



Neubus DIR Contract DIR-CPO-5414 Services Offered

Electronic Content Management (ECM):

Neubus offers its neuDocs Enterprise (NDE) as the software for enterprise content management (ECM). Presented with Document Imaging Services (DIS), and Managed Print Services (MPS) and/or purchased hardware as an integrated set of service offerings, clients are able to benefit from the utilization of some or all of the services Neubus has developed.

NDE is a web-based, Neubus-developed application accessible via any major internet web browser that allows clients to capture, store, manage, and share their documents and electronic media (audio, video, and more). Core usage is to search for electronic records using multiple configurable search fields, and view electronic records in various ways. It features configurable levels of security, user accounts can be set up to enable or disable numerous individual 'roles' including sub-levels of viewing permissions, editing, AV-6000 and/or MFP cloud scanning, deletion, reporting, and administration. Neubus' software service is designed with a unified security model that can support fine-grained controls, single-sign-on (SSO), data encryption, identity management, and rigorous auditing.

Neubus offers several hosting options for our federal, state and local government clients, with or without Neubus provided hardware: Amazon Government Cloud West (preferred), or Neubus provided SSAE-16 certified Datacenters. Besides the online hosting with NDE, Neubus also offers an offline storage solution.

Neubus' NDE, in conjunction with Neubus provided services, enable the mechanisms to support image repository maintenance functions including depositing the images, audio, and/or video into the content repository in client-selected output formats and to update the content repository with new index information; inserting images into client-specified positions within an existing electronic document online; adding and updating content of an electronic file by authorized users; transmitting images, indexes and database updates to the content repository; and allowing the client to have authorized users who may add, delete, and update images in the content repository.

Neubus' solutions are designed to work compatibly alongside an existing client system(s) as a stand-alone system, or as a system integrated with the client's system(s) utilizing Neubus APIs. This type of interfacing allows clients a way to break free from the limitations a contained system(s) and repository impose to more open, robust services such as those offered by Neubus.

Using NDE, clients can retrieve all the components of their records (e.g. paper file, images, video, audio, etc.) from a single repository (eliminating fragmented filing) to create a complete electronic record.

As part of our ECM services, Neubus also offers enhanced OCR (greater extraction and accuracy of machine text and hand-writing recognition) AI-powered microservices to automate the classification of document segments (first to last page of a document) without human intervention, and automated classification of each distinguished



document (DocTypes). Leveraging Neubus' AI-powered microservices and Machine Learning (ML) technologies, Neubus can also provide significantly enhanced PDF searchability through recognition of handwritten words and improved machine type recognition; automated extraction of "client identified" text fields (machine type or handwritten); plus, the removal of images devoid of significant information (e.g., bleed-throughs) which would have been missed with traditional page removal solutions.

Digital Imaging Services (DIS):

Neubus offers secure content conversion of physical documents of various paper weights and quality, including index cards, post-its, older onion skin paper, Mylar, bound books, drawings, newspapers, photographs, oversized maps, well logs, manuscripts, permanent records, etc. via a variety of content capture processes. Neubus also offers digitization of microfiche and microfilm, preservation imaging of archival/historical documents. Refer to ECM (above) for the conversion of more complex, mixed media content such as audio and video files.

Managed Print Services (MPS):

In keeping with emerging technologies, Neubus has incorporated our capture technology into our own manufactured cloud based, NIST-certified (#4128) scanner (AV-6000) and added it to the MPS schedule.

For use in conjunction with our ECM services, Neubus also offers a selection of Avision A3 and A4 MFP hardware (and associated consumables and parts) for purchase. These special MFPs are fully customized especially for Neubus and all are NIST-certified (#4128).

This structure allows Neubus' clients to benefit from reduced fees, and has the advantages of Neubus' ECM AI functionalities which Neubus applies in the backend (removing processing from the devices themselves). Neubus is capable of providing technical assessments (including of the hardware installation location), project management of the deployment and scheduling of training, reporting, and complete support and preventative/regular maintenance for any of the devices deployed to customers' sites (including break/fix (as applicable), troubleshooting), etc.