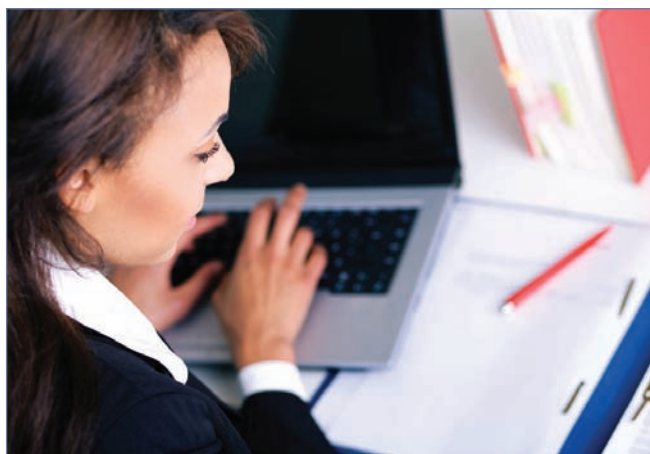


MACROS REPLY:

LIVING NETWORK, SMART SOFTWARE, RUNNING PROCESSES

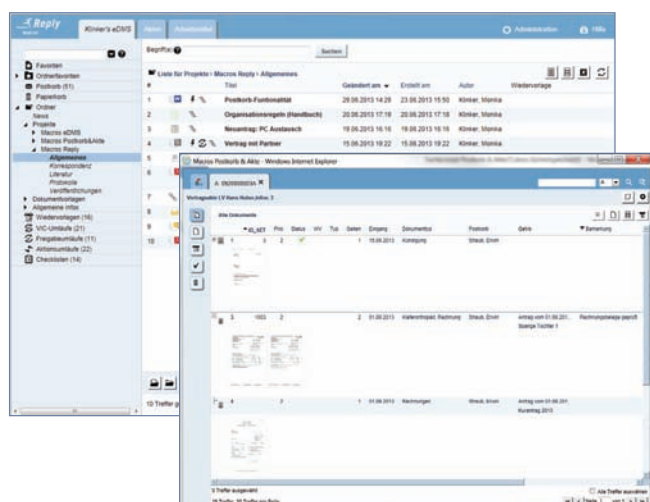


AT A GLANCE

Macros Reply uses flexibly configurable standard software and intensive consultation to optimise its customers' processes. Whether with classic document management or with its inbox and File systems: Macros Reply strives for the comprehensive optimisation of business processes with all its products and solutions. Input management, transaction processing and output management are fully supported as a "closed loop" and under consideration of the company and department requirements. The high degree of technical, industry and process-specific competence of the Macros employees is reflected in every product, every solution and each individual add-on. This is also the company's most important unique selling point. After all, the combination of configurable standard products, expansion modules and the implementation of customer requests allows Macros Reply to offer its customers precisely the right solution, which is optimally integrated into the existing system landscape.

MACROS REPLY CORE TOPICS

- inbox and file systems
 - Workflows and business process management
 - Document management systems
 - Digital personnel file
 - Text and output management
 - Processing and distribution of incoming post
 - Electronic archiving
 - Industry solutions for insurance companies, banks and public administration
- Process optimisation from document input to document output.



Customers who choose Macros Reply are opting for comprehensive process optimisation. With the comprehensive product range and deep integration into partner solutions and company-specific systems, Macros Reply offers you the seamless processing of documents from the inbox to the outbox.

MACROS PRODUCT PHILOSOPHY

Macros products are efficient standard products that offer a high degree of individualisation. This means: Macros Reply has worked together with its customers to develop a comprehensive range of functions that make daily tasks considerably easier for users. Thanks to well-developed configuration technologies, Macros Reply adapts the products to the requirements of the department and all employees, who will now be able to work intuitively and efficiently. If you believe that this much individualisation is very time-consuming, rest assured: Macros products are designed modularly. With the pre-configured components, the optimal solution can be created and implemented quickly.

STEP 1: THE MAILBOX – INPUT MANAGEMENT

Whether e-mails, faxes, letters or other information – all input channels are processed by the Macros input management process. After digitizing any paper documents with Macros eScan, all incoming documents are indexed and archived. Depending on the document volume, you can access our partners' automated OCR/ICR solutions for classification and indexing or do this manually. On the other hand,

the indexing client Macros eIndex is worthwhile for all companies looking for a low-cost option for indexing incoming documents, e-mails or faxes semi-automatically and thus benefit from the synergies between the Macros applications. Along with an overview of the scanned or incoming stacks and their documents, an integrated viewer, a thumbnail view of the pages and an adaptable indexing mask for adding tags are available.

STEP 2: DISTRIBUTION

The digitized and tagged documents are distributed to the correct member of staff or the right team with Macros eDistribute. The departments or divisions can independently determine the criteria used for distributing the documents to the team or individual inboxes. The definition and administration of distribution criteria and rules are in their hands. For processes that require no manual editing, the documents can be processed completely automatically („dark processing“).

STEP 3: PROCESSING – MACROS CORE PRODUCTS

The documents, which have been optimally distributed, can now be handled or processed further with the various Macros products. Depending on the requirements, the following products are available:

MACROS eWORKPLACE – EFFICIENT PROCESSING

Macros eWorkplace (formerly called Macros iNbox & eFile) serves the purpose of efficiently processing standardised processes. The electronic inbox contains all the processes, orders and transmissions for which you are responsible, as

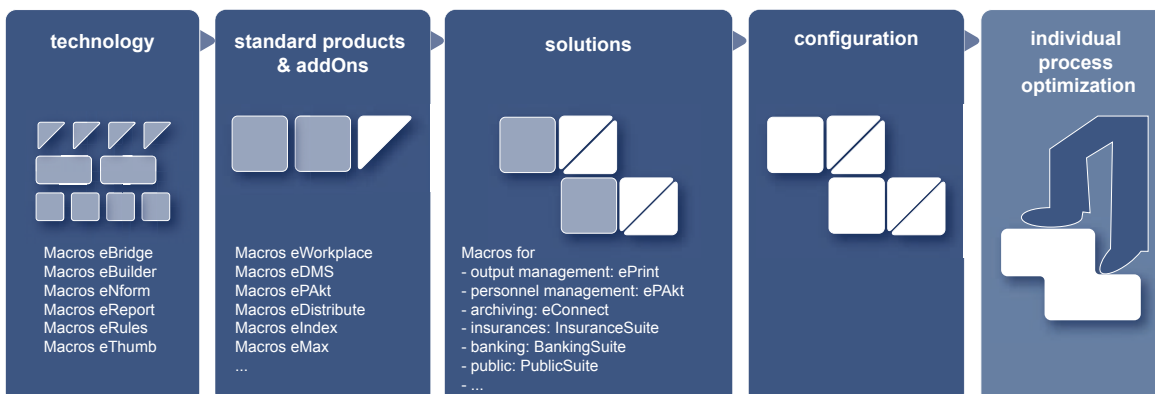


Illustration: Macros Reply product philosophy

well as the follow-up items. One click takes you to the electronic file. You can see all decision-relevant information about a customer or a contract, bundled together from various systems into one view. With this integration, Macros eWorkplace enables the context-related jump into your department systems. Of course, all standard Office, e-mail, and host systems are connected seamlessly. As a cockpit for procedural and department processing, Macros eWorkplace provides a 360-degree view of the customer, which is reflected by considerably improved customer service. Macros eWorkplace is used mainly in the insurance and banking industries to process a great deal of documents, applications or messages in a short time.

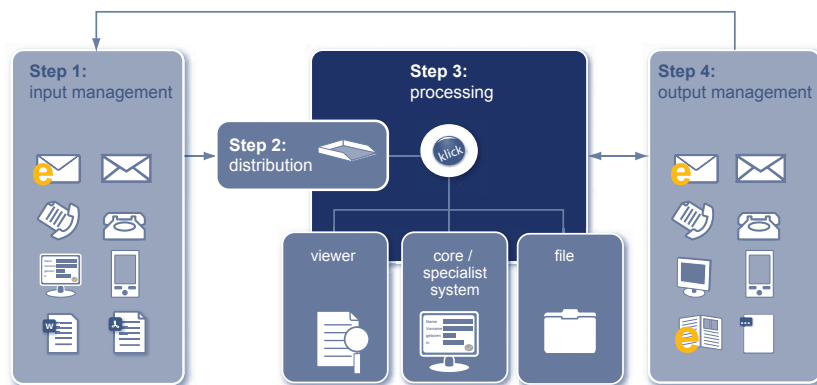


Illustration: Macros eWorkplace provides a 360-degree view of the customer with a context-related jump into the department systems

MACROS eDMS – CORPORATE-WIDE DOCUMENT MANAGEMENT

Macros eDMS is the company-wide solution for the efficient handling of all documents and information within a company. In addition to classic document management functions, Macros eDMS inspires with its diverse process improvements such as workflows and checklists. Context-related work is also made possible in no small part by the integration of all common Office, e-mail and archive systems. Thanks to its ergonomics and adaptability, eDMS enables intuitive operation with a minimum of training. Macros eDMS forms the basis for comprehensive business solutions, such as contract management, and is used for active (cooperative) work on documents.

MACROS ePAKT – THE DIGITAL HR FILE FOR OPTIMISED HR PROCESSES:

The digital personnel filing system Macros ePAKT is the standard product for efficient, modern and secure HR management. As an instrument for managing and streamlining all processes involving HR files, Macros ePAkt decisively improves the quality of HR work. The centrally stored information as well as comprehensive research and workflow functions relieve HR staff of routine and filing tasks. In conjunction with personnel management systems such as SAP HCM,

compliance with legal and organisational operating requirements is assured. The integration allows context-sensitive access to the corresponding file contents at any time. Roles and authorisations to access files or file contents protect the sensitive data. Processes in human resources management become more secure, intuitive, and efficient.

STEP 4: DOCUMENT OUTPUT – TEXT AND OUTPUT MANAGEMENT

Macros ePrint gives companies the possibility of automatically or manually creating and sending individual and mass correspondence over a wide variety of channels. With only one template per business case, the customer receives the information via letter, e-mail, SMS, etc. Flexibly combinable text and layout modules, and organisation using templates, make communication simple, consistent and customer-oriented. The results of the correspondence are filed in the appropriate file or the corresponding folder.

MACROS REPLY TECHNOLOGY

The technologically advanced basis for the Macros Reply products meets all requirements pertaining to high availability, stability and performance, and works based on components.

- **MACROS eBUILDER:**
easily customise browser applications
- **MACROS eNFORM:**
transactional processing and batch processes in the background
- **MACROS eRULES:**
to check situations and the execution of rules
- **MACROS eBRIDGE:**
connection of all Macros Reply products to existing system landscapes:
Macros eXtensions for mail and Office programs, Acrobat and Explorer
Macros eHost for core and specialist systems
Macros eConnect for storage and archive systems
- **MACROS eREPORT:**
generate evaluations and statistics
- **MACROS eTHUMB:**
generate and manage thumbnail images

These products are all XML configurable and use the same access technologies for databases, server applications and third-party systems. Macros components are available for different server platforms

on the basis of Windows and Linux. MS SQL server, Oracle and additional relational databases, depending on the project, are used as the databases.

MACROS REPLY ECM ADDONS – A SMALL SELECTION

- **MACROS eWORKFLOW & eCHECKLIST:**
extremely simple representation of workflows while including checklists for particularly extensive tasks. Save workflows and checklists as templates.
- **eMAX:**
send e-mails and faxes directly from the Macros Reply programs while using templates and signatures.
- **eVIEWER:**
combine the display of documents in various formats in one application (jpeg, tiff, gif, PDF, PDF/A, etc.).
- **eRENDER:**
rendering service for the automatic conversion of source/original formats to archive formats.
- **eARCHIVEPRINTER:**
document storage from all applications that have a "print menu".



As a specialist for document management systems within the Reply Group, Macros Reply uses innovative software to optimise its customers' business processes. Company-wide information and document management systems, archive solutions, process monitoring and mailbox / file systems from Macros Reply have won over numerous renowned customers. The high degree of technical competence as well as industry and process-specific knowledge of Macros' employees is reflected in every product. It is also the company's most important unique selling point. In conjunction with the configurable standard products and expansion modules, Macros offers its customers exactly the solution that reflects the individual business processes. The inclusion in the network of the European-wide IT service provider Reply gives Macros Reply access to the knowledge of over 3,000 IT experts.

For more information visit us at www.macrosreply.com or www.reply.com

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