



Digital Transformation Specialists



**Factsheet for the Integration of
Laserfiche with Quantios NavOne & Core**

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1. Introduction

This document is intended for Trust, Fund and Corporate Services Providers (TCSPs) who use the Quantios NavOne or Core administration system and Laserfiche Enterprise Content Management (ECM) system provided by MBS.

For TCSPs, it is vital that all client records are kept in good order and fully comply with all relevant regulations including relevant data privacy rules such as GDPR. Therefore TCSPs who use both Quantios NavOne/Core and Laserfiche need the two systems to share client files and the associated metadata (i.e. the key information about those files such as client name, document type, date issued).

Quantios provides NavOne and Core, leading administration systems used by TCSPs worldwide.

MBS is an IT services business with over 300 clients in 48 jurisdictions including over 40 TCSPs. MBS provides Laserfiche, a leading Enterprise Content Management (ECM) system used by over 40,000 organisations worldwide. It is used by many financial services firms including TCSPs including multiple Quantios NavOne and Core clients. Laserfiche's capabilities include document and records management, electronic forms and workflows to digitalise and automate business processes, integrated with other systems and portals.

This document summarises the benefits of complementing your NavOne/Core system with Laserfiche and sets out the options available.






Contact MBS or Quantios for further details such as the minimum versions supported.

2. The benefits of choosing Laserfiche to complement NavOne/Core

Quantios NavOne and Core are comprehensive administration systems used by TCSPs worldwide. They are built on Microsoft Business Central.

NavOne and Core include an optional document store for many files, helping users access files related to client activities. However, some users require more advanced document management features. Therefore MBS and Quantios have worked together to integrate Laserfiche with NavOne and Core to enable NavOne/Core users to access these complementary features, including:

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 <p>Intelligent Content Capture</p>	<p>Capture information from scanned paper documents, emails, portals and other applications. This removes the need to buy separate Optical Character Recognition products and automates much of the filing. Laserfiche can capture content in over 120 languages.</p> <p>Clients are using Laserfiche to process common documents such as bank statements and invoices received in both paper form and as email attachments. It can transcribe video and audio files (such as client and board meetings), making the content fully searchable.</p>
 <p>Document and Records Management</p>	<p>Manage all content (including Microsoft Office files, PDF, audio and video) in an easily searchable repository, replacing Windows folders. Laserfiche supports secure file sharing with external parties including an audit trail. It includes a mobile app that enables secure access of documents on almost any mobile or tablet. It can integrate with Microsoft Teams, improving records management.</p> <p>Laserfiche enables you to store documents for all areas of business with controlled access to provide a single source of truth that is easy to use. This includes both client documents and internal documents such as for Human Resources, Finance and IT.</p> <p>Automate much of records management, aiding compliance with standards such as GDPR. Laserfiche supports applying retention schedules by jurisdiction, which is important to businesses licensed in multiple jurisdictions.</p>
 <p>Process Automation</p>	<p>Build business processes to simplify and automate common tasks. This can include customers and other third parties, enabling digital services. It includes bots plus a full audit trail and process analytics and reporting to give visibility and control. Laserfiche has an award-winning set of low/no-code tools for online forms and workflows that enable staff who are not programmers to build real business solutions. This includes a Forms Portal to enable third parties to submit forms.</p> <p>Clients have used Laserfiche to help automate a wide range of processes including client onboarding, invoice approvals, risk management, compliance reporting, expense claims, staff onboarding and supplier contract management.</p>
 <p>Integrations</p>	<p>Integrate with your other business systems using proven tools and pre-built integrations with common systems such as Microsoft 365, Dynamics, DocuSign and Salesforce. Laserfiche has a comprehensive API (Application Programming Interface) that enables rapid integrations with most modern systems.</p> <p>Laserfiche Connector even allows integrations with legacy applications that lack modern interfaces. Together this enables more comprehensive process automation.</p>
 <p>Solutions Marketplace</p>	<p>Access hundreds of pre-built solutions. This marketplace includes hundreds of business process solutions built using Laserfiche as well as integrations for Laserfiche with many other applications such as DocuSign, SAP and Salesforce. It includes over 100 pre-built business solutions (such as staff onboarding and invoice processing) that can be quickly tailored to your needs. This marketplace is due to grow significantly, helping you to build solutions more quickly and affordably.</p>



Laserfiche is recognised as a leader in its field and is widely used in the wealth management sector worldwide:

- Gartner Peer Insights surveyed thousands of IT leaders worldwide who rated Laserfiche the #1 Content Services Platform for the 5th year in a row in 2024.
- In September 2024 Laserfiche won the Award for Best Document Management System at the WealthManagement.com Industry Awards for the 7th time in the last 8 years.

Quantios and MBS have worked together to integrate NavOne/Core and Laserfiche in order to give common clients the best of the functionality in both systems.

As a result, there is now a proven integration available that is supported by both Quantios and MBS that can deliver tangible benefits including:

- Improved staff productivity
- Improved compliance
- Improved client service
- Increased value to the business by having all documents in good order and easily accessible.

Laserfiche is available as both Self-hosted and Cloud versions. Laserfiche Cloud is hosted in the Republic of Ireland on Amazon Web Services (AWS). MBS is happy to provide more information on the options available.

3. Overview of the 2 integration options

There are 2 integration options available:

Option 1: Integration for files

This allows all files (including MS Office, emails, PDF, video and audio files) to be held in Laserfiche (enabling users to make full use of its advanced document and records management capabilities) while NavOne/Core users are able to access these files from NavOne/Core (making it quick and easy to access files for staff who are familiar with NavOne/Core's document store).

Option 2: Add automatic synchronisation of name changes and security

This option adds to the functionality provided in Option 1.

In response to client requests, MBS has built an optional integration that automatically updates:

- The names of NavOne/Core clients and entities held in Laserfiche metadata to ensure all files for the affected clients and entities remain linked to them. Name changes are quite common and so this integration reduces manual effort and reduces the risk of files becoming disconnected from the relevant client or entity.

- User security between the two systems. Given the highly regulated nature of this sector it is important that users can only access relevant files for their role. This integration reduces manual effort and ensures security rights are maintained.

Both integrations support files held in the following NavOne document stores:

- Potential Client
- Client
- Entity
- Owner
- Prospect
- Intermediary
- Resource.

The rest of this document sets out further information regarding these integration options.

4. Option 1: Integration for files

This 2-way integration ensures that files and the associated metadata are automatically synchronised between NavOne/Core and Laserfiche.

In summary:

- Files added to NavOne/Core are automatically stored in Laserfiche including the associated metadata with a link in NavOne/Core.
- Files added to Laserfiche with the relevant metadata are automatically given a link in NavOne/Core.
- Files are synchronised immediately.

Please refer to the Quantios document entitled '**Laserfiche Interface Factsheet**' for a description of the functions and the metadata included. The Quantios factsheet also specifies that the integration does not provide the following functionality at present:

- There is not an out of the box migration tool to take documents from other locations into Laserfiche provided by Quantios
- Opening documents from the NavOne/Core Correspondence Store does not open them in the Laserfiche desktop client
- There is a button to "finalise" the document from the NavOne/Core Correspondence Store. This button is not implemented on for this integration.

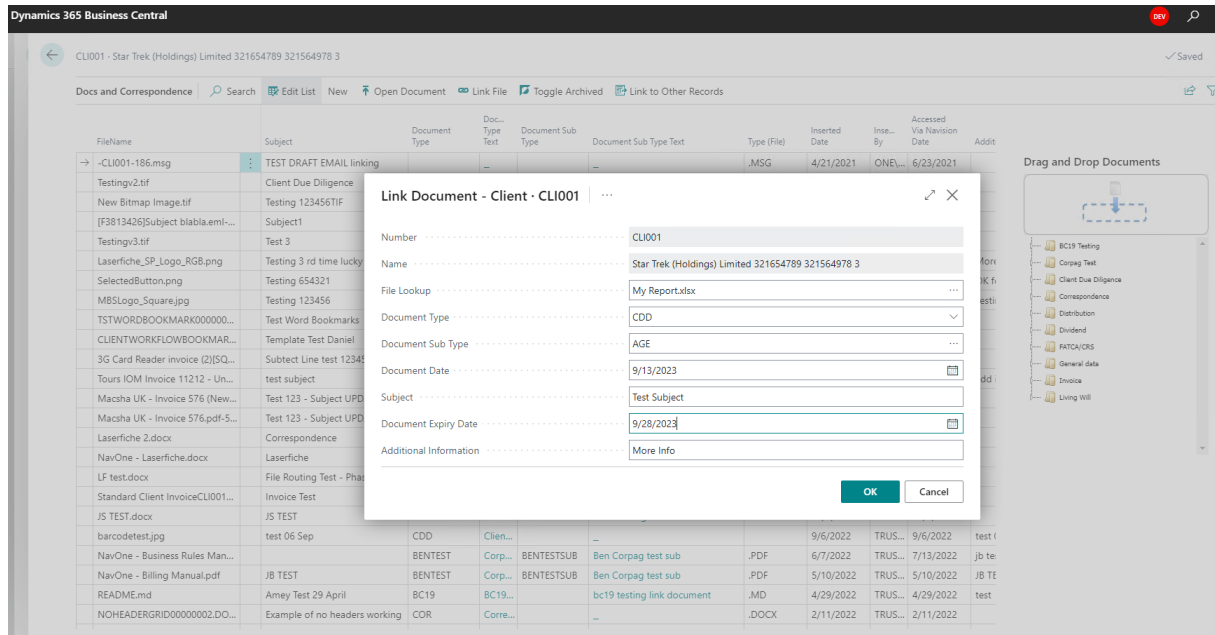
MBS has experience of migrating files from NavOne/Core and Windows folders into Laserfiche as part of the implementation of Laserfiche and the NavOne/Core integration. MBS has a range of proven tools to aid migrating files into Laserfiche from legacy document management systems, Windows folders and email stores. MBS is happy to explore what would be required for your organisation.



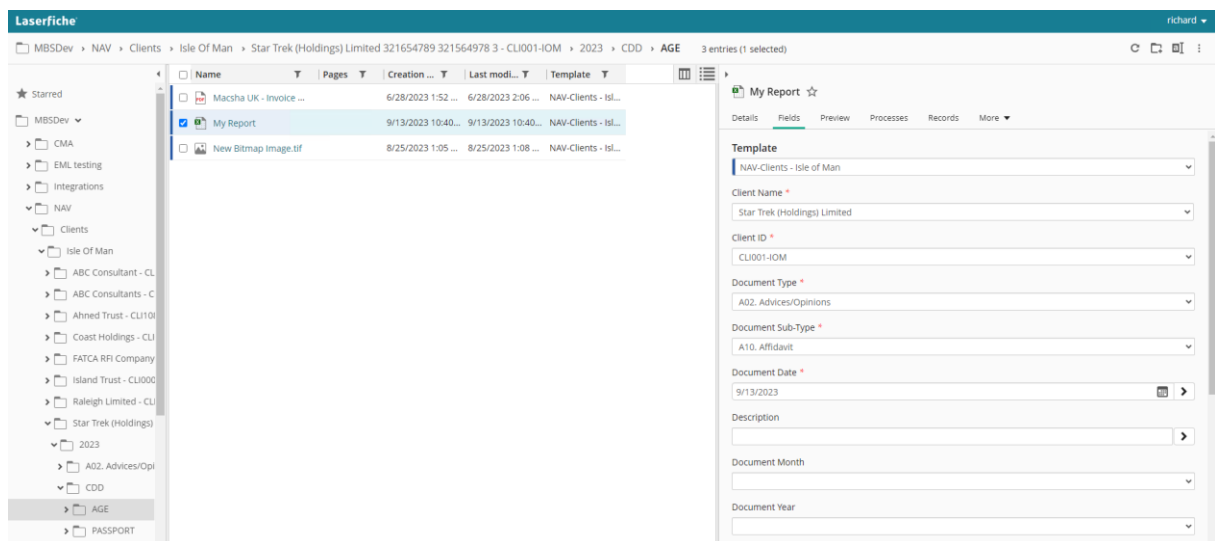
To understand the annual fee for this integration plus the one-off implementation cost, please contact your Quantios Account Manager. MBS does not charge an annual fee for its components of this integration for clients who purchase Laserfiche from MBS. MBS does charge for the one-off implementation of this integration. Please contact your MBS Account Manager for further information.

Example:

Here a file is saved into NavOne:



A few minutes later it is saved to Laserfiche with a link to the file in NavOne and the same metadata in both systems:



5. Option 2: Automatic synchronisation of name changes and security

Quantios states:

- “We do not send any automatic name change model replication into Laserfiche”.
- “We do not send any automatic security model replication into Laserfiche”.

In response to client requests, MBS has built an optional integration that automatically updates:

- The names of NavOne/Core clients and entities held in Laserfiche metadata to ensure all files for the affected clients and entities remain linked to them.
- User security between the two systems.

MBS has worked with Quantios to do this. The solution uses NavOne’s Named Docstore model in order to achieve a standard solution that can be used by most NavOne clients and supported sustainably by MBS.

The solution will run daily overnight in order to reduce the risk of encountering document locks while processing changes. MBS has worked with several leading wealth managers for several years and this has been proven to be an effective approach.

MBS charges an annual fee for this integration plus a one-off charge for its implementation. Please contact your MBS Account Manager for further information. Quantios may charge for its part in the implementation. Please contact your Quantios Account Manager for further information.

5.1.Name Change Integration

This solution will support changes to the name field in the following NavOne document stores:

- Potential Client
- Client
- Entity
- Owner
- Prospect
- Intermediary
- Resource.

If the name of any of the above objects is changed in NavOne then the integration will automatically update that name for all the associated files held in Laserfiche overnight.

For example, if a Client name is changed from “Company ABC” to “Company XYZ” in NavOne, the integration will automatically update the name in the metadata for all files associated with “Company ABC” to “Company XYZ”.



5.2.Security Integration

The Quantios NavOne/Core security model restricts users' access so they only have access to the information they are authorised to see. The Laserfiche integration follows the same model for document level security.

Note: Laserfiche uses metadata (such as client name) to facilitate searching for files. The integration does not support all aspects of NavOne/Core security regarding metadata. For example, Laserfiche can provide a dropdown list of client names for the user to choose from. This list cannot be tailored to all combinations of NavOne/Core security. MBS has devised alternative solutions to facilitate more complex searching of metadata. To learn more and see how these solutions can be applied to your organisation, please contact MBS.

If a user's security access rights are changed in NavOne/Core, the integration will automatically update the access rights to relevant documents in Laserfiche overnight.

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