

## DIGITAL STORAGE & ACCESS

## SERVICE SHEET

### Quick and easy way to store and access data

**VRetrieve** is Converga's comprehensive Digital Storage & Access service. It allows you to archive and easily retrieve any type of digital file – from invoices to video clips. Users can locate and view stored information quickly and easily, via the web or directly through any application.

#### **Business benefits**

- › Improve document access
- › Avoid costly infrastructure investment
- › Customised to your business needs
- › Immediate response to customer enquiries

#### **A data storage solution will increase efficiency and improve customer relations**

VRetrieve, a Converga hosted browser-based service will work alongside or integrate with any of your existing systems. This eliminates the need for your organisation to make software or hardware investments to achieve the maximum benefits. Converga works with your business to develop a unique solution that matches your specific requirements.

With instant access to your digital information your business will gain huge efficiencies, such as improved cash flow, rapid resolution of customer queries, and reduced stationery, postage and printing costs. Staff can customise searches and select and display multiple documents, as well as view copies of client correspondence which can be printed or emailed.

With VRetrieve you can even give your clients direct access to documents, allowing them to check information online whenever it suits them.

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### Technical specification

Features:

- › **High security**
- › **Integration with virtually any third party application**
- › **Access via the Internet**
- › **User-friendly interface**
- › **Multiple, simultaneous access to a single document**
- › **Up and running in four to eight weeks**

### The benefits

VRetrieve stores and retrieves any type of digital information and allows you to keep all your customer communications on hand regardless of format. It can be customised for multiple applications including: accounts payable (invoices), accounts receivable (statements), HR, financial reporting, bill printing, and mailing and call centre support.

The user-friendly features make it straight-forward to search all data. You can use different fields such as supplier name, invoice number, customer number, and date to refine searches.

VRetrieve is accessed via a stand-alone browser-based application or integrated via a SOAP API interface into other software, such as ERP or CRM systems, or into clients' websites.

Totally secure, for both internal and external clients, all VRetrieve internet traffic is encrypted over https, a protocol that provides the security level most financial institutions use for secure transactions.

### The Converga difference

At Converga, we work in partnership with your business to develop a tailored solution that suits your needs. Tapping into a network of resources, including practical expertise and cutting edge technology, you'll find our unique people, processes and systems will deliver optimal results.

Around 70 major New Zealand organisations are already seeing the benefits of using VRetrieve – including utility companies, financial institutions, government organisations and retailers.

#### Auckland

18 Pukekiwiriki Place  
Highbrook  
Manukau 2013  
Private Bag 14908  
Panmure  
Auckland 1741

T. +64 9 271 8420

F. +64 9 271 8371

E. [info@converga.co.nz](mailto:info@converga.co.nz)

#### Wellington

1 Victoria St  
Petone  
Lower Hutt 5012  
PO Box 31249  
Lower Hutt 5040

T. +64 4 570 7499

F. +64 4 576 4942

E. [info@converga.co.nz](mailto:info@converga.co.nz)

#### Christchurch

Unit B Dalgety Centre  
107 Blenheim Rd  
Addington  
Christchurch 8041  
PO Box 1998  
Christchurch Mail Centre  
Christchurch 8140

T. +64 3 343 7625

F. +64 3 343 5443

E. [info@converga.co.nz](mailto:info@converga.co.nz)

