

## How an xSP solution can help you work smarter.

To be successful, you need to stay focused on your core business strategy. After all, technology should enable you to work better, faster, and smarter—not bog you down in the details. That is why we built the RightAnswer\* solution as an xSP system.

An xSP system allows you to quickly and easily deliver a globally integrated solution. This cost-effective system provides multiple application capabilities to all your locations via the Internet or your Intranet. You do not have to install, maintain, host, and manage this enterprise software solution or its infrastructure

The xSP business model offers a cost-effective solution to any size organization. Small, medium, and large companies can now take advantage of all the capabilities of high-performance network systems and applications, formerly affordable only by very large companies.

in house. And you will not need IT professionals to support it or the numerous other software programs it replaces.

Because the RightAnswer\* solution is completely Web based, it offers key advantages over complex enterprise systems:

- **Fast:** Full-scale implementation can be deployed in a very timely manner: no software or hardware to install; and you can use our shared content.
- **Cost-effective:** Implementing the RightAnswer\* xSP solution reduces application, hosting, technical, and administrative support issues.
- **Easy:** All a user needs is access to a PC and Internet Explorer 5.5+, plus plug-ins.
- **Powerful:** The RightAnswer\* solution supports importing all known documents including native files and Web viewable formats for cost-effective system file migration. And, when it comes to importing data, we are ODBC.

If your business needs are more expansive or change faster than your current internal systems are prepared to accommodate, the RightAnswer\* solution is your xSP solution. Plus GCRH offers technical and Subject Matter Expert services.

In addition to standard xSP services (hosting, infrastructure, and application), you can even get custom implementation options. You can also supplement your needs with document design/layout support, regulatory compliance consultation, and process optimization consulting.

The xSP online approach is ideal for any business—from small businesses that need enterprise capabilities, to large companies that want to outsource their noncore areas to experts, to every business size in between. Improve your organization's productivity while cutting overhead, capital, and technology costs with the RightAnswer\* solution.

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*The excitement about xSPs is easy to understand. End users save money and cut deployment time by shifting the internal burden of installing, maintaining, hosting, and managing applications and infrastructures to external xSPs. This can be a significant cost advantage over client-server and other database applications that require specialized, highly trained internal systems and networking resources.*

## We can make the implementation process seamless.

From start to finish, we understand the process of creating, using, maintaining, importing, saving, recording, printing, reporting, and accessing documents, data, and related information. In particular, we understand the complex processes of regulated-product industries, where getting product to your customer *with the right documentation* must be done quickly and accurately.

It is our goal to make your document development and management processes simple—and that includes helping you put these paradigm “Right. Now” processes in place.

The RightAnswer\* solution redefines fast and easy for enterprise implementations. Now you can get a total document development, management, output, and archive solution without all the typical enterprise-level costs, issues, and compromises.

To ensure the most effective deployment of the RightAnswer\* solution, we offer several implementation options. Each can be configured to deliver the best solution for your enterprise:

■ **External xSP solution:** The xSP online approach is ideal for any business. Because it is Internet based, it is the fastest, easiest, and most cost effective to implement.

- Your full-scale implementation can be deployed in a very timely manner, with no software or hardware to install.
- Our shared, nonproprietary content is available for use from day one.
- All your users need are access to a PC and Internet Explorer 5.5+, plus plug-ins.
- You'll reduce application, hosting, technical, and administrative support issues.
- We can import your native data and you can import your native file documents and Web viewable formats for cost-effective migration, virtual document development, and total document management.

■ **Internal enterprise implementation:** The RightAnswer\* solution is flexible and robust, and operates on industry-standard hardware and networks. Licensing options are available to implement the RightAnswer\* solution on your company's Intranet infrastructure. Installation and management (by your company or ours) can be done within your company's current IT environment.

■ **External/internal hybrid:** Complex companies with specialized needs may need a customized implementation combination—for example, you may want to store documents within the system for users and keep the record retention versions on your site. GCRH is prepared to work with you to implement the best solution to answer all your needs.

To realize the value of your investment, GCRH offers qualified experts to assist you in implementation planning. We recognize that a well-thought-out plan makes the implementation process seamless. So we can assist in optimizing your processes to help you introduce the RightAnswer\* solution effectively into your organization.

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*Ensure quality and control. Promote effective knowledge transfer. Enable successful change management. Create and support a learning organization that can thrive in an ever-changing business environment.*