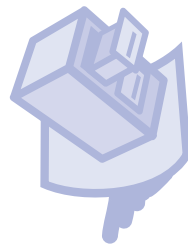


# **FORMS DESIGN & FILL**

**Paper • Electronic • Internet**



**Informed**<sup>®</sup>  
An Electronic Forms Perspective

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## **Background**

### **Mission Statement**

Shana Corporation will provide solutions, services and tools that enable the collection, structuring, exchange and presentation of information through electronic forms and other paradigms.

### **Company Profile**

Shana Corporation offers complete electronic forms solutions for Windows®, Mac™ OS and Java™. Successfully launched in 1990, Shana's current products, Informed Designer® and Informed Filler®, have positioned Shana as the leader in electronic forms software for cross-platform environments. With products that work equally well in Windows, Mac or mixed Windows/Mac environments, Shana is committed to providing products that meet customer requirements for enterprise-wide solutions.

Shana's Informed products meet the needs of a wide variety of companies. Major customers include organizations as diverse as Motorola, NASA, California State University, Liberty Mutual and Apple Computer. Informed products are currently shipped to over 60 countries throughout the world.

Since its founding, Shana has developed several leading-edge commercial applications. Early products included Inside Out, a multi-user, relational database engine and Fast Forms, the first form design/fill-out program for the Macintosh. This combination of database technology and forms experience allowed Shana and its Informed products to take over the forms market from Adobe and Claris by developing and promoting upgrades for their TrueForm and SmartForm users worldwide.

Incorporated in 1985, Shana is a privately held company, founded by entrepreneurs in Edmonton, Alberta, Canada.

## Growing with Your Company

While every organization is unique, you probably consider yours to be typical of most organizations in many ways. You may have *hundreds (or even thousands) of different formal processes* needed to operate your business — processes like purchasing, time reporting, expense claims, change requests, order processing, customer inquiries, etc. You use a variety of means to facilitate your processes — including paper forms, e-forms products, custom databases, Web-based tools, document management systems, and workflow systems.

Your IT infrastructure is constantly evolving. More and more people have access to computers. More and more of these computers are being connected to a common network. *And more and more services, such as communications (i.e. e-mail) and information access (i.e. databases, Web servers) are being made available.* Implementing new technologies and products must occur at a rate that can be controlled and wide-scale change doesn't happen overnight. There's a strong trend toward the intranet/extranet/Internet and the open standards that these networks are built on. And you want to capitalize on this trend to communicate and share information with your employees, customers and business partners.

## Requirements of an E-forms Product

Given the above characteristics, you need software products that...

- ✓ connect to your existing environment
- ✓ are built for use at various levels of automation so that you can move down the road to automation at a pace that fits your organization
- ✓ are built on a flexible architecture so that linking with any new and changing IT services in your organization (e.g. databases, e-mail systems, distribution stores, security systems, etc.) is easily accommodated and does not force you to reinstall the core product again
- ✓ are built around industry standards so they connect naturally in your environment
- ✓ are built around industry standards so they are easily replaced with other standards based products down the road
- ✓ can be deployed today to bring you immediate return
- ✓ connect with the platforms of tomorrow

## Overview of the Levels of Automation

The paperless office has been promised for years, but is just now becoming partially attainable. It requires a computer on every desk, well connected networks, universal access to data, electronic security systems, and so on. Although a fully automated process (i.e. completely paperless) provides the most value in terms of increased productivity and reduced costs, it's often impractical for an organization to automate every process to this degree in a short time frame. But a process can be automated to varying degrees, or levels of automation, each bringing new productivity gains and cost-saving benefits.

Briefly, the different levels of automation are:

### 1) Design

Throw away the drafting table and use the computer to *design forms quickly and revise them even faster*. Here the reliance is still on pre-printed forms for facilitating the process. Most organizations have automated all processes to at least this level.

### 2) Print on Demand

With the availability and quality of desktop laser printers, process owners can now print low run quantities of pre-printed forms on an as-needed basis. As more and more users are equipped with desktop computers, the task of printing forms can be distributed to the form/process initiators themselves. No more large print runs. *No more storage costs*. No more distribution costs to move the pre-printed forms from storage to the initiators. No more wasted obsolete forms each time a form is revised. Print on Demand forms are printed as needed, revised anytime and instantly distributed.

### 3) Fill and Print

As more and more users are equipped with desktop computers, the filling (or initiating) of your forms can be automated. Forms are filled out on screen, then printed for processing. With automatic calculations, choice lists, data formatting, on-line help, and lookups to electronic sources of information, the productivity of the initiator increases dramatically. Error checking and the auto-entry of data *reduce errors* and the costs of "reprocessing" forms when errors are later detected. Forms are stored electronically so they can be retrieved quickly and manipulated like a database of records.

### 4) Fill, Send and Print

If the participants of a process have computers and can communicate using e-mail, then the routing of forms can be automated. The near instant routing of forms via e-mail significantly *reduces routing cycles*. Routing can also be tracked so users can easily find out where their forms are in the routing process. For many processes, however, printing is still necessary at some point. This could be because a traditional handwritten signature is needed, or the form must be routed to someone who does not have a computer, is not connected to the network or is part of an external organization. Since the form is printed at some point, the cost of later inputting the completed form into a system, if required, is still incurred. OCR (Optical Character Recognition) and ICR (Intelligent Character Recognition) technologies are often used here to reduce rekeying costs.

### **5) Fill, Sign and Send**

Once all participants of a process have access to a computer and are connected electronically, the entire process can be automated, completely eliminating paper. Electronic security systems with digital signatures are relied on for signing and approving forms. You get all the benefits of higher levels of automation, plus the *elimination of rekeying costs* because the data on the completed form is electronically submitted into the appropriate systems. Where appropriate, the automation of routing rules can further reduce user errors and increase productivity.

### **6) Automated Rules**

For many large organizations, certain processes demand extremely high throughput and wide access to many users. To automate these processes, many rely on high-end, industrial strength document management and workflow products. These products are generally much more expensive than e-forms products and are complimentary rather than competitive with e-forms products. Document management and workflow products provide strong “back end” services for the storage, retrieval, and in the case of workflow products, flow of documents in an organization. However, they generally lack client side features and capabilities for presenting and collecting documents and interacting with the user. Instead they rely on client side applications like e-forms products.

## Potential of Forms Automation

Numerous studies have been performed to determine the benefits of forms automation and here are some of the statistics you may have heard before:

- Dataquest suggests Fortune 1000 companies spend six to ten percent of revenues on producing and processing documents. And 1/3 is for forms.
- Gartner Group estimates that 83% of all business documents are forms.
- Gartner Group estimates that \$6 billion is spent every year on buying pre-printed forms and potentially as much as \$360 billion is spent on processing the forms.
- Dataquest estimates that 30% of all forms become obsolete before they are used.
- RJR Nabisco studied their purchase order process and determined that *processing of one PO via paper forms costs \$70 whereas the processing of one PO via a fully automated electronic form costs 93 cents*.

Each level of automation brings additional productivity increases and cost savings. Relative to paper forms processing, the following are estimates of the potential cost savings of different levels of automation:

Design	5%
Print on Demand	10%
Fill and Print	50%
Fill, Send and Print	70%
Fill, Sign and Send	80%
Automated Rules	90%

Based on the experience of our customers who have automated to the Fill, Sign and Send level, Informed makes it possible for every organization to achieve the following results:

- **50-90% cycle time reduction**
- **80-90% drop in user input errors and the resulting rejections of forms**
- **100% elimination of data rekeying**
- **200-300% return on investment from automating ONE form**

This of course is not an exhaustive list of the results you can hope to achieve. When you factor in other considerations such as the cost of paper forms, the elimination of obsolete forms, the instantaneous availability of revised forms and the reduction in paper storage costs, the bottom line results are substantial.

## Automating in Phases

As we see, each subsequent level of automation brings additional productivity gains and cost savings. However, each level also relies on more and more infrastructure in your organization and on the involvement of different people and services. For example, in order to achieve the highest return on a fill-and-print solution, connections to databases are often utilized to automatically look up information so the amount of manual typing required by the user is reduced. And since databases containing the information looked up are often maintained by the IS group in the organization, the involvement of this group may be necessary. Similarly, automating the routing of a form requires that the participants of the process be connected to the network and have access to e-mail.

The IS infrastructure within many organizations is changing quickly (the intranet, extranet, and Internet are strong catalysts here). For forms automation, this is good! But because the resources IS can make available for such projects are limited, it's impractical to fully automate all processes all at once. So we find many organizations automating many processes at lower levels of automation, and fewer, more strategic processes to higher levels. That is, the road to full automation of all processes happens over time at a rate that the organization can handle. E-forms products must support this implementation strategy.

Although full automation of a process (that is, eliminating paper altogether) offers the highest return on investment, significant cost savings and benefits result at each phase of automation. Organizations that are unable to automate fully can still benefit from Informed by moving up the automation chain in steps, realizing more value at each level.

As well, electronic forms used internally by employees (intranet), for business to business communication (extranet) or by the general public (Internet) can all potentially be automated to various levels. With Informed Filler available on Windows (3.1x, 95, NT), Mac OS and for Java capable browsers, organizations have the flexibility to use Informed anywhere forms are used in the organization and to automate them to the level that makes sense.



## Technological Considerations

Regardless of the level of automation, there are a number of important technological issues you need to consider when choosing an e-forms product. They are:

- Design Today, Automate Tomorrow
- Design Once, Fill Anywhere
- Design & Fill on Multiple Platforms
- Form Distribution and Revision Control
- High Level of Security
- Integration with Existing Systems
- Plug-in Architecture
- Internet Standards Based
- Easy Transition to Thin Client
- Ease of Use
- Maintainable Java Architecture

The following sections describe each of these issues and how Informed addresses them.

## Design Today, Automate Tomorrow

The cost of designing forms is an important factor when looking at the cost/benefit model. It's critical, that the forms you draw today easily transition from one level of automation to the next without the need for redesign work. A form that you draw today for print-on-demand or fill-and-print automation should be easily extendible for higher levels of automation. With Informed, any form you draw is automatically enabled for automation. It's simply a matter of utilizing more and more of Informed Filler's powerful capabilities. You'll never need to redesign a form.

### The Bottom Line

- Extendible to higher levels of automation
- Never redesign

## Design Once, Fill Anywhere

Not only must the client software for filling out forms be available on all user platforms, a form designed with the design application must function on all client platforms without the need for platform-specific configuration or platform-specific versions of the form. A form template designed with Informed Designer requires no translation for use on multiple platforms. Only a single version of the template needs to be maintained.

### The Bottom Line

- Design Once
- Fill on Windows, Mac OS or in a Java capable browser

**VACATION REQUEST**

World Corporation  
1 Avenue of the Americas  
New York, NY 12345

VLR(D)-07496

**EMPLOYEE**

Employee No.	Name: Family, First	Department	Branch Office
1023	Browning, Jeff	Administration	Headquarters

Mail Stop	Telephone No.	Office No.	Date
MS-598	(212) 555-1212	1245	Jul 17, 1997

**DAYS / HOURS**

Date From	Date To	Time From	Time To
Aug 4, 1997	Aug 15, 1997	8:30	17:00

No. of Days	Classification	Hours
10	Berevolent (Funerals, Weddings, etc.)	8.5

**EXPLANATION**

Explanation: Reason, Emergency Contact Information, etc.  
Sister's Wedding

Clear Submit

Diagram 1 - Example of Design Once, Fill Anywhere

The reality for most companies is that not all forms are created by the same person or even the same group of people. Informed, having Informed Designer for both Windows and Mac OS, lets your people work the way they're used to, using existing hardware, while still allowing them to share the form they create with the entire company. This keeps your training costs low and productivity high.

In order to improve accuracy and reduce error rates, it is critical to have the form automatically enter data, make calculations and check entries for accuracy as they are made. With Informed's advanced intelligence features these items are all easily implemented in any form.

**The Bottom Line**

- Design using existing Windows or Mac OS hardware
- Fill accurately
- Send among different platforms seamlessly

### Diagram 2 - Design on Your Platform of Choice

## Form Distribution and Revision Control

The more people that you have using a form template, the more important it is to make the form easily available, and to ensure that revisions are distributed efficiently. A Modern Maturity Survey of 3800 Readers reports that [in the paper world] 21% of those surveyed said just getting the right form proved difficult.

To work effectively, revision control must automatically notify the user when a new revision is available and deliver the new version. Informed does this!

Informed Filler supports shared access to templates so you can place a single copy of the template on a file server for access by all users. Replacing the template with a new revision updates the template for all users.

Alternatively, you can make use of Informed's powerful distribution and revision control features. You can distribute form templates via file servers or via your intranet or Internet FTP server. Informed's FTP support makes it easy to distribute your form templates to users around the world. Or you can put links to your templates in your intranet Web pages so access to your forms is nicely integrated with the policies and procedures described on your Web site. Here Informed Filler functions as a browser helper application. Users obtain templates from these places and store them locally (local storage has the added benefit of providing use while disconnected from the network). Revision checking occurs automatically when users open the templates. You'll never see another obsolete form filled out by mistake and can completely avoid the associated reprocessing costs.

### The Bottom Line

- Instantaneous distribution of revisions
- Leverage your infrastructure
- Users always fill out correct revisions

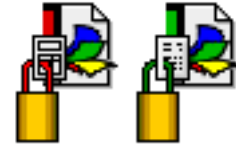


Diagram 3 - Automatic Updating of Form Revisions

## High Level of Security

Any form is only useful if the information on the form is trusted. Since security breaches often don't show up for months after the fact, security is often overlooked or undervalued in an organization.

Just as you sign a paper form, any electronic form that's involved in an approval process must be signed securely. By signing a form electronically, with the sophisticated digital signature technology supported by Informed, you are able to secure both the data AND the form template.



If anyone tries to tamper with either the form template or the data (including any attachments), the signature becomes invalid.

While many forms products support digital signatures, only Informed allows authorizing of form templates and can detect tampering with the template. In fact, through a patent pending technique, Informed even allows form templates to be revised without invalidating a completed form's signature(s).

And just as we support a variety of e-mail systems and allow you to choose which one best meets your requirements, we also support the major signature systems including Entrust® from Nortel. And with Informed's built-in signature capability, I-Sign™ (POP), signing forms is as easy as signing on for your e-mail.

### The Bottom Line

- Authorize form templates to protect integrity (patent pending)
- Sign and verify form data for guaranteed security
- Sign attachments
- Choose your signature system



World Corporation		Purchase Requisition		
1 Avenue of the Americas New York, NY 12345		PR #	54140	
Employee No	Recipient Name	Mail Stop	Order Date	
1032	John Nelson	5269	Apr 23, 1997	
Department to Charge		Office Name	Office Number	
Sales		New York ▼	234	
Part #	Description	Qty	Price	Line Total
10-0000	Informed Designer	1	295.00	295.00
20-0000	Informed Filler	3	195.00	585.00
			TOTAL	\$880.00
 John Nelson (4/23/97)				
Requestor's Signature		Approving Signature		
				

Diagram 4 - Authorize Both Template and Data

## Integration with Existing Systems

To successfully implement a forms system, you must have a product that runs on your existing hardware and integrates with your existing e-mail, security, database and Internet services.

Informed runs on Windows and Mac OS and integrates with most popular systems including:



### E-mail

Direct SMTP, MExchange, cc:Mail, Eudora Pro, GroupWise, MSMail, Quarterdeck Mail, QuickMail and the MAPI, VIM, and MHS standards



### Digital Signatures

Entrust, I-Sign (POP), DigiSign (or user's choice for signing forms on the Internet)



### Databases and DMS

Oracle, Sybase, ODBC compliant databases, Butler SQL, 4th Dimension and ODMA compliant document management systems such as DOCSOpen from PC DOCS and Saros by FileNet



### Internet

FTP revision control, HTTP lookup and submit capabilities, HTTP for form number assignment, POP for digital signatures and SMTP mail for direct sending

### The Bottom Line

- **Minimal disruptions when systems change**
- **Works with existing infrastructure**
- **Reduces training time**
- **Standards based**

## Plug-in Architecture

Informed was developed with an “open architecture”. This means we can very quickly extend our support for new databases, e-mail systems, revision distribution methods and security services by simply writing a new plug-in (or by letting you write it) without having to revise the core applications.

We currently support the common e-mail, database, revision control and security systems. The problem is the systems that are common today may be obsolete tomorrow. Since what you want is a consistent experience for your users even if you change your back end systems, you need forms software that can adapt to the systems you’re using. That’s what plug-ins are for. Instead of having to change the entire application to support new systems, we only have to add a new plug-in. This way there’s no need for you to wait for the next planned release of the core products.

Additionally, our plug-in architecture gives Shana and its customers flexibility in the formats we support in the future. For us to support newly emerging standards such as HTML, it is simply a matter of writing a plug-in to support the new format. And with an API available to our strategic customers, Informed customers can even write their own plug-ins.

### The Bottom Line

- Quickly extend support for new systems through plug-ins
- Change system services without affecting user experience
- Identical data formats ensure compatibility
- Flexible future formats

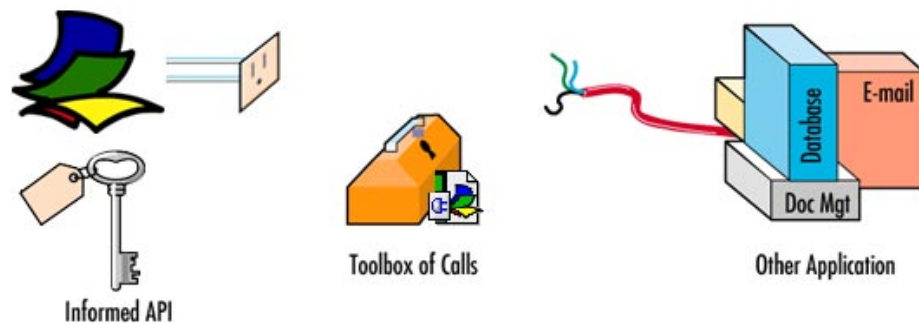


Diagram 5 - Use Informed's API to Create Your Own Plug-ins

## Internet Standards Based

Informed Designer and Informed Filler support standard Internet protocols right from within the desktop software (see Informed as a Helper Application diagram below).

This creates a virtual forms browser, and provides the intranet or Internet forms user with fully functional forms software, including support for error checking, calculations, formatting, dynamic tab order, attachments, lookups and digital signatures while still allowing them to take advantage of Internet technologies.

Informed supports the Internet standards in the following ways:

- form template distribution and revision control via the FTP protocol
- lookups via the HTTP protocol
- form tracking via the HTTP protocol
- auto-generation of serial numbers via the HTTP protocol
- electronic routing via the SMTP protocol
- electronic submission via the HTTP/MIME protocols
- digital signature authentication via the POP3 protocol

### The Bottom Line

- **Supports HTTP, FTP, POP3, SMTP, MIME, SOCKS**
- **Use Informed Filler as a helper application**

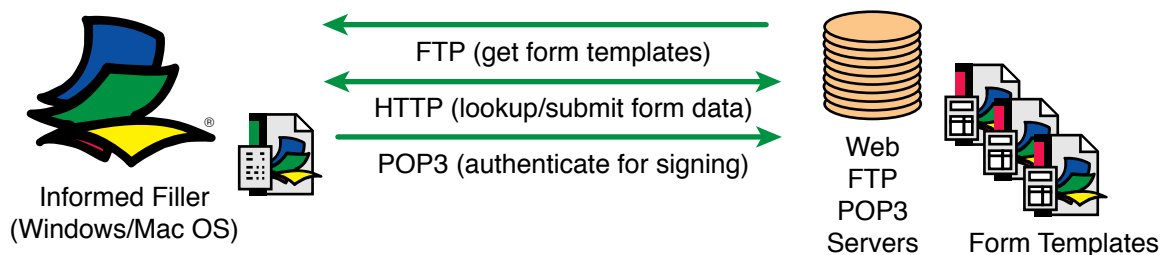


Diagram 6 - Informed Filler as a Helper Application



## Easy Transition to Thin Client

To help reduce the total cost of ownership (TCO) of desktop computers, many organizations are looking to the thin client to cut administration and maintenance costs. With the thin client, applications and content are delivered to the worker's desktop on a demand basis. Informed Filler for Java supports this environment.

Informed Filler for Java is a Java applet used to fill out visually appealing, intelligent forms in any Java capable Web browser. Forms are created using Informed Designer on Windows (3.1x, 95, NT) or Mac OS and then saved for use with the Informed Filler Java applet. Place your Java forms and the Java applet on your Web server, and anyone with a Java capable browser can fill them out. No additional client software is needed. No complicated installation or configuration process is required.

One of the most common uses of an organization's corporate intranet is to publish policies and procedures. A high percentage of these procedures require users to fill out forms — forms like Vacation Requests, Purchase Requisitions, Time Sheets and Expense Claims. With Informed Filler for Java, these forms can be integrated tightly with the procedures they're associated with. Your employees could, for example, find the procedure for requesting time off, read it, then quickly fill out the Vacation Request form and submit it to your Web server for processing. In fact, an entire forms workflow system can be designed using existing Web technologies and Informed Filler for Java.

### The Bottom Line

- Minimal disruptions
- Works with existing infrastructure
- Reduced training time
- Reduces administration costs of desktop computers

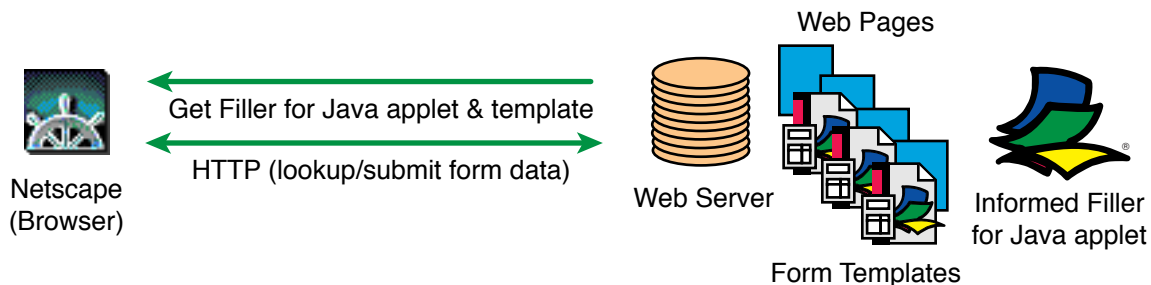


Diagram 7 - Informed Filler for Java

## **Maintainable Java Architecture**

The architecture behind Informed Filler for Java could end up saving your forms designers hundreds of hours of work.

The Informed Filler for Java applet is a generic, precompiled applet that is used with all Informed Java forms. You will not need a Java compiler in addition to Informed Designer. The various Java classes that make up the Informed Filler for Java applet can be placed on your Web server once and shared by all of your Java forms.

When you save a Java form, Informed Designer creates an HTML file and a GIF image of the form template. The GIF image acts as a backdrop and provides the visual appearance of the form template. The HTML file includes the form template description (the cells on the form, their sizes and positions, and attributes such as formatting, calculations, error checking and so on). You can insert this HTML into an existing page on your Web server, or you can install the file as a new page and create a link to it from another page.

When compared with other vendors' products, this approach offers several significant advantages. First, when Shana updates its Informed Filler for Java source code, all you have to do is replace the Informed Filler for Java applet on your Web server with the new update and all of your form users can take advantage of the latest features (see diagram 9). With other vendors' approach, each time they update their Java Filler source code, you will have to recompile every form (potentially hundreds of them) in order for your users to take advantage of the update (see diagram 9)!

Second, when Sun Microsystems updates the Java language causing the Java compilers to be updated, the same repeated situation as above applies. With Shana's approach we recompile Informed Filler for Java, send you an update and you replace the Informed Filler for Java applet on your Web server. With other products, you receive an update to the Java compiler and recompile every single one of your forms again!

### **The Bottom Line**

- **Save As Java**
- **Use Informed Filler for Java within Web browser**
- **Seamless exchange of data between browser and desktop**
- **No Java recompiling (patent pending)**

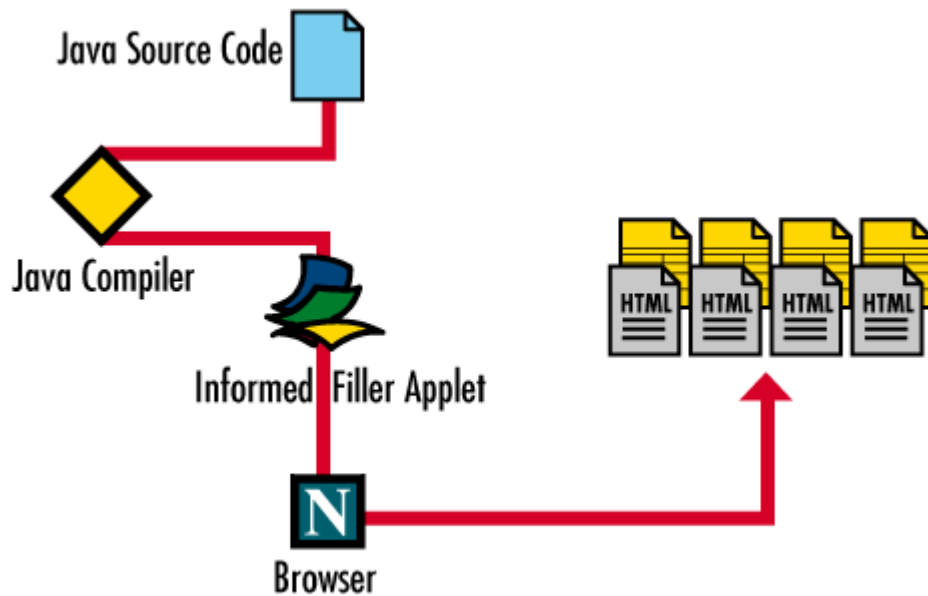


Diagram 8 - Shana's Java Architecture

This approach means replacing the Informed Filler applet on your Web server ONCE when either the Java Filler source code or the Java Compiler are updated.

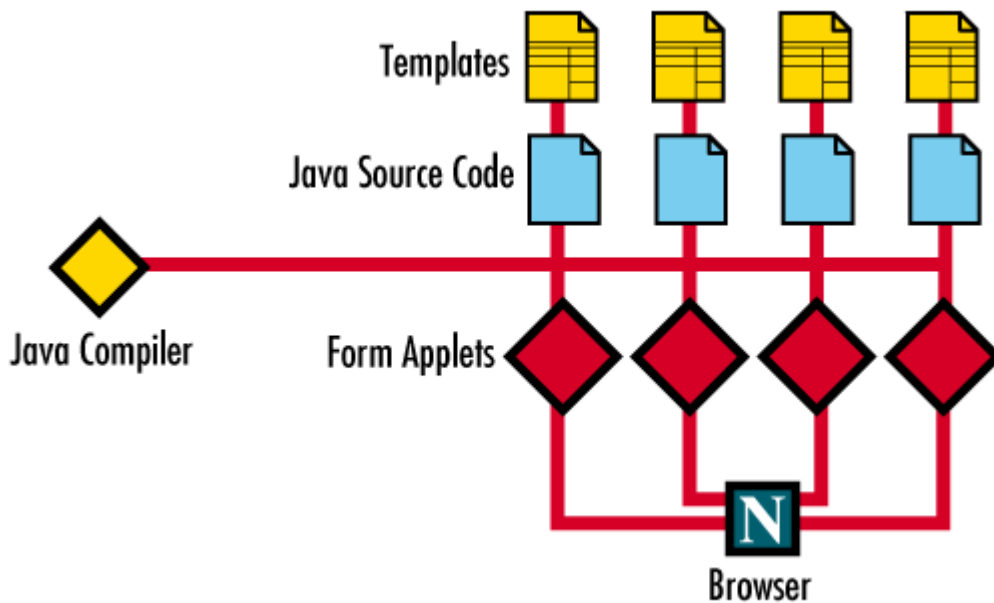


Diagram 9 - Other Vendors' Java Architecture

This approach requires you to recompile ALL your forms EVERY TIME either the Java Filler source code or the Java Compiler are updated.

## **Ease of Use**

End-user acceptance of any form automation process is paramount. Informed is renowned for its ease of use. Now, let's say that again...Informed is renowned for its ease of use. We've repeated it for the simple reason that ease of use is often undervalued during the evaluation and pilot stages of a project. The simple fact is, if a forms product is hard to use, the project has a high probability of failure when you try to implement.

With Informed's ease of use, you can automate your forms without alienating your employees — minimizing their disruptions and offering them a high level of comfort. This will result in a high level of end user acceptance and minimize your training costs.

### **The Bottom Line**

- **Automate, don't alienate**
- **High level of end user acceptance**
- **Minimize training costs**

## Company Considerations

Before investing in a product, you need to consider both your company and our company. Shana has over 63 years of combined development experience, ensuring the user experience is comfortable, easy and efficient.

It is equally important to work with a company that stands behind its products, supports its customers, and is responsive to customer requests. Shana does this in three main ways.

- Approachable and Responsive Partner
- Innovative, Flexible Licensing Options
- Support, Consulting and Training Services

### Approachable and Responsive Partner

Just as important as having well designed, open products is being able to work with a company that is open, receptive to your company's needs and able to respond in a timely manner.

We offer practical technical solutions when they are required and work with you to meet new requirements as they become apparent.

Shana's philosophy is to keep our customers happy by offering flexible products and licensing options, supporting our customers and being responsive to customer requests. This has served us well in the past and we are in fact known for our excellent technical support.

We're willing to discuss your special requirements and work together to develop a solution. This includes drawing upon our resources to write plug-ins, design forms or help with analyzing your particular needs. We have done this successfully in the past with many clients and plan to continue with this open policy.

#### The Bottom Line

- Receptive
- Special requirements can be met
- We can give you the tools so you're in complete control

## Innovative, Flexible Licensing Options

In addition to a top quality product, you must be able to purchase the product at a price and in a manner that makes sense for your company. Shana realizes each company is different and our broad range of affordable, flexible licensing options gives you the ability to find a pricing solution that fits your company.

### For use by employees (within your own organization)



- Per User (standard license where every user has a full working copy)
- Concurrent (when you already have key management software in place)
- Site (when counting users is impractical)

### For use by your suppliers, customers, etc. (external to your organization)



- Internet Flat Fee (when counting on the World Wide Web is impractical)
- Transaction (pay only when completed forms are returned to you)
- Survey (for time limited applications and great for World Wide Web sites)

### The Bottom Line

- Flexible
- License Informed Filler for individual users
- License Informed Filler for use with individual forms
- Distribute Informed Filler over the Internet

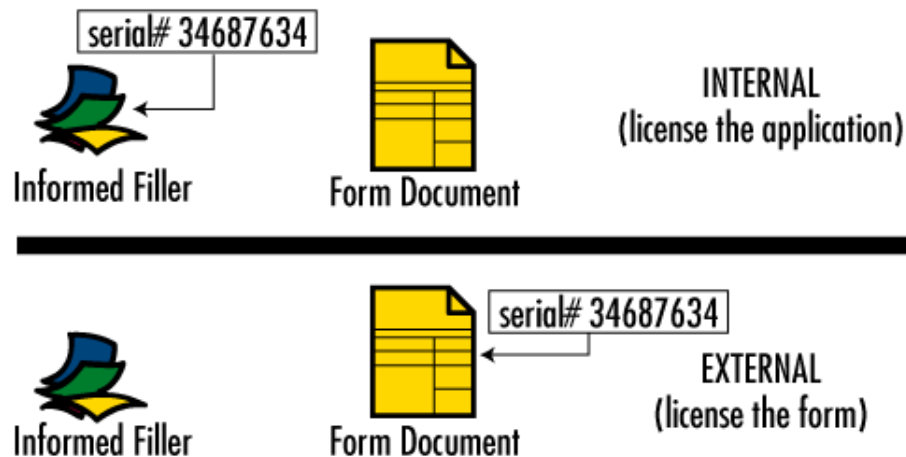


Diagram 10 - Application and Form by Form Licensing

## **Support, Consulting and Training Services**

Technical Support, Consulting and Training are an important part of the support we offer our customers. For a relatively small investment, these services help you to ensure that you receive the maximum return on your Informed investment.

For companies requiring an increased level of Informed Technical Support service, we offer Priority Technical Support. This service entitles you to priority attention to queries, resulting in faster response times (guaranteed a response within one business day); assignment of a named Technical Support Account Manager to ensure more personalized service, familiarity and accountability; unlimited Support Credits, allowing you to obtain unlimited Technical Support without additional cost; and access to special areas on Shana's Web site that will contain a more comprehensive set of support materials than what is generally available.

Informed consulting services are available through Shana's Consulting group. This group is dedicated to assisting Informed users in creating the best solution using Informed. Our consultants can help you with forms design (creation of new forms), forms analysis (improve existing forms), forms implementation (roll out) assistance, pilot project assistance and integration of Informed with other applications (databases, accounting systems, mail systems, etc.).

Acquiring proper training ensures that you know about every cost-saving feature available from Informed. This will help you to utilize the system to its full potential.

Training courses are geared to encourage hands-on, class participation and can be taught at the place and time that is convenient for you. As an alternative, you can purchase Informed training courseware that allows you to perform your own in-house training using your staff resources.

### **The Bottom Line**

- **Reputation for excellent technical support**
- **Full range of consulting services**
- **Onsite training and training courseware**

## How to Contact Shana



If Shana is the kind of company you'd like to work with, we'd like to talk with you so we can understand your current systems and forms requirements. Then, together we'll determine if Informed can help you realize the substantial savings possible with forms automation.

### Sales

Phone: (403) 433-3690  
Fax: (403) 437-4381  
Order: (800) 386-7244  
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### Technical Support

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### Web Site

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