



***Total control on Documents, Records
and Training
for Quality Assurance, Environmental
Management, Occupational Safety...
according to
ISO 9001, ISO 14001, ISO 17025, QS...***

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In short

Our software **Sistema Docal** consists of 3 modules:

- **Document control** (always): it manages everything related to **creation, approval workflow** and **distribution**, as well as **obsolete** versions. Documents can be created using *Word, Excel, AutoCAD* and any other software.
- **E-forms** (optional): it allows **designing records** and managing the **workflow** between the users that must **fill in data** or **approve** the information recorded. It is widely used to manage **non conformities, corrective and preventive actions, customer relationship** as well as **manufacturing records, purchase requests** and almost any kind of record.

The software guarantees that every user can only enter the data requested and can't change data filled by other users.

Every single piece of information is stored in the database, so authorized users can retrieve reports in real time as text or graphics. It takes seconds to answer a question like "**How many non conformities do we have about product X this month?**"

- **Training control** (optional): it allows to point some documents as **required**, make **training plans**, detect **training faults**...

Advantages

Sistema Docal offers at once:

- **Suitability**: recently **Sistema Docal** has obtained the **best score** in an objective study carried out in the **Carlos III University** (Madrid), overcoming other 9 software products. **Standard 1209 from IEEE** was used.
- **Low cost**: our **prices** are **reasonable** for every company.
- **Reliability**: used uninterruptedly **since 1998** by big, medium and small companies, it can work either with **SQL Server** or **Oracle** (and the free versions of both) and also it can be used "in the cloud".
- **Prestige**: it has been chosen by companies belonging to **Mapfre, Hero, Abbott Laboratories, Cirsa, Alsat, Heimbach, Recall, Samca...** in **14 countries**.
- **Simplicity**: there is **no need to spend weeks to learn** how to manage the software.
- **Relief**: our customers have successfully obtained certifications by **Bureau Veritas, Det Norske Veritas, SGS, Lloyd's, Aenor...** according to **ISO 9001, ISO 14001, ISO 17025**, many other and even the **FDA Final Rule, 21 CFR Part 11**.
- **Total control**: it controls entirely the **creation, approval, reading** and **printing** of your **documents** and **records**.

- **Compatibility**: it can manage documents made with *Word, Excel, PowerPoint, FreeHand, AutoCAD, Acrobat* and any other format. The additional software **Docal Agent** can send **e-mail** through any SMTP server (usually *Microsoft Exchange, Gmail* or *Lotus Notes*).
- **Support**: you can get **support without limit** by telephone, e-mail and on-line.
- **Updates**: updates are published in our website. Easily an authorized user can **download** the last update and send it to **every PC** in the network.
- **Integration within corporate software**: an OCX component intended for software developers allows using **E-forms from your corporate software**.

Introduction

Quality Assurance and/or **Environmental Management** according to international standards (ISO 9001, ISO 14001, QS...) requires a great effort concerning organization and management, along with a significant cost.

As a consequence, many documents need to be managed, including:

- **Development**: creation of new documents, including forms that will be filled by different users.
- **Approval workflow**: qualified users must make comments or give their approval before documents can be distributed.
- **Distribution**: every document and form must be handed in to end users.
- **New versions**: documents and forms are not forever. Often documents must be changed, those changes must be approved and new versions must be distributed while retiring the old versions.



This complexity increases as **some documents depend on others**, so changes in one document can require changes in those related to it.

Also, when the document is a **form**, its workflow does not end with distribution, but **must go on through different users** gathering pieces of **information, decisions** or **tasks** from each one.

On the other hand, the management of **Occupational Safety** requires a similar treatment.

General description

Sistema Docal allows computerization of every process related to **Documents, Records and Training**, through a friendly interface that provides an **easy management** as long as very **few hardware requirements**. Cloud storage is also available.

Our customers include a wide variety of sectors from **manufacturing** to **laboratories, hospitals** or **schools**. They have got ISO certificates from **Bureau Veritas, SGS, DNV, Lloyd's, Aenor** and many other certification companies in **14 countries**.

Below we give a brief explanation of the most valued features. Some descriptions and screenshots have been simplified.

The Explorer

The **Explorer** inside **Sistema Docal** is a powerful tool for easily getting **reports** and **managing** every item. It allows **creating, modifying** or **deleting** items (users, departments, types of documents...), showing reports of the information recorded.

Its layout is **similar** to Windows Explorer, with a **tree** in the left, **elements** listed on the right and a **toolbar** above them.

It also provides powerful **search** functions as well as the capability to generate **reports** as **Word** or **Excel** documents.

Concept	Quantity
Authorizations by Department	16
Authorizations by Department and Level	12
Authorizations by Users	0
Departments	2
Documents	14
Levels	4
Types of Documents	9
Users	4

Documents under development

In order to guarantee that **documents** can't be modified by non authorized users, they are **stored inside a database**, not as disk files that could be modified or deleted by users with access to those folders.

In addition, you can **freely choose what tool is the most suitable** for a single document. Often it is a word processor such as **Word**, but documents can also be **Excel** workbooks, **PowerPoint** presentations, **AutoCAD** designs or any other kind of file.

When a form is to be designed, **the E-form tool is recommended**, so you can easily automate all the workflow for the form, from creation to closing, avoiding entirely the use of paper.

E-Forms can ask the user for a **single piece of information** (a name, number or date) but also **an entire file** can be inserted if allowed.

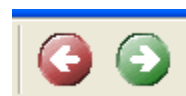
On the other hand, it is possible (and recommended) to create **templates** for each type of document. This way, every new document of that type will have the same look.

Templates can be of any kind, but when it is a *Word* or *Excel* document, it is possible to insert **bookmarks** to tell **Docal** exactly where we want the document **code**, **title**, **date of publication**, **date and time of printing**...

Approval

Approvers can **push forward** the document but also they can **return** it back to the writer to ask for changes. Also, authorized users (critics) can add comments to be read by the approvers.

The software guarantees that **the document can't be modified during approval or later**, unless it is returned to its writer.

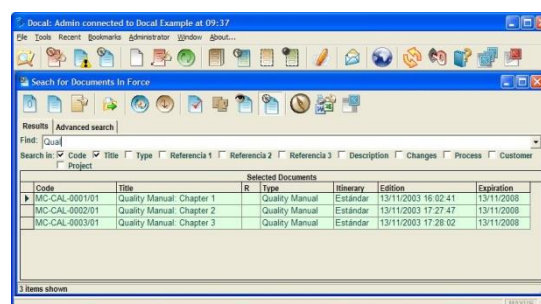


When the document to approve is an E-form, the approver can fill in a **test form** to find out whether the designed workflow is correct or not.

Distribution

When a document is **published**, every authorized user can have access to it. If it is a new version, the old one has been retired automatically to assure that **users are not using obsolete documents**.

A **powerful search screen** allows users to easily find the desired documents.



It records **who** opens every document, **when** it was and **from which computer**.

Also, when opening a *Word* or *Excel* document, it is possible to **prevent users from printing it or saving local copies**.

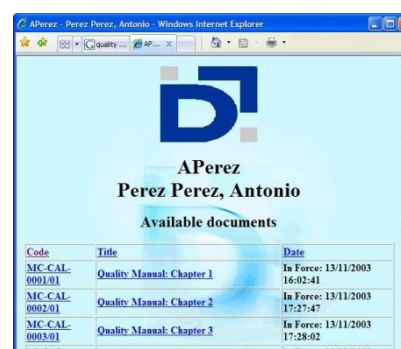
When the document is an **E-form**, end users can **“start” and fill in new copies** of it. Every piece of data is stored in the database, so it is available for **report**.

All of this makes possible to **completely avoid the use of paper**, but **hard copies are allowed** for users that don't have a PC in their workplace.

Also it is possible to distribute published documents through an Internet/Intranet server (see below).

New versions

Published documents that are to be changed are not modified, but **copied to the development area** from where, after approval, will be published. On publication, the new



version “pushes” the previous version to an obsolete area, avoiding further access. Only authorized users can view obsolete documents.

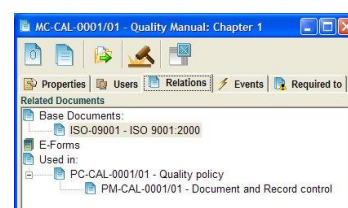
The software guarantees that **published and obsolete documents can never be lost or modified** (database backup is required).

Dependencies between documents

The software shows two dependency trees for each document.

One lists the **base documents** for the current document.

The other shows those where the **current document is a base document**.



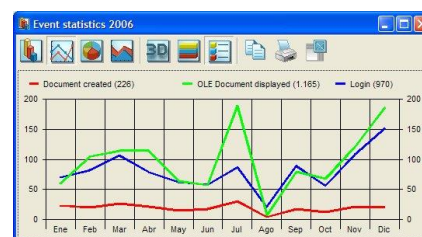
From this information, the software is able to **warn** about changes in documents that **could affect others**.

Statistics

A **variety of statistics** options give valuable information that can be used to improve the use of the software.

It gives the **mean time** needed for document creation/approval (global or detailed by user), number of created documents, number of new versions...

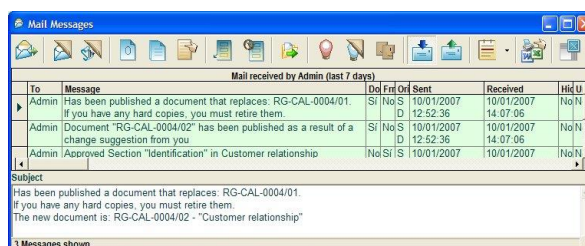
Statistics are given as **text** or **graphic reports**.



Mail tool (only Enterprise edition)

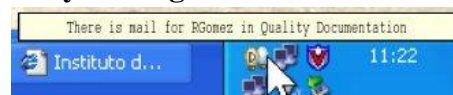
A complete **message system** is included.

Many **messages are sent by the software itself** in order to warn approvers than must push a document forward, writers whose approver has returned the document, users that have received a new document... **over 40 types** of messages can be sent.



Messages are not private. Administrators can audit every message.

When a new message exists, a light bulb next to Windows clock **warns the user even if not logged to Docal**.



Additional software (**Docal Agent**, more information at the end of this document) can send every message by **e-mail**, so the users can receive them in the **inbox tray** through their usual e-mail client (*Outlook, Gmail, Lotus Notes...*).

Event Log (only Enterprise edition)

It records all activity, storing information about **user, date and time, action and PC**. So, **over 50 activities** like login, logout, document creation, approval, opening or printing can be viewed at any time by authorized users.

Order#	Date	User	Event	Comment
19.958	10/01/2007 10:51:16	Admin	General Configuration changed	Español => English
19.957	10/01/2007 10:51:16	Admin	General Configuration changed	From DELLPM20
19.956	10/01/2007 10:49:26	Admin	Login	From DELLPM20(Guillermo)

Change suggestions (only Enterprise edition)

Change suggestions provide an easy way to **manage suggestions** for **document creation, change or retirement** made by different users.

Type	Applicant	Document	Suggestion	State	New Dc	Prd	Date
Change	Gomez Gomez, Rosario	MC-CAL-0003/01 (In Force)	10/01/2007 12:17:20	Create			

Administrators can **reject** suggestions, or they can decide **starting a new document**, creating a **new version from an existing document** in order to include the suggested changes, or **retiring** the document to the obsolete area.

Change suggestions keep tracking between **users** asking for changes, **documents** and **response** given by administrators to every suggestion.

Intranet/Internet distribution (only Enterprise edition)

A **wizard** creates a **complete website** for the published documents. The website can be personalized for each user, or can be generated as a whole site for all users.

ID	Name	E-Mail
RGomez	Gomez Gomez, Rosario	
ULopez	Lopez Lopez, Javier	
APerez	Perez Perez, Antonio	
Admin	System Administrator	

Only published documents (all or selected) can be uploaded. **A Web version of Docal is also available.**

HTML templates are available, so it is possible to change **colors** and **graphics** that **match those of the company website**.

Messages are sent to users giving their personal URL (if available) or the global URL.

PDF distribution (only Enterprise edition)

PDF distribution is an **optional feature** within Enterprise edition that allows **giving in the document to end users as a PDF**, while **keeping the original document hidden** (*Word, Excel, AutoCAD...*).

It is useful in some cases:

- To **prevent** documents in the Intranet/Internet **from printing**. Not printable PDF should be generated.

- To distribute documents to a very large number of users when **software licenses are limited** for *Word*, *Excel* or other software used to create documents.

A **mixed mode is allowed**, e.g., you can insert a PDF only for those documents you want distribute in that format.

To create PDF files you need to use proper software like **Adobe Acrobat** or **PDFcreator**.

E-forms module (optional)

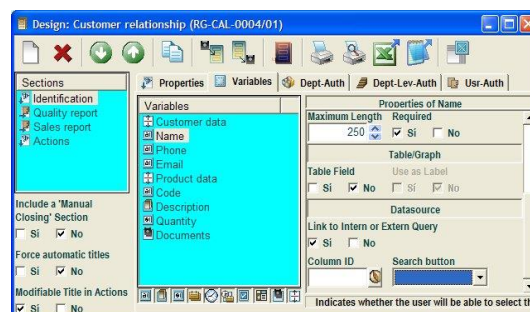
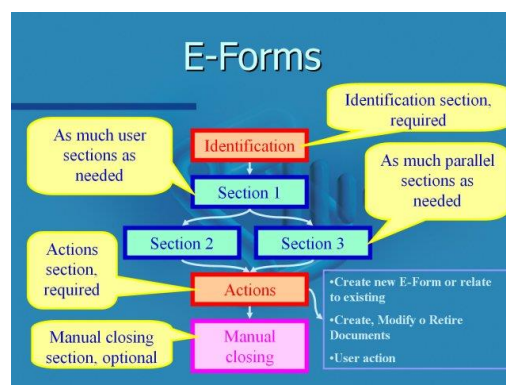
The E-forms module **is an extension**, sold separately, that provides additional functionality over the basic Document control module.

Includes an easy-to-use **designing tool** for creating **electronic forms** and managing **workflow**.

Each **section** is intended to be filled by a single user and includes one or more fields. Many **types of fields** are available: text, memo, number, date, time, system date and time, boolean, multiple options, file and separator.

Some advanced features are:

- Sections and fields can depend on other fields.** So, selecting a value in a field can force further sections to be skipped or further fields to be mandatory.
- Users assigned to fill in further sections can depend on values selected in previous sections. This allows a **dynamic workflow**.
- Sections can include **tables**.



After a newly designed E-form is **published**, end users can **“start” new E-forms** and fill in data. Every time a section is completed, **the software looks for the user responsible in the next section** and sends a message asking the user to fill in that section.

A special section (**Actions**) can be used to start new E-forms, make new “change suggestions” or assign tasks to certain users.

E-forms **are widely used** to manage **non conformities**, **corrective and preventive actions**, **customer relationship** as well as **manufacturing records**,



purchase requests and almost any kind of record.

Stored data can be viewed as **text** or **graphics**, or can be **exported** to new or existing *Excel* workbooks.

For **developers**, there is also available an **OCX component** that allows to use E-form functionality from within your corporate software (more information at the end of this document).

Training control module (optional)

The Training control module **is an extension**, sold separately, that provides additional functionality over the basic Document control module of an **Enterprise** or **Corporate** edition.

Main features:

- **Required documents:** for each document, you can say who should read the document and then sign “I’ve read and understood this document”.
- **Training manager, promoters and instructors:** new roles to plan training.
- **Fault detection:** it detects training faults: courses to attend and required documents to read/sign.
- **Training plan:** you can create types of courses and assign contents, duration, required users...
- **Notes, Course file:** it allows assigning notes and it keeps the course file for each user.
- **Job change plan:** when a particular user is to be promoted to a new job, this utility allows knowing in advance which courses he should attend and what required documents he should read and sign.
- **Periodical courses:** some courses can be created as “periodical” when the same user must attend the course more than once, with a known periodicity.



Editions

Our software **Sistema Docal** can be useful for big, medium and small companies that need to manage documents and records.

All editions can be extended with the **E-forms** module.

Only **Enterprise** and **Corporate** editions can be expanded with the **Training control** module.

- **Standard edition**: is the cheapest and it is intended for companies managing less than 300 documents in a single PC or a small network of up to 4 PCs.
- **Professional edition**: is the same as the Standard edition but it can manage over 300 documents.
- **Enterprise edition**: it is recommended for networks from 4 to 150 PCs. Includes:
 - **Mail tool**.
 - **Event log**.
 - **Change suggestions**.
 - **Internet/Intranet distribution**.
 - **FDA Final Rule, 21 CFR Part 11 compliance**.
 - Document organization by **customers, projects** and/or **suppliers**.
 - Optional **PDF distribution**.
- **Corporate edition**: recommended for enterprises and groups over 100 PCs.

Requirements

Server side

Every company can choose between:

- **SQL Server** 2005 or higher
- **SQL Express** (free version of SQL Server)
- **Oracle** 8.1/9.x/10g/11g
- **Oracle Express** (free version of Oracle)
- **Docal Cloud** (SQL Server managed by IDT in the cloud, available from anywhere in the Internet).

Hardware requirements in server depend on the database chosen and must be requested from Microsoft or Oracle.

When using **SQL Server**, **SQL authentication** should be enabled. Windows authentication is available but not recommended.

When using **Oracle**, additional requisites exist in the client side.

Client side

Current version 5.51 is a full Windows client.



It can be installed on **Windows 7, Windows 8.1 and 10.**

If needed, it can also be installed on Windows Server 2003/2008/2012, but it is not usual to have it in the client side.



There are not other requisites when SQL Server is in the server side.

When using **Oracle** in the server side, an **oracle service name** must be created using the same name for all the clients. Also, **the most recent version** of the “**Oracle provider for OLEDB**” must be installed in the client side. Versions of “Oracle provider for OLEDB” originally shipped with Oracle may contain bugs solved later. This is why we recommend downloading the latest version from Oracle rather than using original CDs.

Customer support

All the licenses of **Sistema Docal** include **three months** of **updates** from our website and **full support** by **telephone** and **e-mail** and **on-line**. This service can be **renewed annually**.



We publish in our website at least a new version/revision every year, providing full compatibility with every new version of Windows, Office and other related software.

Our customers

Docal has been chosen by companies belonging to **Mapfre, Hero, Recall, Abbott Laboratories, Cirsa, Alsat, Heimbach, Norte, Samca...** and others, in **14 countries**, including Sweden, Norway, France, United Kingdom, Singapore and China.

Our customers have successfully obtained certifications by **Bureau Veritas, SGS, Det Norske Veritas, Lloyd's, Aenor...** according to **ISO 9001, ISO 14001, ISO 17025**, many other and even **FDA Final Rule, 21 CFR Part 11**.



Updated information

You can find the latest information at our website:

<http://idt.es>

Additional software (optional)

Docal Agent for SMTP

This Agent for **Docal** sends by e-mail a copy of every message generated inside the system through an e-mail account in a SMTP server.

Main features:

- **Users will receive all the messages** in their **inbox tray** using their usual e-mail (*Outlook, Gmail, Lotus Notes...*).
- It can be installed as a **Windows service**, working **unattended**.
- It needs an **e-mail account** in a SMTP server to send the messages.
- It can connect to SMTP servers **with or without authentication**.
- **An only Agent** can be configured to send **all the messages** from different databases.
- **Errors** can be **easily detected** when e-mails can't be sent.
- It can be purchased **in addition** to **Enterprise** and **Corporate** editions.

OCX component for developers

This OCX component is a control (also available as a DLL) intended **for developers** that want **to use our E-forms from within their own corporate applications**:

- It can be used from any **development tool for windows** that can **use external OCX or DLL references** (*Microsoft Visual Studio, Oracle Developer, Microsoft Access...*).
- From the corporate application, an user could:
 - **Look for pending E-forms and actions.**
 - **Create (start) a new E-form** from an existing design inside **Docal**.
 - **Open an E-form** previously created.
- It can be purchased **in addition** to any edition of **Sistema Docal**