

Content & Document Management

Organizations manage huge amounts of information in the form of spreadsheets, documents, forms and reports. Compliance with regulation and effective retrieval depends on managing documents effectively; employees should be able to naturally access and store content, while administrators need an efficient mechanism to archive, classify and otherwise manage data. The true cost of information "silos"

By using central web-based document management systems that are intuitive and user-friendly, organizations can build collective intelligence from data their employees store in myriads of places on their individual desktops. In fact, one study estimates that 42% of employees accidentally use the wrong information at least once a week.

Having segmented information across the company is not just time-consuming; it also presents a security risk. Theft or breakdown of a single laptop might end up compromising organizational data. Absence of a single employee can end up holding up significant activities for an entire team. Employees waste valuable time gathering and presenting information that already exists with previous authors, but is inadvertently hidden from view. Adoption through usability
Users generate and view documents using a range of traditional applications like word processors, presentation software, spreadsheets and email attachments. The key to ensuring user adoption is to provide seamless integration with these desktop applications.

The ease with which content can be located is yet another important criteria to ensure adoption. Easy search functionality and enabling users to define the nature of their documents ("metadata") is key to ensuring correct classification and rapid retrieval.

By providing end-to-end implementation services for your content management system, we ensure your users have the right training and motivation to use the system. By incorporating integration with key business systems, we ensure that your content management system fits into regular workflows, and is not considered a additional burden imposed on employees. Our multi-channel helpdesk allows users to get time-bound responses to issues or queries.

Security and Access

One of the main grouses against traditional document management systems is that information is not available when it is really needed. Using lightweight web-based interfaces allows our systems to be easily accessible over the internet, without compromising on security.

Advanced access control and flexible permissions allow users to share content within small private groups, or with a larger community within or outside the company. Using industry standard SSL encryption allows all transmissions to be secured, and all documents within the server are encrypted.