

## Welcome

Welcome to TCI's First Quarterly Communication Newsletter. Our newsletter is developed to keep our clients informed of new products and features of the Adobe Enterprise products as well as upcoming events and exciting new changes at TCI. We hope you'll join us for future issues.

For example, you'll hear more about the formation and schedules of User Groups in your local or regional area, and learn more about Adobe Systems' enterprise technologies. You can also check out our "Tech Corner" for tips and tricks about successful implementations from our clients as well as other Adobe customers. Each quarter we plan to include "Success Stories" from our clients describing some of their challenges as well as benefits to successfully implementing Adobe Enterprise Product Solutions. Check out this issue's Success Stories featuring an international law firm and an East Coast utility company.

We would like to hear from you – give us some feedback and let us know about your questions, success stories or the challenges you solved with Adobe Enterprise products. Our contact information is on the last page of the newsletter. Again, thanks for joining us.

## We Wish You a Happy and Safe Holiday Season

As we begin the winter season of 2003, we reflect on our relationships, friendships and successes over the past 12 months. TCI has continued to grow its business with the help of so many clients, alliance partners, Adobe representatives and business opportunities throughout the United States. We are committed to the success and growth of our clients, our partners and TCI Team Members. We look forward to a bright and exciting new year in 2004. During the holiday season, as you visit with colleagues, friends, family and those for whom you care, the team at

TCI wishes you a very happy, festive and safe time.

*"In today's over-stimulated, overworked, over-everythinged world, it is rare to find time enough to breath, let alone reflect on the deeper meaning of place, time and community that binds each of us together."*



**Happy Holidays from your Adobe Enterprise Solutions Team**  
(Back L-R: Neal, Jakob, John, Charles; Front: Denise, Amy, Budd)



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# TECHNICAL CONSULTANTS INTERNATIONAL



## News at TCI

### Expanding our business

Over the past six months, TCI has added new team members to assist in the support and growth of our company. **Denise Hawkins** joins our team to manage the operations of our offices and assist with invoicing and accounting. **John Stevenson** is onboard as TCI's Systems Administrator, Product Instructor and Consultant. **Charles Anderson** comes to us from Nevada (by way of Illinois) and joins our technical delivery team. Charles' experience includes more than 20 years of programming. **Budd Snell** has joined the front office to develop business, marketing and training opportunities for TCI. Budd is a Certified Technical Trainer with more than 8 years experience in the technical training field.

### New Locations for TCI Training Courses

Technical Consultants International is pleased to announce additional locations at which they will offer their technical training courses for Adobe Enterprise Products. Beginning in Q1 2004, TCI will conduct public training courses in Southern California, Atlanta and New Jersey as well as continue to deliver classes at its main offices in McClellan, California, which is located near Sacramento.

TCI is an Authorized Training Partner for Adobe Systems Enterprise Product line including Form Designer, Form Server, Workflow Designer and Workflow Server. These public training courses utilize Adobe authored training materials and provide hands-on learning experiences for the students.

TCI will join a consortium of training organizations including IDA Resolutions (Atlanta, GA), ProTechnology Automation (Simi Valley, CA) and Output Solutions (Somerset, NJ), all of whom provide technical training courses and assistance for the Adobe Output product line.

Enrollment in any course may be completed by contacting the TCI offices (916.566.1234) or by visiting TCI on the web. TCI's website also provides course outlines and skill requirements for students. A complete training program schedule is available at <http://www.tci-usa.com/training.htm>.

### New MSA and CMAS Contracts for TCI

Technical Consultants International, partnering with Image Access West, was recently awarded a three-year Master Services Agreement (MSA) which allows California State, City and Municipal governments the ability to purchase Adobe Enterprise Products for a low-cost, pre-arranged discounted cost. In addition to selling these products, TCI can also provide the professional services to assist you in the implementation of these products as well as annual maintenance and support agreements.

TCI has also renewed its California Multiple Award Schedule (CMAS) for Adobe enterprise products and for TCI's professional services. Our clients throughout the state of California will continue to benefit from the unique

## 2004

### TCI Public Class Training Schedule\*

#### Form Designer 5.0

Jan 5 – 6  
March 9 – 10  
May 4 – 5  
July 13 – 14  
September 7 – 8  
November 9 – 10

#### Form Server 5.1

Jan 7 – 8  
March 11 – 12  
May 6 – 7  
July 15 – 16  
September 9 – 10  
November 11 – 12

#### Workflow Server 6.2 Administration

January 27 – 28  
March 23 – 24  
May 18 – 19  
July 20 – 21  
September 21 – 22  
November 23 – 24

#### Workflow Server 6.2 App Development

January 29 – 30  
March 25 – 26  
May 20 – 21  
July 22 – 23  
September 23 – 24  
November 25 – 26

#### Document Server –

Call for Details

#### Acrobat Pro –

Call for Details

\* At Sacramento location only. Contact TCI for schedule at other locations.

Some class dates may change without notice. Minimum number of students required.

Call for details on monthly specials.



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advantages of CMAS – a pre-bid contract from which to purchase product. The new contracts will be valid through 2007. For more information on CMAS purchasing, contact Amy Franklin or Budd Snell at TCI.

## E-Learning with TCI

In conjunction with Adobe Systems Inc., TCI is now providing educational “webinars” on the Internet. Enrolled guests can attend these dynamic and educational events each month from the comfort of their own desk using their local Internet connection. “From the standpoint of providing new information about product enhancements, changes and strategies, webinar events are our best way to reach the largest number of people in the quickest amount of time” states **Amy Franklin**, TCI Managing Partner. “The events are short (about 1 hour) and allow us to broadcast new information and demonstrate new technologies to our guests”. Each webinar can “seat” between 10 and 25 people. Contact TCI if you would like to have a webinar covering specific Enterprise topics for your organization. For more information about upcoming webinars, [visit the TCI website](#). If you would like to be invited to new webinars, sign up on the [Webinar Registration](#). Let us know if you have an interesting topic that you would like to learn more about. If you have a friend or co-worker that would like to be added to our invitation list, please send an email to: [webinars@tci-usa.com](mailto:webinars@tci-usa.com)

## ~ SUCCESSFUL SOLUTIONS ~

### A New Business Intake Process Using Adobe Workflow Server

**Dorsey & Whitney, LLP** is an international law firm based in Minneapolis, Minnesota and is among the 35 largest law firms in the U.S. Dorsey & Whitney services their clients with more than 675 lawyers and 1000 support staff in over 20 offices in key commercial and technology locations. Their vision: “To lead by leveraging our core strengths worldwide”. These strengths include the exceptional talents of their lawyers, their expansive capabilities and the teamwork employed in responding to their clients’ needs.

#### Challenges Faced

According to Dorsey & Whitney Business Analyst Jeff Allen, the challenge was to provide adequate information about new business coming through the doors while reducing the number of repetitive tasks and data entries to distribute the information to the appropriate departments of the organization. “In a nutshell”, said Allen “we were spending too much time entering the same information over and over again. We could minimize the repetitive tasks and maximize the time of our staff to improve overall efficiency for the organization”.

#### The Strategy

Develop and deploy a workflow process that would allow a single point of entry for new business coming to Dorsey & Whitney. This would mean one point of entry for information about the new business and a way that the appropriate layers

### Government Paperwork Elimination Act

The Office of Management and Budget (OMB) provides procedures and guidance to implement the Government Paperwork Elimination Act (GPEA).

GPEA required Federal agencies, by October 21, 2003, to allow individuals or entities that deal with the agencies the option to submit information or transact with the agency electronically, when practical, and to maintain records electronically, when practical. The Act specifically states that electronic records and their related electronic signatures are not to be denied legal effect, validity, or enforceability merely because they are in electronic form, and encourages Federal government use of a range of electronic signature alternatives.



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of information could be distributed throughout the different departments without relying on a paper-based system. Dorsey & Whitney chose the Adobe Workflow software for this project.

## Benefits

TCI's Technical Consultant, **Neal Robinson**, worked closely with **Jeff Allen**, Dorsey & Whitney Business Analyst, to develop and test the forms and workflow during the initial phase. **Charles Anderson**, TCI Business Analyst and Programmer, also participated in the project by developing JScript modules that were used in the forms and workflow.

In addition to the New Business Intake pilot program, Neal and Jeff also worked together to define the baseline requirements for another workflow that is planned at Dorsey & Whitney early next year. The Emergency Check Request workflow specifications have been drafted and will be used to complete the workflow when Dorsey is ready to implement the application in January 2004.

## ANOTHER SUCCESSFUL SOLUTION

### East Coast Utility integrates Adobe Form Server with Document Server for Reader Extensions

In November 2003, the TCI technical delivery team assisted an East Coast utility company to integrate Adobe Form Server and Document Server for Reader Extensions (DSRE), one of the first integrations of its kind in the United States.

This utility is an electric and water company that serves over 134,000 retail customers and supplies power to 2 municipalities, 32 large industries, and one military installation. The state-owned electric and water utility generates the power distributed by the state's 20 electric cooperatives to over 600,000 customers in the state's 46 counties. All total, over 1.6 million people receive their power from this utility company.

## Challenges Faced

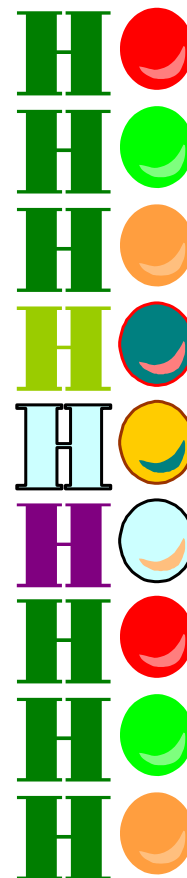
According to the utility company's Form Developer Mark Cook, the challenge was "to provide a way to route information electronically thereby reducing the number of repetitive data entries tasks and to distribute the information to the appropriate people of the organization via email". Each end user also needed to be able to store the form and data to maintain an accurate history of the process.

## The Strategy

Integrate and deploy Adobe Form Server with Adobe Document Server for Reader Extensions to distribute PDF Enabled forms for use by the staff in their day-to-day operations.



Neal Robinson,  
TCI Sr. Consultant





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## Benefits

TCI's Senior Consultant, **Neal Robinson** worked hand in hand with **Mark Cook** during the installation of Document Server for Reader Extensions (DSRE). After installing DSRE, Neal guided Mark through the process of integrating DSRE with Adobe Form Server. During the four days that Neal worked with Mark at the utility company's facility they were able to successfully modify ASP pages, add new ASP pages, develop and deploy forms with database connectivity in the Form Server environment.

Mark and Neal created a flexible application that allows the end user to use a Form Server form with database connectivity that is automatically converted to an enabled PDF form that can be edited, saved, printed and emailed by each end user. When the user is going to complete a form that does not require database connectivity Form Server will automatically present the user with an enabled PDF form to fill, print, save and route via email.

In both cases the form can be routed from one user to another. As the PDF form is routed through the enterprise each user can edit, save, print, and forward the modified document to the next person as required by their business process.

## Document Server for Reader Extensions

Just when you thought you knew it all – who knew? The new nifty little free **Reader® 6.0** from Adobe (formerly called “Adobe Acrobat Reader” – now called simply “**Adobe Reader 6**”) now has hidden functionality within the application.

When these features are activated (“enabled”) by the Adobe Document Server for Reader Extension (DSRE), the enabled PDF file can be downloaded and saved by users to their local workstation, opened, annotated, filled-in, signed (with authenticated digital signatures) and saved locally or to a network drive – all using the free and ubiquitous Adobe Reader Version 6.0.

The enablement of a PDF file increases the versatility of the portable document format, allowing users with different operating systems and application tool sets to share documents and work collaboratively on them. The Document Server that transforms the PDF files is web-based and allows document administrators to pick and choose the features they wish to enable for each PDF. Once enabled, the PDF form can be used repeatedly and shared between users. Contact TCI if you would like to receive a sample enabled PDF file.

## Sunset Solutions

As an Adobe Solutions Partner, TCI has the inside scoop to new product releases as well as updates on software lifecycles. Many of our clients have received the Adobe Sunset Letter for the (formerly JetForm/Accelio) FormFlow Classic. Alas, this product is no longer available for purchase after September 30, 2003. Adobe Systems will provide support for this product until September 30, 2004. To learn more about migration strategies, **contact TCI at 916.566.1234**.

The Adobe Form Designer is the current form design tool that can be used to create e-forms that can be compiled and distributed in various formats (PDF,

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## Adobe Reader Extensions at a Glance

- Activate hidden functionality in Adobe Reader 6.0
- Fill-in forms and Save locally
- Annotate forms
- Work offline
- Sign & Submit
- Automate data capture with e-forms
- Streamline Collaboration

Call TCI for an  
Enabled PDF Sample

916.566.1234



XFT, XML). The Adobe Form Designer software simplifies the creation of intelligent XML form templates for deployment as PDF or HTML forms and provides a wide range of rich formatting tools, which can be used to design and maintain sophisticated data capture solutions.

With the introduction of the Document Server for Reader Extensions (DSRE), the PDF forms created with Form Designer can be selectively “enabled” with features that allow the forms to be accessed and used with the free Adobe Reader.

## Intelligent Document Architecture

### The Adobe intelligent document architecture

As the need to interact with data stored in enterprise applications has expanded beyond the initial set of core users, the expense and time required to adapt the systems to meet this need have become prohibitive. The result has been a proliferation of manual workarounds, resulting in process inefficiencies, delays, and poor quality of information.

The Adobe Intelligent Document Architecture (IDA) enables enterprises to solve these problems by facilitating information sharing and business transactions that extend beyond core applications and users.

Intelligent documents retain the best characteristics of static documents, such as a familiar look and feel, while adding powerful business logic capabilities, such as data validations and routing instructions that allow for more efficient interaction with enterprise applications.

Intelligent documents are made up of three functional layers:

**Presentation layer:** Lets you create a content-rich document of high visual quality that reflects the intention of the author.

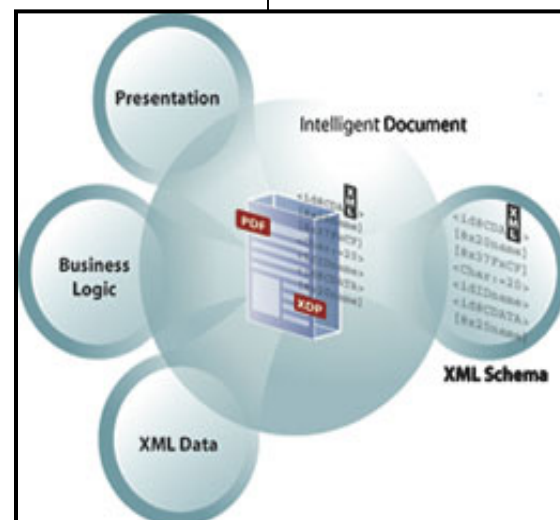
**Business logic layer:** Provides the ability to embed business logic, such as calculations and validations, directly into the document. Document security can be controlled at this layer.

**XML data transport layer:** Enables capturing data and moving it to people and applications based on the rules of the business.

Because they are based on Adobe Portable Document Format (PDF), intelligent documents include these additional components:

**Security features:** With support for electronic signatures and document control, enterprises can better protect document authenticity, integrity, and confidentiality.

**Archiving capability:** Ideally suited for archiving purposes, Adobe PDF can lock down content to create auditable documents of record — especially important for governmental agencies and highly regulated industries.





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## This Month's Tech Corner

### Adobe Frequently Asked Questions (FAQ)

**Q: What is the XML/PDF form designer?**

**A:** The XML/PDF form designer from Adobe is a point-and-click, graphical XML form design tool for easily creating sophisticated forms that can be deployed as PDF or Adobe XML Data Package (XDP) files. The form designer's easy-to-use graphical interface enables form authors to quickly create and maintain form templates, define a form's business logic, make changes, and preview the document before it is deployed – all with a single powerful solution.

**Q: Why is Adobe introducing a new XML/PDF form designer product?**

**A:** Our customers are looking for solutions that combine the powerful data and business logic capabilities of XML with the rich presentation and enhanced security capabilities of PDF for the creation of intelligent documents. They are also looking for a powerful design tool that can publish both PDF and XML forms, thus serving as a single "submit mechanism" for XML form data, XML form templates and/or PDF files within a unified, readable XML wrapper.

### For more information

For more information about any of the topics mentioned in this newsletter, give us a call or visit our website where you can find data sheets and product info "at a glance" (in PDF form, natch!). Additionally, the TCI website has interactive product demos. Check things out and call us with questions (visit <http://www.tci-usa.com/products.htm> for product demos of E-Forms, Form Presentation, Workflow and Print/Output).

As an Adobe Solutions Partner and Authorized Training Partner, TCI is uniquely positioned to provide a number of benefits to our customers:

- Working with a Small Business Concern helps to address contract diversity concerns
- We can provide significant discounts on Adobe enterprise products
- TCI has worked with e-forms and workflow automation technology for over eight years (including JetForm and Accelio products)
- TCI's Professional Services include training, consulting, knowledge transfer and business analysis
- Experience with government agencies and small-to-medium sized corporations
- We're low-key on the legal mumbo-jumbo. Let's shake hands and get to work!



### Contact TCI

**Phone:**  
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**FAX:**  
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**WEB:**  
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**[info@tci-usa.com](mailto:info@tci-usa.com)**

## ✂ ✂ ✂ SAVINGS COUPON ✂ ✂ ✂

*Enroll any two students in a regularly scheduled public training course  
at full price - send a third person for FREE.*

Request registration information online @ <http://www.tci-usa.com/>

Offer valid through March 2004. Valid at the TCI Sacramento training center only. Must mention coupon offer when registering. Standard training registration terms and conditions apply.