The Enterprise Content Management solution
built on world-class CRM technology

DECIDING ON
DOCUMENT MANAGEMENT

Part III: THINGS TO AVOID

A brief three-part primer on common issues related to
implementing file management on a business system.

By Robert L. Gilligan, President, GoldVision Software Corp

Deciding On Document Management - Part III:

THINGS TO AVOID

Common disadvantages of competitors when compared to GoldVisionPro [not all apply to every product]:

* Often 10-to-15-times the price of GoldVisionPro!!! for just the license, PLUS installation PLUS training PLUS annual maintenance charges at similar inflated prices

* Require a separate database with duplicate information:

    + few methods for searching, as only a minimal relationship to existing customer data, not fully-integrated/relational

    + substantial extra work, as separate and additional database maintenance is required

    + doesn't automatically make association with all customer data; significant additional user input required to index every file

    + inherently out-of-date; "flat" data structure requires separate update for any changes made in primary database [e.g., name changes]

    + difficult to assure customer relationship is created at all, as files can be stored independently with no relationship to customer data

* Scanning-only product; don't handle any of the many other filing needs.

* Store all files as one file-type [e.g., PDF or TIF]; limited usability; what happens to original file?

* Storage-only solution; limited-if-any search capability

* Store files in a proprietary object; extremely difficult to manage for daily backup, difficult-to-impossible to change vendors [e.g., Binary Large Object (BLOB)]

* No "drive-back" to customer data from file-search results

* No primary database logging of events performed in separate database

* Require separate sync processes for multi-office/remote users file management

* Require specific hardware; impractical for all employee locations [undocked/remote users]

* Do not manage physical files; not accessible to all users, files easily lost/deleted

* Do not manage physical files WELL; create custom folders with difficult scalability/archive issues

* Limited-if-any customizable indexing/categorization of files

* Entirely separate security - UserID - PW - restriction requirements + maintenance