

The RightAnswer® solution – An Overview

The RightAnswer® solution is a comprehensive, global application utilizing 100% on-line technologies. It is delivered via a cost-effective ASP (Application Service Provider) business model. Our inside-the-chemical-industry experts developed this application by integrating their extensive knowledge of the many development and management processes for authoring, maintenance, printing, and archiving regulated-product and logistics documents, such as MSDS and labels. **Below are the key benefits and features of the RightAnswer* solution.**

Business Benefits Include

- Centralized Solution – global access for users anytime, anywhere based on role, activities and needs.
- Significant Savings – estimated at 40%-80% versus other enterprise or client-server applications.
- Modular – functionality is flexible & adaptable to meet needs as determined.
- On-line in Real-time – all capabilities are delivered over the Internet; no hardware or software to install and maintain; nominal or no internal IS/IT resources are needed to support application, infrastructure, or users.

Support and Services Include

- 7/24/365 System Support
- User Support (help desk) programs are provided based on customer needs.
- Consulting Options – document authoring, format design, custom interfaces, custom programming, and consulting services are offered directly or through our network of alliance companies.

Authoring Features Include

- Independent or Integrated Label and MSDS Authoring Modules – database driven content (phrases, graphics), multiple global formats, and variable security features allow content editing and control down to the section level of an authored document.
- Master Document Authoring – with automated individual product document generation in each/all assigned languages.
- Extensive Barcode, AutoID Capabilities – product labeling, inventory, shipping, and customer driven information can be created on-the-fly.
- Global Language Support – including Latin-based, Asian, and Cyrillic languages – individually (e.g., MSDS) or in combination (e.g., labels).
- Integrated Translation Request Processes – for obtaining content translations as needed, in any language.
- Shared Content Library Modules† – over 50,000 English MSDS phrases and other phrases and graphics (such as EU Risk & Safety) in several languages.
- Imported Content Libraries – allows authorized users import and manage your exclusive proprietary content.
- Library Content Management – authorized users can review and approve additions and deletions for appropriate library maintenance and efficiency.

Management Processes and Tools Include

- Document Importing, Routing and Management – authorized users can import individual or batches of documents created elsewhere and manage them all in one system (e.g., supplier MSDSs, package artwork, shipping documents, technical data sheets).
- On-line, Optional, Document Routing, Tracking and Approval Processes
- Automated Records Retention and Archiving Processes
- Document Lifecycle Management Tools – supports updating documents and their related information (e.g., responsible party, language changes, etc.) to meet long term needs.
- Automated Version Control – for both authored and imported documents.
- Automated Email Notifications – sent to appropriate users throughout all the integrated processes.
- Logistics Asset Management Module‡ – returnable container tracking, AutoID, inventory and other options.
- ABC (Action Based Cost) Accounting Module‡** – for tracking costs at the entity, user, and/or document levels.
- Customized Entity-Based User Interface‡** – much of the user interface is table driven to allow for customer nomenclature, language requirements, custom document tagging options, etc.
- Self-Administration – allows you to add and modify user information, entity defaults and other entity level features.

Distribution, Output, and Access Options Include

- Document Print-On-Demand – to laser, inkjet and thermal transfer printers.
- SOAP/XML Data and Document Exchange Options‡ – for interfacing with other external or internal systems.
- MSDS Auto Distribution‡ – interface with order systems (like SAP® or DataCor) to drive automated MSDS distribution from RightAnswer directly to your customer (or others), via email or fax.
- Third Party Access – "restricted user" security levels allow document sharing (as you authorize) with external parties such as customers, contract packaging operations, or distributors.

Additional Information

To find out if the RightAnswer® solution is your answer, please contact The GCRH Corporation:

Phone: 877-835-5588 x17

Web: www.RightAnswer.com

Web: www.GCRH.com