

Beyond the printed page

IBM

IBM AFP Workbench for Client Access/400

The capability to work with reports and documents in electronic format can provide significant advantages to an organization. The problems associated with printed output are well known. It has been estimated that 50% of documents are discarded immediately after distribution². And, 80% of the printed paper that is filed is never referenced again³. Printed output, while essential, does create problems for any organization. Customer service may be less responsive. Productivity may be lower. There may be less flexibility in business processes as everything is dependent on a single, physical printed document.

Working with your documents in electronic format is now possible, with full graphical presentation facilities in Client Access/400*. With the integration of the AFP* Workbench Viewer into Client Access/400, all types of print, fax, and image data can be viewed.

Client Access/400 comes integrated with support for viewing files in your AS/400* output queues. The AFP Workbench full-function feature for Client Access/400 extends this functionality, giving you a basis for changing the way your organization handles application output.

With the AFP Workbench full-function feature for Client Access/400, you are able to view additional types of documents and files, to have enhanced navigation through individual documents, to annotate documents, to create new documents from existing ones, and to have client print and fax capabilities.

Document Viewing

The AFP Viewer included with Client Access/400 lets you display AFP, SCS, and ASCII output files on your intelligent workstation display. You can reduce paper usage by viewing memos, reports, technical articles or other printed documents. Many people can view one soft copy. You can even view pages that are formatted two-up or four-up.

Having the ability to immediately view a customer statement in the same format that the customer sees it without retrieving the printed copy from file or fiche increases productivity and enhances customer service.

With the AFP Workbench feature for Client Access/400, you are able to view additional types of documents and files, including

Software Solutions

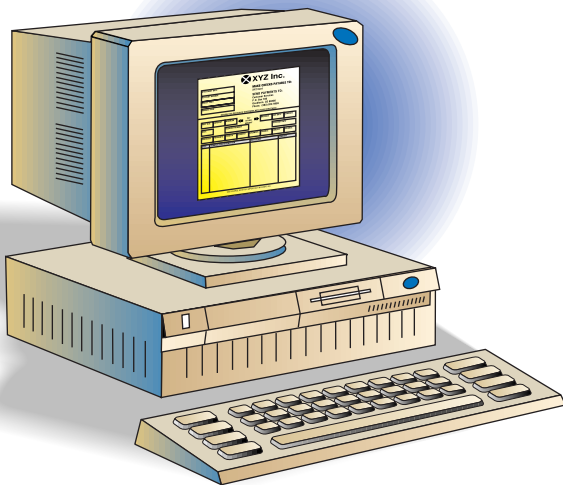
Highlights

- **Fully graphical viewing of printed data, AS/400 spooled files, faxes and scanned documents**
- **Place electronic notes on the viewed page¹**
- **View, then print on any LAN or PC-attached AFP or PC-standard printer¹**
- **Create new documents and printing resources from any viewed page¹**
- **A full-functioned extension to capabilities integrated in Client Access/400**

standard image files (TIFF, PCX, DCX, DIB, GIF). You can also access and view documents residing in shared folders or on the PC.

Business Reengineering

With the comprehensive function that the AFP Workbench feature for Client Access/400 provides, the way documents flow can be enhanced. The AFP Viewer works with related document applications such as Facsimile Support/400* and Report/Data Archive and Retrieval System* (R/DARS*). Using an AS/400 Application Program Interface (API), the AFP Viewer can be invoked dynamically by AS/400 application programs. A program could create a printed document and automatically call the AFP Viewer. An AFP Viewer window would be launched and the document displayed.



Navigation

The AFP Workbench feature for Client Access/400 offers exceptional navigational support and the ability to quickly find and view specific text or pages. You can search on any data within your viewed files. For example, you can search for a specific customer name within a historical file of customer invoices.

When integrated with an output management or archival and retrieval system, you can easily retrieve and view specific documents from a base of thousands. This support is provided by tagging and indexing the data stream. With a customer statement application, tags may include name, account number, or address. IBM's Report/Data Archive and Retrieval System (R/DARS) is one such output management system.

Annotation

Being able to track conversations and record notes regarding individual customers are critical for good customer service. With the AFP Workbench feature for Client Access/400, you can annotate the viewed information. A small, highlighted square appears where the note has been added indicating that a note exists for future viewings.

New Documents and Resources

When viewing a document, you can also clip pages or segments of pages and use them to create new documents. For example, once a statement has been discussed with the customer, the pertinent portion could be clipped and included in a letter sent back to summarize the discussion. There is no need to reenter the information and no risk of introducing errors.

In addition, you can create AFP electronic forms and images from any Windows application. For example, you can create an invoice terms and conditions page using a PC word processing application. You can then output this page as an AFP overlay, upload it to the AS/400 and integrate it into your invoicing application.

Beyond Viewing

Once a document or file is viewed, you now have new options to print or fax it. The document can be printed locally on most standard printers attached to LANs or client workstations. While AFP printers may be used for the normal printing runs, local PC printers can be used for document reprinting. In addition, documents can be faxed using client

workstation fax drivers or Facsimile Support/400*.

Summary

Blending the capabilities of the AFP Workbench feature for Client Access/400 into your organization's workflow can dramatically change how printed output is handled, resulting in:

- Enhanced customer service and increased customer satisfaction
- Increased employee productivity
- Alternatives to printing and flexibility in use of printers
- Ability to reengineer business processes
- Cost savings through reduced paper usage and increased productivity

AFP Workbench for Client Access/400 at a glance

Capabilities	Full-function AFP Workbench Feature <ul style="list-style-type: none">— View all kinds of document and image files, including AFPDS (MO:DCA*-P), SCS, TIFF, DIB, PCX/DCX files— Display files stored on PC or in OS/400 shared folders— Take advantage of indexing for searching large AFP document files— Annotate documents with electronic notes for PC or shared folder AFP files only— Clip a page or portion of a page and print it or copy to a new document— Print on an AFP or standard PC-compatible printer— Create AFP electronic forms or page segments from any Windows application— Print Windows application output on an AFP printer using the Printer Driver for Windows— Fax viewed documents using client workstation fax drivers Base Client Access/400 view capabilities <ul style="list-style-type: none">— Navigate through documents using general search commands— View AFP, SCS, and ASCII files in AS/400 output queues— Display documents one, two, or four pages at a time— Zoom in on a portion of a page— Map TrueType** and Adobe** fonts— Use full-function features for the first 25 documents viewed
Hardware Requirements	<ul style="list-style-type: none">— IBM* Personal Systems/2* workstation or an IBM compatible PC with a 386 or 486 processor (486 recommended for OS/2*)— 3.5-inch diskette drive (3.5-inch, 1.44MB)— IBM enhanced keyboard or an IBM compatible keyboard— VGA display minimum (recommend 800x600 resolution minimum)— At least 4MB of memory for Windows and 8MB of memory for OS/2— At least 7MB of free fixed-disk storage for Windows; 5MB for OS/2— A pointing device (such as a mouse)
Software Requirements	For DOS systems: <ul style="list-style-type: none">— DOS (Version 5.0 or above recommended)— Microsoft Windows** 3.1 For OS/2 systems: <ul style="list-style-type: none">— IBM OS/2 Version 3.0
Complementary Product	<ul style="list-style-type: none">— Report/Document Archive and Retrieval System (R/DARS) for archiving, indexing, and retrieving documents— Facsimile Support/400 for inbound and outbound fax— AFP Toolbox, for complex document creation and indexing— OS/2 Warp Server for expanded printing options using Advanced Printing Services and PSF* Direct— On Demand for AIX, a high-performance archive/retrieval system

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G544-5442-00

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¹ Full-function feature

² IDC-1991 European Xplor

³ 1993 Xplor customer survey



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IBM Corporation 1997
IBM Printing Systems Company
Dept. HT7/004N
P.O. Box 1900
Boulder, CO 80301-9191
Printed in the United States of America
3-97

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