

Executive Overview

Introduction

BoardDocs LT is the ideal entry level, Cloud-based Board Management System. Developed specifically for public governing bodies of smaller organizations, BoardDocs LT provides a means of immediately publishing and revising agenda items, supporting documents, minutes and policies and procedures via the Internet. This service provides organizations with a simple way to eliminate paper-based and less advanced electronic processes while maintaining a searchable legal repository for all documents.



BoardDocs also improves governance by making documents readily available to board members, designated staff and the public in a professional, easy-to-access format. The administration maintains total control over who sees what information and when. Governance stakeholders have immediate and ubiquitous access to their data via most Internet-connected devices. No third-party apps are required because BoardDocs is platform independent and looks, feels and functions the same across all devices.

Unlike email, general-purpose cloud services such as Google Docs, and PDF quick-fixes, BoardDocs is a turn-key, state-of-the-art solution, specifically designed for public governance. For example, the system “knows” not to allow communication between board members, is compliant with open records requirements, provides granular levels of security and contains many other community-defined features. With BoardDocs, there’s no need to incur the cost of purchasing and supporting a thick client infrastructure; the organization need only provide Internet-connected devices to access the service.

Document Submission, Creation and Publishing

Document Submission Options

BoardDocs LT is an easy-to-use solution designed for organizations that have simple document workflow requirements. Simply designate a single person, or as many individuals as needed, as “document publishers” to gather electronic versions of meeting documents and enter them into the system. Document publishers can receive agenda item information and supporting documents via email or network share and create the agenda items using BoardDocs’ document publisher software.

This method often gives the document publishers ultimate control over all facets of the agenda item creation process. With BoardDocs, the people that create the packet are the ones who manage it. And, since BoardDocs services provide centralized storage of data, stakeholders can always be confident that there is only one valid copy of agenda information to be viewed or managed. There is no confusion regarding whether or not the information being viewed is current, because everyone is looking at the same documents.

Organizations that require more comprehensive document workflow options should consider those available in BoardDocs Pro.



BoardDocs Features and Benefits

Ease of Use

BoardDocs is currently being utilized by tens of thousands of users nationwide. This powerful solution provides a single Web app where stakeholders can quickly access current meetings and review archived meetings in an intuitive manner. Once a meeting is selected, agendas are fully expanded in a clear, concise format. Simply click on the agenda item and it will be fully displayed. Stakeholders can display the entire packet and then scroll down to review specific information.

Emerald Data Solutions has conducted a tremendous amount of research and taken recommendations from thousands of stakeholders to assure that every board member can use the service. We provide each of them with on-site training, user-friendly documentation, video tutorials, electronic manuals and online help. Plus, if a board member needs additional assistance, they can count on 24-hour, toll-free technical support at no additional charge.

Meeting Video

Meeting video allows stakeholders go well beyond documents and actually see what happened for each agenda item in a meeting. This feature simplifies the task of associating and managing meeting video by providing easy-to-use tools that automate the process involved with delivering video over the Web. Users can easily associate their video with each meeting and tag individual agenda items to any part of the video, all while displaying them through the organization's existing BoardDocs interface.

Stakeholders can then use BoardDocs' powerful search tools to find any agenda item within a meeting. Once the item is found, the stakeholder is presented with the highest fidelity experience of what actually happened during the meeting, with the agenda item, background information and video from one simple interface.

Advanced Web Application Technology

BoardDocs' advanced Web technology provides an extremely rich user experience by delivering custom interfaces across multiple platforms without the need to install custom software or special end-user configurations. Recognizing the power of the individual to customize their own Web experience, BoardDocs technology moves document management away from the IT department and toward the individual that actually creates and manages the packet.



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In the end, this technology helps governing bodies operate more effectively by eliminating paper and streamlining board packet processes. Organizations save money, time and increase transparency for their stakeholders. With BoardDocs, organizations of all sizes can significantly improve the way they create and manage board packets, access information and conduct meetings.

Client Requirements

BoardDocs LT readers and publishers can access the BoardDocs user interface via most contemporary Web browsers, from virtually anywhere, on just about any Internet-connected device. There are no thick client applications to install, update or maintain. The organization is only responsible for supplying any client hardware and network infrastructure necessary to connect to BoardDocs services via the Internet.

Dedicated Database

BoardDocs uses a dedicated database instance for each client. By using separate databases, access control lists and code for each client, Emerald Data Solutions can assure that no other BoardDocs subscriber will have unauthorized access to your organization's private data. This also prevents data corruption from spreading throughout the system.

Hosting and Technology Partners

Our hosting environment is supported by technology partners who are regarded as the best-in-class providers of their services. Application services are provided by clusters of Sun servers from Oracle, behind four F5 enterprise load-balancers that are connected to redundant, high-speed network connections. These clusters are hosted at two SSAE 16/SOC1 audited (formally SAS 70) dedicated hosting centers; one near Denver, CO and the other in Sterling, VA. Both feature emergency backup environmental systems for continuous, 7 x 24 operation. At each site, data is kept on dual, fully-redundant fiber arrays with redundant connections to all servers and independent copies of the data are kept and stored on dual Raid 5+1 configured arrays at each site, so hardware failure is extremely unlikely. Additionally, each weeknight all production data is copied to a NAS-attached array. This backup is kept for 1 week, except for Friday's backup, which is stored for 3 additional weeks.

Storage

BoardDocs provides document archives and instant access for at least 20 years of information. If after 20 years the amount of information does not exceed 20 GB, additional data will be stored until the limit is reached. Data exceeding the 20-year limit will be archived on optical media and provided to the organization.

Search and MetaSearch

BoardDocs provides the ability to perform searches against the full text of any document in the system – including attachments. The document publisher determines what documents or parts of documents users can access. Through MetaSearch, BoardDocs also provides the capability to perform searches of public agenda items and policies from similar organizations using BoardDocs services. By using this exclusive feature, staff and governing bodies can research policies and procurement on a national basis, incorporate findings into their own efforts, develop best practices, and ultimately save a great deal of time and money.

Custom Interface

BoardDocs supports the branding of public and private interfaces with the subscriber's information. Organization logo support is provided for the site and all printed documents. At any time, the subscriber can further modify their public and private interface with custom verbiage and designated documents. The public areas of BoardDocs are designed to integrate with the organization's Web site, and link back to it.

BoardDocs features several ways for subscribers to access data in the BoardDocs outside of the standard interface, including RSS and XML access to all public data. Using XML and RSS, dynamic information can be integrated into existing Web sites or custom queries can be made from most popular third-party reporting tools. Custom interfaces to BoardDocs data can also be created.

Minutes

BoardDocs LT provides the ability to edit and attach minutes to any meeting. LT subscribers can edit minutes from the Meeting Dashboard by importing the agenda and simply using the editor. Once saved, they can then attach a minutes agenda item to a future meeting.

Ownership of Data, Backups, Object and Source Code

While BoardDocs maintains the data on behalf of each subscriber, we believe that the organization should have an up-to-date, local copy of all data. The customer retains all ownership of content posted to the database and has exclusive control of who can access the data and when. Designated publishers control access to the system.

Technical Support

Emerald Data Solutions provides 7 x 24, US-based, no-charge technical support for all document publishers, authenticated users and even the public for the life of the agreement. The technical support is available via toll-free phone number with a guaranteed response time of two hours with a 24-hour resolution.



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User Accounts

Authenticated users will need an individual user ID and password. Initially, passwords and user names will only be shared with the designated document publisher. After the implementation, changes to user names and passwords can be managed by designated publishers using BoardDocs People Manager.

Maintenance and Updates

Emerald Data Solutions provides ongoing maintenance, including minor fixes and updates to the software for the term of the agreement. Updates and fixes are automatically applied daily, as necessary, without user intervention. Emerald Data Solutions is continually responding to the needs of our subscribers and partners by improving our service and adding new features. This process is on-going and has taken BoardDocs from a simple paperless meeting solution to a comprehensive board management solution.

Emerald Data Solutions will inform the customer and provide version upgrades as they become available at no additional charge. All version upgrades will be scheduled in advance and performed only after approval by the organization. Since BoardDocs is 100% Web-based, there is no need to manage client software or install updates on workstations.

Training and Implementation

We have found that video or Web training is not sufficient to assure complete success. As a result, every implementation of BoardDocs is performed on-site.

Emerald Data Solutions will assign a dedicated Implementation Specialist and Technical Analyst to assist in the implementation of the solution. The Implementation Specialist will conduct on-site training sessions based on our proven curriculum. Each attendee will receive documentation, customized for the subject matter of their training session. Additionally, the organization's IT staff will receive a comprehensive IT Implementation Guide.



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The training sessions will be scheduled on the same day and will consist of the following:

Document Publisher – This session is to be attended by the designated document publisher(s). The instructor will lead a 3 – 4 hour session where the attendee(s) will publish an entire meeting and learn how to load and manage the data and how the data is presented by BoardDocs LT.

Board Members – Each board member will attend a one – two hour instructor-led session where they will learn how to access the information from any Internet-enabled location and how to participate in a meeting using BoardDocs LT.

Other than a \$1,000, one-time start-up to cover travel costs, there is no charge for initial training and implementation. Emerald Data Solutions will provide subsequent visits for training, on-site support or attendance of meetings at the organization's request at no additional charge. For subsequent visits, the Company will submit travel expenses, including airfare, ground transportation and hotel for reimbursement. The BoardDocs Web site also features documentation and video tutorials if any user would like a quick refresher on how to use the system. Emerald Data Solutions maintains support and training staff in six states, so help is never far away.

Still Need Some Paper?

If some of your organization's stakeholders still want to use paper, BoardDocs LT provides an easy way to print individual agenda items, a customized agenda or even the entire packet. Organizations can easily customize all reports by adding logos, headers, footers and formatted text to their printed documents.



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BoardDocs Plus

Need a Solution for Multiple Governing Bodies?

BoardDocs Plus is a new service enhancement enables organizations with multiple public governing bodies to provide a separate, distinct and comprehensive suite of BoardDocs services to each group via one subscription.

BoardDocs LT can support unlimited types of meetings for different committees; however, adding Plus, each governing body can have separate confidential meetings, separate document managers and separate administrative access. With BoardDocs Plus, BoardDocs services can provide agenda item-level security so only authenticated users in each group can access meetings, agenda items or even parts of an agenda item.

Upgrade Opportunities

Want Even More? Upgrade to BoardDocs Pro

BoardDocs is the only service that provides a simple and affordable solution, along with an easy upgrade path to the most powerful board management service available, BoardDocs Pro. Your organization can get comfortable with the paperless process by starting with BoardDocs LT, and then upgrade to the full power of BoardDocs Pro at any time, at no additional charge. Training costs are absorbed by BoardDocs and only out-of-pocket travel expenses for the trainer are billed to the subscriber.

About Emerald Data Solutions

Emerald Data Solutions is employee-owned and has been providing technology solutions to public and private organizations since 1989. Emerald Data Solutions is exclusively dedicated to the development and delivery of BoardDocs board management services. BoardDocs was initially developed in 2000, and since the national introduction of BoardDocs Pro in 2002, about 2,000 organizations have chosen BoardDocs for board management services.

Features and Pricing Summary

The BoardDocs LT service includes the following features:

- BoardDocs eAgenda Solution for Unlimited Number of Users
- User-customizable, Cloud-based Publishing Interface
- BoardDocs ePolicy Development and Publication Solution, support for Web-based Policy Solutions
- Newly Refreshed Hardware Infrastructure with Redundant High-speed Internet Access
- Ability to Edit and Attach Minutes to a Meeting
- Access to BoardDocs MetaSearch for procurement on a national basis, policy research and more
- Attach Virtually Any Type of Document to Agenda Items
- Meeting Video simplifies the task of managing and associating videos for private or public meetings
- Integrated Audio Player - Listen to meetings indexed by agenda item
- Search Functionality for Consolidated Searches on Any Content
- Create and Save Draft Meetings
- Create and Publish Administrative and Executive level Content
- Granular Ability to Withhold Sensitive Information from the Public
- User and Security Administration via People Manager
- Social Sharing via Twitter, Facebook and eMail
- XML Capabilities to Dynamically Drive BoardDocs Data Into Your Organization's Web site
- 100% Web-based for access from Windows, Macintosh, Linux and iPad
- 7 x 24, Secure, Power-redundant Hosting with Daily Backups
- Single source, secure Document Database Technology
- No Charge, User-friendly On-site Training
- 7 x 24, Toll-free, US-based End-user Technical Support
- Up to 20 Years of History with DVD Archiving of Data beyond 20 Years
- Customized Printing of Agendas, Agenda Items and Meeting Packets
- Access to All Software Enhancements, Including Version Updates and Fixes for the Term of the Agreement



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Subscriber Pricing

COST SUMMARY	
BoardDocs LT Document Management System – One-time start-up fee	\$1,000
BoardDocs LT Document Management System – Recurring Cost: (Includes maintenance/support, installation, training, implementation, updates, upgrades and customization)	\$3,000 per year
BoardDocs Plus for LT Document Management System – Recurring Cost: (Includes maintenance/support, installation, training, implementation, updates, upgrades and customization)	\$6,000 per year

In some states, BoardDocs LT service fees are invoiced by a designated billing agent. Services are invoiced at the beginning of each annual term. The delivery of BoardDocs services is exclusively defined by the BoardDocs End user Agreement (EUA).

Company Contact Information

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