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## RESEARCH NOTE FIVE CONTENT MANAGEMENT CHALLENGES SOLVED: DIGITECH SYSTEMS

### THE BOTTOM LINE

**Despite the proliferation of Microsoft Office SharePoint deployments, many organizations are still challenged to deliver on the promise of enterprisewide content management. Nucleus found that the Digitech Systems products' tight integration with Microsoft Office and SharePoint, software-as-a-service (SaaS) options, and focus on content management capabilities, as well as Digitech partners' expertise, can help companies effectively tackle the content management challenges SharePoint doesn't solve.**

Most traditional enterprise content management (ECM) technologies – such as Documentum, FileNet, and the like – were historically limited in their deployment to targeted groups and functions that could justify the cost and training requirements of traditional enterprise software. Many organizations adopted Microsoft SharePoint with the goal of bringing content management to the masses. However, because SharePoint provides a platform for content sharing but not full content management workflow and other capabilities out of the box, many SharePoint deployments have grown into platforms for file sharing, but not really content management solutions.

Digitech Systems, a Microsoft Gold Certified Partner, bridges the gap between SharePoint infrastructure, traditional enterprise content management, and the practical content management needs of users who must capture, process, and track workflows around content – and easily find it when they need it:

- PaperVision Capture automates the capture of paper documents so they can be stored in any content management system.
- SharePoint Tools enable users to send content directly from any Windows application into their SharePoint infrastructure and easily tag and index metadata so content can be effectively searched.
- ImageSilo SaaS content management support access and retrieval of documents from anywhere. ImageSilo Data Delivery provides a full version of a company's content on a regular basis for backup and data redundancy. For organizations that prefer to keep content on their own servers, PaperVision Enterprise provides the same capabilities and functionality on premise.
- PaperVision Message Manager provides rules-based archiving and management for e-mail so messages and attachments can be stored, searched, and retrieved as part of any content search.

**TOPICS**Content Management &  
Collaboration

These capabilities can help organizations get their short-term content management challenges under control and plan a long-term strategy for effective enterprisewide content management that makes sense from a budgeting and IT resource perspective. It can also help organizations that have made an investment in SharePoint alleviate some of the common SharePoint-related content management challenges including site overload, site limitations, storage costs, IT overload, and disaster recovery pains.

**SHAREPOINT OVERLOAD**

One of the biggest complaints of many SharePoint users today is that there are too many sites, too many documents, and not enough structure in their SharePoint environment. This is not surprising, as SharePoint was meant to be a platform for sharing and accessing information, not a full-fledged enterprise content management application – and many SharePoint deployments without clear authoring, retention, and indexing policies grew without a planned content management structure. Digitech can help organizations battling SharePoint overload in two main ways:

- Digitech SharePoint Tools streamline the tagging and indexing of content as it's entered into SharePoint, cutting down on the work for users and increasing the likelihood that content can be easily found. Users can put documents in the correct place simply by linking to content types in the SharePoint library.
- Integrating ImageSilo or PaperVision Enterprise with SharePoint can leverage Digitech's content tracking, archival, deletion, and reporting and alerting capabilities within the SharePoint portal so out-of-date content is deleted and managers can quickly see where and when documents are unused or stuck in workflow processes.

**IT'S NOT IN SHAREPOINT**

For content to be easily accessible in SharePoint, someone has to put it there, and today, paper-based information and e-mail messages are not readily integrated into a standalone SharePoint deployment.

For organizations that still receive or manage a lot of paper files, PaperVision Capture and its included SharePoint export can streamline the process of bringing paper-based content into SharePoint. Individual users can send documents from Windows Explorer to SharePoint with literally two clicks. Users can also capture multiple files at one time and add their metadata and index field values in SharePoint.

For e-mail content, Digitech's rules-based Message Manager automatically captures messages and attachments and stores them so they can be accessed via SharePoint.

**STORAGE COSTS**

Integration of Digitech Systems ImageSilo software-as-a-service (SaaS) content management with SharePoint can provide administrators with a scalable, flexible, maintenance-free alternative to storing SharePoint content on site – and still provide users with one-stop access to content through the SharePoint portal environment. Companies can take advantage of the initial and ongoing economies of SaaS in a way that is transparent to end users.

## **IT OVERLOAD**

There are two main areas where IT is challenged by SharePoint deployments: first, to deliver real content management capabilities, IT has to learn not just SharePoint but other Microsoft technologies such as InfoPath and Visio. Second, managers have to be content management strategists, understanding the underlying technical requirements and limitations of the platform, their business's content management challenges today and in the future, and the best technology strategy to meet user needs while managing total cost of ownership. Nucleus has found that Digitech lessens the former burden by providing easy-to-use graphical tools to develop and manage workflows and sophisticated content management capabilities out of the box. Digitech also reduces the knowledge burden by delivering its solutions through a network of partners with deep subject matter expertise and experience in fields including health care, manufacturing, education, and financial services.

## **DISASTER RECOVERY PAINS**

Along with managing SharePoint content comes the challenge of ensuring high availability and disaster recovery. Using ImageSilo and Data Delivery as a secure managed disaster recovery manager for SharePoint can ensure content can be easily recovered in case of a software or hardware failure in the SharePoint environment.

## **CONCLUSION**

Despite its solid marketing, SharePoint has not solved the enterprise content management challenge. While it provides a platform for sharing and collaborating around content, users still need to build or integrate tools to capture content and index and search it effectively. Digitech's integration and investment in capture – as well as its ability to deliver both on-premise and on-demand content management options for customers – positions it well to provide solutions for companies with content management challenges unsolved by traditional ECM or Microsoft.