# Enhancing and Extending Microsoft SharePoint 2013 for Secure Mobile Access and Email Management

SharePoint 2013 is the latest release of Microsoft's leading business collaboration platform, offering exciting new features for social networking, cloud integration, content management, and collaboration.

Since its introduction, SharePoint has delivered valuable out-of-the-box functionality, and then relied on partners and customers to extend or customize SharePoint to meet specific needs, such as business processes, records management, industry vertical support, and compliance.

The 2012 AIIM white paper, "The SharePoint Puzzle—adding the missing pieces" highlights the continued need for 3rd-party tools, stating, "SharePoint will continue to dominate … with its position and strength being enhanced by the growing appreciation of it as a platform, not an application.

"As organizations understand that SharePoint operates best in this underlying platform mode, providing baseline collaboration, ECM and portal facilities, the adoption and implementation of third party add-ons will blossom, to enhance capabilities specific to particular business needs."

Colligo offers a complete solution for secure mobile SharePoint access and email management that extends the SharePoint platform to better meet the needs of the enterprise. With rich functionality, essential metadata support, multi-platform and multi-device support, an excellent UX, robust security, and granular administrative controls, Colligo apps are an essential adjunct to SharePoint 2013.

This whitepaper summarizes SharePoint 2013's new capabilities, and highlights the key areas in which Colligo delivers substantive business value over out-of-the-box SharePoint 2013.

# SharePoint 2013 – What's New?

SharePoint 2013 offers many new features; listed below are some highlights (Source: Microsoft SharePoint Team Blog):

- **Social Networking:** microblogging with sharing and following, newsfeeds, community, discussion, and blogs–these pervade SharePoint and offer new ways to collaborate

- **Discovery Centre:** site template for gathering discovery content

- **eDiscovery:** improved searching and export for both Exchange and SharePoint

- **Team Folders:** integration between Exchange and SharePoint

- **Search:** new faster architecture, plus personalized search and contextual preview

- **Site Mailboxes:** drag-and-drop integration of SharePoint 2013 and Outlook 2013

- **SkyDrive Pro:** storage, sync, and sharing for desktop and cloud, integrated with SharePoint

- **Task Management:** built-in task management, plus sync with Project Pro or use Project Online

- **SharePoint Sites:** the new Sites Hub streamlines the sites experience

- **Dynamic Publishing of Sites:** improved support for multiple devices and languages, and more

- **Cloud First:** the Cloud version will get new capabilities before the on-premises version

- **Cloud Apps Model:** build, deliver, and buy SharePoint apps on the new app Marketplace

- **UI Design:** the same clean flat appearance we see in Microsoft Office365

## Extending SharePoint 2013 with Colligo

SharePoint 2013 has a number of enhancements aimed at improving out-of-the-box content management; for example, Site Mailboxes, SkyDrive Pro, Discovery Center, and eDiscovery. Each of these core functionalities can be extended with Colligo apps, to meet the business requirements of enterprise SharePoint deployments through increased productivity, streamlined collaboration and improved compliance.

## The Backbone of Enterprise Content Management: Metadata

The enterprise value of content in SharePoint is largely a function of the metadata attached to it: good metadata makes it possible for people to get their work done more efficiently by being able to find the right content fast. Metadata is the key enabling attribute that unlocks access to content, without which content is expensive or impossible to find, and the implications for requirements such as compliance and records management can be disastrous.

**Site Mailboxes:** Tool that enables users to access both SharePoint 2013 documents and Exchange 2013 email using the same client interface. Site Mailboxes provide drag-and-drop for email and documents to SharePoint 2013, and targets light project management and team collaboration.

For enterprise-grade capabilities, Colligo delivers a comprehensive solution featuring: metadata and content type support; drag-and-drop; automatic email property extraction as metadata; UI support for large numbers of sites and folders; unified search with metadata support across SharePoint and Outlook; auto-extraction of essential email properties; full metadata tagging from Outlook; automatic duplicate suppression of email content when added to SharePoint from Outlook; and central administration using Colligo Administrator.

The Site Mailbox feature requires SharePoint 2013, Office (Outlook) 2013, and Exchange 2013. For organizations not ready to upgrade to the full 2013 Microsoft suite, Colligo email management apps support Outlook 2013/2010/2007, all versions of Exchange, and SharePoint 2013/2010/2007/Office 365.

**SkyDrive Pro:** Document storage service that organizations provision and manage for their users. Users can sync their work documents from SharePoint to the cloud and take documents offline. SkyDrive Pro's offline document synchronization replaces the same feature in the now deprecated SharePoint Workspace.

Colligo apps offer a compelling alternative to SkyDrive Pro, by delivering capabilities that are critical to enterprise use of SharePoint: full support for metadata and content types; powerful synchronization with user-controlled settings; support for check in/out from SharePoint; support for SharePoint calendars, lists, tasks, etc.; and cross-platform device support.

**Discovery Center:** Site template for creating sites that provides in-place hold, search, and export of content. Once a discovery project is completed, the site and its content can be released. Colligo apps are an excellent companion product to this new feature, as they drive the attachment of metadata, which in turn makes the discovery process faster, more effective and less costly.

**eDiscovery:** Search tool tuned to finding content for export from both SharePoint 2013 and Outlook 2013. As with the Discovery Center, Colligo apps are excellent companion products that ensure the content is accurately tagged and readily accessible.

## The Missing Piece to the SharePoint 2013 Puzzle: Colligo Apps

**Metadata:** While SharePoint 2013 improves certain aspects of metadata over previous releases, addressing enterprise-grade requirements requires third-party tools. Colligo apps ensure proper tagging through industry-leading metadata support for every use case.

**Mobile Device Support:** SharePoint 2013 offers good mobile browser support, and for deploying SharePoint web solutions this is good news. However, users are demanding native apps for devices such as iOS-, Android-, and Windows-based smartphones and tablets, since they deliver a device-appropriate UX. Colligo Briefcase is available for iPad, iPhone, iPod Touch, and Android smartphones and tablets, PC, and Mac. Windows 8 Phone and Surface RT apps are planned for 2013.

**Security:** Whether it's a laptop, a smartphone or a tablet, devices can get lost or stolen. Without security measures in place, your IP, data, and other critical assets are at greater risk when stored on mobile devices. And since many devices to which your users will sync these assets are personal (BYOD), your

first line of defense is as poor as that user's device security habits, including weak, saved, or no device password and stored copies of content.

Colligo offers a number of security features including a separate enforceable passcode; automatic data wipe on 10-time passcode fail; jailbreak protection; MDM support; and more. These are essential security measures for any organization whose employees access corporate data on mobile devices.

**Administration:** In even modestly-sized organizations, the prospect of rolling out software to dozens or hundreds of devices can be daunting. Every app from Colligo can be managed through Colligo Administrator, to speed deployment, reduce IT overhead, and support corporate governance through centralized configuration, management, and reporting. Role- and policy-based access is centrally enforced, to ensure a consistent, secure experience, regardless of device.

References
1. TechNet Library resources on SharePoint 2013
2. SharePoint 2013 Preview on Microsoft.com

## Capability Comparison

| Feature | SharePoint 2013 Out-of-the-Box | The Colligo Advantage |
|---|---|---|
| **Site Mailboxes** | | |
| Metadata | No support for metadata tagging or content types when uploading email or documents to SharePoint 2013 through Outlook 2013. | Colligo's products have full support for metadata, promoting users to tag content appropriately when filing to SharePoint. Colligo also supports content types. This ensures your content is classified correctly and encourages users to do so. |
| Automatic metadata extraction | No automatic metadata extraction. Fields such as To, From, Subject etc. are not populated into SharePoint 2013. | Colligo automatically extracts 22 email properties into SharePoint metadata, promoting classification and discovery. |
| Duplicate suppression | No duplicate suppression. Email is stored with a filename that is simply the subject of the email, which can result in false duplicates when multiple emails are filed using the same subject. | Colligo uses a file naming format that gives each email a unique name. This was explicitly designed to prevent users from filing duplicate emails to the same destination in SharePoint. |

| Feature | SharePoint 2013 Out-of-the-Box | The Colligo Advantage |
| --- | --- | --- |
| Send & File | N/A | Colligo Email Manager supports "Send & File", providing a single-click action to simultaneously send an email and file it to SharePoint.<br><br>This is important in many common business use cases. It improves user adoption and thus the amount of email filed to SharePoint. |
| Large folder hierarchies | Folder hierarchy in Site Mailbox is unwieldy and limited. For example, Outlook 2013 is limited to connecting 10 document libraries. | Colligo supports very large folder hierarchies, which are common in many scenarios such as legal, construction, large project management, etc. |
| Favorites for quick access | Site Mailbox folder destinations can be added to Outlook favorites. No favorites for Move/Copy buttons, Send & File or Send Attachment, since Site Mailbox do not support these features. | Colligo Email Manager provides "Favorites" for commonly used filing destinations. Favorites appear in the left folder tree, as well as in the Move, Copy, Send & File, and Send Attachment buttons.<br><br>This facilitates fewer clicks for filing emails and sending links to attachments. |
| User-friendly search, including metadata | Can search across SharePoint 2013 and Outlook 2013, but cannot search for metadata. For example, searching for an email "To" a specific person. | Colligo provides an integrated, user-friendly search panel in Outlook so that users can search for their content across Outlook and SharePoint simultaneously.<br><br>Users can search for metadata such as "To" and "Subject".<br><br>Multiple sites can be searched simultaneously, and these can be a combination of SharePoint 2010 and 2013 sites. |

| Feature | SharePoint 2013 Out-of-the-Box | The Colligo Advantage |
|---|---|---|
| Identify filed emails at a glance | No capability to quickly see what has been filed in your Inbox. | Colligo marks emails in your Inbox that have been copied to SharePoint, so that users can see at a glance what has been filed. Improves user efficiency.<br><br>Common in SharePoint's competitors such as Autonomy and Documentum. |
| Central configuration | Limited. | Colligo Administrator provides central configuration, allowing non-technical managers to push out sites, libraries, folders and favorites to users and to groups. |
| Multi-platform support | Requires 2013 versions of Exchange, Outlook and SharePoint. | Colligo supports Outlook 2013/2010/2007, all versions of Exchange, and SharePoint 2013/2010/2007/Office 365. |
| **SkyDrive Pro** | | |
| Metadata | When dragging-and-dropping or copy-pasting items to your SkyDrive Pro libraries in Windows Explorer, there is no support for metadata tagging or content types.<br><br>Metadata is only supported on Office documents, editing through Office apps (same as in 2010). | Colligo's products have full support for metadata, promoting users to tag content appropriately when filing to SharePoint.  Colligo also supports content types. This ensures your content is classified correctly and encourages users to do so.<br><br>Colligo also supports viewing metadata in Windows Explorer columns, including sorting and filtering. |

| Feature | SharePoint 2013 Out-of-the-Box | The Colligo Advantage |
|---|---|---|
| Granular synchronization | SkyDrive Pro has no way to define the frequency or occurrence of synchronization between your SharePoint sites and libraries and the offline cache on your machine. | Colligo's products have a powerful sync engine that allow you to define the your synchronization settings, and do specific, granular syncing in an ad hoc manner so you are not using up more bandwidth than necessary. For example, specific views can be synchronized. |
| SharePoint features | SkyDrive Pro's interface does not allow you to check an item in our out of SharePoint, and does not allow you to view or edit the item metadata. | Colligo File Manager allows you to check items in and out of SharePoint. You can also view and edit item metadata, as well as set default metadata that is automatically attached to an item added to a specific list or library. |
| Support for other content | SkyDrive Pro has no way to synchronize other content such as custom and standard lists (calendars, tasks, etc.). | Colligo has a rich client interface that supports synchronization of many types of SharePoint content, including lists. |
| Cross-platform support | SkyDrive Pro supports only Windows desktop and mobile devices. | Colligo apps support for iOS, Android, Windows, and Mac, and, in 2013, Windows RT and Mobile. |
| **Discovery Center** | Site template for creating sites that provide in-place hold, search, and export of content. Once a discovery project is completed, the site and its content can be released. | Colligo apps extend the functionality of this new feature, as they drive the attachment of metadata, which in turn makes the discovery process faster and more effective. |
| **eDiscovery** | Search tool tuned to finding content for export from both SharePoint 2013 and Outlook 2013. | Colligo apps extend the functionality of this new feature, making sure content is accurately tagged and readily accessible. |

| Feature | SharePoint 2013 Out-of-the-Box | The Colligo Advantage |
|---|---|---|
| **Mobile device security** | Not applicable. | Colligo offers a number of security features including a separate, enforceable passcode; automatic data wipe on 10-time passcode fail; jailbreak protection; MDM support; and more. |
| **Deployment and control** | Windows authentication. | Every app from Colligo can be managed through Colligo Administrator, to speed deployment, reduce IT overhead, and support corporate governance through centralized configuration, management, and reporting. Role- and policy-based access is centrally enforced, to ensure a consistent, secure experience, regardless of device |

## Bringing It All Together

SharePoint 2013 is an excellent release that builds on Microsoft's successful business collaboration platform.

For organizations faced with business challenges such as email management, secure mobile access, collaboration, records management, and compliance, Colligo apps, in turn, are an excellent and essential investment to enhance and extend SharePoint 2013.

Learn more about Colligo's complete solution for secure mobile SharePoint access and email management in SharePoint at www.colligo.com