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RESEARCH NOTE **DIGITECH SYSTEMS ANNOUNCES** **PAPERVISION MESSAGE MANAGER**

THE BOTTOM LINE

Digitech Systems's PaperVision Message Manager enables companies to manage e-mail content like any other content – in Digitech's content repository. Digitech Systems's central management, relatively low cost, and multiple delivery options can deliver ROI in increased productivity, reduced risk, and reduced IT costs.

On January 19, 2007, Digitech Systems announced the availability of PaperVision Message Manager, an e-mail management component for its on-demand and on-premise content management systems, ImageSilo and PaperVision Enterprise. With PaperVision Message Manager, users can:

- Index, store, and organize e-mail messages for quick search and easy retrieval.
- Transfer pre-existing e-mail messages from Outlook and Exchange mailboxes to create a central storage location for all e-mails.
- Capture original versions of all e-mail communication as they enter and exit the system in order to provide the necessary documentation needed for regulation compliance.
- Use Digitech Systems's on-demand content management solution to provide a central repository for storing e-mail from multiple sources.

Message Manager is priced on a per-mailbox basis for PaperVision Enterprise and on a low ongoing additional fee basis, regardless of the number of users, for ImageSilo.

It's not surprising that Digitech Systems is adding e-mail management to its content management capabilities, given the growth of e-mail as a form of communication of record. The rising volume of e-mail that must be stored taxes both IT resources and end user productivity. Regulatory compliance issues and increased pressure on corporate accountability have driven both large and small organizations to develop many different IT e-mail management strategies that are often ineffective.

Large enterprises

In attempts to manage e-mail records and communication the same way as enterprise content, many large organizations tend to either rely on basic storage tactics or use their on-premise content management systems as a unified storage repository. Both of these approaches can be very expensive and do not support distributed office environments. Large organizations will often realize that these

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methods create additional challenges, transfer the problem elsewhere, or simply do not work:

- Using basic storage tactics like periodically storing and archiving e-mail messages and enterprise content will negatively impact server capacity and drive up IT costs while introducing search and retrieval challenges and document duplication for end users.
- Using a traditional content management system to store e-mail as well as content can be costly and inflexible. It also doesn’t enable companies to integrate e-mail management from across the supply chain without costly integration efforts.

Large enterprises may find an investment in PaperVision Message Manager and ImageSilo enables them to more flexibly and cost-effectively manage not only their own internal e-mail communications but also those of key suppliers, customers, and partners on an on-demand basis.

Using PaperVision Message Manager large organizations can:

- Use Digitech Systems’s on-demand delivery model to support and integrate a distributed work environment’s content, e-mail, and users to create a centralized storage location that does not require additional tech support.
- Track and manage e-mail between suppliers, partners, key customers, and contractors to create a communication audit trail across their supply chain to strengthen professional relationships, monitor correspondence, and reduce risks.

Small businesses

In the past, message management has traditionally been too expensive for small companies with restricted budgets and limited IT resources. This has caused many small businesses to rely on individual storage practices or restrictive quota systems that often increase compliance risk, threaten employee productivity, and strengthen the advantage of larger competitors. Investing in Digitech Systems’s low-cost solutions can enable small businesses to effectively and affordably avoid these challenges while keeping pace with leading competitors.

Using PaperVision Message Manager small organizations can:

- Implement a system that can manage both content and e-mail the way that large organizations do without expensive integration tools or traditionally high priced content management systems.
- Improve productivity by creating a centralized storage base for e-mails and content.
- Eliminate the creation of a parallel e-mail archive for storing excess messages in order to meet quotas or maintain personal records.

CONCLUSION

As e-mail has become a communication of record, organizations must tackle today’s mounting e-mail challenges with the most effective processes in order to realize greater efficiency and improve productivity. Organizations that are able to

effectively manage e-mail content like every other content of record will limit compliance risks, increase productivity, and reduce IT costs.

Digitech Systems's low-cost and hybrid delivery options will make it easy for large and small businesses to justify an investment in either Digitech Systems's entire content management suite or an investment in PaperVision's Message Manger that can be integrated with existing content management systems.

Large organizations should look to take advantage of Digitech Systems's hybrid offering to support distributed e-mail repositories, while small organizations should consider Digitech Systems's low-cost option an opportunity to manage content like their larger competitors. Given Message Manager's low cost, all Digitech Systems customers should be considering it as a complementary component to its PaperVision Enterprise or ImageSilo content management system that will help streamline e-mail management strategies and centralize management of all content.

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