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INNOVATION WITHOUT COMPLEXITY

GENIALCLOUD FACSYS

Document & Workflow Management — Control, Compliance, and Collaboration at Enterprise Scale

WHITE PAPER · EDITION 2026

How Genialcloud Facsys Transforms Document Chaos into Controlled, Compliant, Audited Business Processes

Designed for the Modern IT Director · Modern C-Level Leader · Compliance & Operations

2026 | For C-Level Executives, IT Directors, Compliance Officers & Operations Leaders

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Executive Summary

Every organisation that operates at scale has the same document problem, and it is not a storage problem. Files are stored. What is missing is control: knowing which version is current, who approved it, who accessed it, when the approval chain was completed, and whether the process that produced it can be demonstrated to a regulator on demand. Genialcloud Facsys was built to solve this, not as a filing system, but as a governance engine for the documents that define how a business operates.

Genialcloud Facsys is a modern, integrated platform for digitising, storing, managing, and sharing documents across the enterprise, with a workflow engine that automates the business processes that surround them and a full audit trail that creates an immutable, legally defensible record of every action. It is designed for organisations where documents carry regulatory weight: financial institutions managing contracts and mandates, insurance companies processing claims, healthcare providers governing patient records, manufacturers maintaining ISO certifications, and any business where a missing approval signature or an undocumented version change creates material risk.

At the same time, Genialcloud Facsys is built for every business user, not just compliance specialists. Its browser-native interface requires no software installation, no OS dependency, no Office licence. Any employee can retrieve a document in seconds, initiate a workflow from their phone, approve a step from an email link, and collaborate on a shared document in real time. The governance layer is invisible to the user. The efficiency gain is not.

100%	**Full**	**AI**	**Any**
Browser-Native	**Audit Trail**	**Intelligent Capture**	**Document Format**
No installation required	Every action logged & attributed	OCR · Classification · Auto-index	Stored, searched, versioned

-99%	**-85%**	**-90%**	**€320K+**
Retrieval Time	**Approval Cycle**	**Compliance Risk**	**Avg Annual ROI**
Hours → Seconds	Weeks → Hours	Automated audit trail	Payback 8–14 months

What You Will Discover

This white paper explores what Genialcloud Facsys is, how its four core capability pillars work, how AI is embedded in intelligent document capture and classification, how it serves regulated industries across Finance, Insurance, Healthcare, and Manufacturing, and why choosing Avantune as your partner means choosing a team that takes compliance as seriously as you do.

Whether you are a General Counsel who needs a defensible document record, a CFO managing contract liabilities, an IT Director who has been told to eliminate paper processes, or a Compliance Officer preparing for a regulatory audit, this document is written for you.

Contents

1. The Document Governance Problem

Why Storing Files Is Not the Same as Governing Them

◆ C-LEVEL

Most organisations think they have their document situation under control. Files are saved to shared drives. Contracts are emailed. Approvals happen via reply-all. Versions are tracked by adding 'v2_FINAL_revised' to filenames. This is not document management. It is document accumulation, and it creates risks that become visible only when they matter most.

The Three Failure Modes of Uncontrolled Documents

The Version Problem	When multiple versions of a contract, specification, or policy exist across email threads and shared folders, it becomes impossible to determine which version was operative at any given time. In a dispute, a regulatory audit, or a quality inspection, this ambiguity is not a nuisance, it is a liability.
The Approval Problem	Process approvals that happen by email are undocumented, unrepeatable, and legally fragile. Who approved the change? When? With what authority? These questions are routine in regulated industries, and unanswerable in organisations that rely on informal approval chains.
The Access Problem	When document access is uncontrolled, anyone can view, copy, or modify anything, organisations cannot demonstrate to regulators, auditors, or courts that sensitive information was properly protected. The absence of proof of control is itself a compliance failure.

The Industries Where This Matters Most

- Financial Services: MiFID II, GDPR, KYC documentation, contract lifecycle, audit trail requirements
- Insurance: claim files, policy documents, regulatory submissions, multi-party approval workflows
- Healthcare: patient records governance, consent management, HIPAA/GDPR, clinical document control
- Manufacturing: ISO 9001/14001 quality records, engineering change control, supplier documentation
- Legal & Professional Services: client file management, contract versioning, matter lifecycle, confidentiality
- Public Sector: procurement documentation, transparency obligations, records retention compliance

The Cost of Governance Failure

The cost of document governance failure is not theoretical. It manifests as regulatory fines, failed audits, lost contract disputes, data breach liability, and the management time consumed when organisations are forced to reconstruct what happened from an uncontrolled archive of emails and files. Genialcloud Facsys is designed to make this cost zero.

2. Why Generic Storage Platforms Fail Regulated Businesses

The Gap Between Convenience and Control

◆ C-LEVEL ◎ IT DIRECTOR

Consumer-grade and general-purpose file storage platforms were designed for a different problem: making it easy to store, access, and share files. This is a valuable capability, but it is not document governance. The distinction matters enormously for organisations with regulatory obligations, quality management requirements, or contractual document commitments.

What Generic Storage Platforms Cannot Deliver

Immutable Audit Trails	A file access log that can be cleared, altered, or simply disabled by an administrator is not a compliance audit trail. Genialcloud Facsys maintains an immutable, attributed log of every action, view, edit, share, approval, rejection, expiry, that cannot be modified after the fact.
Controlled Approval Workflows	Sharing a document with a comment asking for approval is not a workflow. Genialcloud Facsys provides a configurable workflow engine where every step is defined, every transition is governed by rules, every approval is timestamped and attributed, and every exception is escalated according to policy.
Multi-Level Security with Role Governance	Folder-level permissions on a shared drive are not enterprise access control. Genialcloud Facsys provides attribute-level security: access governed by user role, organisational position, document classification, and business rule, not just folder membership.
Legally Defensible Records	A document in a shared folder has no inherent legal standing. A document in Genialcloud Facsys carries a digital signature, a qualified timestamp, an unbroken custody chain, and an audit log that satisfies the evidentiary requirements of regulated industries and judicial discovery.
Process Automation Native to Documents	Storage platforms treat documents as files. Genialcloud Facsys treats documents as process objects, entities that trigger workflows, carry metadata that drives routing decisions, accumulate approval history, and complete lifecycle stages with defined outcomes.

Governance, Not Just Storage

Genialcloud Facsys is not competing with file storage. It is solving a fundamentally different problem: how to govern the business processes that documents represent, and how to produce an unambiguous, auditable record that those processes were executed correctly. This is the distinction that matters for regulated industries.
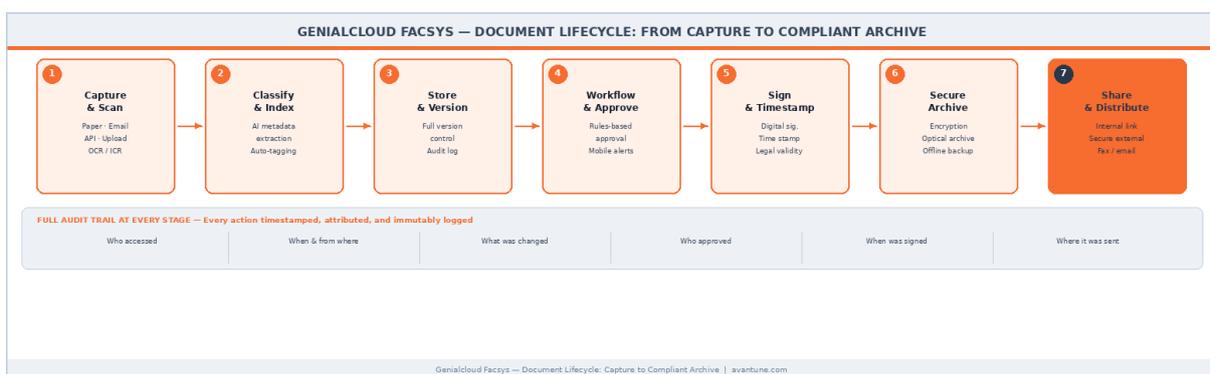
3. Introducing Genialcloud Facsys

The Enterprise Document & Workflow Governance Platform

◆ C-LEVEL   ◎ IT DIRECTOR

Genialcloud Facsys is a modern, integrated cloud platform for managing the full lifecycle of business documents, from initial capture through classification, storage, approval, signature, archive, and distribution. It combines document management, workflow automation, secure encryption, intelligent scanning, and AI-powered classification in a single browser-native system that works on any device without software installation.

The Four Core Capability Pillars

▢ Document Management

- Store any file format with version control
- Full-text search across all content
- Audit log: every access, change, share
- Browser-native editing (Word & Excel-like)
- Multi-level security & role-based access
- Social collaboration spaces

⚙ Workflow Management

- Visual process designer — browser-based
- Rules-based routing, conditions & escalation
- Approve / reject from email or mobile
- Real-time process monitoring dashboard
- API & script integration with external systems
- HR-aware: role, profile, org chart rules

▢ Secure Archive & Encryption

- Document-level encryption at rest
- Digital signatures & qualified timestamps
- Optical archive with embedded secure reader
- Offline backup to multiple media
- Metadata search for encrypted documents
- Legal-grade custody chain

▢ Scanning, OCR & Capture

- OCR, ICR, BarCode recognition
- AI-powered field extraction & classification
- Position-based rules for auto-archive
- Compatible with all major scanner drivers
- Automated metadata indexing
- Multi-format capture: paper, email, API

Genialcloud Facsys, Document Lifecycle: from initial capture through classification, workflow, digital signature, archive, and secure distribution

Horizontal by Design — Vertical by Sector

Genialcloud Facsys is built as a horizontal platform: its document management, workflow automation, and secure archive capabilities apply equally to a financial services firm managing compliance documentation, a manufacturer maintaining

ISO quality records, and a healthcare provider governing patient consent. The platform's configurability means it adapts to the regulatory vocabulary and process structure of each industry, without requiring custom development.

Browser-Native, Mobile-Ready

Every capability in Genialcloud Facsys is accessible from any web browser, on any operating system, on any device, including mobile. There is no software to install, no client to update, no version compatibility issues. A compliance officer approving a document from their desktop, a site manager scanning from a tablet, and an executive reviewing a contract from a phone are all working on the same system, with the same data, in the same audit trail.
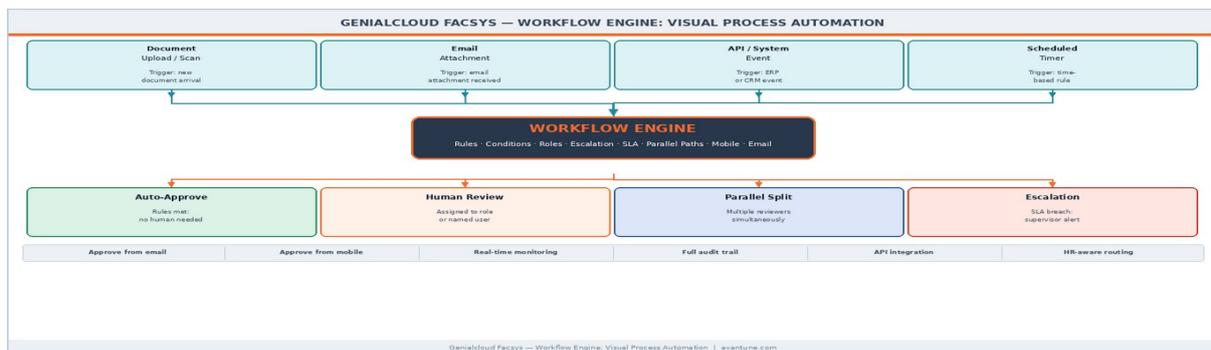
Documents as Process Objects

Genialcloud Facsys was designed for organisations where documents are not administrative overhead, they are operational infrastructure. Every contract, every policy, every quality record, every approval chain is a business process. The platform treats it as one.

4. Document Management

Controlled, Searchable, and Fully Governed

◉ IT DIRECTOR   ▲ OPERATIONS

The foundation of Genialcloud Facsys is a document repository built for enterprise-grade control. Not just storage, governed storage, where every document has an owner, a lifecycle stage, an access history, and a version record that makes its entire history reconstructible on demand.

Genialcloud Facsys, Document Management Console: full-text search, version history, audit log, folder structure, access permissions

Storage, Retrieval & Version Control

- Store files and documents in any format: PDF, Office, CAD, image, video, structured data exports
- Full-text search across all document content, metadata, and annotations, results in seconds regardless of archive size
- Complete version history: every version retained, every change attributed, prior versions accessible at any time
- Automatic versioning: each edit creates a tracked version; the current version is always unambiguous
- Check-in/check-out locking: prevents simultaneous conflicting edits on controlled documents

Security & Access Control

- Multi-level security model: access governed at the platform, folder, document, and field level
- Role-based access control aligned to organisational positions, teams, and document classifications
- Attribute-level security: specific fields within a document can be restricted to specific roles
- Full audit log: every view, download, edit, share, and deletion recorded with user identity, timestamp, and device
- Immutable audit trail: the log cannot be modified, cleared, or selectively deleted, it is the compliance record

Collaboration & Editing

- Browser-native document editing with Word and Excel-compatible capabilities, no Microsoft Office licence required
- Real-time collaborative editing with conflict resolution and contribution tracking
- Social collaboration spaces: project-based discussion threads linked to specific documents and versions
- Internal and external sharing with configurable permissions: view-only, comment, edit, or full control
- Encrypted external sharing links with expiry dates and access notifications

Integration with Business Systems

Genialcloud Facsys does not exist in isolation. Every document in the system can be linked to its corresponding transaction or process in the organisation's ERP, CRM, or project management system. A supplier invoice links to its purchase order. A contract links to the customer account. A quality certificate links to the production order. This integration layer, available via REST API and native connectors, transforms Facsys from a document archive into a business process backbone.
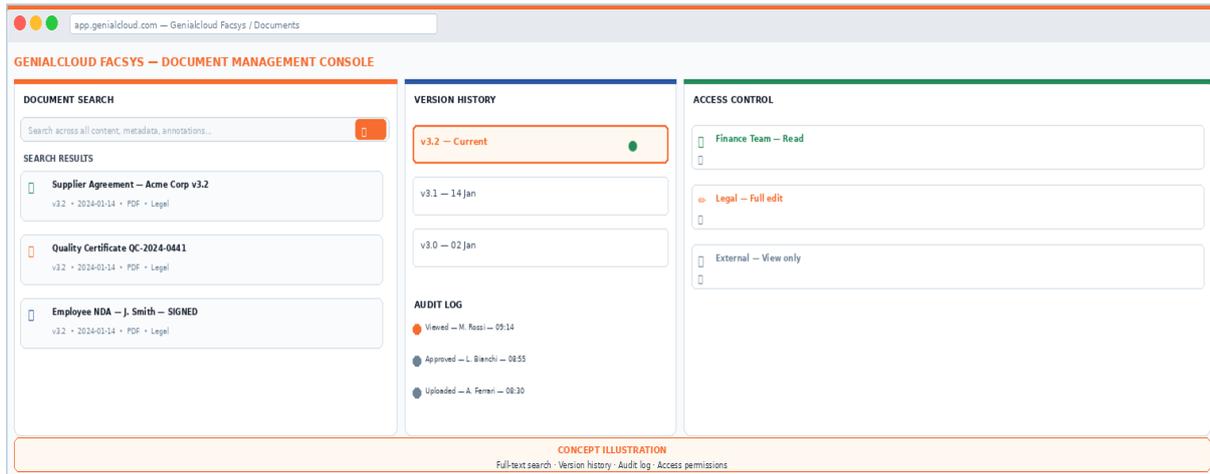
The Governance Test

The test of a document management system is not how many documents it can store, any file server can store documents. The test is whether it can answer the question: 'Show me every action taken on this document, by whom, when, and from what device', and produce that answer instantly, for a document created five years ago. Genialcloud Facsys passes this test.

5. Workflow Management

From Manual Approval to Automated Business Process

◆ C-LEVEL   ▲ OPERATIONS

Documents do not exist in isolation, they are evidence of business processes. An invoice is evidence of a purchase being authorised. A quality record is evidence of a process being followed. A contract is evidence of a negotiation being concluded. Genialcloud Facsys's workflow engine automates the processes that produce, verify, and approve these documents, replacing email chains, paper routing, and manual follow-up with a governed, monitored, measurable flow.

Genialcloud Facsys, Workflow Engine: from document trigger through rules-based routing to human review, automated action, and escalation

The Visual Workflow Designer

Genialcloud Facsys's workflow designer runs entirely in the browser. No specialised software, no coding required. Process designers draw workflow paths visually, define conditions and transition rules using a logical rule builder, assign steps to roles or named individuals, and set SLA timers with automatic escalation. A workflow that would previously have been described in a procedure document, and routinely not followed, becomes an enforced, monitored process.

Workflow Capabilities

Multi-Level Approval Chains	Define approval sequences of any depth: sequential, parallel, or conditional. A supplier contract might require department head approval, then legal review, then CFO sign-off, all governed, all tracked, all timestamped.
Role & Org Chart Awareness	Workflow assignments are not just to named individuals. They can be defined by role, by position in the organisational hierarchy, by team membership, or by a combination of attributes, so the workflow continues correctly even as personnel change.
SLA Management & Escalation	Every workflow step carries a time limit. When a reviewer does not act within the defined window, the system escalates automatically, notifying the reviewer's manager, reassigning to an alternative, or triggering a defined exception path. SLA performance is tracked and reportable.

Mobile & Email Approval	Approvers do not need to log into the system to act. Workflow notifications arrive via email with direct approve/reject links. The mobile interface provides a full approval dashboard. Actions taken outside the platform are captured and recorded in the audit trail exactly as actions taken within it.
API & System Integration	Workflows can trigger actions in external systems via API: creating records in the ERP, updating CRM fields, generating notifications in communication platforms, or calling external services. Genialcloud Facsys becomes the orchestration layer for multi-system business processes.

Real-Time Process Monitoring

The administration console provides a live dashboard of every active workflow process: which step each instance is at, how long it has been there, which SLAs are at risk, and which have breached. Process owners can intervene, reassign, or force-complete steps from the dashboard. The audit trail of every intervention is automatically recorded.
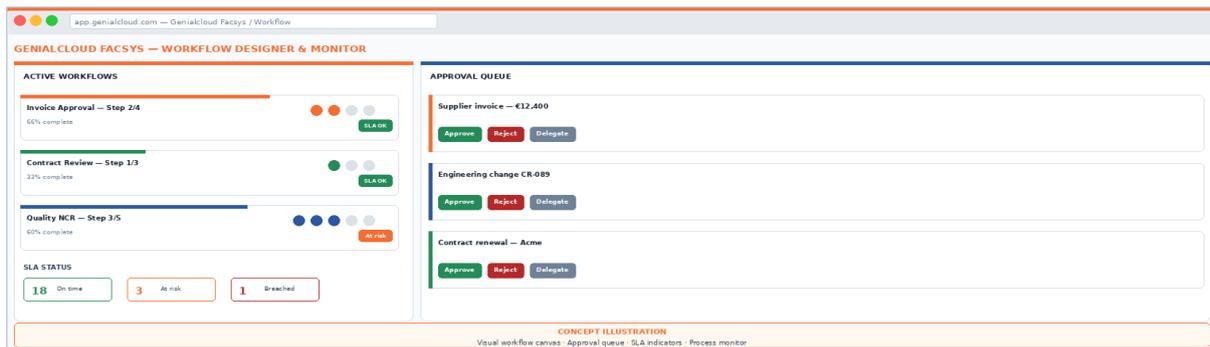
Enforced Process, Not Just Documented Process

The difference between a process that is described and a process that is enforced is the difference between a procedure document and a workflow. Genialcloud Facsys replaces procedure documents with enforced, monitored, audited workflows, so compliance is not a matter of whether employees followed the procedure. It is a matter of record.

6. Secure Archive, Encryption & Digital Signatures

Legal-Grade Document Protection

◉ IT DIRECTOR   **◈ COMPLIANCE**

In regulated industries, a document's legal validity depends on more than its content. It depends on demonstrable integrity: proof that the document has not been altered since it was created or approved, proof that the person who signed it was who they claimed to be, and proof that the timestamp attached to it accurately reflects when the event occurred. Genialcloud Facsys's secure archive module provides all three, at the document level, not just at the system level.

Genialcloud Facsys, Secure Archive & Encryption Console: encrypted document vault, digital signature status, timestamp verification, optical archive

Document Encryption

- Individual document-level encryption: each file encrypted independently, with its own access key
- Encryption keys managed per user, per role, or per classification, not as a single system-wide key
- Encrypted documents remain searchable by metadata: title, date, classification, custom fields
- Offline backup to multiple media types: encrypted archives can be stored on external drives, tape, or optical media for offline preservation
- Optical archive with embedded secure reader: an encrypted archive that carries its own rendering capability, readable without network access, without system connection

Digital Signatures & Timestamps

- Document-level digital signatures: each signatory's identity is cryptographically bound to the document at the moment of signing
- Qualified electronic timestamps: the signing event is recorded with a legally recognised time authority, creating an immutable record of when the document existed in its current form
- Multi-party signature workflows: sequential or parallel signing chains, with each signature independently verifiable
- Signature validity preserved independently of platform: a signed document remains verifiable even if the platform is no longer available, using standard PKI verification tools

Custody Chain & Legal Admissibility

The combination of immutable audit trail, document-level encryption, cryptographic digital signatures, and qualified timestamps creates what legal professionals recognise as a custody chain: an unbroken record of who created the

document, who modified it, who approved it, who signed it, and who accessed it, at what time, from what location, and with what authority. This custody chain is what makes a document legally admissible in dispute resolution, regulatory proceedings, and judicial discovery.

The Admissibility Standard

For financial institutions, insurers, healthcare providers, and any organisation subject to regulatory examination, the question is not whether documents exist, it is whether they can be demonstrated to have been produced, approved, and stored in accordance with the required process. Genialcloud Facsys provides that demonstration on demand.

7. Scanning, OCR & Intelligent Document Capture

From Paper to Governed Digital Asset

▲ OPERATIONS   ◉ IT DIRECTOR

The most controlled digital document management system is only as good as the quality of the documents entering it. If paper documents are scanned and stored as unsearchable image files, the governance layer has not been applied to the content, only to the container. Genialcloud Facsys's scanning and capture module converts paper documents into structured, searchable, classified digital assets at the point of ingestion.

Multi-Technology Recognition

- OCR (Optical Character Recognition): converts printed text in scanned documents into fully searchable digital text
- ICR (Intelligent Character Recognition): extends OCR to handwritten fields, signatures, handwritten annotations, form completions
- BarCode and QR Code recognition: automatically reads document identifiers, batch codes, and routing instructions embedded in documents
- Compatible with drivers for the full range of scanners, multifunction printers, copiers, and digital cameras, no proprietary hardware required

AI-Powered Classification & Indexing

Once text is extracted from a scanned document, Genialcloud Facsys applies AI classification to determine what type of document it is, which metadata fields apply, and what workflow, if any, it should trigger. A supplier invoice arriving via scanner is classified as an invoice, its supplier name, invoice number, date, and amount extracted automatically, matched against the purchase order register, and routed to the appropriate approval workflow, without human intervention.

- Document type classification using ML models trained on organisational document taxonomy
- Field extraction using position-based rules: define where on a document type key fields always appear, and extract them automatically
- Metadata assignment: extracted fields populate document metadata automatically, enabling immediate full-text and metadata search
- Auto-archive: documents matching defined patterns are filed to the correct folder, linked to the correct record, and logged to the correct audit trail, automatically
- Exception routing: documents that do not match classification rules are flagged for human review rather than silently misfiled

Multi-Channel Capture

Scanner & MFP	Traditional document capture from physical scanners and multifunction devices. Batch scanning with automatic document separation, rotation correction, and blank page removal.
Email Capture	Incoming email attachments automatically captured, classified, and ingested. Supplier invoices, client contracts, and regulatory correspondence extracted from email streams and filed without manual handling.

API Ingestion	Documents generated by external systems, ERP-produced delivery notes, system-generated reports, digitally produced contracts, ingested via API with metadata pre-populated from the originating system.
Mobile Capture	Documents photographed on mobile devices converted via OCR and ingested with the same classification and routing logic as scanner input. Site engineers capturing quality inspection records, field staff capturing expense receipts.

Zero Manual Handling

The goal of intelligent document capture is not to digitise paper, it is to eliminate manual data entry, ensure consistent classification, and apply governance from the moment a document enters the organisation. Genialcloud Facsys achieves this across every capture channel.

8. AI & the Intelligent Document Layer

Governance That Learns, Classifies, and Acts

◆ C-LEVEL   ◎ IT DIRECTOR

AI in document management is not a marketing concept, it is the difference between a repository that stores documents and one that understands them. Genialcloud Facsys embeds AI at every stage of the document lifecycle: in capture and classification, in content extraction, in anomaly detection, in retention management, and in the AI Agent that allows business leaders to interact with their document archive in natural language from any device.

AI Across the Document Lifecycle

Intelligent Classification	AI models trained on your document taxonomy classify incoming documents automatically, invoice, contract, policy, quality record, regulatory submission, assigning metadata, routing to workflows, and filing to the correct location without human intervention. Classification accuracy improves continuously as the model learns from corrections.
Content Extraction & Enrichment	Beyond basic OCR, AI extracts structured data from unstructured documents: parties to a contract, payment terms, renewal dates, compliance clauses, key financial figures. This extracted data is indexed as searchable metadata, turning document archives into queryable data repositories.
Anomaly & Risk Detection	AI monitors document patterns to surface anomalies: contracts approaching expiry without renewal action, approval chains with unusual duration, documents accessed outside normal patterns, duplicate submissions, and discrepancies between document content and system data. Risk surfaces before it becomes incident.
Retention & Lifecycle Management	AI assists in applying retention policies: identifying documents approaching their mandatory retention period, flagging those that may have regulatory hold implications, and recommending lifecycle actions based on document type, content, and organisational policy.
Search Intelligence	Natural language queries against the document archive, not just keyword matching. 'Show me all supplier contracts expiring in the next 90 days' or 'Find all quality non-conformances from supplier X in 2025' return accurate, ranked results from unstructured document content.

The Mobile AI Agent: Your Document Archive, in Your Pocket

Genialcloud Facsys's AI Agent provides conversational access to your document archive from any mobile device. Like the Powua AI Agent for operational data, the Facsys Agent is grounded in your actual document content and metadata, so its answers are specific to your organisation, your processes, and your archive.

- "Which supplier contracts are expiring in the next 60 days?"
- "Show me all documents awaiting my approval right now"

- "Which quality records for product line X are missing a sign-off?"
- "Has the NDA with Company Y been signed and filed?"
- "What is the current version of the Health & Safety policy?"
- "Which invoices from Supplier Z are still awaiting payment approval?"
- "Are there any documents in the compliance archive that expire this month?"

These questions are asked every day in business, by executives before meetings, by compliance officers preparing for audits, by operations managers checking process status. The AI Agent makes them answerable in seconds, from any location, without requiring system access or analyst support.
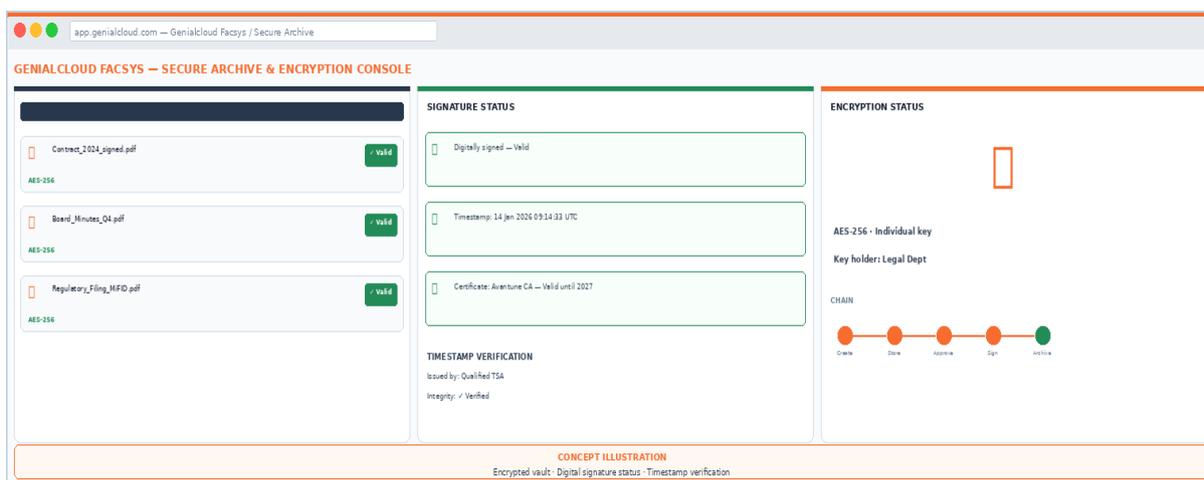
From Repository to Knowledge System

AI transforms Genialcloud Facsys from a document repository into a knowledge system. The difference is the difference between asking 'Where is the file?' and asking 'What does this document mean for my decision?'. The first question is about storage. The second is about governance. Genialcloud Facsys answers both.

9. Genialcloud Facsys Across Industries

Finance, Insurance, Healthcare, Manufacturing & Beyond

◆ C-LEVEL

Genialcloud Facsys is a horizontal platform, its capabilities apply wherever documents carry business, regulatory, or legal significance. But the way those capabilities manifest differs meaningfully by industry. The following profiles illustrate how the same platform serves the distinct document governance needs of four major sectors.

Genialcloud Facsys, Horizontal Platform: sector applicability across Finance, Insurance, Healthcare, Manufacturing, Legal, and Public Sector

Financial Services & Banking

Financial institutions operate under document governance obligations that carry direct regulatory and legal consequence: MiFID II record-keeping, KYC/AML documentation, contract lifecycle management, and audit trail requirements that must satisfy examination by financial regulators. Genialcloud Facsys provides the infrastructure to meet these obligations, not as a compliance overhead, but as an operational capability.

- Client mandate and agreement lifecycle: from initial execution through versioning, renewal, and termination, with full audit trail
- KYC document management: identity documents, due diligence records, and periodic review documentation governed, accessible, and traceable
- Regulatory correspondence archive: all communications with supervisory authorities stored with qualified timestamps and immutable custody chains
- Contract repository with AI extraction of key terms, renewal dates, and counterparty obligations, searched and monitored automatically
- Secure external sharing for client document delivery: encrypted links, access tracking, expiry control

Insurance

Insurance operations are document-intensive at every stage: policy issuance, claims processing, underwriting decisions, regulatory filings. The documents are not just records, they are the operational product. Genialcloud Facsys structures this document flow into governed, auditable processes.

- Claims file management: all claims documents, correspondence, and decisions in a single governed repository per claim, with complete audit trail
- Policy document versioning: every policy version retained, every endorsement tracked, every communication with the policyholder logged
- Regulatory filing archive: submissions to insurance regulators stored with immutable timestamps and full access history
- Multi-party underwriting workflows: broker, underwriter, and client approval chains governed and audited

Healthcare

Healthcare document governance combines two demanding requirements: the patient privacy obligations of HIPAA and GDPR, and the clinical quality obligations of healthcare regulators. Genialcloud Facsys meets both through role-based access control that limits document visibility to clinically appropriate staff, encryption that protects patient data at rest and in transit, and audit trails that satisfy regulatory examination.

- Patient consent management: consent documents captured, classified, linked to patient records, and tracked through the consent lifecycle
- Clinical document control: protocols, procedures, and clinical guidelines governed with version control and mandatory review workflows
- Supplier and device documentation: certificates, qualification records, and maintenance logs for medical equipment governed and retrievable on demand
- GDPR data subject request support: the ability to retrieve, review, and produce all documents relating to an individual on demand

Manufacturing & Quality Management

For manufacturers, document governance is the backbone of quality certification. ISO 9001, ISO 14001, and sector-specific standards require documented processes, controlled documents, and demonstrable records of non-conformance management. Genialcloud Facsys integrates with Genialcloud Proj to link quality documents directly to the production processes they govern.

- Controlled document library: all quality procedures, work instructions, and specifications under version control with mandatory review cycles
- Engineering change control: engineering change requests captured, routed through approval workflows, and linked to affected BOM and production orders
- Non-conformance management: NCR documents captured, classified, routed for root cause analysis, and closed with corrective action evidence
- Supplier qualification documentation: supplier certifications, audit reports, and performance records governed and monitored for expiry
- Integration with Genialcloud Proj: quality documents linked to production orders, purchase orders, and project files, context always available

One Platform, Every Function

The horizontal nature of Genialcloud Facsys is its strategic advantage: a single platform investment serves every document-intensive function in the organisation. Finance, Legal, HR, Operations, Quality, and Compliance all work in the same governed environment, with the same audit trail, the same security model, and the same AI layer.

10. Facsys Fax: Modernising Regulated Communications

When the Channel Matters as Much as the Content

◉ IT DIRECTOR

In regulated industries, fax remains a legally recognised transmission channel. Healthcare providers exchange clinical records, financial institutions submit regulatory filings, insurance companies process claims, and in each case, the fax transmission creates a legally recognised delivery record that email does not reliably provide. Genialcloud Facsys FAX modernises this channel: eliminating hardware dependency, integrating fax capability into digital workflows, and producing the same governed audit trail as every other document in the system.

Fax Without Hardware

Genialcloud Facsys FAX virtualises the fax server entirely. Fax capability is provided over existing IP infrastructure using Fax Over IP technology, no dedicated fax machines, no PSTN lines, no physical hardware to maintain. The cost and operational overhead of traditional fax infrastructure disappears. The transmission capability and legal status remain.

Fax Capabilities

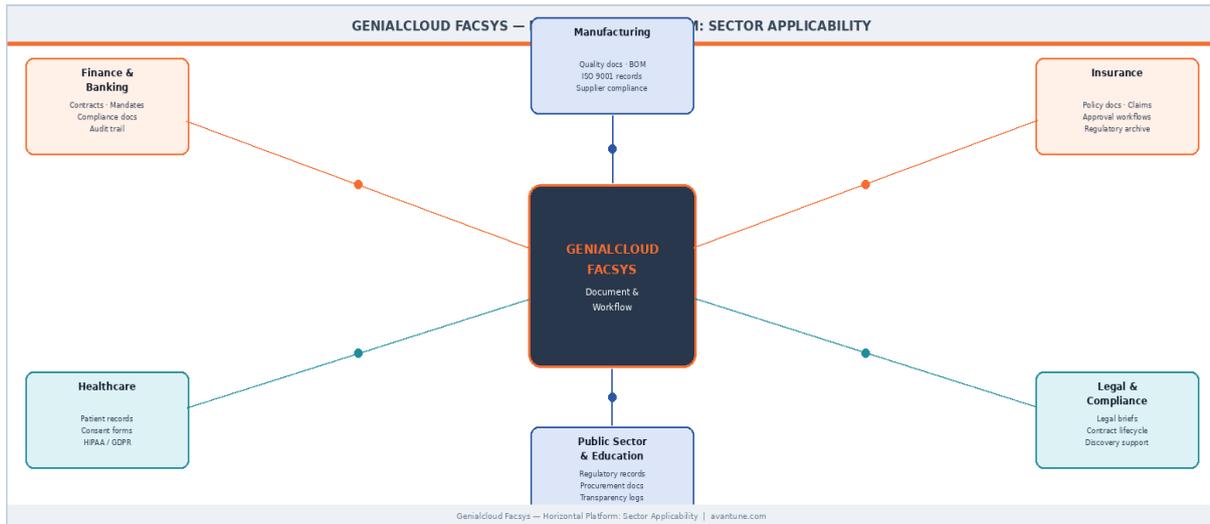|	
Fax-Enabled Email	Users send and receive faxes from their email client without any additional application. Outbound faxes are composed as emails; inbound faxes arrive as email attachments, automatically captured, classified, and filed in Facsys with the same governance applied to all incoming documents.
Application Integration	Any application that can print can send a fax, via virtual print driver integration. ERP-generated documents, CRM-produced correspondence, and workflow-triggered transmissions can be faxed directly from the originating system via Facsys FAX, with no connectors or custom code required.
Enterprise Reliability	Enterprise-grade fax servers can be deployed in clustered configurations with load balancing and automatic failover, providing the same availability guarantees as the rest of the Genialcloud infrastructure. Transmission confirmation, delivery receipts, and failure notifications are all managed and logged automatically.
Full Transmission Audit	Every fax, inbound and outbound, is tracked from submission through transmission to delivery confirmation or failure notification. The full transmission record is stored in the Facsys audit trail with the same immutability as all other document events.

Modernised, Not Eliminated

Fax is not a legacy channel to be eliminated, it is a regulated channel to be modernised. Genialcloud Facsys FAX preserves the legal and regulatory standing of fax transmission while eliminating the hardware, cost, and operational overhead that made it a burden. For organisations where fax is a compliance requirement, this is the right answer.

11. ROI & Business Impact

Measuring the Return on Document Governance

◆ C-LEVEL

The return on document governance investment is different from most technology investments because part of it is defensive: the cost of a regulatory penalty, a failed audit, a lost contract dispute, or a data breach that never happened because the governance system was in place. These costs are real, they simply do not appear in the numerator of a cost savings calculation. The ROI model below captures both the quantifiable operational savings and an indicative value for the risk reduction element.

Genialcloud Facsys, ROI & Business Impact: document retrieval, approval cycle, compliance risk, contract processing, and admin overhead

Where the Value Is Generated

Document Retrieval Elimination	The average knowledge worker spends 15–30% of their time searching for information. In organisations with uncontrolled document repositories, finding the current version of a specific document can take hours. Genialcloud Facsys's full-text search returns results in seconds, recovering this time as productive capacity. For a 500-person organisation, this is a material efficiency gain: estimated at €60,000+ annually.
Approval Cycle Compression	A supplier invoice that takes 30 days to complete a paper-based approval cycle ties up working capital and creates supplier relationship risk. A contract that takes 3 weeks to collect signatures delays revenue recognition. Genialcloud Facsys automates these approval chains, compressing cycles by 80–90% and recovering both the working capital and the management attention. Estimated value: €85,000+ annually.
Compliance Incident Prevention	The cost of a regulatory compliance incident, a failed audit, a data protection breach, a document retention violation, varies enormously by sector. For a financial institution, a single MiFID II violation can result in fines in the hundreds of thousands of euros. For a healthcare provider, a HIPAA breach carries civil and criminal penalties. The immutable audit trail and access controls of Genialcloud Facsys are designed to prevent these incidents. Estimated avoided cost: €120,000+ annually, conservatively.

| **Contract Lifecycle Efficiency** | Organisations that manage significant contract volumes, vendor agreements, customer contracts, employment contracts, regulatory licences, lose measurable value from untracked renewals, missed options, and undiscovered liabilities in contract archives. AI-powered contract extraction and monitoring recovers this value. Estimated: €55,000+ annually. |

Illustrative ROI — Mid-Size Organisation (500 Employees, Paper-Intensive)

The following calculation is illustrative, based on aggregated patterns from Avantune client implementations.

Value Driver	Annual Benefit	Calculation Basis
Document retrieval & search time saved	**€60,000**	500 employees × 20 min/day searching × 80% reduction × fully-loaded rate
Approval cycle compression	**€85,000**	Invoice processing 30d→3d: working capital + approval labour recovered
Compliance risk avoidance	**€120,000**	Annual avoided cost: audit prep, incident management, potential fine exposure
Contract monitoring & renewal recovery	**€55,000**	AI extraction: missed renewals, untracked liabilities, expired certificates found
Storage & print cost elimination	**€60,000**	Physical archive space, print, courier, filing labour — eliminated by digitisation
IT admin overhead reduction	**€40,000**	Version management, file recovery, access management freed from IT queue
Total Estimated Annual Benefit	**€420,000+**	Typical payback: 8–14 months

Note on ROI Figures

These figures are illustrative estimates based on aggregated Avantune client data. They exclude the most significant value element: the strategic reduction in regulatory, legal, and reputational risk that comes from operating with a fully governed, audited document environment. For organisations in regulated industries, this risk reduction is often the primary justification for the investment.

12. Client Success Stories

Real Results from Real Businesses

◆ C-LEVEL

Genialcloud Facsys is deployed across healthcare networks, global financial institutions, and precision manufacturers. The following three case studies span North America and Europe, regulated industries and compliance-intensive operations, each representing a distinct document governance challenge solved with the same platform.

C L I E N T   S U C C E S S   S T O R Y

Dynacare — Healthcare Document Delivery

Healthcare, Canada (2,500+ employees) · Genialcloud Facsys, Clinical Document Distribution

The Challenge

Dynacare is one of Canada's leading healthcare providers, processing thousands of laboratory tests every day across an extensive national network. Before adopting Genialcloud Facsys, clinical reports were distributed through fragmented, paper-based processes, sent via mail, fax, or generic portals. The resulting delays, higher operational costs, and limited traceability created both clinical risk and compliance exposure under Canada's Personal Health Information Protection Act (PHIPA). Manual workflows made it structurally impossible to ensure consistent, secure, and governed document delivery across the healthcare network at the scale Dynacare required.

The Outcome

Dynacare deployed Genialcloud Facsys as a fully customised, white-label clinical document distribution platform, branded as Dynacare's own portal, with no visible third-party interfaces. A secure web portal backed by API connectivity replaced the fragmented manual channel entirely. Clinical reports are now delivered instantly via automated notifications and protected access links, with end-to-end security and full PHIPA compliance. The transition was rapid and measurable: fully digital distribution, faster access to clinical information for physicians and healthcare partners, reduced operational costs through elimination of paper-based handling, and significantly improved security, traceability, and governance across the national network.

C L I E N T   S U C C E S S   S T O R Y

BlackRock — Enterprise Fax Modernisation

Financial Services, Global ($11.5T AUM, 100+ countries) · Genialcloud Facsys Fax, Regulated Communication Infrastructure

The Challenge

BlackRock is the world's largest asset manager, operating across more than 100 countries and managing over $11.5 trillion in assets. At this scale, communication infrastructure is not a convenience, it is a compliance obligation. Before deploying Genialcloud Facsys Fax, BlackRock relied on a fully on-premises fax infrastructure managed through locally installed desktop clients and email-to-fax workflows. The environment required ongoing server maintenance, manual configuration, and dependence on internal telephony hardware, limiting scalability and creating operational risk as the organisation modernised its global technology estate. Regulatory and security requirements demanded that sensitive financial document transmission remain fully controlled within the organisation's own IT perimeter.

The Outcome

BlackRock deployed Genialcloud Facsys Fax to modernise its regulated communication channel without compromising IT control or security posture. The platform supports both desktop-based and email-to-fax workflows while aligning seamlessly with internal IT policies, security frameworks, and compliance requirements. Fax-over-IP replaced hardware dependency while preserving full data sovereignty. The outcomes were clear: reliable, uninterrupted fax communication across teams globally; reduced training needs through familiar interface patterns; tight integration with BlackRock's existing IT and security frameworks; and a consistent, well-governed environment for managing sensitive financial document transmission, with full local control over access, routing, and compliance logging.

C L I E N T   S U C C E S S   S T O R Y

Progold — Quality Document Governance in Precious Metal Manufacturing

Manufacturing, Precious Metal Alloys (Italy) · Genialcloud Proj + Genialcloud Facsys, Quality & Document Control

The Challenge

Progold specialises in the production of master alloys for goldsmiths and silversmiths, a precision manufacturing sector where material traceability and quality documentation carry direct regulatory and commercial consequence. Managing quality certificates, supplier compliance documentation, material composition records, and customer technical specifications across multiple product lines and international clients required a document governance infrastructure that could match the rigour of their manufacturing quality standards. Uncontrolled document versions, manual filing, and paper-based quality records created both audit risk and operational friction as the company scaled.

The Outcome

By deploying Genialcloud Facsys integrated with Genialcloud Proj, Progold established a governed document repository where every quality certificate, supplier audit record, and technical specification is linked directly to the corresponding production order. Version control ensures customers always receive the current specification, eliminating the risk of outdated documents reaching the production floor or client. The audit trail satisfies both internal quality procedures and the external customer auditing requirements common in the jewellery and silverware supply chain. Document retrieval time, previously measured in hours when staff needed to reconstruct a product's full documentation history, was reduced to seconds.

Video testimonials, detailed case study PDFs, and client references are available at:

www.avantune.com/clients

13. Why Avantune

The Partner That Takes Compliance as Seriously as You Do

◆ C-LEVEL

Deploying a document governance platform is a long-term infrastructure decision. The vendor you choose will be present at your next regulatory audit, your next major contract dispute, your next data protection review, not in the room, but in the quality of the system they built and the support they provide when it matters. This is why the partner relationship is not incidental to the Genialcloud Facsys decision. It is central to it.

Direct Access, Always

When a compliance deadline approaches and you need to understand whether a specific configuration satisfies a regulatory requirement, you cannot afford to wait for a support ticket to be triaged. Avantune's direct access model means named contacts who know your deployment, understand your regulatory context, and can respond with the authority to make decisions, without escalation queues, without premium support tiers.

Co-Innovation in a Regulated Context

Regulatory requirements evolve. New directives, new guidance, new interpretations of existing rules, all require the document governance platform to evolve with them. Avantune's co-innovation model means client feedback on regulatory requirements flows directly into the product roadmap. When financial services clients need MiFID III compliance capability, or healthcare clients need HIPAA Safe Harbor certification for a new data residency requirement, that input shapes what gets built, not what gets added to a low-priority backlog.

Implementation That Creates Compliance Capability

The value of Genialcloud Facsys is only fully realised when the organisation's document governance processes are correctly configured within the platform. This requires implementation expertise that understands both the technology and the regulatory context. Avantune's implementation methodology is built around compliance outcomes, not technical milestones. The deliverable is not 'the platform is live'. It is 'the audit trail is complete, the workflows are enforced, and the organisation can demonstrate compliance on demand'.

⬚ Direct Access	⬚ Regulatory Co-Innovation	⬚ Outcome-Focused Implementation
Named contacts who know your deployment and your regulatory context. No ticket queues when compliance deadlines approach.	Your compliance requirements shape our roadmap. Regulatory evolution becomes product capability.	We measure success by audit readiness, not go-live dates. Our metric is your compliance posture.

A Commitment to Governance

Document governance is not a feature, it is a commitment. Avantune built Genialcloud Facsys for organisations that take that commitment seriously. The platform, the implementation, and the partnership are all designed to deliver one outcome: a document environment that satisfies the most demanding audit, the

most rigorous regulator, and the most complex operational requirement.

Getting Started with Genialcloud Facsys

Every document governance transformation begins with understanding the current state. Our engagement process is designed to be direct, practical, and focused on identifying your highest-risk document processes before proposing solutions.

01

Governance Readiness Assessment

A structured review of your current document processes: where the audit gaps are, which approval chains are undocumented, which archives carry compliance risk, and which workflows are most urgent for automation.

02

Proof of Value

A time-boxed deployment on your highest-priority document process, demonstrating audit trail completeness, workflow automation, and compliance capability in your actual environment, on your actual documents.

03

Full Deployment & Compliance Enablement

Complete deployment with documentation of every configured process, user training aligned to compliance responsibilities, and a governance readiness review to confirm audit trail completeness before go-live.

The Genialcloud Platform: A Complete Suite for Modern Business

Genialcloud Facsys is the document governance layer of a broader platform built to run, connect, and evolve every dimension of a modern business. Understanding where Facsys fits within the Genialcloud suite helps clarify the full scope of what Avantune delivers.

Genialcloud Proj is the Extended ERP, CRM, and Project Management engine. It handles the transactional backbone of the business: accounting and finance, sales and procurement, warehouse and logistics, manufacturing planning (MRP, MPS, CRP), shop floor execution, CRM, project delivery, hour billing, and revenue recognition. It generates the transactions and processes that Genialcloud Facsys documents and governs.

Genialcloud Powua is the intelligence layer. It connects to any data source and transforms operational data into live dashboards, AI forecasts, predictive models, scheduled reports, and the mobile AI Agent. It analyses the data that Facsys's governed processes produce, turning document archives into queryable knowledge repositories.

Genialcloud Facsys governs the documents that surround every business process: supplier invoices, customer contracts, quality specifications, project deliverables, regulatory submissions, and every approval chain that produces them. It captures documents automatically, applies AI classification, links them to their corresponding transactions in Genialcloud Proj, and manages approval workflows, digital signatures, and compliance archiving, turning document management from a compliance overhead into a process accelerator.

Genialcloud TEM + Time manages the human cost dimension: time and attendance recording, shift management, absence workflows, travel expense capture via mobile, and payroll export, fully integrated with Genialcloud Proj's project structure and chart of accounts.

The Complete Genialcloud Suite

Together, Genialcloud Proj, Genialcloud Powua, Genialcloud Facsys, and Genialcloud TEM + Time form a complete, cloud-native Business Operating Platform. One vendor. One integrated data model. One partner relationship. Everything your business needs to run operations, make decisions, govern documents, and manage people, without the application sprawl, integration overhead, or vendor indifference that characterises legacy enterprise software.

Ready to Start the Conversation?

Contact us to schedule a governance readiness assessment or request a Genialcloud Facsys demonstration.

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