



Project Phoenix

Learning Materials On-Demand

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# **An evaluation of document management systems suited to course pack provision**

Summary Report prepared by South Bank University

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**Project Phoenix is an On-Demand Publishing research initiative  
being funded under the FIGIT Electronic Libraries Programme**

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## Contents

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<b>1</b>	<b>Introduction .....</b>	<b>1</b>
<b>2</b>	<b>Summary of the solutions.....</b>	<b>1</b>
	<i>2.1 Astec's solution.....</i>	<i>2</i>
	<i>2.2 BEI's solution .....</i>	<i>2</i>
	<i>2.3 Graphic Data's solution.....</i>	<i>2</i>
	<i>2.4 Open Connection's solution .....</i>	<i>3</i>
	<i>2.5 Open Text's solution .....</i>	<i>3</i>
	<i>2.6 Rank Xerox's solution .....</i>	<i>4</i>
	<i>2.7 Youd Andrews' solution.....</i>	<i>4</i>
<b>3</b>	<b>Evaluation of the solutions.....</b>	<b>5</b>
	<i>3.1 Operation within the existing South Bank University IT environment.....</i>	<i>5</i>
	<i>3.2 Acceptance of both printed and electronic inputs.....</i>	<i>5</i>
	<i>3.3 Maintain a database of units which can be combined to produce readers.....</i>	<i>5</i>
	<i>3.4 Manage publication of cohesive compound documents .....</i>	<i>6</i>
	<i>3.5 Allow convenient updating of compound documents .....</i>	<i>6</i>
	<i>3.6 Permit administration of all print requests .....</i>	<i>6</i>
	<i>3.7 Offer suitable functionality at an economic price .....</i>	<i>7</i>
<b>4</b>	<b>Other options.....</b>	<b>7</b>
<b>5</b>	<b>Conclusion .....</b>	<b>8</b>
	<b>Appendix: Full list of suppliers contacted.....</b>	<b>9</b>

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Full report will be made available on request from LITC and from the Phoenix Web page
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## 1.0 Introduction

As part of its service to staff and students, the department of Learning and Information Services at South Bank University produces pre-packaged course readers in collaboration with course tutors. It prepares the copy, creates contents pages and covers, administers copyright where necessary, and arranges printing and binding. The need for a CoursePack Document Management System to facilitate this process at South Bank University and elsewhere in higher education was identified. The intention is that the system developed by Project Phoenix will replace and make more efficient and effective existing manual procedures.

The system is not to be concerned with the generation of the materials which will make up course packs, but with how the component materials can be stored, organised, accessed, updated and then used in different combinations to meet the changing requirements of different courses. It is important that the resulting course pack can be recognised as a paginated coherent document, have a contents list, title page and copyright notice. The system will facilitate the despatch of readers for digital printing and allow for future electronic publication (delivered to screen). The full procedural system will integrate a means of managing copyright, although this is viewed as a separate requirement.

The aims of the CoursePack Document Management System are:

- to work within the existing South Bank University IT environment (capable of submitting print jobs to the Xerox DocuTech Network Publisher - the most widely used digital copier by the UK and US higher education)
- to accept as content both in-house and copyright material, from printed or electronic originals
- to maintain a database of units which can be combined to produce readers
- to manage publication of cohesive compound documents
- to allow convenient updating of compound documents, to replace, add or remove chapters/sections or revise pagination, headers, or footers
- to permit administration, from a single workstation initially, of all print requests, including submission via the South Bank University Ethernet-TCP/IP network and tracking of print volumes of each unit.

Following discussions with three potential solution providers, Rank Xerox, Minolta and Kodak, a basic technical specification was prepared by the project team based on its requirement and re-drafted into an operational requirement by an independent researcher. This requirement was sent to 25 potential suppliers identified primarily from the Document Management Roadshow Catalogue 1995. Suppliers were also advised that open solutions were sought so that the system developed would be extensible across in higher education and be readily integrated with other applications, such as copyright management systems.

## **2.0 Summary of the solutions**

Seven companies eventually offered a serious response: Astec Systems Ltd; Barratt Edwards International Ltd; Graphic Data (UK) Ltd - D Store Division; Open Connections; Open Text UK; Rank Xerox Ltd; Youd Andrews. Several of these suppliers failed to address some of the main issues so a letter requesting clarification was subsequently sent. The analysis and evaluation of the responses was conducted by a researcher independent of the initial requirement. These responses are summarised below.

### **2.1 Astec's solution**

Astec Systems Ltd offered the FreeStyle document management software running on a SpaceMaker electronic filing system. This package is basically a high volume electronic filing system and a tool for the storage and retrieval of paper-based information in image format. Although the basic product is not capable of uniting disparate units into a cohesive whole as required for course packs, Astec did express a willingness to develop a bespoke system to suit any particular needs.

### **2.2 BEI's solution**

Barratt Edwards International Ltd's initial solution of ImageTree, a document management solution incorporating an image processing system, had many areas requiring further clarification, particularly with respect to the storage of compound documents and print control. Subsequently a solution integrating several products - a specially designed 'CoursePack Document Management Module', several Adobe tools and a publishing package such as FrameMaker - was proposed.

Although a point-by-point response to the requirement was not given, the solution revealed a good deal of insight into what is expected of the system. The problems of collating and storing compound documents appear to have been overcome by selecting documents from a Virtual Document Table and generating pages within FrameMaker from them. The final solution still left two areas unclear: storage of compound documents with relevant information for retrieval; specification of job details for print run and binding requirements. Detailed analysis would also be necessary to specify the interface with the DocuTech Network Publisher and to ascertain that the points not covered in the response would be met by a full solution.

### **2.3 Graphic Data's solution**

Although Graphic Data initially asserted that all requirements could be met from standard OPTECH document management suite modules, further clarification revealed that some crucial customisation would in fact be required.

The standard OPTECH modules provide for scanning, importing and indexing, also location and retrieval of documents. Images will be produced in Group IV TIFF and ZyIndex used to OCR them in order to facilitate retrieval.

However, further investigation and customisation are required to implement several of the features specified as critical to a coherent reader and to administer printing of readers. Cover and contents pages would need to be added at the stage of compilation as either electronic or scanned records. Pagination would need to be developed as print

or display overlays, along with headers and footers. It was also concluded that the system provided for storage of a hit list of component documents rather than a cohesive course pack.

The key components required for pre-viewing and draft printing are claimed to be there, but further work would be necessary to develop this. Binding and copyright management would need to be developed and the OPTECH print module customised, both to interface with the DocuTech Network Publisher and to meet print/binding requirements.

#### **2.4 Open Connections' solution**

Open Connections was another supplier which failed to provide a point-by-point response to the requirement. However demonstrations of the products which the proposed solution would integrate looked promising. Open Connections proposed to combine the Excalibur Technologies' RetrievalWare search engine with the Saros Document Manager, two of the most powerful product suites on the market. This would provide an open solution, collating disparate information into compound documents using parent and child analogies, which could be added to as new products emerge. A considerable amount of negotiation and trial work would be required to integrate the best parts of each product and to provide a customised solution to meet the particular needs of course pack production. However, enormous enthusiasm exists to do this if the potential market can be shown to be profitable enough to make the investment worthwhile. Based on the experience of Open Connections' staff with Rank Xerox technology, the integration with the Xerox Network Publishing system was felt to be fairly straight forward. It was stated that this had not been done to-date due to lack of demand rather than technical limitation.

#### **2.5 Open Text's solution**

Open Text Corporation seems to have a great deal of experience with on-demand publishing and with developing library-based applications within North American universities. Open Text software is the core component of the digital library projects at the University of Michigan and the University of Illinois Urbana/Champaign (National Supercomputing Centre). The proposed solution is based on the LiveLink product suite, an object oriented application development environment claimed to offer all that is required to construct, tailor and deploy scalable, client-server cross-platform workflow and document management solutions.

The Open Text solution appears to handle the input of units into the system from different sources and in a variety of formats, indexing them and facilitating retrieval, although the proposal did not explain how these processes would be carried out. Business arrangements with Adobe and ESP are cited implying that Acrobat and Watermark would be used, but there is no indication of how this would be integrated. The solution also appears to be able to map and collate disparate information into compound documents. Nevertheless, further development would be necessary to: create a unified course pack with cover and contents pages, running headers and footers, and pagination; limit the number of pages in a volume; facilitate proof printing and the management of print jobs to network devices including the Xerox DocuTech Network Publisher.

## **2.6 Rank Xerox's solution**

Rank Xerox Ltd has extensive experience of working with universities on course pack management systems and also with on-demand publishing research. It is the only company offering an available solution specifically targeted at the production of university course packs and it, of course, manages print on-demand to the Xerox DocuTech. The solution, based on PackBuilder and Xerox Documents on Demand (XDOD) software, is however highly proprietary, dependant on a Xerox scanner and a non-standards-based database management system. It does not meet the specification for an open system which has considerable implications for the incorporation of other technologies as they are developed and for links to databases of publishers. There was no suggestion in the response that developments to aid openness are envisaged.

The XDOD, a demand reprint management system, includes some powerful scanning technology for the input of hard-copy documents. With respect to electronic documents, however, the solution only supports the input of PostScript and TIFF formatted files.

PackBuilder associates units in a course pack with XDOD image-based documents and provides tools for defining/structuring course packs and for re-using their contents. Unlike most of the other systems proposed, the solution was designed for preparing and printing complete documents derived from disparate units. Nevertheless its facilities for indexing and retrieval were given little attention in the submission and it does not provide for a full-text search and retrieval system.

Although facilities for page numbering, headers, footers and PostScript import are available in the XDOD 3.0 release, at the time of the submission PackBuilder is not compatible with XDOD 3.0. The key benefit of this solution is its integrated copyright management facilities which automatically track royalties for copyright material when course packs are printed.

## **2.7 Youd Andrews' solution**

Youd Andrews is a specialist in on-demand publishing solutions. Its solution is based on Interleaf database management and publishing modules, supported by business agreements with Rank Xerox which have enabled integration of Interleaf with the DocuTech Network Publisher.

The major strengths of the proposed solution lie in its ability to collate and manipulate disparate information into compound documents, with changes automatically being replicated throughout all documents with the same occurrence. Although Interleaf is an adaptable system, it is designed for the sophisticated, dynamic and regular updating of complex technical manuals, and high volume usage. It offers complete management of material distributed across a network, including an audit trail of copyright usage and can pass information to other applications. Many of its features are unnecessary with respect to the needs of course pack production in universities.

The integration with the DocuTech provides a powerful structured publishing application. The system already has a sophisticated interface with the DocuTech Network Publisher. An electronic Interleaf Job Ticket is associated with each course pack, this is able to drive the printer without intervention. Following negotiations with Rank Xerox personnel, a less sophisticated approach, without detail in relation to the

operational requirement, was submitted. The later approach will only manage and update information once it is assembled in the publishing system.

### **3.0 Evaluation of the solutions**

The six aims for the system which formed part of the operational requirement were translated into the series of questions to help identify how far the proposed solutions were capable of assisting with these aims. This was complimented by an assessment of the cost of the solutions in relation to the functionality offered.

#### **3.1 Would the proposed solution work within the existing South Bank University IT environment?**

'Open' solutions were sought such that the procedures developed by the Project Phoenix team would be extensible across higher education. With the exception of Xerox, all the responses to this aspect described open, scalable solutions capable of running on non-proprietary hardware. In contrast Xerox offered a proprietary non-standards based system only able to operate on its own scanner and without facilities to interface with other office management software.

Although a key constraint was the South Bank University requirement for a system which would interface with its Xerox DocuTech print facilities, suppliers were advised that other digital printing platforms may apply elsewhere. Only the solutions offered by Astec, Xerox themselves, and Youd Andrews, which has a business arrangement with Xerox, were able to demonstrate capability of interfacing with DocuTech Network Publishing systems. Several responses indicated that this was an area requiring further definition but that existing support for PostScript printing meant that this was not perceived to present a technical problem.

#### **3.2 Would the proposed solution accept both printed and electronic inputs?**

The requirement specified that document storage derived from printed copy should be as compressed TIFF files. In several cases the supplier presumed that the majority of documents would be imported into the system from electronic sources rather than through the scanning of printed documents. Astec and Xerox were the only two to indicate that documents would be stored in TIFF format as specified. Others focused on their system's ability to leave the document in its original format, offering facilities for view, edit or conversion as required in order to achieve the compound course pack.

The input of electronic documents in a variety of formats could be handled by most systems, although in no case were all the required formats supported.

#### **3.3 Would the proposed solution maintain a database of units which can be combined to produce readers?**

Although all the systems appear to have effective means of indexing and retrieving units, the concept of trying to use these disparate units to create a unified entity met with difficulty. The Xerox and Youd Andrews solutions appear to be the only two which offer a fully integrated product designed to print complete documents.

The facilities for retrieval provided by Xerox are limited and were not given much prominence in the submission. Conversely Youd Andrews gave a great deal of attention

to the automated retrieval and updating of units across a network, envisaging a much more complex scenario than was required.

Several of the solutions separated the requirement into the input, indexing and retrieval function and the publishing and output function, proposing solutions which bolt together a document management system and a publishing system. BEI and Open Connections proposed to use a document management system to handle a database of course pack units and to combine them using a document publishing package such as FrameMaker, PageMaker or even Word.

### **3.4 Would the proposed solution manage publication of cohesive compound documents?**

The only solution capable of generating contents pages is the Interleaf-based system proposed by Youd Andrews: contents lists would be derived from a cataloguing capability based on document structure.

Only Xerox and Youd Andrews offered integrated header, footer, and pagination facilities. Graphic Data envisaged producing them as print overlays and other suppliers suggested that this facility might be provided by the Xerox Network printer. Those systems utilising a publishing package are expected to handle this aspect easily if not automatically.

### **3.5 Would the proposed solution allow convenient updating of compound documents?**

The Youd Andrews' solution was the only one to pay particular attention to ease of updating. Concurrent authoring facilities, supported by revision tracking features, allow editing until the last minute before printing whilst cross-referencing features ensure that any changes are reflected throughout all affected components, including pagination, table of contents, index, layout and finishing instructions to the DocuTech. In the Xerox solution the integrated Scan Tool permits concurrent updating of the course pack management database as new or revised components for course packs are scanned.

The other proposals either presented facilities which required further clarification or failed to respond to this aspect of the requirement.

### **3.6 Would the proposed solution permit administration of all print requests?**

Local proof printing was offered by all the systems in some form, although in several cases this would be of the individual units rather than the complete course pack. With the exception of the Youd Andrews solution, based on Interleaf publishing software, unless a third-party publication package, such as FrameMaker, was used to create the pack, draft printing could not include page numbering.

The Youd Andrews and Xerox solutions are the only two which seem able to handle the printing to the DocuTech as an integrated operation, providing a mechanism for electronic publishing, rather than assembling PostScript files to be 'packed' and sent to the printer. These solutions also offered facilities to track the use of copyright materials to allow royalty payments.

Several respondents indicated that to achieve the print administration and management requirements using the DocuTech Network Publisher would require development work.

### **3.7 Would the proposed solution offer suitable functionality at an economic price?**

The final stage of this evaluation was to assess functionality offered in relation to the cost of achieving that functionality; the economic equation between the ability/willingness to pay for a solution and the price of that solution.

In this respect all the solutions proposed failed to offer an acceptable solution because the investment required to purchase the software and hardware proposed was higher than could be justified by the demand for course packs.

## **4.0 Other options**

In addition to the seven positive responses to the operational requirement, six companies, although responding negatively to the requirement, provided details of products believed to meet part of the requirement and to be potentially relevant to similar installations and applications in other operational environments.

The products and suppliers are: Excalibur EFS (Essteem Computers Plc); Visual Recall (Greengage Computers Ltd); GBA/ID 2000 (Grundig Business Systems Ltd); FolioVIEWS Infobase Manager (Hughes Richards & Harvey Business Technology Ltd); MI3MS 3000 (Minolta (UK) Ltd); TRIP full-text retrieval (Paralog Systems International (PSI) Ltd).

However, further options needed to be found. Having decided that none of the solutions put forward were acceptable as proposed, the project needed to consider how it might develop its own solution using less expensive software and industry standard hardware, perhaps taking a less automated approach.

The research identified that apart from the expensive fully integrated solutions, the most promising responses to the operational requirement were those which separated the requirement into the input, indexing and retrieval function; and the publishing and output function; those which proposed solutions which integrate a document management system and a publishing system.

Adobe Acrobat, a platform independent document management solution, offering print-on-demand capability and designed to maintain page fidelity for text and graphics, was mentioned by several of the proposals, particularly after initial submission. Adobe's PDF (Portable Document Format) had also already been chosen for the project's Web-based delivery system, suggested as an option by the earlier research into document encoding formats and was being used by on-demand document delivery and publishing initiatives from both commercial publishers and research projects. Research also indicated that Adobe's software tools would act as a feed to Web delivery with minimal further investment. A particularly useful feature in view of the diminishing demand by course tutors for printed packs and an increasing demand for screen-delivered resources.

Adobe Capture can be used to generate electronic files from paper-based originals, and Acrobat PDF Writer or Acrobat Distiller to convert documents already in electronic format to PDF. These documents can be stored in a searchable database, indexed automatically using Adobe Catalog and complemented by document names. Each component could be identified as a separate PDF file with the option to merge or separate sections if required. Adobe's search and retrieve facilities are fairly sophisticated, based on the Verity search engine.

At the simplest level, to prepare a unified course pack separate components could be amalgamated into a single PDF file, together with contents and cover pages created independently, and the course pack paginated on the DocuTech at the final printing stage. Alternatively, the components could be imported into a publishing package (MS Word and Adobe PageMaker were options suggested from the evaluation exercise) allowing the addition of pagination, running headers and the creation of a contents list. The tools also appear sufficiently open to integrate readily with external databases to assist the management of the pack creation process and copyright clearance. The updating of these units could be achieved using either Adobe's replace page function or by creating a second version of a unit whilst retaining the first.

## **5.0 Conclusion**

No supplier is able to offer a product meeting all the requirements without customisation, although Rank Xerox already has a well integrated but highly proprietary solution specifically targeted at the production of University course packs.

Most of the document management systems available appear to focus on the storage and delivery of single pages or discrete units, not on assembling units into compound documents for remote printing, as is required for course packs. Consequently the database and unit management aspects of the requirement - capture, indexing, storage and retrieval of units to be used in course packs - were well addressed. The difficulties, both in concept and technology appeared to be associated with the publishing aspects of the requirement, the collation of disparate information into compound documents; the addition of features to make these component documents coherent - pagination, headers and footers; and the interface with the Xerox DocuTech Network Publisher.

The key difficulty however is the high cost of the hardware and software to be integrated in relation to the prospects for cost recovery. The project has therefore sought a less expensive solution. Those proposals not offering a fully integrated solution separated the requirement into the input, indexing and retrieval function and the publishing and output function, proposing solutions which integrate a document management system and a publishing system. The Project Phoenix team is to follow this route.

Adobe Acrobat document management tools which are platform independent appear to be a possible option and are to be researched by the project in conjunction with a low-cost publishing option such as MS Word.

## **Appendix: Full list of suppliers contacted**

<u>Company Name</u>	<u>Contact details</u>	<u>Products offered/suggested</u>
<b>Adobe Systems</b> Sales Manager	Adobe System Waterview House 1 Roundwood Avenue Uxbridge Middlesex, UB11 9AE Tel: 0181 606 4000 Fax: 0181 606 4004	None
<b>ASTEC Systems Ltd</b> David Barton	ASTEC Systems Ltd 112 Beckenham Road Beckenham Kent, BR3 4RH Tel: 0181 663 4886 Fax: 0181 663 4889	SpaceMaker FreeStyle FinalForm
<b>Barratt Edwards International Ltd</b> David Peeks	Barratt Edwards International Ltd 130/132 New King's Road London, SW6 4LZ Tel: 0171 371 0222 Fax: 0171 371 0223	Adobe Retrieval Tools ImageTree WaterMark Adobe FrameViewer Adobe Acrobat Adobe FrameMaker + SGML Adobe Frame Developers Kit
<b>Bell &amp; Howell Ltd</b> Sales Manager	Bell & Howell Ltd 33-35 Woodthorpe Road Ashford Middlesex, BS18 5BX Tel: 01784 251234 Fax: 01784 259286	None
<b>Canon Information Systems</b> Sales Manager	Canon Information Systems 3rd Floor, Albany House Hurst Street Birmingham, B5 4BD Tel: 0121 666 6262 Fax: 0121 693 5070	None
<b>Essteem Computers</b> Tom Broom	Essteem Computers Unit 2, Buslingthorpe Green Meanwood Road Leeds, LS7 2HG Tel: 01132 624838 Fax: 01132 624766	Excalibur EFS

<b>FileNet Ltd</b> Sales Manager	FileNet Ltd 57-63 Church Road The White House Wimbledon Village Wimbledon, SW19 5OQ Tel: 0181 9445111 Fax: 0181 9445146	<i>Forwarded requirement to  Saros (UK) Ltd</i>
<b>Fujitsu Europe Ltd</b> Document Management Sales Manager	Fujitsu Europe Ltd 2 Longwalk Road Stockley Park Uxbridge Middlesex, UB11 1AB Tel: 0181 606 4464 Fax: 0181 606 4440	None
<b>Graphic Data (UK) Ltd</b> - D Store Division David A Whitmarsh	Graphic Data (UK) Ltd - D Store Division Bicester Business Centre Market Court Victoria Road Bicester Oxfordshire, OX6 7QB Tel: 01869 149268 Fax: 01869 248449	optiPRINT optiIMAGE optiFICHE optiDEFINE optiSERVE ZyINDEX
<b>Greengage Computers Ltd</b> Richard Goode	Greengage Computers Ltd 12 Midland Court Central Park Lutterworth Leicestershire, LE17 4GG Tel: 01455 558444 Fax: 01455 558446	Visual Recall 2.0
<b>Grundig Business Systems Ltd</b> Kamal Rassool	Grundig Business Systems Ltd 6 Shaftesbury Court Chalvey Park Slough Berkshire, SL1 2ER Tel: 01753 554333 Fax: 01753 554874	GBA/ID 2000  GAD system, expected to be more use. (Due last quarter 1996)
<b>Hughes Richards &amp; Harvey  Business Technology Ltd</b> Edward Rossiter	Lumbry Park Selborne Road Alton Hampshire, GU34 3HL Tel: 01420 82636 Fax: 01420 541146	Folio Infobase

**Interleaf UK Ltd**  
European Sales Director

Interleaf UK Ltd  
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Tel: 01932 356800  
Fax: 01932 356850

*Forwarded to Youd Andrews*

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Fax: 01368 850679

*Forwarded to southern agents  
Astec Systems*

**Minolta (UK) Ltd**  
Terry Haley

Minolta (UK) Ltd  
Rooksley Park  
Precedent Drive  
Rooksley  
Milton Keynes, MK13 8HF  
Tel: 01908 200400  
Fax: 01908 200375

MI3MS 3000

**Novell UK Ltd**  
SoftSolutions Sales Manager  
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Fax: 01344 724018

*Forwarded requirement to  
Barratt Edwards*

**Office Imaging - Kodak Ltd**  
Vicky Vaughan

Office Imaging  
PO Box 66  
Station Road  
Hemel Hempstead  
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Tel: 01442 844643  
Fax: 01442 844504

Sent details of Kodak  
Imagelink products:  
Kodak Scanners and  
Kodak Capture Software.  
These components work  
with third party software

**On Demand Information Plc**  
David Butler

On Demand Information Plc  
8 Gemini Business Park  
Sheepscair Way  
Leeds, LS7 3JB  
Tel: 0113 233 0000  
Fax: 0113 262 9858

Company offers information  
management services not  
hardware/software solutions

<p><b>Open Connections</b> Quentin Hunt</p>	<p>Open Connections Zeta House Woodlands Almondsbury Bristol, BS12 4JT Tel: 01454 889000 Fax: 01454 889977</p>	<p>Offered a response</p>
<p><b>Open Text UK</b> David Terry  <i>(Also known as Softcore UK)</i></p>	<p>Open Text UK Hayley House London Road Bracknell Berkshire, RG12 2UU Tel: 01344 482200 Fax: 01344 409101</p>	<p>Open Text Document Management System</p>
<p><b>Optika Imaging Systems Europe Ltd</b> Tom Bird</p>	<p>Optika Imaging Systems Europe Ltd Optika House 4 Westminster Court Hiple Street Old Woking Surrey, GU22 9LG Tel: 01483 726222 Fax: 01483 720029</p>	<p><i>Forwarded to Hughes, Richards &amp; Harvey Business Technology Ltd</i></p>
<p><b>Oracle Corporation UK Ltd</b> Oracle Documents Sales Manager</p>	<p>Oracle Corporation UK Ltd The Oracle Centre The Ring Bracknell Berkshire, RG12 1BW Tel: 01344 860066 Fax: 01344 828073</p>	<p>None</p>
<p><b>Paralog Systems International</b> David Anderson</p>	<p>Paralog Systems International Clerks Court 18-20 Farringdon Lane London, EC1R 3AU Tel: 0171 2532231 Fax: 0171 2501765</p>	<p>TRIP full-text retrieval</p>
<p><b>Rank Xerox Ltd</b> David Jones</p>	<p>Rank Xerox Ltd PO Box 17 Bessemer Road Welwyn Garden City Hertfordshire, AL7 1HE Tel: 01707 352240 Fax: 01707 352437</p>	<p>Xerox Documents on Demand Xerox Packbuilder</p>

<b>Saros (UK) Ltd</b> Christine Houghton	Saros (UK) Ltd 7 Wellington Business Park Dukes Ride Crowthorne Berkshire, RG11 LS Tel: 01344 750321 Fax: 01344 750322	The Saros Mezzanine system is designed as a general purpose document management system for large scale enterprise-wide document management and considered unsuitable
<b>Seel Ltd</b> Robert Burns	Seel Ltd 3 Young Square Livingston Scotland, EH54 9BX Tel: 01506 411503 Fax: 01506 417016	None
<b>Simdell Ltd</b> Mike Wareham	Simdell Ltd Blackburn House London Road Coventry, CV3 4HE Tel: 01203 505010 Fax: 01203 501514	None
<b>SoftCore UK</b>	<i>See Open Text (UK)</i>	
<b>TiKiT</b> Alan Glass	TiKiT South Bank Technopark 90 London Road London, SE1 6LN Tel: 0171 717 1580 Fax: 0171 717 1581	None
<b>Youd Andrews</b> Peter Meehan	Youd Andrews Beechwood House 6 The Homestead Missenden Road Great Kingshill High Wycombe Buckinghamshire, HP15 6EJ Tel: 01494 716688 Fax: 01494 712122	Interleaf RDM Interleaf 6