

obsidian xDM Frequently Asked Questions

What Is obsidian xDM?	Electronic Document Management software that allows users to store and retrieve files through their web browser
What's wrong with just storing my files in Windows folders?	Nothing is wrong with storing files in regular folders. What obsidian allows you to do is make storage and retrieval of your documents a much easier process for your staff.
What do you mean by "a much easier process"?	obsidian files aren't stored in folders at all. By using keywords to store documents, obsidian users can store and retrieve based on WHAT a document is about rather than WHERE it is stored. For example, this document could be stored as "obsidian xDM Frequently Asked Questions".
...and getting files out of the system?	Searching for a document within obsidian is as simple as asking for what you are interested in! Searches are performed on one or more keywords and return results just like a search engine. Those "results", or files in this case, with the best match to your search keywords are returned at the top of the list.
Can I set up standard (or fixed) keywords such as my client codes and services I provide?	obsidian provides something called a category which acts both like a fixed keyword and also a little like a Windows folder. A category actually is just a fixed keyword. However, it also fits into the category hierarchy which looks just like your Windows folder structure. When searching for a document the keywords entered will be matched against any categories that exist. Any categories that do match the search keywords are returned with a higher score than an equivalent keyword as categories are deemed to be more important than keywords.
Sounds complicated – what training is required?	Very little actually for the general user. Most users can be trained in the day to day aspects of the system in under an hour and a comprehensive user guide is also available. The key to obsidian (and any other Document Management system) is in the preparation and thought taken in setting the system up correctly – in this case creating the right categories and providing the correct access to the various groups of users. xDM can provide both structured training and also hands on workshops to ensure users get the right system first time.
But I don't want everyone having access to my files.	Obsidian can be configured to allow different groups of users access to different parts of the data. For example, allowing management access to all data whilst limiting the sales team to sales related information.
What about people deleting things when they shouldn't?	obsidian has a built in security measure that means that only certain levels of user can delete files. Even then those files remain on the system until they are destroyed – an action that can only be performed by an administrator.
How do I know if a file has been deleted, or a new one added?	All actions within obsidian are logged internally meaning that reports can be created to provide whatever information you want. xDM work with each client to provide the specific reports needed within each organisation.

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<p>This is using the Internet - Is My Data Secure?</p>	<p>All files are stored within a Microsoft SQL Server database. This immediately restricts unauthorised access from the majority of sources. The data can also be encrypted as it goes into the system adding an extra level of security in case of advanced hacking.</p>
<p>What sort of files can I store in the system?</p>	<p>Any file that can be recognised by MS Windows can be stored within obsidian. That includes emails, music, movies, spreadsheets, presentations and databases.</p>
<p>How do I get scanned documents into the system?</p>	<p>All files are added to obsidian in one of three ways.</p> <ol style="list-style-type: none"> 1. Through the webservice –the scanner saves its document to the computer hard disk and the user files it manually 2. Through the FiRE component – the system is configured to alert the user when a document has been scanned and is ready to file. 3. Via add in component – certain applications have been extended to allow them to read and write directly from obsidian. Add-in components currently exist for MS Office and Outlook, Practice Engine. If you have an application that would benefit from integration to obsidian call xDM today.
<p>What scanner do I need?</p>	<p>It doesn't matter! obsidian stores files and as such does not talk directly to the scanner. As long as your scanner can save files to your computer then it can be used with obsidian. The important things to consider when choosing a scanner are whether it will be fast enough to scan all of your daily documents, how often it needs maintaining and how easy it is to use. Contact xDM for more information on the options available.</p>
<p>How much does all of this cost?</p>	<p>Less than most people think! To buy obsidian and run it on your machines costs start at £150, however, the system can be run remotely from our servers (obsidian ASP) from as little as £35 per month. Contact xDM for more details.</p>
<p>What do I need to run obsidian?</p>	<p>To run the in-house solution you will require a server running Windows 2000 or above and Microsoft SQL Server 2000. Client machines for both the in-house solution and obsidian ASP require Internet Explorer 5.5 or above.</p>

For more information please contact xDM Software

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