

Citadon Collaboration Workspaces

Citadon CW brings project teams together in a central, scalable and efficient web based environment to improve team productivity, increase accountability, save money and shorten time-to-results

Citadon Collaboration Workspaces (CW) that provide a secure online environment in which project team members from multiple organizations can share and collaborate on documents and participate in business processes, regardless of location or time zone.

The Citadon CW system has been designed to be highly flexible, allowing customers to define how they want to organize information, manage access permissions, and facilitate online business processes.

The Citadon Difference

Citadon excels where collaboration needs include the following:

- Where Low Total Cost of Ownership is important
- Where organizing and tracking communication is important
- Where ease of use is important
- Where managing data and content together is important
- Where team members belong to multiple organizations or are not part of the same network infrastructure
- Where both ad hoc and structured communication is required to effectively resolve project issues

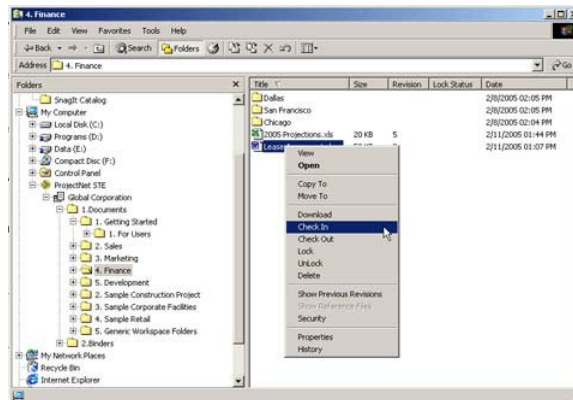
Easy to Use - Citadon CW offers users a choice of comfortable and familiar interfaces:

- Web Access – a browser based interface for easy access with no software installation
- Windows based client – a rich client delivering faster performance and superior ease of use than browser based interfaces
- An optional extension to Windows File Explorer – extends content collaboration to the desktop by allowing users to share, review, and collaborate with other team members possible directly through Windows File Explorer as if the

information was available on an additional hard drive.

Security - Citadon realizes that security is a concern of utmost importance to our clients and has addressed this in three areas:

- **Physical Security** – Citadon CW employs state of the art security controls, which are described in more detail in the [Citadon Hosting Services](#) document.
- **Application Security** – All login procedures are transmitted through 128 bit encryption. In addition users have the ability to select 128-bit encryption for the entire session.
- **Functional Security** – Security permissions are managed primarily through group administration. Individuals are granted access to documents, processes, or features based on their association to a group.



Mission Critical Reliability, Scalability and Performance - Citadon CW is based on a modular system architecture that provides mission-critical reliability, performance and scalability. This architecture allows the system to scale both in terms of users and file storage. Additional end user performance is achieved through the Windows-based interface, which makes use of the user's computer processor and memory for rendering the interface.

Citadon CW delivers scalability, performance and reliability through:

- Redundant web, application and database servers
- Load balancing hardware and software
- Enterprise-class UNIX servers

- Redundant connections to the Internet via multiple service providers
- Daily backups and disaster recovery procedures ensure continuous availability. Citadon also offers disaster recovery protection through global database replication.

Customer Benefits

- Share documents instantly, anytime and anywhere
- Reduce paperwork, postage, travel and mailing costs
- Keep information secure across the board
- Reduce delays and improve productivity by automating business processes
- Maintain a reliable audit trail for every communication and transaction
- Easily import and export data to and from your existing enterprise systems
- Eliminate double or triple data entry
- Get users up and running with minimal training

Capabilities

Simple, Secure Document Collaboration - Any kind of document or digital file can be uploaded to a workspace. Since Citadon CW incorporates a built-in viewer, documents can be uploaded in their native format without converting them to PDF or HTML for online viewing. Viewing is supported for over 250 file types, including CAD formats such as AutoCAD and Microstation.

The viewing technology allows users to add redline comments without modifying the original content. Users can create, delete, save, modify and merge markups, comments and annotations, and the system keeps a complete history of who made the annotations and when.

Advanced Document Management - Other document management capabilities including version and revision management, Lock/Unlock and Check In/Check Out functions are also available. The ability to create empty documents as placeholders for future content and the ability to organize collections of information through binders extend your collaborative potential.

Flexible Security Structure - Workspace administrators define the security settings in a workspace. Users who have not been given at least view access to a folder or document will not see the folder or document when they access the workspace. Security can be set for the entire workspace team or differentiated based on users and groups. Security settings can be cascaded through the workspace hierarchy.

Portfolio Administration – Flexible administration capabilities allow you to centrally manage all project workspaces or delegate administration to selected project teams; Standardize processes across workspaces; Replace users globally when personnel changes are required; and create new projects by cloning standard permissions and setups.

Custom Attribute Framework - Customize extended attributes and form fields for richer searching and reporting; Standardize common attributes across workspaces and manage exceptions at the workspace level.

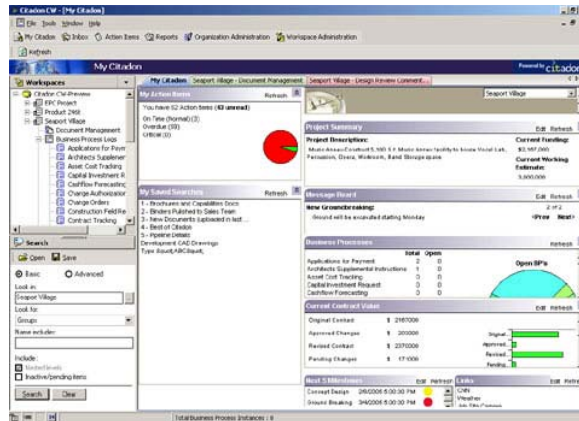
Simple and Advanced Searching options – Search within or across workspaces with powerful content based searching or construct complex filtering criteria based on custom attributes and form fields.

Customizable Business Processes – Design and distribute custom business processes using Citadon's companion Business Process Designer tool (Citadon BPD™). With Citadon BPD™ creating and modifying business processes is as easy

as dragging and dropping workflow elements and form fields within a graphical designer interface.

Collaboration Zones - Allow private, public, or discussion style collaboration zones through selected stages of a workflow.

Data Export and Reporting – In addition to several standard formatted reports, virtually all information around business processes or documents can be exported to an Excel format allowing customers to develop custom reports using any reporting or business analysis environment that supports Excel or CSV formatted data sources.



Real Time Analytical Portals - The My Citadon Portal is designed to provide insight into workspace activity and personal responsibilities by consolidating relevant information in a single graphical view. Standard portal frames summarize action items across workspaces, display graphical summaries for business processes, and extract and display information from Excel,

Microsoft Project, and other scheduling applications that can save to the MPX file format.

Audit Trail – Audit trail information is automatically captured for all primary actions. An audit history view is available for all information in a workspace listing the action performed, when it occurred, and by whom.

Notification – Notifications are copied to a user's external email by default, however, users have the option to summarize specific types of notification for delivery every 24 hours and allow others to be sent instantly.

Integration – Citadon provides several alternatives for integrating with other systems:

- **Front end** – Import and export data transfer is available through several areas of the application such as importing a complete directory structure, importing values to populate custom value lists; and exporting document and business process information into Excel format.
- **On demand data exchange through APIs** – Citadon's service oriented architecture exposes all functionality through application programming interfaces (APIs). API integration allows for system to system level synchronization of dynamic data.
- **Data exchange through automated agents** – With Citadon's agent technology and event manager layer, business processes can be defined which send or receive data in the context of a workflow allowing business processes to span across systems.

System Requirements

Citadon CW browser client

Pentium or compatible processor, 233 MHz or higher
 Microsoft® Windows 98, 98SE, NT, 2000, XP
 128 Megabytes of RAM
 20 Megabytes of available hard disk space³
 Microsoft® Internet Explorer³ 5.5 (Service Pack 2 or higher), 6.0
 1024x768 display resolution
 56 kbps connection speed or higher recommended

Citadon CW installed client

Pentium or compatible processor, 233 MHz or greater
 Microsoft® Windows 2000^{1,2} (SP 2 or higher), Windows XP¹ SP1, SP2
 128 Megabytes of RAM
 Up to 350 Megabytes of available hard disk space³
 Microsoft® Internet Explorer³ 5.5 (Service Pack 2 or higher), 6.0
 1024x768 display resolution
 56 kbps connection speed or higher recommended

With Citadon CW, global team collaboration becomes as easy as meeting in the conference room down the hall. By streamlining your business processes and giving all team members instant access to crucial information, you'll enjoy increased efficiency, reduced risk and faster project completion, all of which improve your bottom line.



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