The ECM Paradox

Extending Local Flexibility to Strengthen Central Control

Why simple, elegant tools are better for solving complex, changing problems

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Why simple, elegant tools are better for
solving complex, changing problems

Summary

Timesaving Tip: For a high-level overview, read this executive summary and scan the sidebar summary text throughout the paper.

The Challenge

An enterprise content management (ECM) system can dramatically improve the business productivity infrastructure of an organization. The benefits are substantial, but implementing a successful system requires lots of hard work, attention to detail and dedication.

Too many ECM systems suffer from configuration and implementation bottlenecks, which results in cost overruns, project delays and a lack of buy-in from users. And navigating the marketplace for ECM solutions is a time-consuming and confusing task, with most of the messages influenced by vendors who have cobbled together a set of complicated tools.

The Solution

A winning ECM solution provides control over business processes and filing methodologies while respecting an organization's security needs and regulatory requirements. And by providing local autonomy over improving business processes, it actually increases centralized oversight and control over policies.

Laserfiche® Rio™ is changing the ECM landscape. With simple, elegant capabilities for users and business managers, organizations can deliver rapid improvements that adapt and evolve to meet changing conditions.

The Business Benefits

A successful ECM solution gives departmental business analysts and line-of-business managers control over business processes and filing methodologies while respecting an organization's security needs and regulatory requirements. It also underlines the paradox presented by successful ECM systems: providing local autonomy over business process improvement enables stronger centralized oversight and control over policies and direction.

- The enhanced functionality of the Rio system makes it the ideal choice for IT managers concerned about minimizing ongoing training and maintenance while maximizing performance and stability.
- Laserfiche architecture and software design facilitates the delegation of line-of-business solution configuration.
- By enabling ECM experts to focus on solving core issues, and allowing line-of-business managers to configure the system details to match local needs, your organization obtains faster deployment and increased user acceptance.
- The elegant user interface also helps ensure rapid adoption with minimal training.

An enterprise content management (ECM) system can dramatically improve the business productivity infrastructure of an organization. The benefits are substantial, but implementing a successful system requires lots of hard work, attention to detail and dedication. Because improving operations requires a complex interplay between content, employees and policies, ECM tools are more useful when they are configurable by the line-of-business (LOB) experts within an organization–the people who know the ins and outs of making sure the right work gets done the right way at the right time.

In order to address the escalating costs of policy compliance, the high costs of processing paper records and a need to improve responsiveness, an ECM system has to be an integral part of a business productivity infrastructure and improve operations within each business unit or regional office. By providing a secure common space to work with documents, records, information and files, an ECM system can actually strengthen control over corporate policies. But too many ECM systems suffer from configuration and implementation bottlenecks, which results in cost overruns, project delays and a lack of buy-in from users.

Navigating the marketplace for ECM solutions is a time-consuming and confusing task, with most of the messages influenced by vendors who have cobbled together a set of complicated tools. These ECM tools demand extensive domain expertise which has spawned an entire ecosystem of ECM experts–programmers, analysts and consultants–eager to implement a complex system throughout an enterprise. But the strong demand for ECM has led to a bottleneck of talent and scarcity issues. By selecting ECM tools that can be configured locally yet controlled centrally, an organization can focus their ECM experts on solving the tough problems, the 20% of issues that bring in 80% of the results which frees up LOB managers to configure local solutions throughout the enterprise.

This white paper, written for technical decision makers, takes a look at the drivers and challenges that define enterprise content management and examines the key elements of a successful solution. It demonstrates how a winning solution gives LOB managers control over business processes and filing methodologies while respecting an organization's security needs and regulatory requirements. It also outlines the paradox presented by a successful ECM system: by providing local autonomy over improving business processes, it actually increases centralized oversight and control over policies.

Finally, this document demonstrates how Laserfiche® Rio™ is changing the ECM landscape by delivering a robust, intuitive solution that fills the gap left by current offerings. With simple, elegant capabilities for users and business managers, organizations can deliver rapid improvements that adapt and evolve to meet changing conditions. With powerful, streamlined controls for records managers, systems analysts and IT, Rio empowers organizations to now have access and oversight to an enterprise-class collection of repositories that deliver concrete business results

Enterprise Content Management Drivers and Challenges

Pressured by regulations and governance mandates and driven by a clear need to streamline operations, companies and government agencies are searching to enterprise content management systems to provide information workers with timely access to relevant content. The complexities of the enterprise environment require an ECM system to span multiple business units and integrate seamlessly with existing infrastructure, which makes successfully deploying a complex ECM system challenging. A pragmatic strategy is to select an ECM system that allows line-of-business (LOB) managers the flexibility to configure local solutions while still maintaining central control to manage all content.

WHAT'S DRIVING ENTERPRISE CONTENT MANAGEMENT?

Succeeding in a Global Economy

To coordinate activities and share unstructured information between multiple offices, suppliers, partners and customers, an enterprise must provide tools to ensure the timely distribution of documents–regardless of location. The baseline method of sharing unstructured content through faxes, emails and courier services creates huge inefficiencies, liabilities and the potential for lost documents. An ECM system that can distribute content across loosely-coupled offices and heterogeneous computer environments can improve staff performance, lower costs and ensure that documented commitments are quickly accessed.

Increased Regulatory Scrutiny and Legal Liability

Tighter regulations and increased legal liability necessitate stricter policies governing the retention of business records. Internal and external pressures to comply with corporate governance mandates strengthen the need for greater transparency in decision making. As part of a risk mitigation strategy, the costs of collecting, searching and classifying business records across disparate content repositories drives the need for automated ECM software that can offer centralized control of these records.

Summary

- Deploying a complex ECM system is challenging, because it must span multiple business units and integrate with existing infrastructure.

- Selecting an ECM system that gives line-of-business managers the flexibility to configure local solutions while maintaining central control over content management is an ideal strategy.

- An ECM system can help share unstructured content between multiple offices, suppliers, partners and customers.

- As part of a risk mitigation strategy, ECM software can help organizations comply with corporate governance mandates.

- In order for employees to operate effectively, an ECM system must ensure that authorized staff can retrieve relevant content easily and quickly.

- An ECM system including workflow automation doesn't just automate predetermined actions for expected events, but also provides flexibility to manage unexpected events on the fly.

But systems analysts know that compliance officers and records managers struggle with imposing corporate policies onto existing business practices. Moving disparate repositories of content into a controlled, secure archive lowers risk and assists with policy compliance. But in addition to the time and costs involved in migrating data, organizations cannot afford to implement a system that lacks user acceptance and that impose unwelcome changes on business processes. Influenced by their consumer experiences on the Internet, information workers have a clear idea how an enterprise-wide content management system should look, feel and perform. An ECM system must provide multiple views into a repository, based on the needs at each level within an organization. It must embrace the paradigm shift of content managed from dual perspectives, understanding the needs of the person storing it as much as the needs of the person who will retrieve it later.

Operating in the Digital Age: More Electronic Files and More Paper Records

Competing in the digital age has brought a deluge of information, much of it electronic, yet paper consumption continues to increase with this increased volume of information.

Information workers spend progressively more time routing documents and looking for relevant information to make effective business decisions. IDC estimates that information workers average 8.3 hours per week managing document routing and approval across teams and 9.5 hours per week looking for information. (citation: The Hidden Costs of Information Work, IDC April 2006) In order for employees to operate effectively amid a flood of information, an ECM system must incorporate paper-based documents and ensure that authorized staff can retrieve relevant content easily and quickly.

The Need for Business Efficiencies

Higher expectations and tough competition increase the pressure for information workers to respond rapidly and act effectively. The increased tempo puts pressure on each department to improve business processes and automate their workflow. But workflow automation requires a strong understanding of the business reasons behind every decision, and for the business process rules to be articulated, well-defined and thought through. According to Peter Drucker in *The Effective Executive: The Definitive Guide to Getting the Right Things Done*, "decision-making can no longer be confined to the very small group at the top. In one way or another, almost every knowledge worker in an organization will either have to become a decision-maker himself or will at least have to be able to play an active, an intelligent, and an autonomous part in the decision-making process."

For this reason, an ECM system that offers workflow automation does not just automate predetermined actions for expected events, but should also provides LOB managers the flexibility they need to manage unexpected events.

THE ENTERPRISE CONTENT MANAGEMENT CHALLENGES YOU FACE

Obtaining User Acceptance

No matter how much time and money has gone into planning and deploying an ECM system, if the system is not accepted by users, they will continue to use existing methods–no matter how inefficient–to collaborate and manage information. The challenge of adapting established procedures and obtaining buy-in spells the difference between a system that delivers value and unused shelfware. All too often, users are not skilled at articulating their working requirements to logically minded systems analysts. The closer the systems analysts are to the day-to-day realities of a department's working methods, the greater the likelihood that the ECM system will match their work style. One of the dangers of relying too heavily on outside consultants is that they are too far removed from understanding the work environment of every department: users can end up silently dissatisfied with the system that is handed to them.

Summary

• If the system is not accepted by users, they will continue to use their own accepted methods.

• Taking shortcuts in initial planning tends to result in complications and delays.

• Many ECM vendors have a business model based on professional services revenues, which creates a dependence on outside professional services.

• Taking a realistic inventory of resources within your organization helps you choose outside help more wisely.

Performing Initial Planning

There's a lot of planning and architecture involved upfront in creating a successful ECM system. But what planning is sufficient for a pilot project and what is optimal for an enterprise-wide rollout? While it is outside the scope of this white paper to cover all planning considerations, issues range from establishing a governance body for the enforcement of ECM system rules to database storage performance planning. Like the deployment of any complex systems, taking shortcuts in the initial planning tends to result in complications and delays down the road. This is where the advice of an experienced ECM consultant becomes invaluable.

Cost Overruns

Many ECM vendors have a business model based on professional services revenues. This may create a dependency on outside professional services, leading to the following challenges.

• Over-engineered solutions
• Costly to expansion into new departments
• Unpredictable costs for adding or changing system functionality
• Difficulty in budgeting renewable costs
• Limited effectiveness and flexibility, due to bottlenecks in availability
• Extended deployment times
• Stagnant solutions that lead to fossilized business processes.
• Lack of acceptance from users

While the services of outside ECM analysts, consultants and programmers can be invaluable, taking a realistic inventory of the resources available within your organization, including business analysts in different departments, helps you choose outside help more wisely.

EXTEND LOCAL FLEXIBILITY

No ECM system will offer centralized control of content if it is not used. Information workers may have spent years developing the way they work and the way they manage their files.

Ensure user acceptance by empowering departments and regional business units to adapt the ECM system to their existing filing methodologies. Delegating administrative privileges and workflow configuration rights makes deployment of an ECM system a group effort, and helps ensure that the system can rapidly evolve to meet changing conditions. A successful ECM solution gives departmental business analysts and line-of-business managers control over business processes and filing methodologies while respecting an organization's security needs and regulatory requirements. It also underlines the paradox presented by successful ECM systems–providing local autonomy over improving business processes enables stronger centralized oversight and control over policies and direction.

Extending local flexibility also brings challenges, which, when met are the keys to a successful ECM system:

- Delegating security rights should follow the principle of least privilege by granting trustees only the distinct administrative privileges they need.
- Transparency of business activities and auditing of activities should be available.
- The system must maintain centralized control of the content, so that, for example, records cannot be deleted where inappropriate.
- Enterprise compliance policies may require standardized filing criteria and mandatory categorization of certain types of content.
- Line-of-business managers may not want another item on their plate and may not want to get involved in learning a complicated system.
- IT personnel or systems analysts want to avoid fixing problems caused by poorly trained trustees or departmental line-of-business analysts.

Summary

- No ECM system will offer centralized control over content if it isn't used.

- A successful solution gives departmental business analysts and line-of-business managers control over business processes and filing methodologies while respecting security needs and regulatory requirements.

- ECM systems that support administrative tiers facilitating delegation of responsibilities and configuration are the easiest to configure, deploy and manage.

- Clear pricing for software licenses, professional services, training and support is essential to budgeting.

- The value of an ECM system comes from both concrete ROI calculations as well as more difficult to quantify infrastructure efficiencies and benefits.

FOCUS ECM EXPERTISE

A network of outside ECM experts, including analysts, consultants and programmers, are available to help configure and deploy your ECM system. But strong demand for ECM systems has created a bottleneck of available talent, driving up prices and limiting availability. In order to put scarce resources to best use, focus ECM expertise in core planning and architecture guidance.

Seek out ECM tools that support administrative tiers that facilitate the delegation of responsibilities and configuration. To determine the amount of training needed to configure and administer the system, check the administrative consoles, browse support resources and community forums and preview documentation.

To streamline deployment, train appropriate personnel within your organization to deploy and configure the majority of your system. Focus the efforts of ECM consultants on the 20% of the business problems that bring 80% of the desired results. This approach of training trustees and local administrators increases the ability of your organization to adapt as changes occur in corporate structure, regulations and policies.

SEEK CLEAR LICENSING MODELS

When evaluating ECM vendors, seek clarity regarding pricing for software licenses, professional services, training and support. Ask about costs of expanding the reach of your ECM system, and costs for adding to the functionality. Keep in mind that the value of an ECM system comes from both concrete ROI calculations as well as more difficult to quantify infrastructure efficiencies and benefits. A clear licensing model allows an organization to easily budget for renewable costs.

Systems that require extensive customization and development may result in "vendor lock-in" and difficulties in avoiding later price hikes. Systems that emphasize configuration of standardized solutions, and that leverage existing administration platforms such as Microsoft skillsets tend to offer lower total cost of ownership.

An important part of strategic planning is being able to adapt to an uncertain future. Over the next five years, you can't always predict what sort of mergers, acquisitions, layoffs, reorganizations or re-engineering may occur. However, an ECM system that offers a clear licensing model will help reduce the uncertainty in budgeting for the evolution of your system.

ELEGANT DESIGN FOR IT

The enhanced functionality of the Laserfiche Rio enterprise content management system makes it the ideal choice for IT managers concerned about minimizing ongoing training and maintenance while maximizing performance and stability. Maintenance is simple because Laserfiche provides extensive support for standard Windows administrative tools. The firewall-friendly HTTP/WebDAV protocol used by Laserfiche makes it quick to deploy. Laserfiche makes intelligent use of infrastructure with an appropriate balance between utilization of storage and a database. Laserfiche solutions provide an easily implemented and managed system with low ongoing maintenance and support.

Summary

- Enhanced functionality makes Laserfiche Rio ECM the ideal choice for IT managers concerned about minimizing ongoing training and maintenance while maximizing performance and stability.

- Laserfiche makes intelligent use of infrastructure, with a balance between storage utilization and database structure, which enhances performance and simplifies integration.

- Architecture and software design facilitates the delegation of line-of-business solution configuration.

Windows-Native Administration

- Administer repositories and workflows from MMC Snap-ins.
- Grant repository rights directly to Active Directory groups and users.
- Monitor system health and load using performance counters.
- Examine all notifications in the Event Viewer.
- Laserfiche's Event Tracing for Windows (ETW) instrumentation generates detailed, cross-service traces for support diagnostics, supplemented by HTTP logging and real-time "console mode" debugging.
- Write scripts to automate administrative tasks with Windows PowerShell through Windows Management Instrumentation (WMI) or .NET interface. Useful for managing Laserfiche connections or to take a repository offline for backup.
- Push-deploy the Laserfiche Windows Client using its .msi file.
- Let Laserfiche Server publish a connection point in Active Directory for auto-discovery of repositories.
- Volume Shadow Copy Service (VSS) backup and restore without stopping the Laserfiche Services

Server Architecture

Laserfiche server is modeled after a database, enhancing performance and simplifying integration.

- All fields are stored in one large table, metadata for different document types are simply different collections of fields.
- Fields can store multiple values.
- Server stores more personal settings, including personal stamps, column and auto naming settings, and Outlook import settings.

External Audit Records

- Log audit information to fast external binary log files instead of database tables.
- Read audit logs offline, independent of the Laserfiche Server, without requiring access to the original repository.
- Use the web-based report generator to parse the audit logs and create highly specific reports contents.
- Easily configure auditing with event classes.
- Write your own tools to parse the audit logs with the provided .NET library.

Storage Management

- Maintain specific control over the storage location of images and other large content files.
- Grant access to storage volumes to groups and users according to the types of documents they produce.
- Configure maximum volume sizes and rollover to create newly generated volumes in a series.
- Archive documents with their metadata to read-only media when a volume is no longer accepting new content.
- For records retention policies that mandate destruction of old records, including associated backups, Laserfiche Rio offers the ability to remove properly archived storage volumes from your scheduled backup rotation while still providing access to the content until their scheduled permanent deletion.
- Allow users to restore their own accidentally deleted documents or folders from a Recycle Bin before scheduled permanent deletion from storage.

Scalable Architecture

- Runs over HTTP or HTTPS unaffected, making Laserfiche Rio firewall-friendly, widely interoperable and efficient even over wide-area networks.
- Choose to access documents from a Windows client or thin Web client.
- Easily configure firewalls and edge security servers to allow Laserfiche traffic.
- Deploy a secure Laserfiche solution with n-tier architecture authenticated via Kerberos
- Experience seamless reconnection to the server if a link is momentarily down.
- Access content through Web Folders and other WebDAV extensions. Every Laserfiche document is uniquely addressable through a URL.
- Configure the TCP/IP listening port of the Laserfiche Server.
- Network traffic reduced by transmitting individual pages upon request.
- For ease in load balancing, clustering and failover, document metadata stored in MS SQL Server 2005, MS SQL Server 2008, Oracle 10g or Oracle 11g databases.

SIMPLIFIED CONFIGURATION FOR BUSINESS AND SYSTEMS ANALYSTS

The Laserfiche architecture and software design facilitates the delegation of line-of-business solution configuration. By allowing ECM experts to focus on solving core issues, and allowing line-of-business managers to configure the system details to match local needs, your organization obtains faster deployment and increased user acceptance. The elegant user interface also helps ensure rapid adoption with minimal training.

Work Closely with Microsoft SharePoint

Laserfiche Rio complements SharePoint functionality with its solution-oriented tools that focus on delivering value.

- Complement MOSS installations with Laserfiche imaging and archival capabilities
- Access the Laserfiche document imaging and forms capture interface within SharePoint:
  - AJAX-enabled Web front end
  - Full annotation capabilities
  - Comprehensive security and auditing
- DoD 5015.2-certified records management capabilities
- Browse Laserfiche repositories through SharePoint, with full Laserfiche security enforcement.

Strategic Scalability

Deploy your system where needed, to match your project plans, without stumbling over licensing complications or pricing uncertainty.

- Laserfiche Rio includes unlimited Laserfiche servers and repositories, which organizations can use to support back ups, failover clusters, testing environments and multiple locations.
- Simplified licensing helps organizations more easily expand their systems, by simply purchasing additional licenses, which eliminates long requisition processes and makes budgeting for an enterprise deployment much easier.
- Unicode server permits simultaneous storage and display of multiple language types, without need to set specific regional settings on the client or the server.

Summary

- The elegant user interface ensures rapid user adoption with minimal training.

- Business process improvements come easily with a visual workflow designer and workflow activities that accelerate shared business processes enterprise-wide.

- A comprehensive API and extensibility features provide the power to develop specific solutions for your workplace requirements.

Powerful Workflow Functionality

Business process improvements come easy with a visual workflow designer and workflow activities that can accelerate shared business processes across the enterprise.

- Design simple or comprehensive routing rules on a graphical canvas, choosing from a broad palette of workflow actions.
- Use activities written for Windows Workflow Foundation™ (WWF) that communicate outside the Laserfiche system, extending Workflow functionality to all line-of-business applications.
- Maintain integrity of content because routed documents remain in the secure repository.
- Assign field values or annotations and change security access to repository content via workflow rules.
- Specify search criteria for locating new content that should be processed by a workflow.
- Specify routing to groups, provide task and notification escalation, allow serial or parallel routing, and set up conditional loops.
- Chain workflows together by invoking sub-processes.
- Write script activities in Visual Basic .NET or C# using the built-in script editor.
- Support multiple repositories with one installation of Workflow™, or support one repository with multiple Workflow servers—enabling IT staff to create whatever set-up is necessary to maximize performance.
- Export and transfer WWF workflow definitions to enable sharing of best practices across regional offices.

Granular, Inheritable Content Security

Laserfiche Rio provides granular control over documents and metadata via rich security features and auditing. The security controls, combined with the auditing and reporting capabilities, provide the tools to both create and enforce boundaries for everyone within your organization.

- Authenticate with a Windows domain account in Active Directory®.
- Configure access through Windows group membership.
- Secure repository content by folder or volume and restrict access to metadata or annotations.
- Granular control of content available through access control lists, folder filtering, security tags, privileges and access tunneling.
- Specify depth of access in the file tree with inheritance scopes—for example, to a folder, but not to its subfolders.
- Follow the principle of least privilege by granting trustees only the distinct administrative privileges they need.
- Erase documents securely with deletion protocols compatible with DoD 5220.22-M.
- Can require users to submit reasons for printing, e-mailing and exporting documents, as well as enforce the application of watermarks to authenticate printed documents.
- Audit all interactions with the document repository or specify events to be recorded per group or user.
- Randomly generate passwords for newly created accounts or lockout user accounts from login after a specified number of failed attempts or a period of inactivity.

Streamlined Records Management

Laserfiche Rio offers a comprehensive ability to properly retain and manage records while maintaining a focus on usability for both Records Managers and users. By offering multiple views into a repository, the records series can be maintained without interfering with a filing methodology used in each department.

- Transparent records management tools mean that records management no longer interferes with your line-of-business. Users manage content based on local filing schema. Business records can be automatically categorized in the appropriate records series, and managed in a separate display, without "leaving" its original location.
- Take advantage of total life cycle management—run reports detailing where records are in their life cycle and which records are eligible for transfer, accession or destruction.
- All system activity is logged, providing an audit trail that can be used to prove adherence to the records management plan and adherence to compliance regulations.
- For records retention policies that mandate destruction of old records, including associated backups, Laserfiche Rio offers the ability to remove properly archived storage volumes from your scheduled backup rotation while still providing access to the content until their scheduled permanent deletion.
- Uphold information management policies that consistently and uniformly enforce the labeling, auditing, and expiration of records.
- Record freezing capabilities holds selected records series to help ensure that they remain unchanged during litigation, audits, or other investigations.
- Certified to support the DoD 5015.2 standards for records management functionality.

Cost-effective Customization and Configuration

A comprehensive API and extensibility features offer your team the power to develop specific solutions for your workplace requirements. This approach unlocks the possibilities for streamlining content availability and integrating with other applications.

- Enable your application to communicate with the Laserfiche server using Laserfiche Server Objects, a powerful and flexible API.
- Supplement the API with the Document Processor library, providing file management operations such as import/export and OCR processing.
- Subscribe to the Notification System to receive near real-time notifications of changes to document or folder contents to implement a dynamic user experience without polling the server.
- Utilize third-party HTTP/WebDAV libraries to enable programs to communicate with the Laserfiche Server.
- Integrate your Web-based application with Laserfiche using the WebLink™ library of ASP. NET controls.
- Rely on ISV packaged solutions to minimize expense and programming time.
- Share sample applications and supplemental information to create personalized Toolkit applications and other customized content with other members of the Laserfiche community—including Laserfiche staff, users and technical experts—in the Laserfiche Code Library™.
- Benefit from a robust trove of know-how and guidance through community forums, online chat, technical papers, documentation, videos, presentations, and knowledge base articles located on the Laserfiche Support Site.
- Obtain integrations created by independent software vendors through the Laserfiche Marketplace.

Conclusion

THE MOST EFFECTIVE ECM SOLUTION BALANCES LOCAL FLEXIBILITY AND CENTRAL CORE STRENGTH

Implementing an enterprise-wide content management system at first seems as challenging as it does paradoxical. How do you customize and adapt to local content management needs while strengthening the central integrity of the whole enterprise? By choosing an ECM system that embraces this paradox, one flexible enough to allow the system to evolve to meet various needs at a departmental level but strong enough to centralize control and accountability.

Embracing this paradox means implementing a system as sympathetic towards existing business practices and methodologies as it is capable of streamlining them. A system that doesn't rely on consultants, costly additions and upgrades down the road, one that empowers LOB managers to do what they do best even better. Information workers need a system they can use as intuitively as their home computer that understands the way they're used to working and improves upon it.

Summary

- By choosing an ECM system that balances local flexibility and central control, you customize and adapt to local needs, without compromising accountability.

- The ideal system won't rely on consultants, costly upgrades and additions down the road.

- Embracing the ECM paradox means implementing a system that is sympathetic toward existing business practices, even as it streamlines them.

The Laserfiche Institute teaches staff, resellers, and current and prospective clients how to use Laserfiche most effectively. As part of this mission, the Institute conducts more than 500 Webinars each year, covering a variety of topics. The Institute also hosts an annual conference where members of the Laserfiche community attend presentations and network to share ideas and learn best practices. Additionally, the Institute conducts a number of regional training sessions and provides resellers with content for more than 100 user conferences each year.

The Institute also develops and distributes educational material through the Laserfiche Support Site. On this Website, clients can access training videos, participate in online forums and download technical papers and presentations that help them become savvier ECM users.

THE NEXT STEP

If you would like to schedule a conversation to discuss your ECM needs, please contact Laserfiche today. We can share our resources, community and approach with you and your staff. We can arrange demonstrations, presentations and proposals based on your specific requirements.

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