



Doculabs MarketFocus White Paper:

Capabilities Evaluation of Xerox DocuShare 4.0

XEROX **DocuShare®**

Enterprise content management (ECM) technology offers many business benefits, allowing users to share content and collaborate more effectively as part of their daily work processes. But for many organizations, ECM software products have proven to be too complex, time-consuming, and costly to deploy and maintain. There is a clear need for a straightforward content management solution that can provide organizations, large or small, both a faster return on investment and lower total cost of ownership. The Xerox DocuShare solution has evolved to meet these business needs.

Xerox commissioned Doculabs to conduct a formal assessment of DocuShare 4.0, released in October 2004. Overall, Doculabs was impressed with DocuShare's range of features. It is clear that Xerox has made major improvements to the architecture and functional capabilities of the product since the previous version, allowing the product to meet the requirements of most ECM initiatives. DocuShare is easy to deploy and easy to use for line-of-business users, and its J2EE architecture will appeal to IT buyers. The net result is a solution that makes great sense – particularly for organizations that seek to roll out content and document management initially to departments or workgroups, with a longer-term strategy to extend the solution to the enterprise.

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At a Glance

Xerox Corporation Stamford, Connecticut 800-428-2995 www.xerox.com	
Founded:	1906
Stock Symbol:	NYSE: XRX
2004 Revenue:	\$15.7 billion
Employees:	61,100 employees worldwide; 35,600 U.S.
Overview:	DocuShare is a web-based enterprise content management system that allows users to capture, manage, store, retrieve, and update documents in many file formats, using standard web browsers. The system is designed to be easy to deploy, maintain, and use, minimizing the need for training or extensive IT involvement. DocuShare ships as an out-of-the-box solution, but can scale to the enterprise with additional product modules.
Target Market and Customers	Xerox reports more than 4,000 customers and 5,000 installations of DocuShare in more than 70 countries, with more than 1.1 million user licenses sold. Target markets include government, education, manufacturing, life sciences, financial services, healthcare, insurance, retail, and media.

Table 1 – Xerox at a Glance

The Need for Straightforward Enterprise Content Management and Collaboration

As organizations continue to seek ways to improve productivity while reducing their costs, enterprise content management (ECM) software makes great sense. The business benefits of deploying the technology are unequivocal: reduced cost, increased operational efficiency, and enhanced regulatory compliance. These benefits are achieved through improved access and control over word-processing documents, e-mail, spreadsheets, and scanned paper images – the documents that comprise the majority of an organization’s business-critical content.

These business benefits are particularly compelling for organizations with collaborative work environments. Not only do users need to be able to retrieve content easily, they also require the ability to share it across multiple groups or even multiple locations.

Unfortunately, enterprise content management systems can be complex to deploy and maintain; many are also difficult to use. The pain, time, and cost associated with deploying an ECM system have been known to result in systems that are not fully adopted and do not provide the expected return on investment. For many small to mid-sized companies with constrained IT resources, these potential challenges lead to a decision against procuring and deploying an ECM system in the first place.

DocuShare’s Approach to Enterprise Content Management

DocuShare is a web-based enterprise content management system that allows users to capture, manage, store, retrieve, and update content in many file formats, and to automate production workflows associated with these documents. With DocuShare 4.0, Xerox provides a straightforward solution that addresses the issues detailed above. DocuShare provides the breadth of document management and collaboration functionality that most organizations require, in a cost-effective package that is both easy to deploy and easy for users to learn.

Doculabs has followed the DocuShare product through several iterations, and we continue to be impressed with Xerox’s commitment to enhancing and improving the capabilities of the product. As a result, DocuShare now offers major new modules that add significant ECM functionality, including archive management, records management, and e-mail management; in addition, a high-availability module ensures that larger number of users can be serviced. All content types are supported by easy-to-use library services, workflow, search, and security features. DocuShare’s affordable price tag and its low total cost of ownership make it easy to purchase and cost-justify.

Usability is a key strength of DocuShare, as its intuitive interfaces promote user adoption. In addition, DocuShare fits well in most technology environments; it is J2EE-based, and it integrates with the desktop productivity tools that users rely on to do their work, reducing training time and improving productivity. Such characteristics make DocuShare attractive for organizations that wish to implement content management tools initially in a single department or workgroup, and then roll them out incrementally to other areas of the enterprise.

DocuShare was originally developed in 1996 in Xerox's Wilson Research Center as a tool to facilitate document sharing and collaboration with other Xerox research groups. Believing in the business value of the software, Xerox released it as a packaged product in 1997 (DocuShare 1.0). DocuShare is now utilized to manage documents throughout the entire Xerox organization, supporting more than 50,000 users. DocuShare is available through Xerox sales channels as well as value-added resellers (VARs). The product is distributed and supported globally, with installations in more than 70 countries.

Review of Xerox DocuShare

This section provides Doculabs' review of Xerox DocuShare. It presents an overview of the product and its capabilities, administration, and architecture.

Product Overview

DocuShare 4.0 is a web-based enterprise management solution designed to facilitate sharing and collaboration in the enterprise. It also can satisfy many ECM requirements, such as providing a robust security and accountability model, auditing and logging features, flexible metadata management, records management, and complex content routing, the latter of which is essential for business processes that involve document imaging. With the release of version 4.0, DocuShare can now manage e-mail content, support archives stored on disk arrays and storage area network (SAN) systems, among other notable improvements since the previous product release.

DocuShare is designed to provide broad functionality in a package that is easy to deploy and use, contributing to rapid return on investment. DocuShare provides a wide range of content management and collaboration capabilities out of the box. Any optional components that a company wants to purchase – such as the High Availability Option – are already installed and can be activated by entering a license key. In contrast, conventional ECM solution suites require additional installation and configuration processes to add new capabilities.

The core product is the DocuShare content management application. It provides version control, check-in/check-out, document-level security, and document routing and workflow. It also provides security features: SSL-encrypted sessions, global user permissions, and integration with enterprise authentication protocols such as LDAP and ADS. DocuShare is designed to be a community-maintained system in which users not only add content and update versions, but can also change permissions and assign ownership to others, without IT involvement. DocuShare integrates with desktop applications through Microsoft Windows OLE/ODMA as well as WebDAV for Mac, UNIX, and Windows 2000 and XP.

As mentioned previously, Xerox also provides a number of add-on modules that are designed to work with DocuShare and extend its functionality across the entire content lifecycle. These add-on modules include:

- **DocuShare Enterprise Workflow** – a set of Java-based tools that provide robust, flexible design, deployment, and monitoring of document-centric processes, including document routing
- **DocuShare Interact** – a web-based system that provides collaborative functionality for team-based work environments, enabling users to create task-specific interactive web pages for collaboration
- **DocuShare Outlook Client** – provides integration with Microsoft Outlook for integrated management of e-mail and attachments in DocuShare, as well as providing access to all DocuShare content

- **Unlimited Guest/Web Access** – supports extended DocuShare access for organizations that need to provide read-only access to non-DocuShare users; enables organizations to use DocuShare as an intranet or outward-facing information portal
- **DocuShare High-Capacity Kit** – for organizations with large volumes of content; supports indexing and management of content (Xerox-tested for up to 2 million documents); with Verity K2 Enterprise extensions to enhance indexing/search speeds
- **DocuShare Developer Environment** – software developer kits for the core DocuShare product, Interact, and Enterprise Workflow to facilitate development of custom DocuShare solutions; includes connectors to third-party solutions to simplify development of document-centric solutions
- **DocuShare Records Manager** – based on IBM’s best-of-breed product, DB2 Records Manager; provides the records management capabilities essential for any organization’s ECM strategy, allowing DocuShare customers to further address issues of regulatory compliance and legal risk reduction, from within the DocuShare application
- **Imaging Support Modules** – provides seamless integration with Xerox imaging applications; also supports several major imaging products (Kofax and PaperPort for image capture); integrates with Omtool Accuroute for secure delivery of sensitive content and documents
- **DocuShare Archive Server** – Provides the ability to offload large volumes of content to secondary, “archive” servers while still providing searchable access to the content contained within them; meets security requirements for common regulatory compliance and disaster recovery plans
- **E-mail Agent** – provides collaboration and e-mail management capabilities, allowing users to e-mail content directly into DocuShare, store group e-mail discussions, and to integrate with most mail systems; also leverages DocuShare's existing functionality to provide library services, search, and security
- **My DocuShare** – provides portal-like views of documents, URLs, and other content, while search and navigation enhancements make it easier to find, move, and copy content

Capabilities

Overall, DocuShare 4.0 provides a broad set of horizontal, general-purpose capabilities that easily address the major requirements of most ECM initiatives. Its capabilities for library functions, workflow, and collaboration are a good fit for a large majority of business needs.

User Interface

The usability of DocuShare's web-based interface is a key strength. The simple web-based interface provides users with access to the DocuShare repository and all of its features. In addition, the interface complies with Section 508 accessibility guidelines.

The DocuShare interface represents the repository using a hierarchical "collection" metaphor. At the top level are folders, which are collections that themselves can contain documents and additional collections. The Microsoft Windows Explorer-like interface will be intuitive to most line-of-business users. One of the few limitations Doculabs found in this area was some occasionally confusing terminology; while document repositories or libraries are referred to as "collections," they are also referred to as "containers" when being addressed from a security and permissions perspective.



Figure 1 – DocuShare presents a familiar, hierarchical folder-based user interface

The DocuShare interface makes it easy for users to create new collections, create content items, upload an existing content item, or work with the content that is already stored in the DocuShare repository. Almost all of the content that DocuShare supports can be used in a collaborative setting and placed into a workflow. The default content items and objects that DocuShare can manage include:

- **Collection** – a new sub-folder of an existing collection
- **Document** – any new document, image, or file that a user wants to check into DocuShare
- **Threaded discussions** – a forum-like listing designed to post news items or other chronologically ordered updates
- **Calendar** – A visual display of a monthly calendar for tracking projects, deadlines, or other events
- **URL** – a record of a remote resource; any URL can be checked in to the system and have properties and metadata assigned to it (useful for sharing a web page and passing it through an informational workflow, although it does not capture or provide editability of the remote resource). DocuShare provides a unique, “addressable” URL for each document stored in the repository; this provides direct access for use with internal or external web site access to the content.
- **Saved query** – a saved search that can be customized to retrieve certain content types, by certain authors, or even within a specified date range (for example, to retrieve only “new” additions to the repository)
- **Interact page (optional add-on)** – a variety of built-in applications that allow users to collaborate on text-based communications; similar to a discussion forum, but tailored to present a to-do list, project management page, meeting agenda, and a discussion forum. Custom forms may also be created.
- **Object subclassing** – DocuShare supports object subclassing, which essentially allows a user to “clone” any object type for more granular content management; for example, a user can clone the “Document” class to create specific document types for documents such as invoices, legal documents, or CAD files. There is no limit on the number of classes, and folders may be nested to any level desired.

These types of content are easily uploaded or created by DocuShare, and can be managed, modified, and utilized by other DocuShare services.

Library Services

DocuShare 4.0 offers a straightforward implementation of library services, including content profiling, version control, and document check-in/check-out. Check-in of content is accomplished through a web-based form, where the user also assigns profile information or metadata such as title, summary, and description. From the Windows or WebDAV client interfaces, users can drag and drop the content directly into DocuShare. For each of these methods of content input, the DocuShare administrator can pre-define metadata attributes for every folder or collection, auto-populating metadata as each new item of content is added to the repository.

Add Document

Location: [Home](#) » [Initial Top Level Collection C](#) Add

Add Document

Filename: (required)

Title: (required)

Summary:

Description:

Keywords:

Expiration Date: mm/dd/yyyy

Max Versions: (required)

Author:

Initial Permissions:

- Same as container
- Same as container except write restricted to owner
- Restricted to owner

Document Routing:

- Do not route the document
- Route the document and publish it later
- Publish and then route the document

Figure 2 – The DocuShare user interface provides a form interface for adding content and metadata to the DocuShare repository. Custom metadata fields may be defined by the administrator.

Before a document is added to the DocuShare repository, the user also has the option to specify the maximum number of versions allowed to be checked into the repository, an expiration date for the content, and any metadata related to search (keywords). Custom metadata fields can be defined by the user or administrator, without constraints on their size or quantity. When adding metadata to an object, the system does not provide any way to select previously used keywords and categories, so careful consideration and agreement between all users regarding standardized keyword terms will be necessary.

For each type of content, the user can specify whether it should be placed into an approval workflow before becoming visible to other DocuShare users – useful in cases where creative, legal, or management approval is necessary before the “public” release of a document or piece of content.

Search Capabilities

DocuShare uses the Verity K2 Enterprise search engine. With the basic search, the engine searches both object content and keyword metadata items. The advanced search capability (easily accessed by clicking on a button adjacent to the search input box on every DocuShare page) offers a comprehensive set of tools – users can search by any criteria, using Boolean operators if desired, to find information within the current collection or across the entire DocuShare repository. Searches can be stored and executed through a pull-down menu as well. Queries can be customized to search across only a particular type of content, such as documents, Interact pages, and meeting agendas. The user can even limit searches to a document's MIME type (basically, its extension), meaning searches can be conducted exclusively for Photoshop, Pagemaker, or any specific file type.

Search results present the user with a list of matching content, an abstract of the best match, and links to the content items. The results list can be sorted by a large number of criteria and, if the search has returned results that a user approves, the query can be easily saved for future re-use.

Advanced Search

Location: Home » Initial Top Level Collection C » Training Search

Search Within: Maximum Results: 100
Sort Results: Ranked Order

DocuShare

This collection & subcollections

This collection only
Training

Search Text Contained In:

Any Part contains + add search term

Limit Search to Date Range: (use the following date format: mm/dd/yyyy)

Create Date is after + add date range

Object Types to Search:

Search all object types

Limit search to selected object types

- Collection
- Document
- URL
- Discussion
- Tonic

Document Types to Search:

Search all document types


Limit search to selected document types

- application/atworks
- application/eps
- application/ms-officebinder
- application/msword
- application/octet-stream

Figure 3 – DocuShare leverages the search capabilities of Verity's K2 to quickly locate content and documents in the repository.

Document Routing and Workflow

DocuShare offers out-of-the-box routing and workflow capabilities whose best attribute is its ease of use; with such a well-designed interface, there can be little chance of user error. DocuShare supports both parallel and serial routing, with unlimited steps, and even can provide e-mail notifications to the originating user as a document progresses through a workflow, completes a workflow, or if a workflow is not completed by a specified date.

Adding a document to a workflow is easily accomplished right from the collection page by simply clicking on a workflow icon , which brings up a routing window. Here, users can specify the routing recipients and the actions to perform (i.e. send for approval, for review, or just for information).

Documents and content that are sent through a routing process can be viewed in the “My Tasks” inbox, providing the user a status report of all work in progress with a single click. Workflows can also be saved for re-use, allowing users to create their own libraries of frequently-used automated processes, saving much time – an essential feature to any ECM system.

Figure 4 – DocuShare uses a “routing slip” metaphor to simplify the process of routing documents through an approval workflow process and selecting notification options.

DocuShare embeds the Verity Liquid BPM (previously Dralasoft) workflow engine in the core product, which runs as a Java application and communicates with DocuShare through the DocuShare workflow API. A “routing” icon brings up a series of routing screens, allowing users to define custom document routing tasks, such as serial routing of a document for review by a user-defined list of recipients, in order. Recipients can approve, disapprove, defer, and add comments, and an expiration timeline can be assigned to ensure that a workflow is completed within a specified timeframe. Parallel routing is also supported, and a full range of notification options are available for both workflow types. Documents, document sub-classes, and Interact Pages each can have their own associated workflows.

For organizations with more advanced workflow requirements, Xerox offers the Xerox Enterprise Workflow module. Using the embedded Verity BPM engine (but transparent to the user), this module enables organizations to add workflow capabilities based on a high-performance engine that supports caching, thread-pooling, persistence, clustering, load-balancing, and notification. The Xerox Enterprise Workflow module is a scalable component that can be deployed on multiple servers as a cluster.

The only limitation Doculabs found with this offering was the Workflow Studio development environment. Although it offers a visual workflow-design tool, the development environment may initially be somewhat difficult to use for those unfamiliar with its interface; it probably is better suited for use by skilled workflow designers. Workflow Studio ships with the Xerox DocuShare Developer Environment (DSDE).

Collaboration

DocuShare inherently provides a collaborative environment with features that center on collaborative discussion, providing a rich set of tools that allow the group creation and editing of several types of communications that can be associated with document collections. DocuShare also offers team calendars accessible through Microsoft Outlook or a web interface, threaded discussions, team or project-based collaborative tools, e-mail-based event notification, and document-centric tasks using the DocuShare routing module.

Another add-on module, DocuShare Interact, adds an additional range of advanced collaboration features to the core product. Within an “Interact Page,” users can create dynamic, up-to-date libraries on information that can be authored by an unlimited number of contributors. Examples of useful Interact Page types include personal or shared to-do lists, project management pages, meeting agendas, and discussion forums.

The Interact Page interface can be customized to reflect the design or functional requirements of an individual company or department. Text is entered directly into the Interact web page and appears chronologically on the collaboration page, like a weblog. New paragraphs, sections, and topics can easily be added. Page elements can be moved around by users with write permissions, or the entire page can be customized by a user with management rights. Site administrators, web developers, or third parties can customize the Interact templates or develop new templates from scratch, providing an extensible list of sample applications or pages for users to choose from. In addition, Interact pages can be shared between DocuShare servers. Alternatively, pages can be e-mailed, printed, or downloaded for offline editing or conversion to other formats, such as Adobe's PDF.

While DocuShare's collaboration capabilities are much improved in the current version, there is still room for enhancement. For example, DocuShare does not provide traditional document mark-up and annotation layer capabilities (although it supports such features as provided by the documents' native applications). And while the Interact Page form interface is straightforward, it becomes inconvenient in some instances, such as creating agendas for meetings – each agenda bullet item is created and submitted one at a time, making the creation process a bit cumbersome.

XEROX DocuShare®

Home | Content Map | What's New | Users & Groups | Help

► **Team Meeting Management**

This is a Preview page. You will not be able to make changes. To create an editable page, click on a "Create New" button in the Interact Page Factory.

Meeting Info [Edit](#)

Meeting Title/Topic:	Project Team Meeting
Description:	We will finalize the architecture design in this meeting.
Participants:	Project Team Members
Meeting Location:	Conference Room A
Conference Information:	Call in (800) 555.1212 Web Conference: http://docushare.xerox.com Passcode 1234
Last Modified by:	Unauthenticated User
Last Modified	8/13/03

Meeting Agenda:

► Enter meeting agenda here by clicking on the "Add Agenda Item" button below.

[Add Agenda Item](#)

Meeting Documents: (slides, pre-reads, follow-up documents, etc.)

► Upload or link to documents you want to share by clicking on the "Add Document" button below.

[Add Document](#)

Action Items: (to-do, follow-up)

► Enter action item here. [David] - Due: 12/19/02

[Add Action Item](#)

Notes/Minutes:

► Enter meeting minutes here by clicking on the "Add Notes/Minutes" button below.

[Add Notes/Minutes](#)

Figure 5 – Collaborative discussion capabilities within DocuShare allow users to contribute to a variety of content types, including meeting agendas.

New in version 4.0 is a feature called “My DocuShare”, a portal-like interface that allows users to personalize the layout and presentation of content that is useful and important to them. Users can create a multi-pane web page that displays DocuShare collections, calendars, web site links, or any other kind of object storable by DocuShare. My DocuShare does not pretend to be an advanced portal that includes dynamically updating panes or advanced business logic capabilities, but it is a clean, efficient way to organize important business information and to customize the user experience for each person who interacts with the system.

Figure 6 – New in version 4, DocuShare provides a portal-like interface for presenting and organizing content.

The screenshot shows the 'My DocuShare' interface. At the top, it displays the location: Home » Initial Top Level Collection C Listing » My DocuShare. Below this, there are four main sections:

- Favorites (Page 1 of 1):** Includes links for Training Guide, DocuShare Web Site, Resources, Training Classes, and Content Reviewers.
- Personal Collection (Page 1 of 1):** A table listing documents:

Title	Owner	Date	Size
Corporate Handbook	sparks	12/01/04	5 MB
Internal Policies--Draft	sparks	12/15/04	313 KB
- History (Page 1 of 1):** Shows browsing history with items like My DocuShare and Initial Top Level Collection C Listing.
- Tasks (Page 1 of 1):** Shows current tasks such as FYI: New Policy and Review of Course Content.

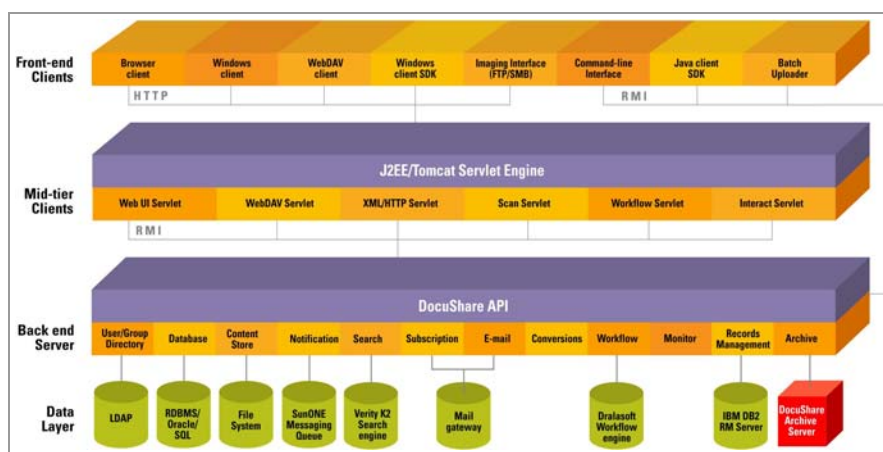
At the bottom of the Personal Collection section, there is a 'Favorite Calendars' section showing a weekly calendar for January 23-29, 2005. The calendar shows a 'Project Management' event on Monday, Tuesday, and Wednesday, each from 9:00 am to 12:00 am, with 'agalvez' as the organizer.

Architecture

DocuShare 4.0 is a cross-platform solution, running on Microsoft Windows, SuSE and Red Hat Linux, and Solaris, and can be accessed using any current web browser (Microsoft Internet Explorer 4.x or higher, Netscape Navigator 4.7 or higher, Safari, and Firefox). With native WebDAV support, users can save directly to DocuShare from Microsoft Windows, MacOS, and Solaris applications, without using client software.

The product itself is built on an open, J2EE- based architecture. Together with its modular approach, this standards-based architecture provides flexibility for easier integration with existing applications. It also allows the system to be deployed initially in a single department or workgroup, and later scaled to other areas within the enterprise.

Figure 7 – DocuShare is built on an open, standards-based J2EE platform.



DocuShare supports SANs and other network-addressable storage systems, providing they present themselves as a mountable drive volume.

In an organization with 500 contributors, working with a repository of approximately 300,000 documents, DocuShare will perform well out of the box with a single server license and the bundled PostgreSQL or MSDE database. For organizations with more users and a document repository containing more than 1 million documents, Xerox recommends the DocuShare High Capacity Kit, which provides tested support of up to 2 million documents per repository, as well as support for Oracle and SQL Server databases.

Document access control and security are areas of strength for DocuShare. Access control can be applied across entire collections, with the collection-level parameters inherited by content within the collection. Access to all content items within the application can be individually controlled as well, restricting access and blocking individual content objects from unauthorized users. Xerox also offers a unique “Guest Access” configuration option that can provide unlimited read-only access to documents in the repository, without the need for a named user account. Consistent with DocuShare’s security model, guest access must be explicitly added to a document or content item.

DocuShare integrates with Sun ONE, Microsoft Active Directory LDAP servers, allowing organizations to use the centralized network authentication tools that they are accustomed to, creating usernames and groups only once, without the need to manually create and manage separate access control lists within DocuShare itself.

Administration and Customization

The DocuShare product is easily installed, configured, and administered. Out of the box, DocuShare is deployed as a single-server application, using Tomcat as an application server and supporting standard HTTP servers such as Microsoft Internet Information Server, Sun ONE, and Apache. To its credit, Xerox avoids long software installation processes by providing a single installer application for the entire DocuShare suite.

System administration is performed via the DocuShare Administration Interface, a browser-based interface that allows for distributed management of users and content. Administrative responsibilities include setting up access policies and traditional site administration functions.

DocuShare allows either centralized or user-driven administration – a key differentiator of the product. Site administration can be handled by a single administrator, or distributed among several individuals, based on technical and business expertise. This approach allows control over site implementation and administration, while also allowing community-based administration in departments or workgroups that require that degree of flexibility.

Finally, all administration functionality is available through the web interface, without the need to download any plug-ins or software. This remote, web-based administration also contributes to a lower cost of ownership.

For advanced applications where customization is required, Xerox offers the DocuShare Developer Environment (DSDE). Subscribing to this option (via the Xerox web site) provides access to a set of APIs that allow access to DocuShare functionality from another interface or application, depending on need. For example, a customer call center customer relationship management application could be customized to search for customer documents within a DocuShare repository, and to update, modify, or delete them if appropriate.

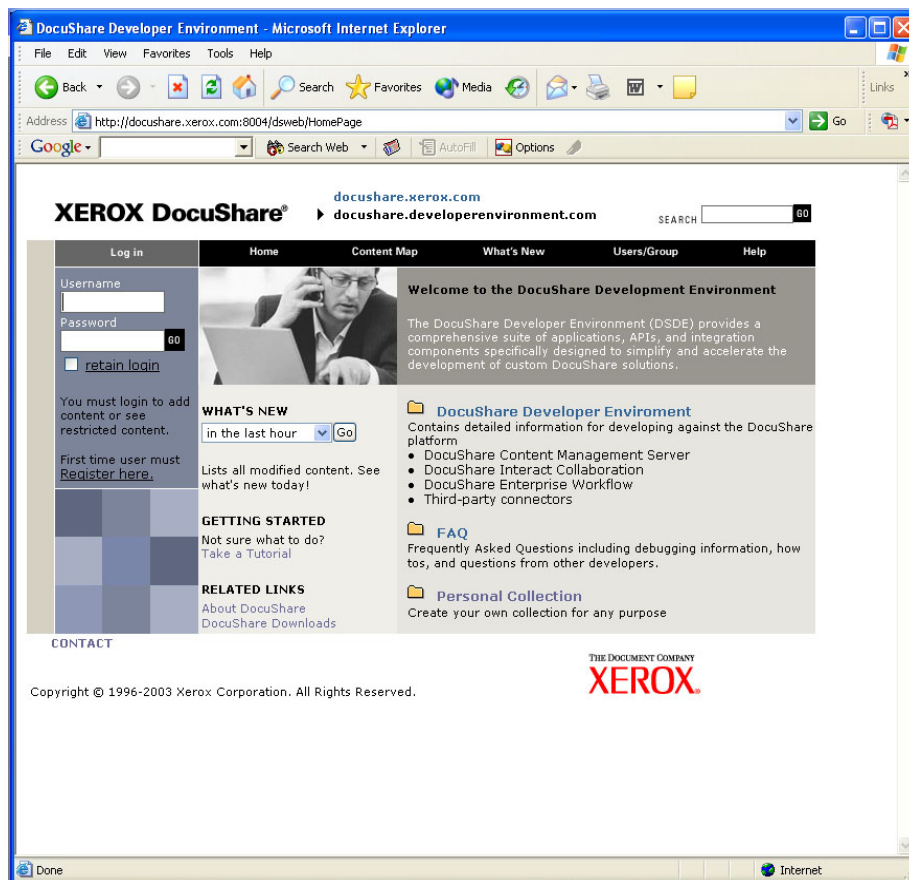


Figure 8 – Extensive documentation and access to a library of sample applications is available online.

As part of DSDE, Xerox provides a DocuShare Client SDK, a Java API, XML/HTTP SDK, a Microsoft Windows Client SDK (for Visual Basic and Visual C++), a workflow SDK, Interact Collaboration SDK and sample applications; and support documentation for authentication, database schemas, and command line interaction.

For installations that include the Enterprise Workflow option, workflow configuration and administration is handled by a DSDE Enterprise Workflow SDK. This environment is self-contained and provides a visual drag-and-drop workflow design environment that is easily used by anyone familiar with Visio.

Other applications for DSDE include batch processing content, such as importing content, or assigning metadata on a large scale.

Business Benefits

Xerox DocuShare can provide a number of key business benefits to organizations. These benefits include:

- ***Widely-accepted document imaging and document management benefits***

Many of the business benefits provided by DocuShare fall into the category of conventional wisdom – measurable savings that organizations will profit from immediately. These benefits include paper reduction, reduced outsourcing of paper and record storage, reduced IT system management costs, reduced expenditures for courier and postal delivery, and instant access to documents that previously took hours or days to find and retrieve.

- ***Improved control over documents and content***

Without document management, users invariably store documents in a variety of locations, including hard drives, file servers, e-mail inboxes, and file cabinets. By deploying DocuShare, organizations can help their users readily find the information they need to do their jobs, ensure that they are retrieving the current or approved versions of documents, and eliminate extraneous or redundant copies of documents.

- ***Improved efficiency through document routing and workflow***

In most organizations, successfully completing work depends on repeatable processes. Even in companies where the final product appears to be highly customized, usually a number of processes are ripe for automation (such as review-and-approval cycles).

With many ECM systems, creation of these workflows requires an advanced user who has been trained on the system or even a programmer to construct these automated processes. DocuShare not only allows each user to easily send documents and content through a workflow to one or many people, but also provides flexible notification options so that the originator can be kept up to date on all work in progress. This “view” of work processes usually improves management’s ability to identify potential trouble spots and to better distribute work within the organization.

- ***Enhanced employee communication and collaboration***

In some organizations, the work processes are inherently collaborative in nature, but travel schedules or geographic distribution of users makes effective collaboration difficult. Through its Interact module, DocuShare provides a range of collaboration capabilities that make the information-sharing process far less tedious. Bulletins, threaded discussions, calendars, agendas, documents, and project timelines can be centrally maintained by a group of individuals, each contributing his or her part to the project using a simple browser interface.

- ***Quick time to benefit and low total cost of ownership***

Given its inherent usability, training costs for DocuShare are low; in just a few days, organizations can begin realizing benefits from the system in the departments or application where it is deployed. In addition, the system is easier to maintain than many competing document management and ECM products, reducing the impact on IT groups and allowing more effective use of limited IT resources. Finally, DocuShare is available at a price point that is considerably below that of many other document management products and most full ECM products, and it includes attractive pricing options such as unlimited guest access and bundles that include support for the first year. From a cost-to-capabilities perspective, DocuShare is in a class by itself, offering organizations of all sizes the opportunity to manage their content with a minimum of long-term risk.

Final Word

With DocuShare, Xerox has achieved its aim of providing an easy-to-use, multi-platform collaborative tool for managing and sharing content. This web-based enterprise content management system simplifies the process of storing, retrieving, and updating documents in many file formats, using standard web browsers.

DocuShare is among the easiest systems that we have seen to install, configure, and maintain. Usability is a hallmark, which minimizes the need for training or extensive IT involvement. From a functionality standpoint, DocuShare offers solid general-purpose functionality that will address the content management needs of most organizations. Xerox has done a great job of expanding DocuShare's capabilities over time, particularly with the recent addition of modules for records management, archive management, and e-mail management capabilities to version 4.0 of the product.

Overall, DocuShare makes great sense for organizations that want to begin realizing benefits from their document management investments quickly – environments where cost is an issue, usability is critical, and IT resources may be in short supply. The system has long been well suited for small to mid-sized companies, or within departments or workgroups with large organizations. With the release of version 4.0's enterprise-strength features that include high availability and archive management options and an architecture that lends itself to wider scale deployments, Xerox proves that DocuShare is capable of serving much larger needs, and can be a formidable player in the ECM space.

Strengths and Challenges of Xerox DocuShare

Strengths	Challenges
<ul style="list-style-type: none"> ▪ New interface enhancements in version 4.0 provide intuitive access to content, including collapsible folders ▪ Provides the types of ECM functionality that most organizations require, including archive and records management ▪ Excellent, straightforward user interface (including excellent 508 compliance) ▪ URL-addressable content allows easy access to content; significantly different from that of most ECM products ▪ Very good J2EE-based, open architecture (a clear differentiator) ▪ Document routing capabilities for sophisticated approval processes ▪ DSDE developer environment provides toolkit to expand and customize capabilities and build custom applications ▪ Xerox has demonstrated commitment to continued enhancement of product functionality ▪ Low price point and excellent pricing strategy; options for Year 1 bundled support 	<ul style="list-style-type: none"> ▪ Lacks advanced, real-time, document-centric collaboration ▪ Interact module is fairly cumbersome; lacks advanced discussion, voting, survey capabilities ▪ Lacks advanced web content management ▪ Enterprise workflow designer targeted mainly at workflow developers, no visual tools for business user

Table 2 – Xerox DocuShare Strengths and Challenges

About Doculabs



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Doculabs, Inc., is a technology consulting firm backed by research and extensive client experience. Our services lower the business risk of technology decisions through client-specific recommendations, objective analysis, and in-depth research. Founded in 1993, Chicago-based Doculabs provides consulting services that are based on our fundamental belief that in order to protect a client's long-term interest, technology advisors should not be implementers.

Doculabs helps clients deliver on their business objectives through customized services that address technology initiatives related to business challenges in areas such as strategy development, technology acquisition, and go-to-market initiatives. Doculabs' consulting services are completely objective because the firm does not sell software or integration services. For more than 10 years, our research methodology has provided customers facing mission-critical challenges with the information and advice they need to make confident and well informed decisions.

Hundreds of leading organizations within the Fortune 1000 – from financial services companies to major technology software providers – have turned to Doculabs for assistance with their technology strategies.

For more information about Doculabs, visit the web site at www.doculabs.com or call (312) 433-7793.