



WHY IS RECFIND 6 SUCH A GREAT PRODUCT?

Some questions you should ask us...

Contents

1. How can RecFind 6 add value to my organization?	4
2. What business problems can RecFind 6 solve better than any other product?	4
3. Why is RecFind 6 easier to install and roll out than any other product?	5
4. Why is RecFind 6 easier to use than any other product?.....	5
5. Why is RecFind 6 more useful than any other product?	5
6. Why is RecFind 6 infinitely more configurable and more tailorable than any other product?.....	5
7. Why is the technology and architecture of RecFind 6 more compatible with our IT environment than any other product?.....	6
8. Why is the technology and architecture of RecFind 6 more advanced than any other product?...6	
9. Why is RecFind 6 the best possible fit for our network and Intranet?.....	6
10. Why is RecFind 6 the best possible product for my mobile workers?	7
11. Why is RecFind 6 easier to support and maintain than any other product?	7
12. Why is RecFind 6 more scalable than any other product?.....	7
13. How can RecFind 6 help my organization to meet more compliance standards than any other product?	8
14. Why is the RecFind 6 licensing model the lowest cost and most effective way to license application software?	8
15. How does RecFind 6 actually save me money?.....	8
16. Why is RecFind 6 the absolute best solution for electronic document management?	9
17. Why is RecFind 6 the absolute best solution for records management?.....	9
18. Why is RecFind 6 the absolute best solution for imaging?.....	10
19. Why is RecFind 6 the absolute best solution for email management?.....	10
20. Why is RecFind 6 the absolute best solution for correspondence management?	11
21. How can I use RecFind 6 for other applications like asset management and HR management and incident management and CRM?.....	11
22. How can RecFind 6 allow me to install, configure and roll-out an enterprise-wide email management and archiving solution in just a matter of weeks?.....	12
23. How can RecFind 6 allow me to install, configure and roll-out an enterprise-wide electronic document management solution in just a matter of weeks?	12
24. How can RecFind 6 help me to increase the productivity of my workers?.....	13
25. What services can you provide to help me install, configure and roll-out RecFind 6 and train my staff?	13
26. What services can you provide to help me run, manage and maintain RecFind 6?.....	13
27. How do I know what RecFind 6 features and modules I should be using?.....	13
28. How do I get RecFind 6?.....	13
29. How do I get a quote for RecFind 6 configured exactly to my requirements?.....	14

30. How will you help me load up my existing data and convert from my old systems?.....14

31. How do I test RecFind 6?.....14

32. Why should I choose RecFind 6?14

33. Why should I choose Knowledgeone Corporation?14

34. How will you look after me after I have bought RecFind 6?15

1. How can RecFind 6 add value to my organization?

RecFind 6 is a very clever product, able to do many things. It is also very easy to use. It is an ideal 'information management' solution for a variety of requirements. It stores any kind of information in its repository (e.g., metadata, electronic documents, images, sound files, video files, emails, etc) and it can be used to index and instantly retrieve anything.

- RecFind 6 also comes with free tools that make it easy for the customer to modify almost anything (e.g., the data model, business processes, reports) to meet any particular or specific need.
- RecFind 6 is the Swiss army knife of application software; a really well made product with lots of uses around the company. You can solve any number of information management problems with RecFind 6.
- RecFind 6 is able to add significant value to your organization because it is a low cost, high quality product with all the functionality you will ever need (e.g., electronic document management, imaging, workflow, searching, security, audit trail, etc, etc) and the ability to be used to solve multiple business problems. One product with many uses equals lowest cost and highest utility.

You can literally replace the need for five or six or more software packages with one copy of RecFind 6. You can quickly and easily solve new problems as they arise with RecFind 6. RecFind 6 is the kind of product every organization should have on hand because of its functionality, ease of use and utility.

2. What business problems can RecFind 6 solve better than any other product?

RecFind 6 is what the IT industry calls an 'Enterprise Content Management' solution. This means it is really good at capturing, classifying, indexing and retrieving information of any kind. It is the ideal tool if your needs are what the industry calls 'Electronic Document Management' or 'Records Management' because it includes all the functionality you will ever require including capture, security, audit trail, searching (including metadata, Boolean and full text), versioning, retention, portable and fixed barcode reader support, offsite storage management, workflow, etc.

- RecFind 6 is also a great tool for meeting any compliance or quality assurance standard. This is because it has all the functionality you will ever need plus the tools required for you to be able to easily and quickly modify it to meet any new or changed standard.
- RecFind 6 is also the ideal solution for a variety of other application software needs like asset management, HR management, incident management, correspondence management and CRM.

Any finally, RecFind 6 can also be described as a knowledge management solution, able to capture and manage knowledge from all sources.

3. Why is RecFind 6 easier to install and roll out than any other product?

RecFind 6 was designed to be customer installed and it was also designed to be easy to roll out and easy and low cost to maintain. We spent an enormous amount of time designing and testing the installation programs to ensure that they were as easy to use and as foolproof as possible; anything we can do automatically, we do. All RecFind 6 products are delivered in MSI form so they can be easily 'pushed out' using Active Directory minimizing the need for support and maintenance. RecFind 6 synchronizes with Active Directory so your IT people can easily and conveniently manage all RecFind users via Active Directory.

RecFind 6 was built on the Microsoft .NET 2008 'smart-client' paradigm. This architecture has many advantages but the most important one is that the exact same 'client' can be used on your network and on your Intranet or on the Internet. That is, the RecFind 6 clients can be deployed to connect either via your network (using ADO) or the Intranet/Internet (using Web Services). You do not need a separate 'thin-client' product to support your remote and mobile users.

4. Why is RecFind 6 easier to use than any other product?

The key to a good user interface (UI) is simplicity and repetition. The RecFind 6 UI was designed to be attractive, user-configurable (colors etc) and efficient (minimal mouse clicks). The "What to do next?" step is always obvious as is the "What if I want to go back" step; there is never any ambiguity.

Every single function works exactly the same way. In this context, familiarity breeds confidence. Once a user learns how to use one function they then know how to use every other function because they all look and work exactly the same.

The RecFind 6 UI is also 100% configurable by your system administrator so each user can be given just the functionality and access they require to do their job. There is no need to 'burden' users with icons and menus and data they do not require; the RecFind 6 UI can be easily configured to the exact requirement of each 'job'.

5. Why is RecFind 6 more useful than any other product?

RecFind 6 is more useful than any other software application because it can be easily configured by your people to meet any specific need and because a single copy of RecFind 6 can be used to solve multiple business problems. It is the Swiss army knife of application software.

6. Why is RecFind 6 infinitely more configurable and more tailorable than any other product?

RecFind 6 was designed from the outset to be 100% customer configurable. This required capability then dictated the tools we used to build it and its architecture. RecFind 6 was designed to literally empower the customer; giving the customer the ability to easily and quickly modify almost any aspect of RecFind 6 (e.g., data model, processes and reports) so as to meet any specific, unique requirement.

The RecFind 6 customer does not need to rely on and wait on the vendor to make changes and nor does the RecFind 6 customer have to pay for modifications or special maintenance agreements for 'non-standard' products.

We deliver all the high level tools you need to modify RecFind 6 free of charge with every copy. There is nothing extra to buy and no extra maintenance to pay.

We designed the tools so as to remove most of the complexity. For example, you never have to make changes to the user interface (UI); the UI is automatically changed whenever you make changes to the data model or any business process.

7. Why is the technology and architecture of RecFind 6 more compatible with our IT environment than any other product?

Knowledgeone Corporation has been a Microsoft developer (ISV) continuously since 1984. RecFind 6 is the 26th product we have brought to market using Microsoft development tools. Very few software companies have our depth of experience designing and developing products around the Microsoft model. RecFind 6 is a 100% Microsoft compatible solution, fully integrated to Microsoft Office, Exchange, Outlook and SQL Server.

If you have a Microsoft environment RecFind 6 will be a perfect and 100% compatible fit.

8. Why is the technology and architecture of RecFind 6 more advanced than any other product?

The design objectives of RecFind 6 were such that we had to use the very latest development tools to meet our objectives. You cannot develop a very advanced and sophisticated product unless you use the most advanced and sophisticated development tools.

The final version of RecFind 6 was built using Microsoft .NET Visual Studio 2008. The RecFind 6 architecture is based on the very latest Microsoft .NET 'smart-client' paradigm providing a rich Windows user interface than can be deployed over your Intranet or the Internet.

One of the advanced design objectives of RecFind 6 was that it should be able to be modified by the customer with 'impunity' meaning that even after it has been extensively modified it is still a 'standard' product able to receive regular updates from us. Meeting this particular objective was our greatest challenge and involved the greatest amount of innovation. You can easily review this achievement when you work with the Database Registration Module (DRM) supplied free of charge with every copy of RecFind 6. The DRM is the high level tool we provide so you can easily and quickly change almost any aspect of RecFind 6 and still end up with a 'standard' product.

We are not aware of any other product with this advanced level of configurability or any other vendor that provides a tool like the DRM.

9. Why is RecFind 6 the best possible fit for our network and Intranet?

Before RecFind 6, you needed a different product for your Intranet and remote users to the product used by your network (LAN/WAN) users, a 'fat-client' product for the network and a 'thin-client' product for your Intranet. With RecFind 6, a single client meets both needs because your system administrator can deploy any copy of RecFind 6 and select either network (ADO) or Intranet/Internet (web services) connectivity at the time of deployment.

This unique capability means that one client has been optimized for both the network and remote connections greatly simplifying the task of deploying and maintaining application software.

It means your remote, mobile and local users all use exactly the same software with exactly the same functionality and user interface.

10. Why is RecFind 6 the best possible product for my mobile workers?

Any RecFind 6 client can run over the network or over your Intranet or the Internet. This means that your mobile worker can use the exact same product (with the exact same functionality) when at his/her desk in head office and in a hotel room in Hong Kong.

There is only one user interface to become familiar with and no lesser-featured 'thin-client' product to learn and use when traveling. We do not know of any other application product with this unique capability.

11. Why is RecFind 6 easier to support and maintain than any other product?

All RecFind 6 installs are based on the Microsoft MSI format (MSI used to be an acronym for Microsoft Installer but Microsoft later changed the name to Windows installer so it is no longer an acronym).

When used with Active Directory, an MSI can be associated with a group policy to let end users install the application on their systems even if they don't have rights to modify the file system or registry. The request is passed on to WIS for the actual install. Because the package was approved by the administrator using association with the AD group policy, for example, the install will continue.

The MSI format makes the system administrator's job as easy as possible. It is the best way to install application software and the best way to update application software. It is also the Microsoft standard so you have the best possible chance of avoiding incompatibilities.

12. Why is RecFind 6 more scalable than any other product?

The need to be scalable from 1 to 100,000 users was part of the RecFind 6 design specification. This requirement dictated the architecture and programming standards used to develop RecFind 6. Even though the RecFind 6 clients are 'Windows' products the architecture is what we used to call 'thin-client' where most of the processing takes place on the database or web servers and not on the user's workstation. This means a minimal network load or 'bandwidth' requirement. You can increase performance by simply upgrading your servers.

The design of RecFind 6 also includes multi-threading (the ability to handle multiple process concurrently) wherever appropriate; more users means more threads resulting in better performance.

RecFind 6 also includes the use of multi-threaded 'agents' where appropriate (e.g., with GEM and RecCapture). The system administrator has the ability to deploy multiple 'asynchronous' agents (simultaneously processing multiple tasks) as required to improve performance.

RecFind 6's clever design (e.g., use of multi-threading) plus administrator configuration options (i.e., the ability to deploy multiple agents) means that RecFind 6 is the most scalable application software product currently available.

13. How can RecFind 6 help my organization to meet more compliance standards than any other product?

Firstly, RecFind 6 includes all of the functionality required to meet any compliance or legislative requirement (e.g., ISO 15489, the world records management standard).

Secondly, the DRM tool provided free of charge with every copy of RecFind 6 plus the integrated report writer makes it really easy for you to modify almost any aspect of RecFind 6 (i.e., data model, business process or report) . This means it is really easy to meet the specific, detailed application requirements of any new or changed standard. You do not need to wait on the vendor to design and implement the changes required for a new or changed standard; you can easily do it in hours or minutes using the high level tools supplied with RecFind 6.

You need never have a problem meeting even the most rigid and detailed compliance requirement if you use RecFind 6.

14. Why is the RecFind 6 licensing model the lowest cost and most effective way to license application software?

Firstly, we offer two ways to purchase RecFind 6, either the traditional 'licence in perpetuity' model where you pay an up-front fee and then annual maintenance or the subscription model, where you pay no up-front fee, just a low monthly fee that includes both software licensing and maintenance. We also offer RecFind 6 under the Software as a Service (SaaS) model where you pay a single monthly fee and the application is hosted and managed 'off-site' for those customers that do not want to 'manage' the application on-site.

Secondly, RecFind 6 licensing is based on the concurrent user model where one client license is able to 'support' multiple end-users. Depending upon end-user activity levels (i.e., in a range from heavy-duty user to inquiry-only user) a single RecFind 6 client license will support from four (4) to thirty-two (32) 'real' end users. Each license will time-out when not in use and release itself for use by another end-user. The time-out period is configurable by your systems administrator to better optimize RecFind 6 usage for your needs.

We provide the purchasing options to suite your budget and business model and we manage client licenses under the concurrent user model, the lowest cost and most efficient way to deploy application software.

15. How does RecFind 6 actually save me money?

Because of its flexible purchase options and concurrent user licensing model RecFind 6 will always be the lowest cost, fully-featured ECM product you can buy. Save a significant amount from your capital budget by choosing RecFind 6 over its much more expensive competitors.

- Because RecFind 6 is the easiest and faster to roll-out product of its type it will always be the lowest cost installation.
- Because RecFind 6 is the easiest to use product of its type it will always have the lowest staff training costs.
- Because RecFind 6 has been specifically designed to minimize roll-out and maintenance effort it will always be the lowest cost product to maintain.

- Because RecFind 6 can be used to solve multiple business application software needs it will always be the most cost effective software solution you can buy. Buying RecFind 6 does away with the need to buy four or five additional software products.
- RecFind 6 allows you to automate all paper processes and move towards a 'paperless office' releasing valuable floor space previously used for paper storage. This rescued space could easily save you having to move to another office or bigger and more expensive building resulting in major savings in operating expenses.
- RecFind 6 will allow your staff to do more work in less time and will free up valuable time every day. These savings will allow you to increase productivity and increase activity without having to increase staffing levels.

RecFind 6 will always produce the lowest total cost of ownership 'bottom line' of any ECM product on the market.

16. Why is RecFind 6 the absolute best solution for electronic document management?

RecFind 6 includes all of the functionality you will ever need for EDM (e.g., automatic versioning, check-in, check-out and fully configurable audit trail) plus it provides a number of innovative ways to capture electronic documents, emails and images.

- You can capture electronic documents, emails and images using the standard RecFind 6 client. You can also OCR and convert images to searchable PDFs using the standard RecFind 6 client.
- You can capture electronic documents, emails and images using the RecFind 6 Button. The RecFind 6 Button sits in the toolbar of all MS Office products and it also sits in your SysTray so you can capture any non Microsoft documents. There is also a version of the RecFind 6 Button that integrates with GroupWise and Lotus Notes. You can also check-out (as well as check-in) and scan with the RecFind 6 Button.
- You can use RecFind 6 RecScan to capture electronic documents, emails and images from any shared drive.
- You can use RecFind 6 DocScan to scan, convert to PDF and capture documents with any TWAIN compatible high speed scanner. DocScan was specifically designed for those customers with high volumes of paper documents to scan.
- You can use RecFind 6 GEM to automatically analyze, capture, classify and index all incoming and outgoing emails.
- You can use RecFind 6 RecCapture to automatically analyze, capture, classify, version and index all electronic documents saved in shared drives.

RecFind 6 provides all of the functionality and all of the options any organization requires to implement an electronic document management solution.

17. Why is RecFind 6 the absolute best solution for records management?

As well as being the perfect solution for electronic document management (see answers above) RecFind 6 is also a perfect solution for records management needs because it includes all the

functionality needed to manage physical assets like file folders, loose paper, archive boxes and both on-site and off-site records storage facilities.

RecFind 6 also includes a full complement of barcode functions designed to support the use of both fixed and portable barcode readers. One of the major benefits of the portable barcode reader is that most physical records transactions can be conducted using the portable barcode reader and then later 'uploaded' to be processed by RecFind 6. This feature alone saves an enormous amount of staff time.

RecFind 6 is the ideal solution for your records management needs because it includes all of the functionality required to manage both electronic and physical records.

18. Why is RecFind 6 the absolute best solution for imaging?

RecFind 6 provides multiple ways for you to scan and capture paper documents. They work with any TWAIN compatible scanner (no special boards or proprietary software is required) including high speed scanners with automatic document feed.

- You can scan paper documents (and convert them to indexable PDF documents) using the standard RecFind 6 client.
- You can scan paper documents (and convert them to indexable PDF documents) using the RecFind 6 Button.
- You can scan paper documents (and convert them to indexable PDF documents) using RecFind 6 DocScan. DocScan has been specifically designed for high speed scanners with an automatic document feed. DocScan will look for barcodes on the first page of each document and automatically process documents as multi-page TIFF files (or multi-page, indexable PDF files).

RecFind 6 includes all of the scanning functionality you will ever need and it makes as easy as possible to use.

19. Why is RecFind 6 the absolute best solution for email management?

RecFind 6 'understands' the unique attributes of emails and has all the functionality required to capture, classify, index, store and retrieve emails in the most effective and easiest possible way.

- RecFind 6 integrates to Outlook, Exchange, GroupWise and Lotus Notes for a seamless email management process.
- RecFind 6 provides both client-centric (manual) and server-centric (fully automatic) ways to capture, classify, store and index emails.
- You can capture mails with the standard RecFind 6 client.
- You can capture emails automatically with RecFind 6 GEM.
- You can capture emails with the RecFind 6 Button.
- You can capture emails with RecFind 6 RecScan.

RecFind 6 is the perfect solution for any organization needing email management and email archiving because it provides all of the functionality and all of the options you will ever need.

20. Why is RecFind 6 the absolute best solution for correspondence management?

As well as being the ideal solution for electronic document management and records management and imaging, RecFind 6 is also the ideal solution for correspondence management. This is because it has all of the functionality required (the aforementioned applications) plus workflow and reporting.

- RecFind 6 handles any electronic (e.g., email) or physical (e.g., file folder or loose paper) document and it includes all the functionality you require to manage tasks and monitor and report on correspondence.
- You are able to easily capture correspondence of any type (e.g., paper, electronic, email, fax, etc) and then manually or automatically classify it and assign workflow and due dates. You can track the correspondence through all stages and instantly find it and all related correspondence and tasks when needed to answer inquiries.
- You can use RecFind 6's advanced reporting functions to build and save standard correspondence reports as required.
- You can use RecFind 6's standard business processes to automate any process (e.g., overdue response alerts) and you can add new business processes to meet any need.

RecFind 6 is the perfect solution for correspondence management because it has all of the functionality and all of the options you will ever need.

21. How can I use RecFind 6 for other applications like asset management and HR management and incident management and CRM?

RecFind 6 comes 'out-of-the-box' with the tables and fields and functionality required for any of the above applications. In addition, the DRM makes it easy for you to modify the standard data model and any business processes to create a perfect fit for your unique requirements.

- RecFind 6's security system makes it easy to manage and control access to any of these tables and functions.
- RecFind 6's 'Search any table' functionality provides easy access to any of these extended applications.
- RecFind 6's powerful reporting tool makes it easy to create reports for any application.

RecFind 6's configurability and the power of the DRM module makes it an easy task to use RecFind 6 to solve multiple business needs.

22. How can RecFind 6 allow me to install, configure and roll-out an enterprise-wide email management and archiving solution in just a matter of weeks?

The RecFind 6 GEM optional add-on module is best described as a fully-automatic, rules-driven and server-centric email management and archiving solution.

- The RecFind 6 GEM Configuration tool makes it easy for you to enter all of your business rules for the management of emails. You do not need a rule for every employee or every customer or every partner. The innovative rules engine allows you to group and classify people and organizations. It also allows you to automatically recognize emails to and from customers or to automatically apply your company classification scheme to all emails. You can also automatically apply retention codes to all captured emails.
- RecFind 6 GEM connects directly to your email server (Exchange, GroupWise or Lotus Notes) and automatically analyzes all incoming and outgoing emails according your business rules.
- All emails that should be ignored are ignored; all emails that should be captured, classified and indexed are captured classified and indexed.
- All emails that require special processing or attention get that special processing or attention (e.g., automatic allocation of workflow).

RecFind 6 GEM does all of the above without involving your hard-working end users; it is a 100% background process. This is why you can install, configure, test and roll-out GEM as an enterprise-wide email management and archiving solution in just a matter of weeks.

23. How can RecFind 6 allow me to install, configure and roll-out an enterprise-wide electronic document management solution in just a matter of weeks?

The RecFind 6 RecCapture optional add-on module is best described as a fully-automatic, rules-driven and server-centric electronic document (EDOC) management solution.

- The RecFind 6 RecCapture Configuration tool makes it easy for you to enter all of your business rules for the management of EDOCs. You do not need a rule for every employee or every customer or every partner or every business function. The innovative rules engine allows you to group and classify people and organizations and functions. You can also automatically apply retention codes to all captured EDOCs.
- RecFind 6 RecCapture connects directly to your shared drives using agents that will automatically capture and analyze all new and modified EDOCs the instant they are created according your business rules.
- All EDOCs that should be ignored are ignored; all EDOCs that should be captured, classified and indexed are captured, classified and indexed.
- All EDOCs that require special processing or attention get that special processing or attention (e.g., automatic allocation of workflow).

RecFind 6 RecCapture does all of the above without involving your hard-working end users; it is a 100% background process. This is why you can install, configure, test and roll-out RecCapture as an enterprise-wide EDOC management solution in just a matter of weeks.

24. How can RecFind 6 help me to increase the productivity of my workers?

The RecFind 6 client is really easy to use and it minimizes the amount of time and keystrokes/mouse clicks required for any business process. This saves time every day.

- RecFind 6 innovative functionality like the Clone method actually reduces the workload and shortens data entry time. Features like Clone save time every day.
- RecFind 6 products like GEM and RecCapture release your staff from any need to capture, analyze and classify electronic documents and emails. These products release enormous amounts of time.
- RecFind 6 products like DocScan and RecScan automate and speed up the capturing of all paper based documents. These products save time every day.
- The RecFind 6 Button is the world's easiest to use and fastest possible way to check-in and check-out electronic documents. This product saves time every day.

RecFind 6 includes an enormous amount of very innovative functionality all designed to make the job easier to do in the shortest possible time. Used throughout your organization, RecFind 6 can provide enormous productivity gains by allowing your staff to do much more in any given period and by freeing up staff time for other activities that would have otherwise required additional staff.

25. What services can you provide to help me install, configure and roll-out RecFind 6 and train my staff?

We provide the full gamut of support services including consultancy, configuration, installation, training and support. Please tell us the services you require and we will find a way to provide them to your satisfaction.

26. What services can you provide to help me run, manage and maintain RecFind 6?

We can provide on-site staff plus project management services either on a full time or part time basis. Please tell us the services you require and we will find a way to provide them to your satisfaction.

27. How do I know what RecFind 6 features and modules I should be using?

There is a plethora of information on our website but the single best way is to simply talk to us. Contact us either via email or phone and tell us a little about your specific needs. We will then advise you of the best mix of products and services for your unique needs. There is no charge for this service.

28. How do I get RecFind 6?

The best way is to first contact us via email or phone.

29. How do I get a quote for RecFind 6 configured exactly to my requirements?

The best way is to first contact us via email or phone. We will then ask a series of questions to determine exactly what it is you are trying to achieve and then we will provide a firm and detailed quotation for the products and services you require.

30. How will you help me load up my existing data and convert from my old systems?

We have a standard conversion service (and we have completed thousands of conversions over the last 25 years). The conversion service normally begins with an onsite survey to inventory all your data and determine the most appropriate mapping of your old data to RecFind 6. We may use standard tools like RecFind 6 Xchange to import your data and populate the RecFind 6 database or we may use a range of other 'standard' conversion tools we have developed over the years.

31. How do I test RecFind 6?

We are happy to provide you with a detailed test plan as used by our R&D team when testing new releases of RecFind 6. If required, we can also provide the consultancy support required to tailor this test plan to your unique needs.

32. Why should I choose RecFind 6?

It is simply the best information/knowledge management product available today. It is the most technically advanced, the most Microsoft compatible, the most scalable, the most secure and the easiest to use ECM product available.

It will also end up providing the fastest installation and rollout times and the absolute lowest total cost of ownership bottom line.

There is no more cost-effective solution than RecFind 6.

33. Why should I choose Knowledgeone Corporation?

We have been in the information management business since 1984 and in that time have brought 26 products to market and sold to and supported thousands of customers all around the world.

We are renowned for the quality of our support and have many testimonials and references to this effect.

There are very few companies with our depth of experience or track record of support.

We have worked with all industry segments (e.g., local, state and federal government, banking, finance, education, health care, defense, law enforcement, etc, etc) and have specialized knowledge about the unique needs of each of these industry segments.

This depth of experience and knowledge allows us to bring significant value to your organization. You benefit because we have 'done this' thousands of times before. Just talking to us and asking our advice will add value to your organization.

34. How will you look after me after I have bought RecFind 6?

The same way we look after all of our other customers. We love our customers and always make them our number one priority. As well as providing all the services you require (1-800 support, consultancy, training, etc) we also support you with our Corporate Account Management (CAM) team and marketing initiatives.

We will contact you regularly by phone and email and we make it easy for you to contact us at any time about any topic. We will also try to organize onsite visits as often as possible. Our website provides details of 1-800 phone numbers and a web form where you can email any function or manager in the company including the CEO. We don't hide from our customers or make it difficult for them to contact us or make it difficult to make a support call. Au contraire, we make it as easy as possible for you to contact us by email, phone or fax and all contact details are easy to find on our website under the 'Contact US' heading on our home page.

You can lodge a free support call at any time by selecting 'free email support' under the 'Support/Help Desk Support' heading on our homepage.

The fact that we make it so easy to contact us and lodge a free support call should be the first clue that we approach customer service very differently from our competitors.

We really do have an 'open door' policy and an overriding desire to be 'easy-to-do-business-with'. You tell us what your needs and requirements are and we will always do everything in our power to meet them. Our goal is to build a partnership with you by adding real, tangible value to your organization.

Frank McKenna, CEO

Please contact Frank by using this link and selecting 'CEO':

<http://www.knowledgeonecorp.com/contactus/emailus.htm>