

# The optimal eDOCS DM performance

DM Connect Manager connects travelling users to the nearest DM server and automatically updates registry settings to sustain the stability.

## 1<sup>st</sup> priority: Stable performance

eDOCS users working from more geographical locations, rely on a DM connection that does not change performance level when switching networks.

DM Connect Manager (DMCM) is an automated system that connects the user to the nearest located DM server and informs you when there is a more optimal DM server available to connect to. DMCM automatically keeps the DM users' settings and registry keys updated to provide a stable performance.

DMCM is based on the AD function Site, and Site is based on networks.

## This is how it works

1. DMCM registers which AD Site the logon is performed from and it sends data to the DM database with information about the network, the user account, computer name etc.
2. The eDOCS client is now connected to the most optimal DM server and the intentional configuration will automatically be created.

User is only involved if a fresh logon is recommended/required.

## A help for the support team

Reports can be extracted from the database to the great benefit of DM support staff when troubleshooting an issue.

The clearer a technical insight to an issue, the faster a solution and in the end: the lower the support costs.



DM Connect Manager Client Tool info screen

## MSI package compatible

Software for DM Connect Manger is distributed with a small MSI package. The client settings will be updated from the central system.

Geographically widespread clients can now easily be updated by the DM administrator by using the distributed eDOCS architecture.



DCM helps support staff troubleshoot issues easily by the data reports extracted. Speeding up support processes will lower the company's support costs.

### **The process of implementation**

The implementation of DM Connect Manager follows 3 steps:

#### **1. Planning**

You will receive a PRINCE2 planning template together with the purchase of DMCM.

#### **2. Delivery**

We are providing all necessary software components and a thorough installation guide.

#### **3. Implementation**

Server modules and client software are implemented on workstations.

Our Professional Services Team will provide the build of the MSI file for your software distribution system.

### **System requirements**

- eDOCS DM 5.3.x, 10 & 16.x
- MS Active Directory Sites with local DM servers
- MS SQL database
- MS IIS server

Installation of MSI package is supported and recommended.

### **Top 3 of DM Connect Manager**

DM Connect Manager is developed in an eDOCS DM environment that counts up to 1,800 users and 15+ local branch servers.

The main features of DMCM are:

#### **1. DM performance**

DMCM will automatically connect the user to the nearest located DM server for the sake of optimal DM performance.

#### **2. Registry keys**

Registry keys are important for the performance stability, and DMCM updates them automatically. That means, you are continuously up to date with your DM user settings and programs integrating with eDOCS.

#### **3. Reporting**

Info about user settings, DM version, MS Office package etc. are sent to central system where reports can be extracted from to great benefit of support teams and administrators.

**Book a demo** on [info@miranda.dk](mailto:info@miranda.dk)  
or call Jesper Friis at +45 22650502