



Digitech Systems ImageSilo

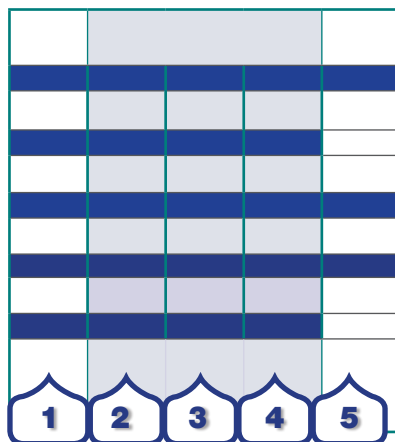
FEATURES & PRODUCTIVITY

USABILITY

IT ADMIN & SECURITY

SUPPORT & TRAINING

VALUE



scale: 1-5, where 3 = typical for this class of product and 5 = world class

OVERVIEW

There's a reason why the Digital Transformation (DX) wave started with more effective content management. Documents and the information they contain are critical to most organizations, and ready availability of that data is crucial to ensure that all stakeholders have the information they need when and where they need it. Powered by PaperVision Enterprise, Digitech Systems' ImageSilo is a cloud-based enterprise content management (ECM) service accessed through standard web browsers, PC software, and mobile devices that provides document upload, viewing, search, annotation and more. This solution's cloud-based functionality greatly improves document management for businesses, saving them valuable time and money. ImageSilo is designed to be used by businesses in various sectors, like education, government, manufacturing, healthcare, accounting, and more. ImageSilo offers a core set of ECM tools complimented by add-on technologies including workflow, e-forms, COLD/ERM processing, and even a scanning utility, making it one of the most full-featured cloud-based ECM solutions on the market.



Product Snapshot

Product: ImageSilo

Version: R87 Digitech Systems

Web: www.digitechsystems.com

For more information on this software, and other products, visit buyerslab.com/bliQ.

About BLI: Since 1961, BLI has been a leading test laboratory in the world of digital imaging equipment. BLI is completely independent in all of its testing processes and subsequent reporting. All of BLI's product evaluations are conducted by highly experienced employees in its on-site testing facilities in the United Kingdom and United States where hundreds of new copiers, printers, wide-format devices, scanners, faxes and multi-function (MFP) products are evaluated and reported on each year.

CHIEF BENEFITS

LOW BARRIER OF ENTRY – ImageSilo’s hosted architecture eliminates the front-loaded investment required to deploy on-premises solutions, as well as tedious administrative tasks such as server provisioning, SQL database creation, and software installation and maintenance. Ultimately, these factors combine to foster a speedier return on investment (ROI).

EASY SETUP, INFINITELY SCALABLE – Unlike traditional ECM solutions—which can take anywhere from weeks to months to setup and deploy—the cloud-based solution can be up and running within a matter of hours. The cloud-hosted model also ensures local data storage, document security, essentially infinite scalability, and near-flawless availability: 99.999% uptime over the 24 years the platform has been available, according to the company.

MORE PRODUCTIVE EMPLOYEES – The sum of document filing, search features, and advanced workflow engine adds up to enhanced productivity for document-centric processes. Since workers will spend less time dealing with clerical matters, they can point their focus towards more pressing matters. Automation also eliminates errors associated with paper-based, manual processes.

DESIGNED WITH REMOTE WORK IN MIND – This flexible solution allows users to perform tasks inside or outside of the office regardless of if they are at home or traveling for work, leading to better collaboration between coworkers and money saved within the organization.

INCREASED SECURITY AND COMPLIANCE – The solution delivers robust document security including support for e-signatures, encryption for documents in transit and at rest, the ability to redact documents, and the enforcement of document retention/destruction policies to safeguard valuable documents and comply with government regulations.

ENHANCED BUSINESS PROCESSES – The optional forms creation and workflow engine add-ons can be used to speed up and simplify business processes. Organizations can convert custom forms to fillable electronic forms and allow customers to access them via internet or the company’s intranet. Any document, including these forms can be funneled to custom built workflows capable of mimicking virtually any business process, regardless of their complexity.

OUR TAKE

Digitech Systems' ImageSilo is an impressive content management and workflow solution for businesses that want to improve their efficiency. ImageSilo proves to be effective in helping businesses minimize the burdens placed on IT departments, improve overall workflow, and protect sensitive data. The system is flexible enough to pull duty for very small offices and hefty enough to scale all the way up to large enterprises, so organizations looking to streamline document processes while also enhancing document security and compliance should seriously consider ImageSilo.

The barriers to entry for ImageSilo are low. The hosted model means predictable monthly costs and eliminates any need for the (usually costly) front-loaded investment, and there isn't any server to provision or server software to load and look after. Moreover, unlike traditional ECM systems that often require days if not weeks to set up, customers can be loading their documents into ImageSilo project folders in just a few hours. Helping things along is the platform's Solution Profiles feature: pre-built environments that contain all the elements needed for a given DX area—such as Accounts Payable and HR onboarding—ready to import into a customer's ImageSilo instance. The company has built about a dozen of these environments for the most common tasks, and its reseller partners have even more. The platform's Folder Monitor utility also helps customers get up and running. For companies with an existing Windows electronic filing structure in place, the utility will import the folders and files into the ImageSilo repository and automatically create the index values based on the file names or folder structures.

On the features front, ImageSilo's roots as a mature offering are evident: The core platform and optional modules deliver all the functionality one could ask of an ECM platform. The service delivers efficient document filing and collaboration capabilities along with complete data search features for finding stored documents. For organizations that rely on forms to collect customer and client information, ImageSilo delivers the optional ability to import custom forms and turn them into fillable electronic versions. Customers can even be granted access to those forms via the Internet or the company's intranet.

Also worthy of note is the optional workflow engine, which lets administrators construct quite complex workflows—complete with branching and conditional actions—without coding. Customers that do not have workflow-creation experience in-house have several options for obtaining exactly what they need. Most ImageSilo resellers have trained staff that can create custom workflows under a professional services agreement. Also, the plug-and-play nature of the workflows means that resellers likely have a suitable workflow at the ready. Customers can also call on Digitech Systems' experts to create workflows. Last but not least, the platform's aforementioned Solution Profiles pre-built environments include typical workflows.

Moreover, we find ImageSilo's document security features to be top-quality. These features include support for e-signatures, encryption for stored and transmitted documents, the ability to redact documents (and keep subsequent users from suppressing the redaction), and the enforcement of document retention/destruction rules. These abilities not only ensure the integrity of a company's valuable documents, they also help an organization adhere to their information governance guidelines and meet the various compliance requirements imposed by government regulations.

For all its strengths, Keypoint Intelligence did find a few minor shortcomings. While the solution aims to deliver a streamlined, contemporary user interface (UI) in some sections, some areas feel to have an outdated design. From an aesthetics point of view, there is room for improvement. Also note that, as with most workflow programs, there might be a little bit of a learning curve for users who are new to designing workflows.

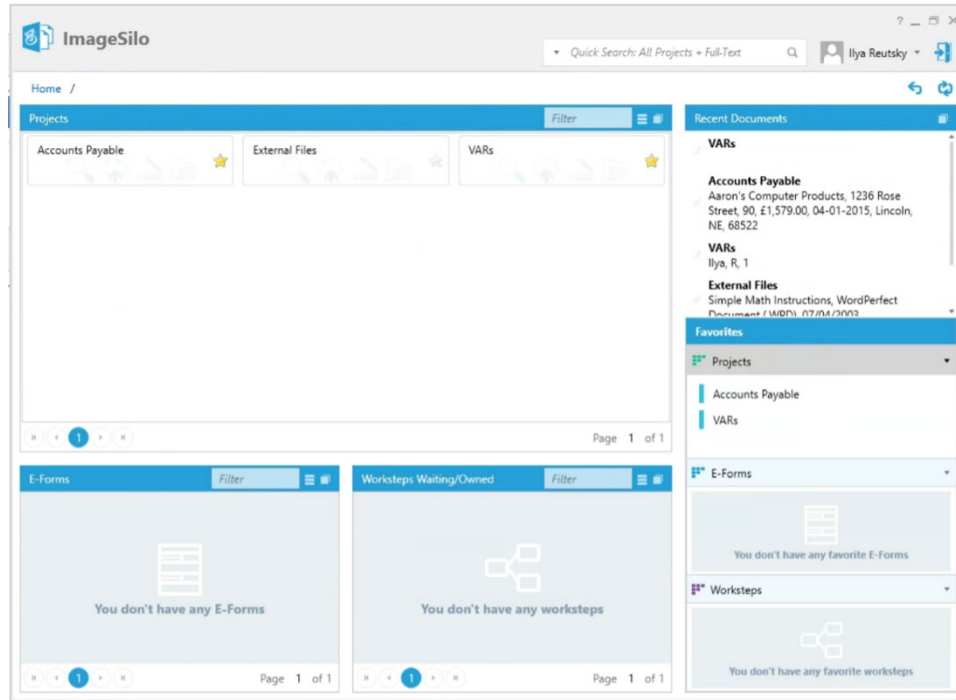
But these are quibbles in the scheme of things. All told, ImageSilo delivers enhanced productivity for document-centric organizations so knowledge workers will be able to spend more time on customer-facing or revenue-generating activities and less time on wasteful administrative tasks.

FEATURES & PRODUCTIVITY

ImageSilo provides a powerful core set of ECM features, including document capture, metadata indexing and full-text indexing, annotations, check-in/check-out controls and document versioning, robust search, and more. All of the solutions in the ImageSilo ecosystem have different functions. Despite having key differentiators, they can all work together.

Overall Features

- ImageSilo offers version control, where a file that gets changed is saved as a new version in case users ever need to revert to a previous iteration. This prevents instances where multiple versions of a document aren't worked on inadvertently. However, in organizations where users make frequent alterations to documents, having a dozen or so versions saved can be unwieldy. To combat this, Digitech Systems improved on the traditional versioning functionality by allowing users to choose between saving a document as a new full version (for major revisions) or as a revision (for minor changes). Administrators can configure how many versions should be kept to prevent files from becoming onerous to navigate through. Users may also leave comments to convey specific information for subsequent users.

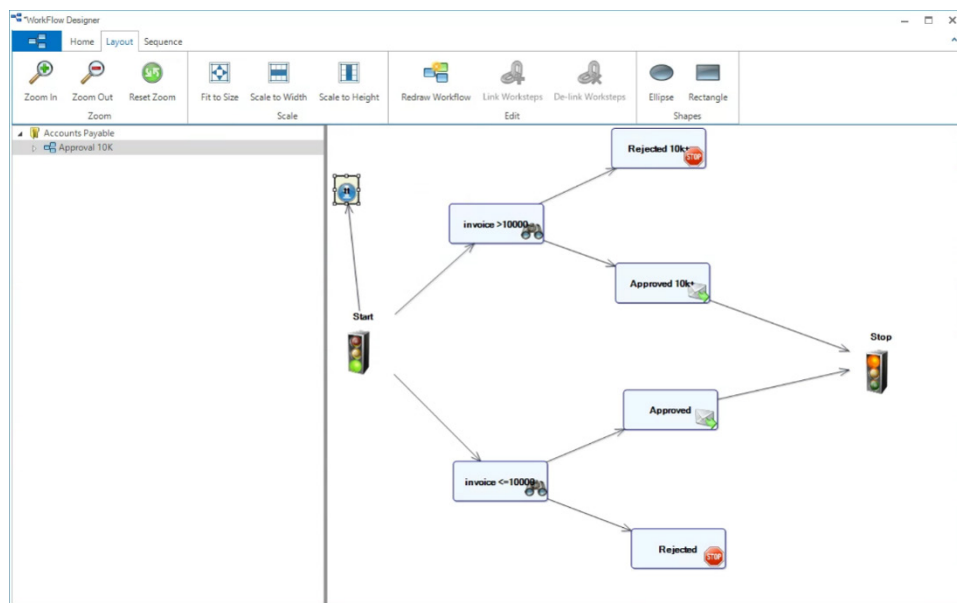


The ImageSilo user interface is uncluttered and logically organized.

- Documents can be added into “projects”— repositories for specific kinds of documents—in several ways. With the Scan menu choice, paper documents can be captured via a locally connected TWAIN-compliant scanning device. Hardcopy pages can also be scanned into the system from a compatible Canon, HP, or Lexmark MFP equipped with the ImageSilo connector.
- In addition, the handy Folder Monitor utility can be used not only during initial setup to import an existing Windows folder structure and resident files, but also on a day-to-day basis to “scrape” files loaded into the legacy Windows folder structure into the corresponding ImageSilo folder. So whether a company has MFPs set to scan to a network folder or employees set in their ways who insist on loading files into a network share via File Explorer, the documents will wind up in the ImageSilo system.
- Users can also incorporate existing electronic documents by clicking the Add icon from the menu, browsing to the file location and selecting the file(s) to upload. Users can also send files from Microsoft Office and other third-party applications to ImageSilo. The platform supports robust search features for speedy document retrieval. Naturally, users can search on any index-field values that were entered when the document was added. ImageSilo provides searching on any combination of index fields (selecting and/or operators), including date and number ranges, as well as full-text Boolean and natural-language searches. Users have the option of saving “global searches,” which can run across multiple projects.

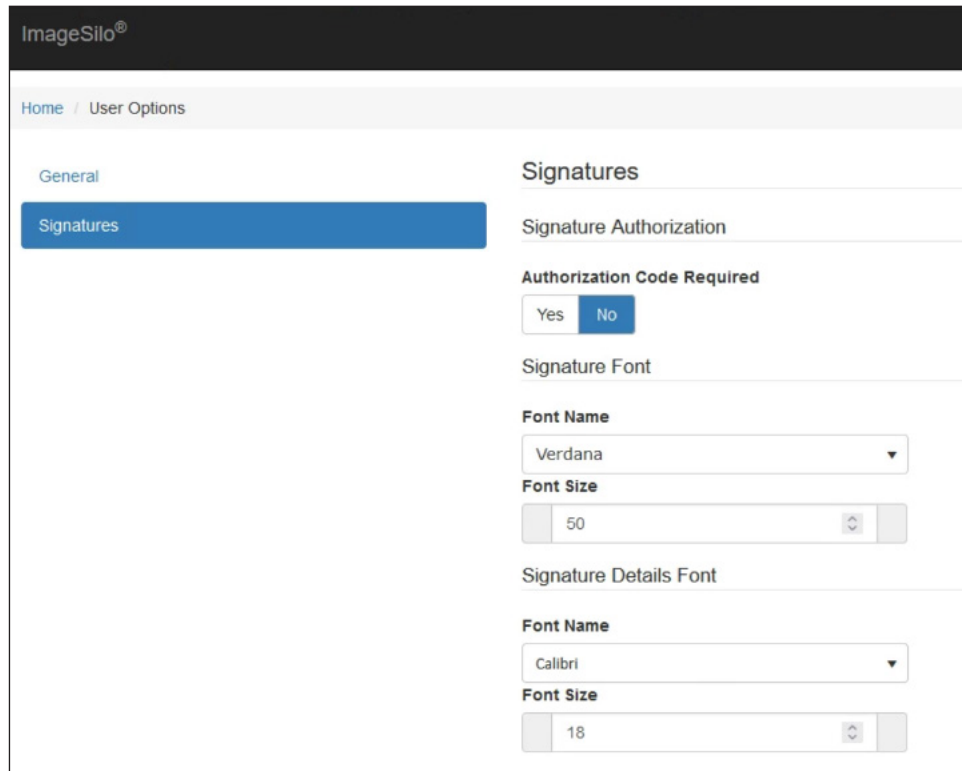
- ImageSilo offers a choice of two document viewers, the more full-featured ImageSilo viewer and a browser-based viewer. The former requires installation of the ImageSilo Client on users' workstations (Windows only), but supports features beyond document preview including scan/capture functionality, the ability to add/edit annotations, the option to save files and convert them to different file formats, interaction with the ImageSilo Workflow client, support for batch operations (print, email, save, scan) to be performed from document lists, and more. All told, it is the most powerful viewer Keypoint Intelligence's technicians have seen.
- The viewer allows users to view just about any type of file (more than 250 are supported) without needing the native application installed. Notably, those supported file types include arcane archive file types beyond the popular .zip format as well as several CAD (computer aided design) file formats, which saves organizations from having to spend money on expensive CAD program licenses for users that only need to view and markup drawings.
- Users can click the Email icon on the menu bar to send a file via email from within ImageSilo.
- When working with documents, users have a full complement of markup tools including sticky notes, highlighter, text annotations, shapes, custom stamps (to mark a file as "confidential," for example) and more. Right-clicking on most annotations allows the user to customize it (to change the pen color, for example). ImageSilo also lets users redact (black out) document areas that contain sensitive information, such as Social Security numbers. And here again, ImageSilo goes one step further than most other ECM systems Keypoint Intelligence has evaluated: A user with administrator rights can use the Security settings menu to force disable ones ability to remove annotations from the document. This will prevent subsequent users from turning off redaction (or other annotations) to see the text underneath. (With security settings in default mode, users can toggle annotations off to get a clean view of the document.)
- An advanced workflow module provides granular control over rules related to document approvals and routing, including specifying time limits for each step. With the workflow engine, resellers and administrators can create business process automation rules that allow documents to follow a set of pre-defined steps (called WorkSteps in the program's parlance) in an organization. These steps can be triggered manually, such as when a user approves a document and sends it on to the next step in the process; or automatically based on document content, such as when an invoice over a certain dollar amount is automatically routed to an executive for approval.

- The advanced workflow engine supports a host of complex scenarios, customizable to suit just about any BPA need. For example, administrators can create nested workflows, where smaller “sub-workflows” take place within the overall process. The engine supports parallel processing within workflows, so multiple stakeholders can be working on a part of the process simultaneously. It also supports the concept of “packages,” where multiple inter-dependent documents (such as those in a loan application) must complete a given step before moving on in the workflow. There is also a custom code engine to better integrate third-party products and to bridge the gap between ImageSilo and a customer’s existing systems.



ImageSilo enables users to create intricate workflows with the WorkFlow Designer from the ground up.

- ImageSilo offers support for electronic forms—a real time-saver for organizations that rely on forms. Existing forms can be imported, and new forms can be created via the drag-and-drop forms designer tool, which also features a validation checker to make sure all areas are functioning as intended. Conveniently, forms can be made public for clients/customers to fill in.
- The solution supports e-signatures in a number of ways. Users can add a stamp of their signature or “sign” on-screen with the mouse. A digital timestamp signature also captures the IP address of the device the user signed from.



Users can set up the font and font size for signatures within ImageSilo’s User Options.

- The platform delivers a full document-retention engine, whereby documents can be set to be reviewed or destroyed based on set policies. For example, an administrator can set records destruction policies that include whether to send an email to a designated recipient (or recipients) before the document is destroyed, whether to destroy them automatically or require a human to review them before destruction, and the amount of time (in minutes, hours, days, months or years) that should pass before a document is destroyed. These retention features are important to ensure compliance with government regulations that mandate that client data be kept and/or destroyed after a specified time.
- PaperVision Message Manager is also among the included modules, adding full email management and integration.
- Users can share documents through secure links. Share links can be configured to expire at any desired timeframe (the default is 24 hours), which does help workers prevent data leakage days, weeks, months, or years after it is shared.

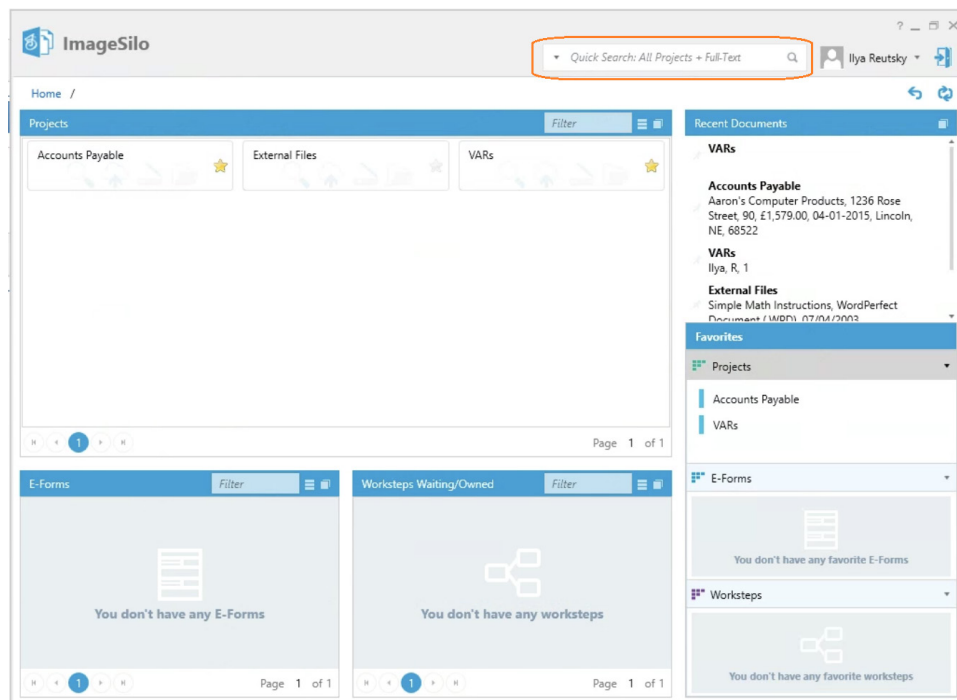
Software Integration

- The ImageSilo Tools utility offers out-of-the-box integration with Office applications, adding a one-click button to Word, Excel, PowerPoint or Outlook toolbars, and extending Windows File Explorer with support for a right-click menu option for “Send to PaperVision.” Also included are “print” drivers that let users invoke the print command in just about any Windows application to send a file directly into an ImageSilo project.
- The free Folder Monitor utility enables import of documents from any application or device that is capable of storing files to a network drive. No coding is required to set up the import, and Folder Monitor can automatically create the index values based on the file names or folder structures.
- A helpful feature that the company calls “integration definitions” provides a small desktop agent that can scrape data from any standard Windows application based on a set of parameters, then kick off a query using that data in ImageSilo. For example, it could identify a customer account number in a third-party customer relationship management application (acting on a user’s command to execute the search) and then pull up that customer’s past orders stored in ImageSilo. The feature provides a simple way to connect into legacy apps, without the need for any coding.
- For other applications, ImageSilo uses Web services furnished through the Microsoft .NET Framework to provide cross-platform compatibility. And for advanced developers, ImageSilo includes COM-based APIs that support both local and remote communications without requiring modification to code. The product’s source code is available for both browser-based and desktop client applications to render a customized user interface.
- As noted earlier, the platform’s Custom Code Engine enables sophisticated custom integrations with third-party applications, be they on-premises or cloud-based.

USABILITY

The ImageSilo user interface has a mix of clean and modern looking sections, as well as other sections that don't have quite the same look and feel. That and the staggering number of features available when fully configured could make learning the program a bit daunting. Of course, that can be said of any ECM platform, and the company has done a good job of flattening the learning curve.

- The Home page features a layout of clearly labeled panes. The UI is customizable based on user preference and/or permissions associated with the users credentials (as set by the system administrator). That way, users only see and interact with the features that they need to complete their job, reducing clutter and the potential to make mistakes. A typical layout might include a box for projects assigned to the user, work steps waiting for/owned by the user, e-forms the user has access to, recently accessed documents, and a "favorites" pane.



Users can quickly initiate a search for a document via the omnipresent Quick Search menu.

- Panes can be rolled up when not in use to give more screen real estate to the area where the user is working. And conveniently, each pane offers a filter box so the user can narrow the list of items in the pane based on the criteria entered.
- The ImageSilo system is built around the concept of “projects,” which are repositories for specific kinds of documents: invoices, health records, sales orders, expense reports and so on. Each project (and the associated folders that live within the project) has a searchable list of documents that are associated with it. Hovering over a project name reveals clickable icons for search, upload, folders, and favorites.
- Working with an individual document is similarly intuitive. A menu contains quick links to features such as markup tools, sharing, and other tasks. If a user is unsure about the function of a menu selection, hovering the cursor over the icon pops up a tool tip with a short description of its function.
- Adding new documents can be accomplished by clicking on the upload (cloud) icon. The user is then prompted to enter the index-field information (as set up by the reseller or administrator). Drop-down lists can be set up so users can select preset entries (which saves keystrokes and avoids mistypes).
- Another handy feature: When choosing a folder location for a newly added file, a choice in the dialog box allows the user to create a new folder on the fly. This is a lifesaver for times when the user forgot to create a new folder before starting the Scan or Add task.
- If the user is drilled deep into a file in a subfolder, a handy breadcrumb trail lets the user jump to a previous level or all the way back to the Home page with just a click.
- However, unlike some ECM systems, users cannot select a text string on the image of the document and have the field auto-filled—sometimes referred to as “lasso OCR”—nor will the system automatically populate a field based on text that is around it (for example, the system would recognize the word “invoice” and populate that index field with the number that follows the word). That said, this functionality is included in the company’s ImageSilo Direct product, which is typically used in conjunction with ImageSilo.
- In addition, ImageSilo repositories are accessible for any network-attached hardware, including scanners and MFPs regardless of manufacturer. The free Folder Monitor utility can automatically import stored documents from the device and will also create the document index values based on file names or folder structures.
- Notably, the Folder Monitor utility allows users to work in the manner they are used to within Windows—scanning to network folders, placing files in a network share via File Explorer—and still have those files automatically imported into ImageSilo.

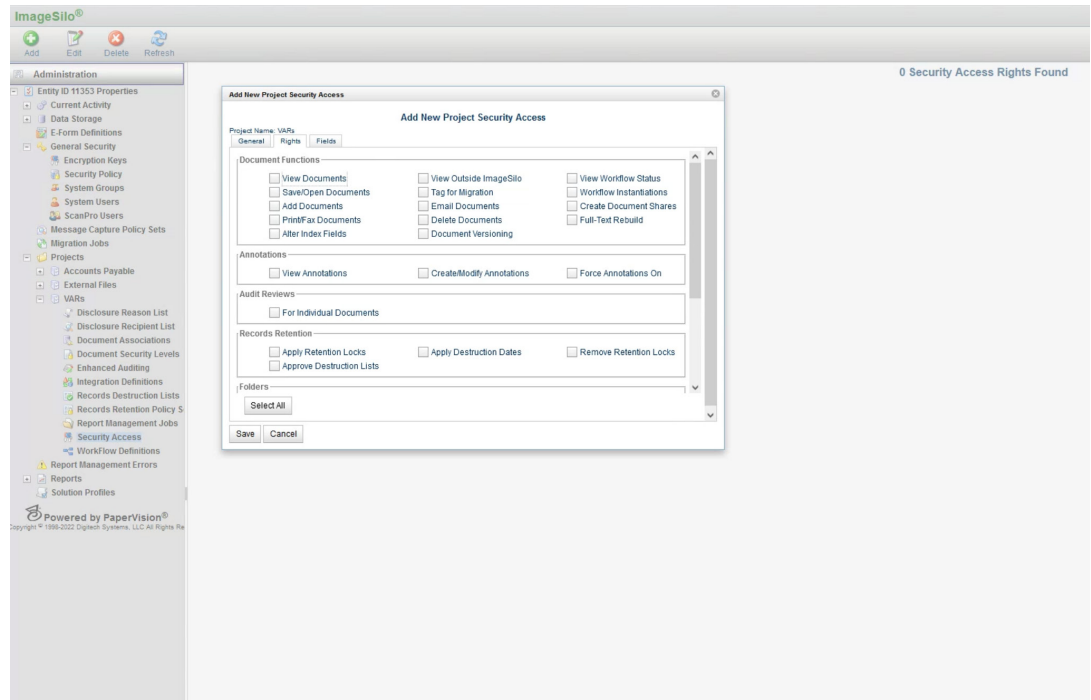
IT ADMIN & SECURITY

Installation / Configuration

- As a cloud-based solution, there is no installation and no servers to provision required for customers to get started with ImageSilo. Initial configuration of a customer's environment is typically handled by the reseller under a professional services contract, especially when using the Solution Profile feature to import a preconfigured environment. That said, the company reports that many customers will set up users and groups, create the initial spate of projects and folders, program essential workflows (in systems so equipped) and so on without help from the reseller.
- Those Solution Profiles are truly game-changers, enabling customers to be up and running in less than a day. The pre-built environments include typical filing structures, user roles, groups, permissions, workflows, document-retention rules and more—all pre-programmed and ready to launch. The company has about a dozen common solutions, and its resellers maintain environments of their own.
- Thereafter, the customer will be able to maintain the system; as with all enterprise software, mastering the sheer number of settings and options will require some training (which can be supplied by experienced reseller personnel) to ensure customers get the most out of the system.

Ongoing Administration

- Digitech Systems has made administering the platform as streamlined as possible. The administration screen launches as a separate browser window, with tasks listed in a hierarchical-tree menu on the left-hand side. The menu choices and subsequent screens are largely self-explanatory, and Buyers Lab technicians were able to create settings without referring to the in-program help (but it's there should an admin need it).



Administrator-level users will work in the administration web tool to create projects, set user permissions, run reports, and much more.

- For example, setting up a project is straightforward: The administrator simply gives the project a name and adds the desired index fields. The system can auto-populate a project with 18 message-capture fields (for example, subject, recipient, message date/time). And for a basic project, the administrator does not need to do much else, since ImageSilo builds the search interface and query results structured based on the initial index fields. The product also offers a “document associations” feature, which lets an administrator link common index fields or index values across multiple projects to let users view linked documents.
- The other common task for an administrator will be adding users to the system. Any administrator that has set up users and groups in the past—and applied security access privileges to users, groups or document collections—will know the drill. An optional server-based component provides integration with Active Directory to synchronize user accounts and group information, so as users are added or removed from a company’s Active Directory database, the changes are automatically reflected in ImageSilo. As a result, administrators only have to manage users in one ID management solution, rather than updating ImageSilo manually when employees enter or leave the company. ImageSilo also offers an option to provide single sign-on into the system through Windows authentication, so separate usernames and passwords don’t need to be maintained.

- The Reports menu lets the administrator run a range of reports on system activity. For example, a report can be run to see document access, and dialog boxes let the administrator further tailor the report to show, for example, document access during a given date range or by a given user. Reports can also be run on records retention/destruction, system utilization, workflow history and other usage.
- Administrators can enable and disable ImageSilo Client's Multi-Factor Authentication (MFA) functionality.

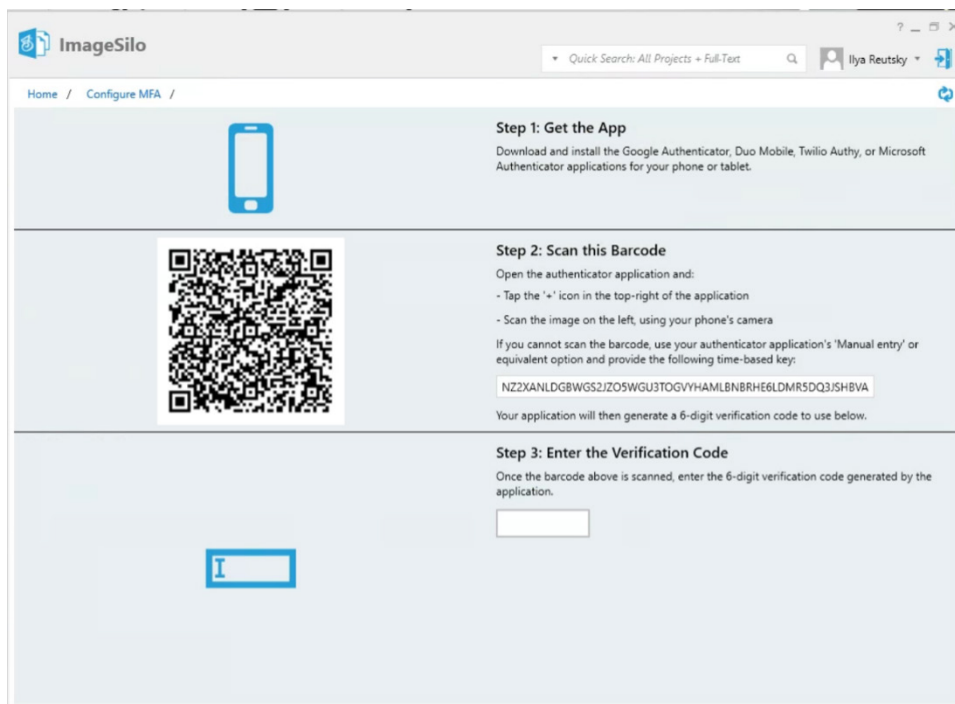
Security

ImageSilo's security measures are stellar, dotting the I's and crossing the T's to satisfy even the most paranoid information-security officer. Security on all levels – for the user, group, field, and document – as well as project and job configuration, is all managed within ImageSilo. Certified SOC 2, Type II, the solution provides five different levels of security: system/user security, data security, transmission security, application security and physical security.

For system/user security, administrators start by defining Entity-level security parameters, which are applied company-wide. Below that, project-level security assigns functionality-based rights and restricts access to create retention locks and set destruction dates. Document-level security allows for more specific security settings—down to the individual document.

- User and group settings allow individual rights to be granted or denied (such as printing, emailing, exporting and deleting), and the system's index-level security controls users' ability to view and/or edit document index fields. This enables IT teams to adhere to the principle of least privilege, so if a user's account is compromised, the damage that can be done is limited to the permissions they have. ImageSilo provides multiple user roles to ensure segregation of duties (and individual users can be assigned multiple roles). Security-policy administration tools include account lockouts (after a preset number of failed login attempts), password complexity requirements, and password expiration and session-timeout settings. In addition, a system administrator can limit logins from a limited range of IP addresses.
- ImageSilo can verify completeness of loaded data as well as automatically logging every user activity as it occurs, providing an extensive audit trail of document access (though this can be turned off). Beyond that, administrators can apply "enhanced auditing" settings to an individual project, to require users to enter disclosure reasons and recipients when a document is exported or printed.

- The system does not have a dedicated redaction tool per se, but it does provide a redaction-like capability through the annotation function. Users would simply select a black (or white) rectangle to obscure the desired portion of the document—a bit clunky, but workable. To ensure redactions are not visible to or removed by other users, ImageSilo has a “Force Annotations On” security setting, which can be applied to projects, groups or users. BLI would like to see a feature that automatically redacts characters based on their arrangement, like redacting the first (or all) characters of a social security number.
- ImageSilo provides 256-bit AES data encryption for stored data, ensuring data security. The system’s data segregation separates database and document file data, to ensure that one company or department cannot access another’s data. According to the company, all systems are maintained on a closed network that allows no outbound connectivity. During transmission, all network communications are encrypted with the Secure Sockets Layer (SSL) standard, using 256-bit AES encryption, and session IDs are encrypted to ensure that they cannot be guessed to hijack a session. Function-level security verification is performed for every API call made to ImageSilo, ensuring application security.
- MFA has been added to ImageSilo Client through applications like Google Authenticator and Microsoft Authenticator. Admins can either simply enable or disable the use of MFA or require it.



Setting up multifactor authentication is very straightforward for users who want an extra level of security.

SUPPORT & TRAINING

Support and training within the solution are included with the customer's subscription and are provided by the reseller or a combination of Digitech Systems and the reseller. A key advantage of signing on with Digitech Systems as opposed to one of the ECM behemoths is the individual attention a customer can get if needed.

- Should an administrator need guidance, ImageSilo's primary source of documentation is an in-program help file—a compact collection of information that will likely address the most common questions of both administrators and end users. Clicking on the “help” question-mark icon (in the expected upper right-hand corner) pulls up the context-based help associated with the current task. ImageSilo also offers an administrator's guide to resellers, as well as to customers that request it. - Tutorials let end users learn the most common Therefore features easily. The user guide is now available as an online resource.
- The program has an extensive in-program Help function to guide users along the way. Essential topics are well covered, limited to providing practical answers for accomplishing common tasks. The online help section lets users browse the table of contents, search by keyword and access help topics arranged in an alphabetical index. There's also a glossary for quickly looking up terms that provides concise definitions. For a more comprehensive reference manual, Digitech Systems makes available a 190-page PDF User Guide that is well-written and logically organized. It clearly explains the organizing principles that underpin ImageSilo and offers step-by-step information with helpful screenshots showing how to perform specific tasks in the system (such as executing searches). According to the company, reseller partners often create their own custom “getting started” or “quick reference” guides for customers, tailored to the specific projects and/or workflows they've designed.
- ImageSilo includes a “Getting Started” guide for users to learn how to use the solution.
- Users can utilize MyDSI, Digitech Systems' interactive tool that enables them to download product updates, license purchased software, view support contract renewals, and check the status of software support cases and requests.
- Digitech Systems' redesigned User Forums allows users to exchange ideas and solutions to issues they encounter in the ImageSilo environment. The forums can be accessed at <http://forums.digitechsystems.com>

- Resellers typically have their own support contract with their customers, though as long as their ImageSilo account is current Digitech Systems will also provide customers with free telephone and email support (though not yet chat support). Telephone support is available 9 a.m. to 7 p.m. Eastern time, Monday through Friday. When BLI technicians called the support line at various times, the toll-free line was answered by an automated attendant. When the choice for technical support was entered, a live technician answered promptly, generally on the first ring.
- Digitech Systems' knowledgebase (<https://kb.digitechsystems.com>) is available 24x7x365 online with answers to common questions and step-by-step instructions to resolve issues.

VALUE

ImageSilo is sold exclusively through the channel, and resellers set their own pricing. The company reports that many resellers opt for a straightforward pricing model where customers pay only a monthly fee for storage used, with no per-user license fees. This makes the offering an attractive option, since organizations pay only for storage and don't have to worry about paying for licenses for users who need the system only occasionally.

- The company's Unlimited User model means there are no per-user licensing fees, nor are there separate software license fees; customers are charged according to the storage space they require.
- Cost of support and maintenance is included.
- ImageSilo is hosted in the cloud, so organizations are off the hook for costs associated with purchasing, deploying, and maintaining a server.
- Independent financial analysts have verified that ImageSilo customers have seen ROI in two months or less.
- Resellers offer various support options directly to their customers, so there may be a premium for certain services.
- It should be noted that while no initial capital outlay for hardware and software purchase are required, every installation is different and may require some amount of setup work. Therefore, resellers will sometimes provide consulting and development services to get a project up and running for a fee. Digitech Systems—in conjunction with reseller partners—also provides professional services in this vein.

STRENGTHS

- **Browser-based UI does not require installation of a client application on each user PC**
- **Cloud offering eliminates the hassle and expense of an on-site ECM deployment and requires no ongoing IT maintenance**
- **Unlimited User Model can save costs vs. per-user license models typical of competing solutions**
- **Support for multiple mobile platforms is included**
- **Capture and upload paper and electronic documents from just about any source**
- **Robust search capabilities ensure that users can easily find documents**
- **Version-control features allow users to name files as a major version change or minor revision, ensuring everyone is working with the latest documents**
- **Optional support for custom forms creation; forms can then be printed or filled in electronically**
- **Includes document retention/destruction engine to ensure that businesses adhere to information governance and government regulations**
- **Strong workflow option available to enable full business process automation (BPA)**
- **Excellent document security features including encryption (in transit and at rest) and immutable redaction capabilities**

WEAKNESSES

- **Users may encounter a learning curve for some of the tools and utilities (such as the workflow builder)**
- **The ImageSilo client (for companies that prefer to install a client applet on users' workstations) is not available for MacOS (although the solution can be used in a Mac environment via a supported browser)**

PRODUCT PROFILE

Versions:

ImageSilo is a cloud-based ECM platform comprised of the core program and optional modules. The company's PaperVision Enterprise solution offers the same functionality in a server-resident, on-premises platform maintained by the customer.

Pricing:

ImageSilo is sold exclusively through the reseller channel. Resellers set the price, which varies from deployment-to-deployment based on storage needs. Customers pay a monthly subscription which includes maintenance and support costs rather than a per-seat model.

Users:

The solution can scale to support any number of users.

Server:

Since the solution is hosted, no on-premises server is required.

Client:

Users can access the solution through any modern browser. The more fully featured ImageSilo Client and ImageSilo Direct solutions run under Microsoft Windows (version 8 and later).

**Mobile Device
Compatibility:**

The ImageSilo Mobile app is available for Android and iOS devices.

**Compatible Output
Hardware:**

WAIN-compliant scan devices; ISIS drivers are also compatible for ImageSilo Direct users.

**Software
Integration:**

Out-of-the-box integration using ImageSilo Tools with Microsoft Office, Microsoft SharePoint, Active Directory (optional), Print Drivers; Public APIs offer a wide variety of third-party application integration; Message Manager captures emails from virtually any system, including MS Exchange Server, Outlook .pst files, POP3 and IMAP – compliant systems.

Availability:

Worldwide

Languages:

English, French, German, Italian, Spanish