Selecting an Enterprise Content Management Viewer: 5 Features to Look For

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This whitepaper discusses the importance of document viewing in an enterprise content management solution and focuses on five keys features you should consider when selecting a viewer. There are significant challenges in dealing with digital, confidential, or sensitive content in a collaborative environment, and an effective viewing solution should address the following five critical aspects.

File Format Support

A typical use case in an enterprise workflow involves several different types of documents being received, reviewed, and shared. Dealing with these multiple file formats can be a challenge. The number of documents can be sizable, and generally range from static image formats (TIFF and JPEG), which were the standards in the past, to the native formats, which have been gaining popularity since the last decade. A benefit of native format review includes the availability of metadata or "raw data," which can be attached to an electronic document and reviewed to create an audit trail. Some of the most common data types are email, instant messaging chats, documents, accounting databases, CAD/CAM files, and website content. One cost-effective strategy for corporations with an enterprise content management system to deal with multiple file formats is to select a multitasking viewer that can be used as a daily document access tool for staff, is integrated with a document repository, and can function as a native format viewer. This allows customers to reduce or avoid the costs inherent in licensing software from companies such as Microsoft, Adobe, and Autodesk separately.

Full Text Search

As corporations become increasingly global and distributed, real-time transparency of information to managers and employees becomes mission-critical, creating a large amount of data in various formats that must be accessible and searchable at any given time. At the same time, organization and filing conventions are almost impossible to enforce within an organization that is rapidly creating and updating digital content. A viewing product that is integrated into the content management system mitigates the effects of file overload by linking a full-text search back to the repository, enabling members of the team to quickly find files referencing the topic of interest using keyword hits. In addition, when the keyword hits are passed interactively to the viewer, a team member can quickly identify the context of the match, further increasing their efficiency.

Annotation

Another important factor in team collaboration is the ability to support various annotation schemes. Color coding and shapes highlight notes or actions, and may vary by attorney or team. Annotations add review, commenting, and markup capabilities within the viewer so you can streamline the document review workflow and reduce decision time. The

viewing solution should enable these annotations to be created and displayed, not only in TIFF, JPEG, or PDF formats, but in native formats as well. Ideally, the original version of the document is preserved, while annotated versions can be updated and shared throughout the collaborative process.

Redaction

The term petrification refers to the conversion of native files into an image format that does not require use of the native applications. This method of document conversion has been necessary to facilitate the redaction of sensitive information, since the majority of redaction tools are more easily applied to uniform image formats. There are two challenges endemic to this approach. First, efforts to redact petrified PDF files have been problematic in the removal of the redaction layer (essentially, sensitive information such as social security numbers is only covered, and not truly removed). Second, this presents a shift from trending native formats for viewing and annotation, resulting in a potentially redundant

technology purchase. A viewer with native redaction capabilities and the ability to 'burn in' the redactions—effectively removing the underlying mask and replacing it with the markup—is an ideal product to overcome both of these obstacles.

Digital Rights Management (DRM)

Finally, digital rights management enables document rights to be aligned to users. Integrating this procedure within the viewing engine simplifies the process of allowing and disallowing print, save, annotation, and redaction functionality for users depending on their needs and roles. By adding a digital rights management control on the document, you can render the document as view-only, and control printing, navigation, panning and saving within a work group, across departments, or with partners and suppliers, outside the firewall.

To learn more, visit accusoft.com or call +1 800.875.7009.

About Accusoft

Accusoft provides a full spectrum of document, content and imaging solutions as fully supported, enterprise-grade, best-in-class client-server applications, mobile apps, cloud services and software development kits (SDKs). The company's HTML5 viewing technology is available to the enterprise as Prizm Content Connect, in cloud-based SaaS versions, and in a version optimized for SharePoint integration.

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