21 October 2011

To Whom It May Concern:

Subject: Reference for Ictect, Inc.

In 2005 our project team began looking for MS Word DOC to XML document conversion software for University policy documents that were to be posted on the University's new policy site. Our options were constrained by the need to convert large, complex, and frequently updated policy documents. In addition to the constraints arising from the nature of the documents, we also faced constraints based on human factors. The individuals responsible for authoring, editing, and reviewing the University's policy documents are policy experts in their respective fields, not XML programmers nor even MS Word experts.

In order to meet these requirements a product would need to have a user interface that would allow policy workers to create and update policy documents without the need for extensive programmer/information worker intervention. The product would have to allow users to define their own schemas and conversion definitions accurately mirroring the structure of the documents to be converted. In creating these conversion definitions users would need to be able to draw upon the full range of style and formatting options available in MS Word. The product would also need to provide means for easily checking the accuracy of conversions, analyzing results to determine sources of error, and quickly correcting errors both at the source and in the results.

Based on a review of publications in the field and tests of evaluation copies of available products, in early 2006 we selected the product that eventually became Ictect's Intelligent Content Plug-In as the only one that successfully addressed the document and human factor constraints involved. Since then we have developed a strong working relationship with Mr. Pradeep Jain—President of Ictect and one of the inventors of the conversion software—and the rest of the Ictect staff. They have worked closely with University staff to assist in the development of the schemas and conversion definitions used in the conversion of major University policy documents to allow digital archiving, web-publishing, and searching.

The level of support and service from Ictect has been exemplary. New versions of their patented conversion software have been rolled out without any compatibility issues even as our documents, schemas, and conversion definitions have evolved. On multiple occasions, while traveling abroad on business, Mr. Jain has conferenced in on tech support calls to personally assist us in the development of complex schemas and the conversion of difficult documents. Ictect staff have not only helped us develop solutions to our information management needs, they have developed a deep understanding of our documents and our information workflows which allows them to anticipate changes in our information management needs. This has made them an invaluable partner in our efforts to use ever evolving information technologies to better support the academic mission of the University.

If you have any additional questions please feel free to contact me.

Sincerely,

Steven Quinn
Information Services Manager
Office of the Secretary of the Board of Trustees