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M-Files® News

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M-Files Viewpoint	
In This Issue <ul style="list-style-type: none">• Viewpoint• Announcements<ul style="list-style-type: none">- Partner Portal Launched- Calling All Fujitsu ScanSnap Users!- M-Files Training Spring 2010- M-Files Events 2010• In The News<ul style="list-style-type: none">- Collin County Business Press• M-Files Customers<ul style="list-style-type: none">- Bentley Instruments- Budget Brake & Muffler• Tech Tip:<ul style="list-style-type: none">- Objects and Classes• Get Organized in 2010	<h3>Looking Forward to 2010...</h3>  <p>As this is the first M-Files Newsletter for 2010 we thought we'd forgo the normal Viewpoint opinion piece and simply say thanks to all our customers and partners for helping make Motive Systems and M-Files a success.</p> <p>Looking back on 2009, we had a great year in a turbulent economy. Motive Systems grew by over 50% in 2009 and was strongly profitable even with major new expenditures such as the opening of our US subsidiary Motive Systems Inc. in Texas. The future has never looked brighter for Motive as we continue to add new customers and gain market share.</p> <p>To keep up with the growth we're hiring in our sales and consulting groups. If you are interested in checking out our job openings, click here: Motive Systems Careers. We're also looking for resellers to add to our growing channel of distribution partners around the world; if you are an existing reseller of document management solutions or related products and/or services, or you are considering starting a new business to offer this type of product and related services, check out our partner program here.</p> <p>We are working on a number of exciting marketing and product initiatives so keep an eye out for new partnership and product announcements in the coming months.</p> <p>Thanks again and enjoy the newsletter!</p> <p>Sincerely, <i>The M-Files Team</i></p>

Announcements	
 	<h2 data-bbox="609 300 1133 338">New Partner Portal Launched</h2> <p data-bbox="609 380 1365 468">Motive Systems is launching a new M-Files Partner Portal in an effort to efficiently extend product, sales, marketing, and training material to its worldwide Partner Network.</p> <p data-bbox="609 506 1385 688">Aside from being a great way to support our partners, the Partner Portal is notable because in addition to providing access with the M-Files client software, the Partner Portal uses the M-Files Web Access interface. M-Files Web Access enables accessing M-Files vaults from any web browser on any platform, such as the Mac or Linux-based PCs, without installing any software.</p> <p data-bbox="609 726 1382 909">Partners will be able to access the Portal through the M-Files website at http://partners.m-files.com, or seamlessly through their own M-Files client installations. As the M-Files Partner Network continues to expand, the Partner Portal will help M-Files Partners provide the very latest product information and improve support quality and response times to customers throughout the world.</p> <p data-bbox="609 947 1406 1066">If you are interested in becoming an M-Files Partner, either to resell M-Files or as an independent software vendor interested in interfacing or integrating with M-Files, please email partners@m-files.com.</p>
 <b data-bbox="212 1577 570 1614">Fujitsu ScanSnap S300	<h2 data-bbox="609 1136 1227 1173">Calling All Fujitsu ScanSnap Users</h2> <p data-bbox="609 1211 1357 1272">Fujitsu offers a very successful family of affordable yet powerful scanners called the ScanSnap.</p> <p data-bbox="609 1304 1390 1455">Fujitsu ScanSnap scanners simplify document imaging with one-touch ease of use. Perfect for small business environments, the ScanSnap family of scanners bring duplex multi-sheet scanning to everyone, combining performance and affordability in a compact size.</p> <p data-bbox="609 1486 1395 1606">We are planning to select a group of customers using the ScanSnap for some upcoming marketing activities, and if selected, you will be eligible for a free ScanSnap or additional licenses of M-Files software.</p> <p data-bbox="609 1638 1390 1728">If you are using a Fujitsu ScanSnap scanner with M-Files we want to hear from you and learn more about your experience, so please send us an email at marketing@m-files.com.</p>

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M-Files Training: Spring 2010

In Spring 2010 we are offering English-language M-Files training courses near our corporate headquarters in Finland. The training courses cover the use of the M-Files API, as well as system administration and advanced usage as described below.

API Training: February 11-12; Tampere, Finland

The M-Files API training course is intended for those who wish to gain comprehensive knowledge of the M-Files API and the capabilities it provides. Both theoretical material and practical hands-on exercises are covered.

[Read more about the M-Files API Training course here...](#)

Administrators & Advanced User Training: May 26-28; Helsinki, Finland

This three day training course will give system administrators and advanced users a thorough understanding of the M-Files system, with an emphasis on helping them prepare for implementing M-Files in their own operating environments.

Participants will use the software extensively throughout the course with lots of hands-on exercises and practical examples.

[Click here to read more about the M-Files Administrator and Advanced User Training...](#)

M-Files Training in Finnish

We also offer a number of M-Files courses in the Finnish language.



[Click here to learn more about these courses and the associated schedule...](#)

Other Training and Support Options


Motive Systems offers multiple training and support options in addition to the courses described above.

Other offerings include custom on-site training and online self-help options such as [Tutorials](#) and the [M-Files User Community](#).

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	<h2>M-Files 2010 Events</h2> <p>Motive Systems is participating in numerous marketing events in 2010. Check out the schedule below and try to come see us if you can.</p> <p>March 3 - 4, 2010: ITEX 2010 – Booth #114; Las Vegas, Nevada USA</p> <p>March 3 - 4, 2010: Business Exchange North East; Booth #56; Newcastle, England; UK</p> <p>March 16, 2010: AIIM ECM Seminar; Anaheim, California USA</p> <p>March 23, 2010: AIIM ECM Seminar; Dallas, Texas USA</p> <p>March 25, 2010: AIIM ECM Seminar; Houston, Texas USA</p> <p>April 20 – 22, 2010: AIIM Expo - Booth #2233; Philadelphia, Pennsylvania USA</p> <p>For more information on M-Files Events click here...</p>
<h2>In The News</h2>	
	<h3>Collin County Business Press</h3> <p><i>"Motive's M-Files aims to organize"</i></p> <p>Motive Systems Inc. was recently covered in the Collin County Business Press, the local business newspaper that covers business news, events and trends in Collin County, the Texas County where Motive Systems Inc. is based.</p> <p>To read the article, click here...</p>
<h2>M-Files Customers</h2>	
<h3>M-Files Customers</h3> <p>Bentley Instruments</p> <p>Budget Brake & Muffler</p>	<h3>Case Studies</h3> <p>The case studies included in this newsletter consist of an ISO 9000 manufacturer of milk testing equipment and British Columbia's largest brake & muffler automotive aftermarket repair company. In addition, to manufacturing and retail business, M-Files is used in a wide variety of other areas including medical, pharmaceutical, architecture, banking & finance, shipping & logistics, and more. We're adding new case studies all the time, so contact us at</p>

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	<p>sales@m-files.com if you are interested in one in your industry.</p> <p>Interested in telling your M-Files success story? If so, contact us at pr@m-files.com.</p>
 <hr/> <p><i>“Initially, we were keeping all our ISO 9000 manuals and instructions in 3-ring binders and folders. More would come in and after a while we had a lot of loose leaf paperwork lying around,” recalls Lyder. “Through the process of becoming certified, we realized we didn’t have adequate control of our paper flow.”</i></p> <hr/>	<h2>Bentley Instruments</h2> <p>Smoothing the Transition to ISO 9000 with Effective File Control</p> <p><i>Manufacturer of milk testing equipment looks for a simple way to store, share and retrieve standards documents for ISO 9000 certification.</i></p> <p>Moving your manufacturing to ISO 9000 certification can open doors to foreign markets, but in the process it can also open the floodgates of paperwork. Certification can multiply the number of documents needed for each small step in product development. International standards spread instructions throughout your workflow on everything from scientific and engineering guidelines to what to print on safety labels. Accompanying the technical standards are the forms that detail the procedures and processes you followed, and of course, instructions on how to file all these forms for certification.</p> <p>This was the case at Bentley Instruments, which started in the early 1980s out of Chaska, Minnesota to apply computer technology to the chemical testing of milk products. Today, Bentley creates sophisticated hardware for quick breakdowns of nutritional contents, like fat, protein and lactose, as well as accurate analysis of other components, like the number of bacteria or somatic cells.</p> <p>Henrik Lyder, principal of Bentley Instruments, discovered a demand for this specialized technology all over the globe -- or at least wherever there’s a population of cows. The staff in the Minnesota office began to engineer Bentley’s line of products according to international standards.</p> <p>Today, 70 percent of its business is export, with dairy customers in over 30 countries worldwide. But with the global playing field came a huge library of materials from the International Standards Organization.</p> <p>Click here to read more...</p>

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"I was really impressed with the system. The most attractive part of the M-Files electronic document manager for me was that all the information regarding the file was in one interface, which I could bring up on any workstation," Burns says. "The other software I tried was too cumbersome and was not user-friendly."

Budget Brake & Muffler

Handling a Large Document Load in a Small Office

Franchise HQ finds success with user-friendly document management software for Windows

When you have a massive flow of documents, what's needed is often not more time or more people, but a better strategy for electronic file handling. For example, in the main office of Budget Brake & Muffler Distributors, Ltd., a support staff of five handles all the documentation for 33 auto repair franchises that populate Western Canada.

"Even though we are a small office, we have a ton of documents," explains Computer and Franchise Service Coordinator Barb Burns. "The head office is here in Vancouver for all of the locations. We are the largest independent brake and muffler automobile repair company in British Columbia; we have been for a couple of years now, and we're quite proud of it. With 33 owner-operators, you can imagine how much paperwork travels between the headquarters and the franchises."

Burns and her fellow co-workers take careful record of all incoming and outgoing correspondence, and make sure all shops in the organization are up to date with necessary legal, insurance, and operations records as required.

The big problem with Budget Brakes' digital file storage was simple enough, but its standard Windows workstations and server offered no simple solution. It was difficult to ascertain if files had been received, and if so, where, exactly, the items resided. Did brake shop #29 send in a renewal form? It doesn't appear on the server - but perhaps it's in an email attachment? Or saved on a hard drive?

[Click here to read more...](#)

M-Files Tech Tip



Objects and Classes

M-Files uses "Object types" to define items that are stored in an M-Files vault. Object types can represent almost any type of document, file or information. Common objects types that are already set up in any M-Files vault are documents and document collections. For documents, M-Files stores and manages both the actual file representing the document as well as the metadata or properties that describe and classify the document.

It is also possible to define object types that differ from documents in that they have no related file. Examples of these types of objects

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are customer, contact or project. Other examples of object types without an associated file could be devices and furniture, such as computers, phones, desks, filing cabinets, and so on, that are owned and tracked by the organization.

[Click here for the rest of the Tech Tip on Objects and Classes...](#)

Get Organized in 2010 - Now!



There's no better time than today to get started organizing your business for success. It's a tough economy and your competition isn't standing still. Even small gains in efficiency and productivity can mean the difference between success or failure.

Don't put it off any longer, contact us at sales@m-files.com and we'll help you get started.

Please also feel free to contact us if you have any questions or comments about the articles or information in this newsletter.

We look forward to hearing from you.

Thanks for reading!

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