

Cloud Content Management

Benefits and Challenges

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In This Issue:
Cloud Content Management

Cloud Content Management (CCM)

By Eleonora Babayants

Cloud computing is the delivery of computing as a service over a network, typically the internet. End users access cloud based applications through a web browser or a light weight desktop or mobile application while the business software and data are stored on servers at a remote location.

In addition to hosted servers, small businesses can now purchase software as a service (SaaS) that is hosted online and completely scalable. With software purchased as a service, a small business no longer needs IT personnel on site to install and maintain software and hardware. SaaS allows businesses to purchase software without multi-year contracts and without painful software installation.

Because on-premises enterprise content management (ECM) software requires significant commitment of time and money, only big organizations have been able to take advantage of the efficiency, productivity, and cost savings of automated document management and workflow. These organizations can afford highly-customized on-premises systems that help them gain competitive advantage over smaller rivals.

Cloud enterprise content management solutions level the playing field for organizations of any size. Now, the smallest company or any budget within a larger

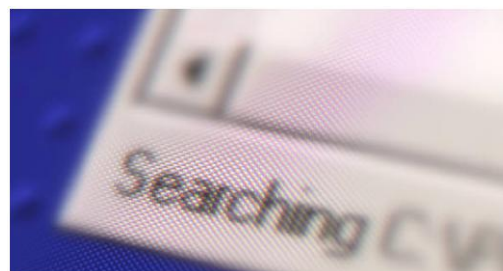
organization can have all the computing power, and the efficiency and productivity gains of the biggest companies.

The cloud enterprise content management (ECM) offers tremendous advantages over traditional on-premises content management software implementations. Solving a typical content management business problem requires the integration of multiple technologies like document management, workflow, scanning, capture, email management, etc.

For many organizations this involves a lengthy implementation process from initial business specifications to actual software installation and customization. It may be many months from the initial business need for a content management solution to the actual workable solution.

A cloud ECM solution, however, comes as a pre-loaded and immediately usable business solution. A cloud enterprise content management platform is accessible via Internet. A business unit can be up and running in days with an enterprise content management and workflow solution.

In content management, these advantages play an even larger role in project success. This is why analyst firms like Gartner and Forrester predict cloud providers to grow much faster than on-premises ECM software vendors in the coming years.



Cloud Content Management

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Benefits and Challenges of Cloud Content Management

CCM brings the benefits of the cloud and few challenges.



Industry News

- Universal Search for Alfresco One
- Data Harmony Unveils Version 3.9
- TheBrain Goes Mobile
- Migrate Any Email Source Into a Cloud

Benefits and Challenges of Cloud Content Management

by Eleonora Babayants

Cloud content management (CCM) is an emerging area that combines many of the core elements and content focus of ECM with the usability and ease of sharing so prominent in collaboration software. As its name implies, CCM brings the benefits of the cloud - low maintenance, elastic and scalable, with access to content anytime, anywhere, across devices.

Benefits

Rapid Deployment

With no hardware or software to install and no servers to buy, cloud content management virtually has no setup time. So, it can be deployed very quickly.

Access Anywhere

A cloud content management solution offers an application available anytime and from any internet browser. With cloud content management, you have all of your data right at your fingertips. By managing your documents online, information is always accessible and data can be shared instantly.

Easy Collaboration

Since it can be accessed anywhere, cloud content management systems allow any authorized personnel to access and collaborate on content. Sharing lets you get information to those who need it instantly,

and from anywhere in the world. With cloud content management, you can bring important documents to everyone in your business.

Integration

Content management technologies can be integrated in a cloud, including capture, document management, workflow, e-signature, eForms and much more.

Low Cost

Cloud ECM solutions offer a highly-affordable alternative to automate document-intensive processes. Not only are initial costs much lower, but the cloud content management model also brings you reduced costs over the long-term. There are no servers or software to administer and no annual maintenance fees.

Secure Content

ECM Cloud platforms offer the highest level of security. There are additional security controls within the cloud solution where typical on-premises content management products do not have.

Enhanced Business Agility

In a cloud, content management solutions can be quickly and easily tailored to meet your changing document management and workflow needs. In addition, there is an

ability to take advantage of new features and enhancements as they become available.

Challenges

Multiple File Formats

The documents that you might like to upload into your cloud CMS may be in many different formats. The device that is being used to display the content often may not have the correct software needed to display the document or image. This issue is further complicated by the varying number of devices that the content will be viewed on.

Document Size

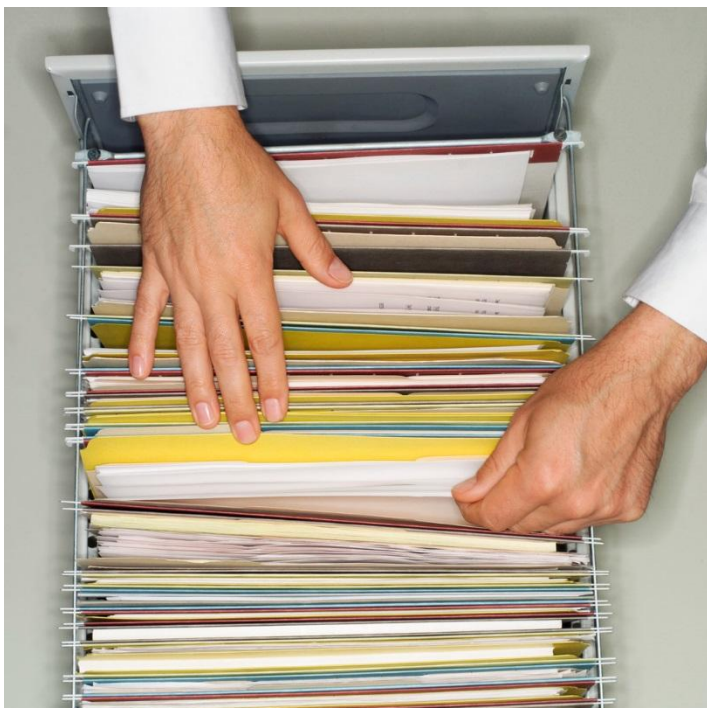
It is very important to consider the size of the document, either the number of pages or the physical size of the file. Downloading the entire document can take a long time depending on available bandwidth. This is especially an issue on mobile devices with slow or crowded data connections.

Browser Compatibility

There are various browsers that are used to access the Internet and not all of them work the same way. Each browser has differences in how they operate and how the code works under the covers.

Browser Compatibility

It is imperative to be able to support viewing documents on mobile devices. But not all the devices behave the same way, and different operating systems are used on the various devices. Without a consistent mobile viewing platform, separate viewing applications may need to be installed on each device and results will vary. Using a single technology that supports many document types is very important in a mobile environment.



Providing
dynamic, flexible
collaboration
tools with CCM
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productivity

Industry News

Universal Search for Alfresco One

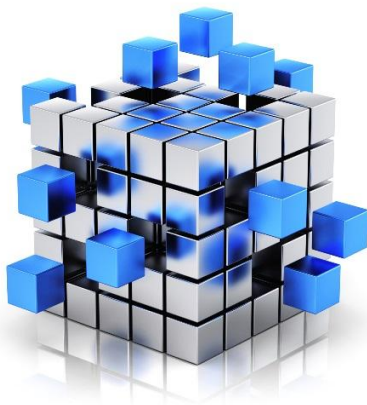
The VirtualWorks Group has introduced ViaWorks Connector for the Alfresco One Enterprise Content Management (ECM) system and its integration into the Alfresco Share interface. ViaWorks allows companies to easily search and instantly retrieve all enterprise information sitting inside, outside and across multiple Alfresco installations from inside Alfresco.

VirtualWorks says the ViaWorks Connector unifies search results from external applications and data sources residing outside the Alfresco One ECM system—such as SharePoint, Exchange, OpenText and legacy application repositories—into a single, searchable interface.

Data Harmony Unveils Version 3.9

Data Harmony, a division of Access Innovations, has announced that Version 3.9 of its suite of software tools has been released. Current customers will be the first to receive the new version.

Recent enhancements provide greater search efficiency while browsing the thesaurus through callouts and hyperlinks to related and narrower terms.



TheBrain Goes Mobile

TheBrain has introduced a new version of its namesake software for the iPad and iPhone. TheBrain for iOS combines note taking, file synchronization and mind mapping apps to give users a full solution for iPad and iPhone.

TheBrain for iOS works with TheBrain desktop application and users' cloud accounts, providing universal access to ideas, notes and files, in addition to visualizing how everything is related. TheBrain for iOS is a native app so users can create new Brains, add new "Thoughts," take notes, link Web pages and attach photos directly from the iPhone and iPad.

Migrate Any Email Into a Cloud

Metalogix has released Email Migrator 3.0, which the company describes as the only migration tool that can move legacy e-mail from multiple e-mail sources including Microsoft Exchange, Symantec Enterprise Vault, Mimosa NearPoint, EMC and GFI MailArchiver, directly into Microsoft Office 365 or other hosted Exchange platforms and on-premises implementations of



Exchange.

About Galaxy Consulting

Galaxy Consulting was founded with the mission and vision of helping organizations to manage their valuable information assets. Many of our clients, both large and small, have dramatically improved efficiency and reduced unnecessary labor hours through efficient methods, processes, and solutions we created.

Galaxy Consulting believes in partnerships with our clients. We are committed to working with you and to helping you transform your business. We will increase efficiency and productivity, maintain regulatory and legal compliance, improve collaboration, enhance innovation, and reduce costs through effective information management!

Call us TODAY to schedule a free, no obligation consultation!

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Galaxy Consulting provides services in business analysis and usability, content and knowledge management, records management, information architecture, enterprise search, taxonomy development and management, document control, and information governance.