.C. on critical rail transportation issues to ensure that the railroads meet America's transportation needs today and in the future.

DocPoint Solutions' ECM offering for SharePoint 2007 has helped AAR automate its document management needs by digitally capturing, routing, managing, and preserving records for fast and efficient search and retrieval.

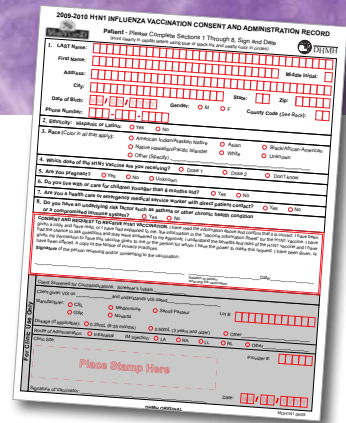
AAR's technology effort involved scanning 50-year-old documents related to its Tank Car maintenance and support records. AAR's document capture into SharePoint has resulted in cost savings by reducing physical space used to store paper files. Users also can perform keyword searches for records within minutes, not days, which further improves productivity.

Solution Spotlight

QAI Processing H1N1 Swine Flu Consent Forms

QAI is processing thousands of H1N1 swine flu vaccine consent forms on behalf of the Maryland Department of Health and Mental Hygiene. The one-page handwritten forms, which QAI worked with the state to design, are provided in English and Spanish and are filled out by hand by vaccine recipients at the point of service.

QAI is converting the paper forms into searchable, accurate, and accessible digital electronic files for use by state health officials. The company expects to process more than 1.5 million consent forms collected from across the state. The project is scheduled for completion in spring 2010.



Quality Associates Digitizes Records at the Fund for Johns Hopkins Medicine

QAI created a digital document archive for the Baltimore-based Fund for Johns Hopkins Medicine, the office that helps raise charitable gifts for the organization.

QAI scanned and indexed more than 580,000 pages from approximately 11,000 donor and alumni background files. Previously, these files were only available in printed form and occupied 37 five-drawer file cabinets. The new archive contains high-resolution images of the original paperwork, and authorized staff can now easily search for specific files using a straightforward keyword search.

Quality Associates' Business Development Executive Greg Chalmers said, "Universities have large networks of alumni and donors, and these organizations are looking to modern technology to better manage their record-keeping processes. High-resolution digital images of documents can readily take the place of printed files, while offering new search and retrieval capabilities that ultimately save staff time and effort because the right information can be located quickly using a staff member's computer. Quality Associates is extremely pleased to deliver the digital document archive to the Fund for Johns Hopkins Medicine."

QAI's New Service Offering

QAI has teamed up with Eastman Kodak to offer a more cost effective and streamlined approach to consolidating our clients' existing hardware maintenance agreements for all needed data center storage/IT service and support.

Here are some benefits to our customers:

- **Single Point of Contact** – For all your storage/IT service and support needs.
- **Dedicated Service Provider** – Fully committed to extending the life of your infrastructure.
- **Cost Containment** – We will deliver a service solution that not only extends the life of your equipment, but saves you money.
- **Full Access to Customer Portal** – One-stop, on-line access to all existing maintenance contracts and service call reporting to help you manage your business.

Our clients are finding immediate cost savings with this program and enjoying our one-stop shop approach.

QAI's Partner Information Desk – What's New



KOFAX

Kofax Transforms Modules streamline the transformation of business documents into structured electronic information by automating the process of document classification, separation, and extraction. They integrate with Kofax Capture, giving access to the widest range of document scanner and back-end storage solutions. Here are some benefits:

- Reduced operating costs
- Increased productivity
- Better data quality
- Improved compliance

To learn more, visit www.kofax.com.



FUJITSU

Quality Associates Named 2008 Winner of Prestigious Fujitsu Preferred Partner Award.

The new ScanSnap fi-6010N iScanner seamlessly integrates within a company's existing network infrastructure, allowing users to easily scan and share information on the network to streamline business operations, reduce operating costs, and enhance work processes.



Network scanners help organizations by decreasing the complex nature of scanning without compromising access to important document scanning functionality. The Fujitsu ScanSnap fi-6010N iScanner includes time-saving features such as Scan to E-mail, Scan to Folder, Scan to Network Fax, Scan to FTP and Scan to Network Printer.

The Network Scanner now fully integrates with a broader list of industry leading server applications, including Microsoft® Exchange and Microsoft® Office SharePoint Server 2007, providing more user flexibility and reduced operating expenses. To learn more, visit www.us.fujitsu.com.



KODAK

Eastman Kodak Company's Document Imaging business is an industry leader and digital innovator committed to helping companies capture, manage, archive, and deliver business information.

Kodak is committed to providing a full complement of document capture platform products and solutions, ranging from personal workgroup to wide format, capture software, packaged and archive solutions, plus dedicated service and support to meet the needs of customers worldwide. Kodak scanners are known for their paper handling, image quality, and ease of use. Kodak Capture Pro Software provides comprehensive document and information capture—it integrates with leading Enterprise Document Management/Enterprise Content Management solutions and works with Kodak and approximately 150 other scanners.

Long a key service provider for BÖWE BELL + HOWELL document scanners, Kodak recently completed its acquisition of the scanner division of BÖWE BELL + HOWELL. Completing this acquisition further demonstrates Kodak's commitment to end-user customers, channel and software partners, and the document management industry. To learn more, visit www.kodak.com/go/di.



BB&H

The BÖWE BELL + HOWELL scanner division, now a part of Kodak, is always adding value to its full line of fast and dependable scanners. BB&H constantly innovates to meet its customers' imaging needs with scanners that help organizations easily and cost effectively convert paper documents into flawless digital images. Ngenuity, BB&H's new production scanner, delivers an unmatched combination of intelligent paper handling and razor-sharp image quality. Equipped with rotary and straight pass-through paper paths, Ngenuity scans a wide range of documents. To learn more, visit www.bbhscanners.com.



NSI

QAI is excited about the success of their relationship with Notable Solutions, Inc. (NSI) and their AutoStore brand. This technology has enabled QAI to provide new and innovative ways to support customers in their diverse document and data capture environments. Our most recent success is in helping Johns Hopkins University to easily capture and manage donations. Users can log into a Web portal, fill out a form, and use any Multi-Function Device (MFD) throughout the campus to easily scan documents to a central content repository. What used to take weeks can now be done in minutes. To learn more, visit www.nsius.com.



Canon

DR-6050C, DR-7550C, DR-9050C are Canon's newest imageFORMULA DR-Series of production scanners that are ideal for intense scanning tasks. Designed to maximize productivity in high-volume, centralized data capture environments, Canon's production scanners maintain the integrity of documents at rapid speeds for mission-critical document conversion and content management. Combining leading value with increased scanning reliability and efficiencies, Canon's production scanners efficiently transform masses of hard-copy documents into identifiable electronic information required in today's marketplace. To learn more, visit www.usa.canon.com.



ibml

ibml is a global provider of intelligent scanning technology that transforms paper documents into usable electronic content with increased efficiency, quality and reduced cost. ibml's solutions, including the latest innovation, the ImageTrac 3e-Lite, delivers increased throughput and exceptional paper handling in high-volume scanning environments, increasing efficiency and reducing customer costs. Their comprehensive solutions automate the most demanding document applications in government services, financial services, outsourcing and more. To learn more, visit www.ibml.com.



Current Trends

By Scott Swidersky, *Director, Information Systems Division and President, DocPoint Solutions*



Across all industry sectors, businesses have gone through periods of mergers and acquisitions. The Electronic Content Management (ECM) industry is no different. Economic conditions are creating the opportunity for companies to join forces with their competition. Take, for example, OpenText's acquisition of Captaris and Kodak's acquisition of BÖWE BELL + HOWELL's scanner division.

The economy is also making manufacturers focus on building more cost-effective products with highly useful new features. Manufacturers have recognized the need for solutions that work across distributed environments and they are bringing to market new Internet-based solutions that can address multi-site, nationwide, and/or global requirements.

What does this mean for you?

Choices. The rapidly changing supplier landscape is impacting your choice of products. In many cases, manufacturers can now offer everything from low-volume, desktop solutions to high-volume options.

More Options. The server-based or "thin-client" method of data capture is becoming increasingly popular with product manufacturers. End users appreciate the ease of deployment, lower cost of ownership, and reliability of these systems and are raising demand for more of these products.

Increased Automation. Today's new data capture solutions are more streamlined and user-friendly than previous generations. The ability to automate the capture process has also become more reliable for items like high-volume transactions, forms processing, or handwriting recognition.

Buyer Beware

Now more than ever, be sure you are doing your due diligence. Know you are being sold items that are truly needed for projects. Be sure you understand all your project requirements before committing to a purchase, and thoroughly review all license agreements, terms, and conditions. And before signing on the dotted line, be sure to seek a second opinion.

QAI has been advising clients on their document conversion, archiving, and storage needs for over a decade. While QAI partners with the biggest and most respected firms in the industry, we are an independent company that does not work for manufacturers, but for the best interest of our clients.



Customer Testimonial



David Licht
Senior Director, Global Regulatory Operations at Allergan

QAI has been working with us over the past two years digitizing our paper-based regulatory files for our electronic archives. This allows us to easily retrieve and search for information without having to pull paper files, and allows us to more easily and readily support our commercial and R&D customers with accurate regulatory information. QAI has been a very important partner to Allergan on this project; and by the time this project is finished they will have literally been around the world with us, assisting our efforts on six of the seven continents. The QAI team has received great praise from the Allergan offices they've worked at as part of this project, and I've received many compliments from our international affiliates on their professionalism, expertise, and efficiency. It has been a great project with a lot of success stories all the way around, and having QAI on the team from the outset has been a big part of that.

What's in an Acronym?

MOSS	Microsoft Office SharePoint Server
BPA	Business Process Automation
ERM	Electronic Records Management
WSS	Windows SharePoint Services
SLA	Service Level Agreement
CAL	Client Access License



QAI and DocPoint welcome the following new clients

- Association of American Railroads
- Court Services and Offender Supervision Agency
- D.C. Superior Court
- Department of Homeland Security
- General Dynamics Advanced Information Systems
- Johns Hopkins Applied Physics Laboratory
- Maryland Department of Health and Mental Hygiene
- National Interest Security Company
- National Oceanic and Atmospheric Administration
- National Security Agency
- R.M. Thornton
- U.S. Patent and Trademark Office
- Waterbourne

Employee Spotlight

Sergio Quiroz



"No project too big or too small" is a phrase that suits Sergio Quiroz, who is an experienced Project Manager for QAI's Information Systems Division.

Quiroz first joined QAI in October 2001 as a support technician. In 2005, after gaining valuable hands-on experience and becoming well-versed in the intricacies of detail-oriented content, he began managing projects himself.

At first, Quiroz managed smaller, department-level projects. But his ability to keep projects on track and his success in managing and training others quickly showed that he could handle larger projects for QAI's federal and commercial clients.

Currently, Quiroz is involved in the management of a joint project with QAI's Quality Assurance unit to scan and index regulatory documents at multiple locations worldwide. Working as part of the QAI team, Quiroz has been keeping busy travelling to areas in Europe, Asia, and South America for this large-scale project.

When asked what he has enjoyed most about his eight years with QAI, Quiroz says, "I have always appreciated the variety of projects, and I'm happy to now be in a position to be training others and imparting all the lessons I've learned to help other people advance in a similar way."

Quiroz continued, "Here at QAI, we are given the opportunity to advance our careers within the company. I started as a scanning operator, and was able to work my way up to project manager. I now work with my colleagues on some of the biggest projects, for some of the biggest clients."

QAI would like to say "Thanks" to Sergio Quiroz for his enthusiasm and dedication.

Message from the President

Weathering the Economic Storm

Many of us have been affected in some way by today's economy. Yet despite the downturn, we are proud to say that in 2009, QAI has continued to grow—although not at the levels of previous years. By the time all of the numbers are in, we expect QAI to have grown 5% to 10% in 2009.

While our 2009 revenue is far from our record-setting 30%-plus growth in 2008, we are pleased nonetheless. QAI received several large federal contracts. And while private sector work slowed, many projects continued as planned—showing that even in a down economy, professionals across all industry sectors are recognizing the continued value of document management projects.

In 2009, QAI focused more than ever on tasks that were transactional and time sensitive. As we look ahead, QAI is beginning to see new life in other vertical sectors as organizations seek new approaches to their document management requirements. All of us in the industry have been challenged by the impacts of the recession; however, it is time to look ahead to a new day.

Paul Swidersky
President and CEO
Quality Associates, Inc.



QAI provides services in these divisions: **Information Services Division (ISD), Quality Assurance and Scientific Support Division, and Archiving.**

QAI MISSION To utilize technology, science, and our passion for quality to assure all of our clients benefit from our experience.



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