



The Future of Enterprise Content Management

December 12, 2017

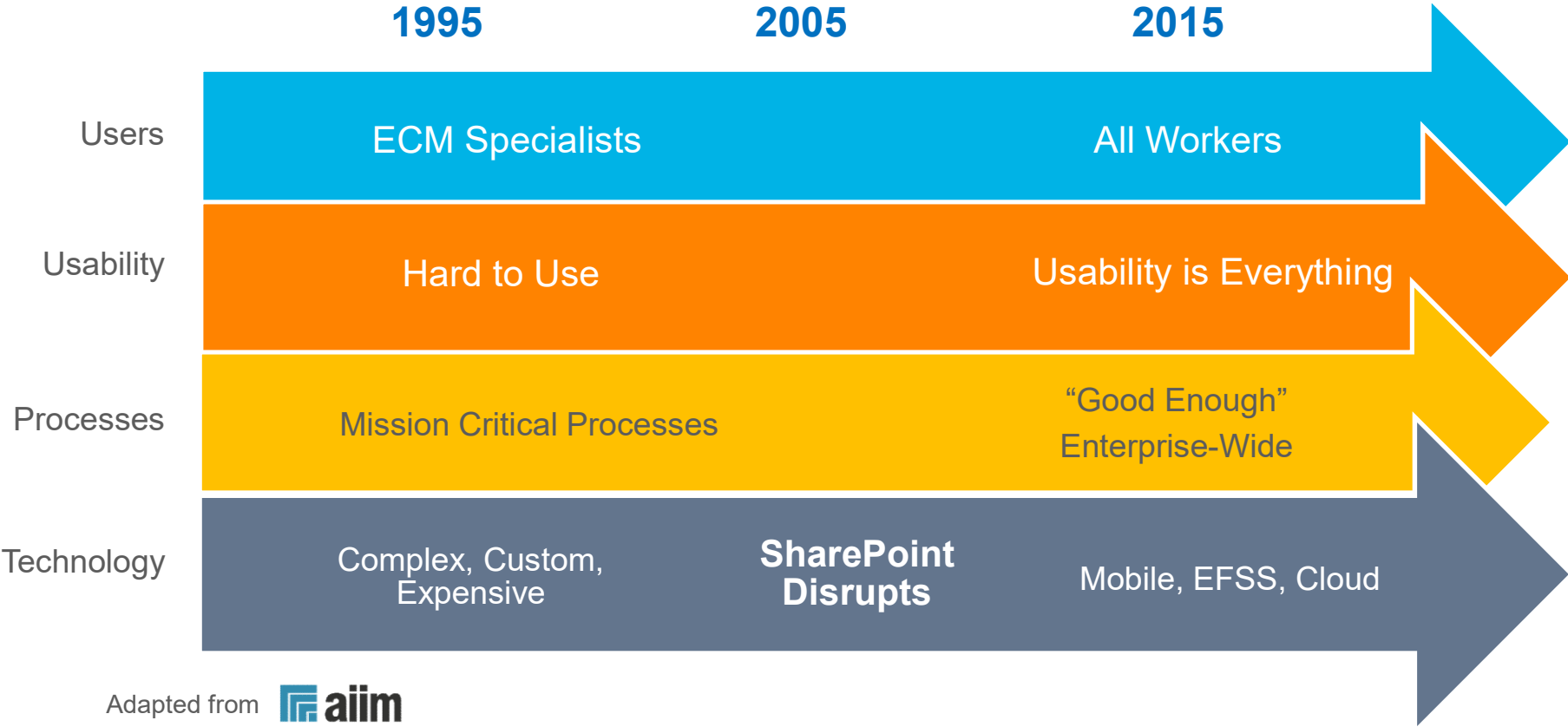


Barry Jinks

Founder

Colligo

Evolution of ECM



Adapted from 

What's Next?

“ECM is now **dead** (kaput, finite, an ex-market name)... It's been replaced by the term **Content Services.**”

Gartner®

What is a Content Services Platform?

“...a set of services and microservices, embodied either as **an integrated product suite** or as **separate applications** that share common APIs and repositories, to **exploit diverse content types** and to serve multiple constituencies and **numerous use cases** across an organization.”

Gartner®



ECM = Business + Transactional Content Services

“Foundational repository services are table stakes... Core library services..., life-cycle management, metadata, and search continue to be essential capabilities for ECM in both the business and transactional content services submarkets.”

FORRESTER®



 **aiim eBook**

Delivering the priorities and opinions of AIIM's 183,000 community



WHAT UNDERPINS THE ECM NAME GAME?

The
AIIM Community
Weighs In

In Partnership with



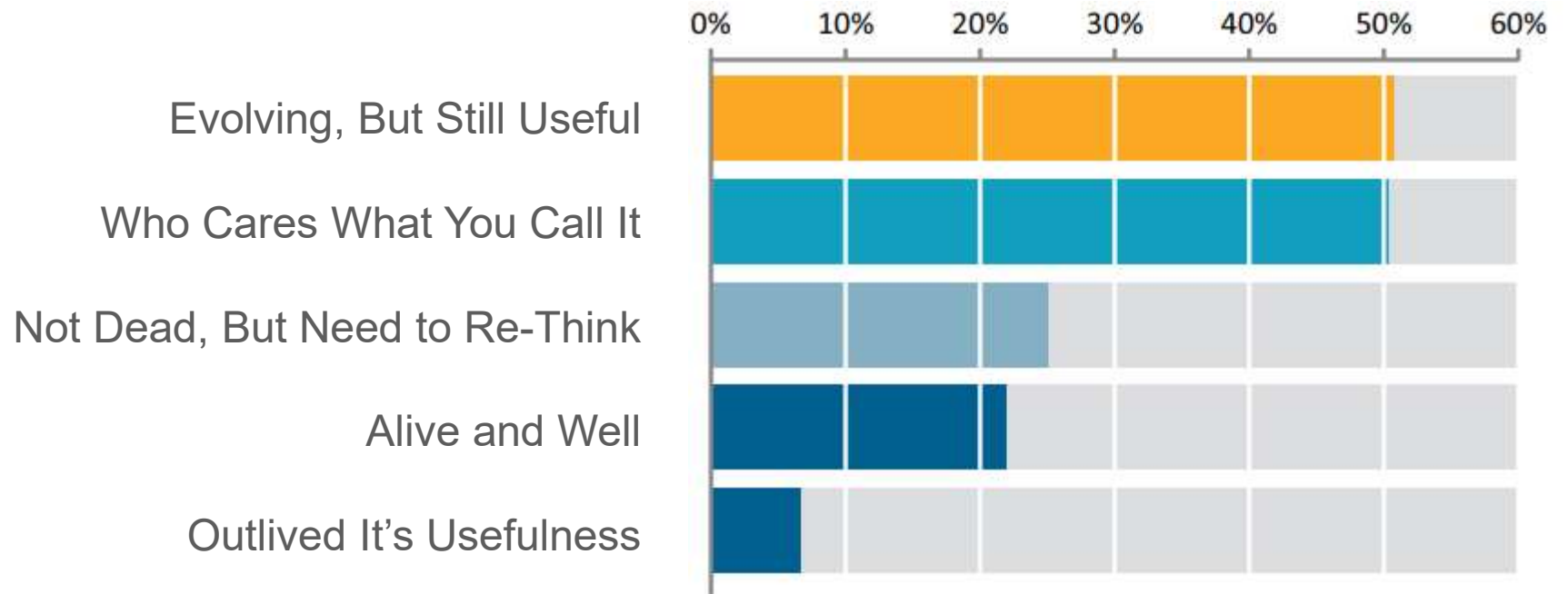
SHUFFLE

CLEAR

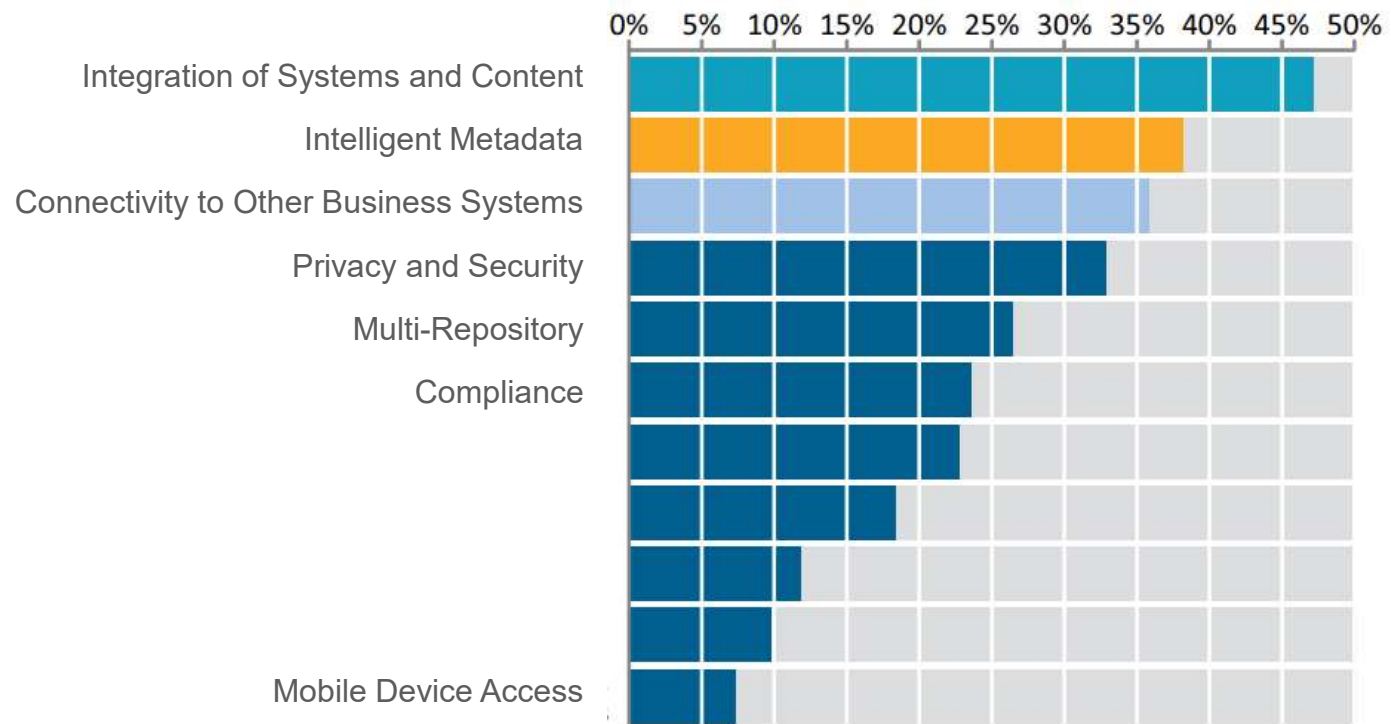
CONFIRM


Sep 28, 2017

Is ECM Dead?

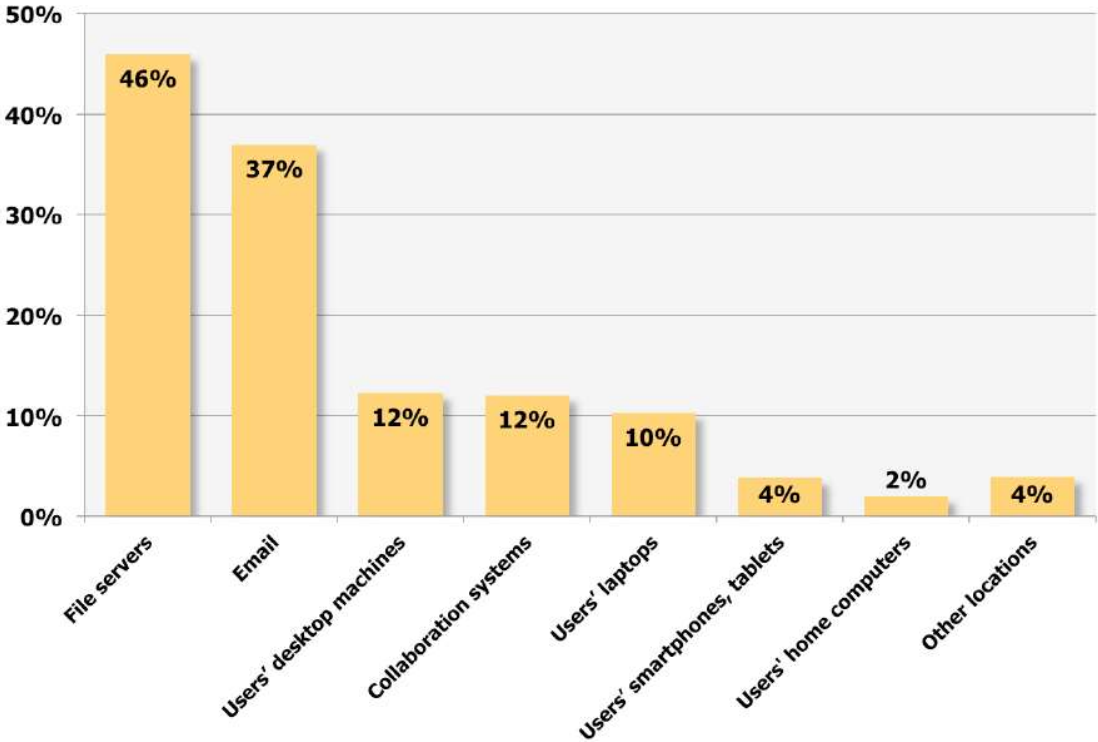


Top Functional Requirements



Explosion of Content

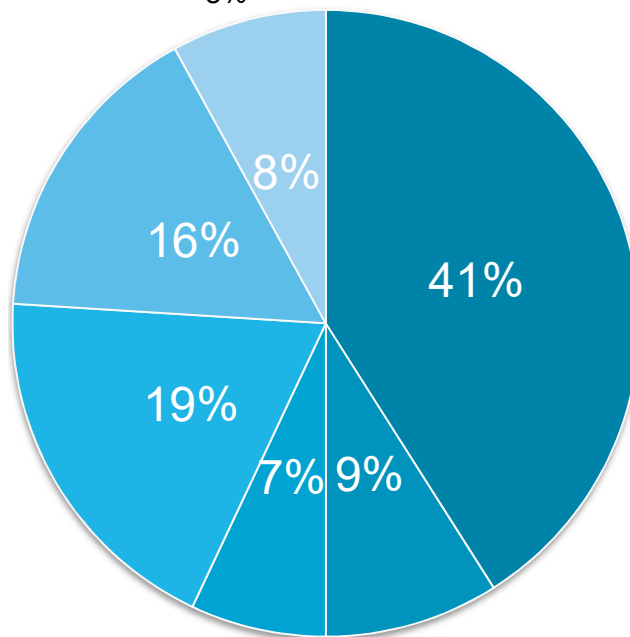
Proportion of Electronic Content Stored in Various Locations



June 2013

Files Managed, But What About Email?

How would you describe the governance of emails in your organization?



Value-based: we selectively archive to the ECM/RM/ SharePoint system, 8%

Defined: we move emails to an email archive system with search, retention and hold, 16%.

Open-ended: we keep everything, 19%

Deferred: we offload emails to a basic email archive then have fixed deletions, 7%.

Rigid: fixed deletion periods are enforced on the mail server, 9%.

Chaotic: users choose their own archive locations (e.g. local PST files) and deletion policies, 41%.



Needs Driving Content Projects

Figure 2: When you consider your document and records management projects, what is the most significant business driver for your organization? (N=484)

	Overall	10-500 emps	500-5,000 emps	5,000+ emps
Compliance and risk	38%	31%	36%	45%
Costs and productivity	38%	42%	36%	38%
Collaboration	16%	20%	18%	11%
Customer service	8%	8%	10%	5%

Magic Quadrant for Content Services Platforms



Gartner®

Source: Gartner (October 2017)

Office 365 Now #1 Content Services Platform

European SharePoint Office 365 & Azure Conference

DUBLIN 2017

SharePoint and OneDrive cloud momentum

300k Organizations	85% Of Fortune 500	65% Of all seats are online
90% Growth in active users	300% Growth in sync usage	7x Gartner & Forrester Leader

Microsoft 365: Universal Toolkit for Teamwork

Outlook



Email & Calendar

SharePoint



Intranets &
Content Management

Yammer



Connect Across
the Organization

Office Apps



Co-Author

Teams



Hub for Teamwork

Office 365 Groups

Single team membership
across apps and services

Microsoft Graph

Suite-wide intelligence
connecting people and
content

Security and Compliance

Centralized policy management

Office 365 Data Governance Framework

IMPORT

Import

- Intelligent import of on-premises Microsoft and 3rd party data

GOVERN

Classification, Policy & Sensitive Types

- Manual and auto-classification of content to apply right governance policies

Retention, Archival & Disposition

- System enforced lifecycle, disposition workflows and defensible deletion process

MONITOR

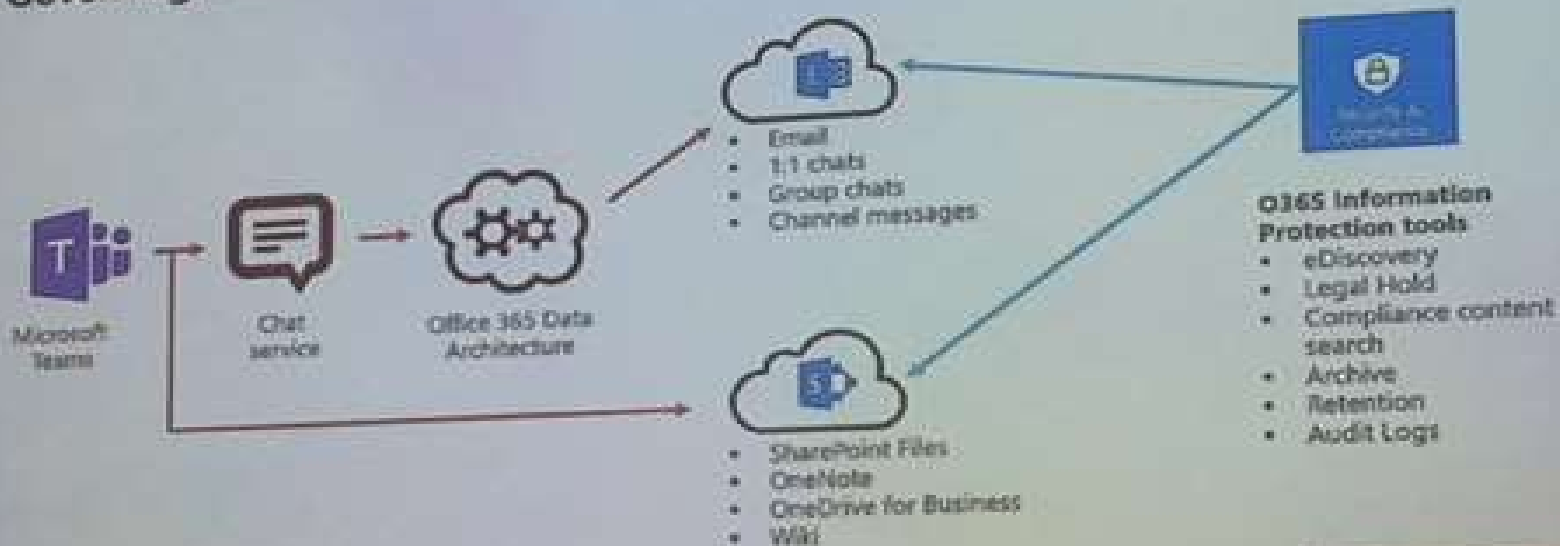
Dashboard, Insights & Reporting

- Monitoring, reports and intelligent trend identification and suggestions

Audit, Supervision & Defensibility

- Data investigations, forensics, automated audit alerts and notifications

Governing Teams in Office 365



The Future

- No matter what you call it, ECM is evolving
 - Usability will remain a critical consideration in content projects
 - Content platforms will embrace more content types, such as documents, emails, messages and social content
 - More services will emerge to maximize value of information across content types
 - Compliance and risk management will continue to be drivers of most content projects, followed by costs and productivity
 - Office 365 will continue to gain traction as the #1 content service platform
 - Learn more about the Office 365 Security & Compliance Center on Technet
-

Colligo Engage Content Services



Management & Analytics
in the Cloud

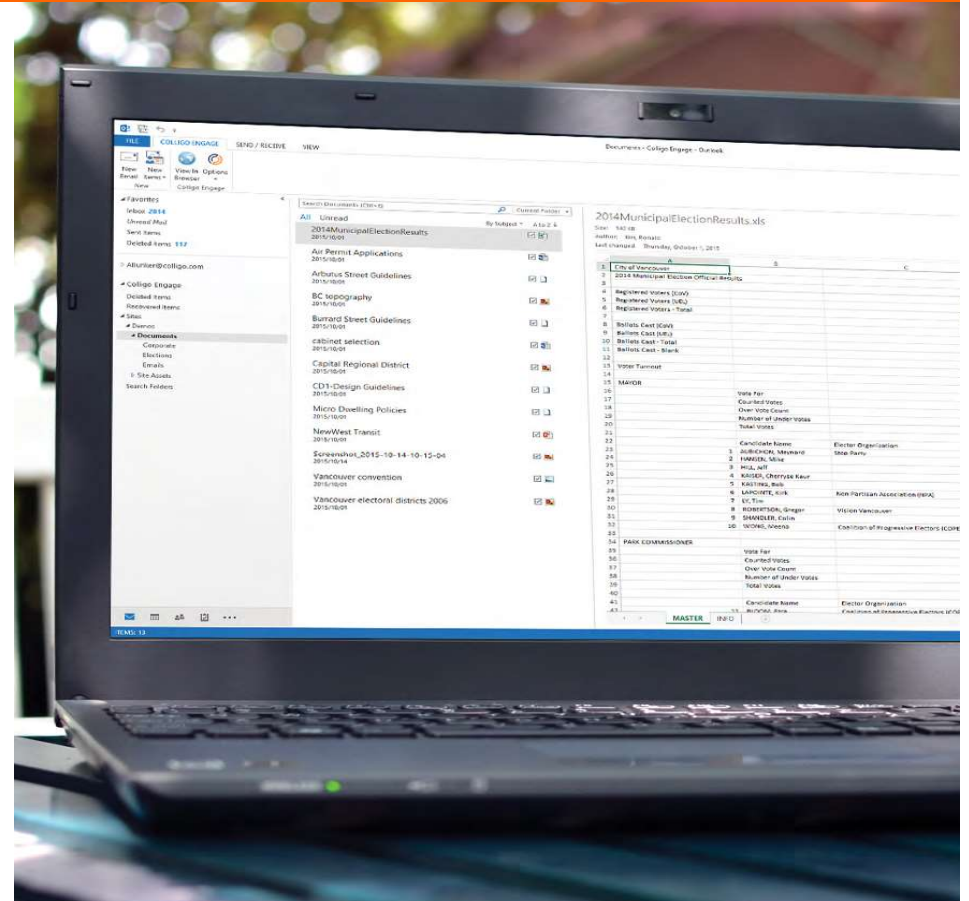
Productivity & Governance
Apps on Every Device

Connectivity & Control
of Multiple Repositories

Capture and Classify Emails on Any Device

Integrate Email with SharePoint – On Prem & Online

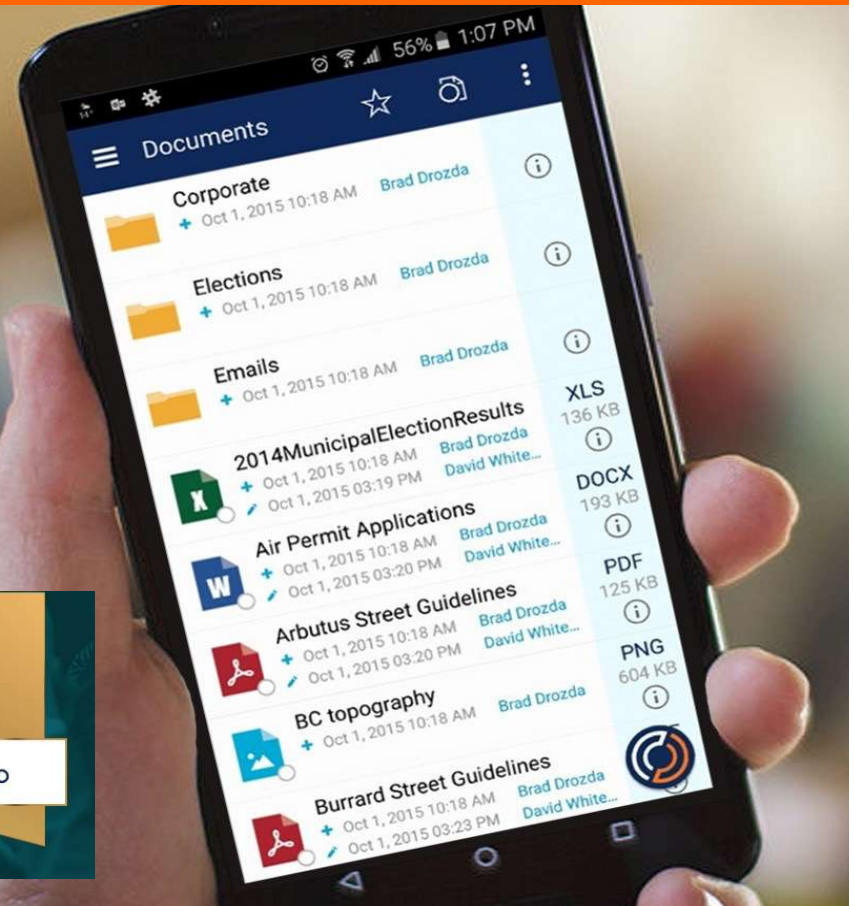
- File emails to SharePoint / O365 from desktop, mobile or web
- Automate Email metadata capture
- Classify with Content Types / Labels
- Access SharePoint / O365 in Outlook
- Share links, not attachments
- Search across platforms



Distribute Content Securely to Mobile Devices

SharePoint / Office 365 Policies and Metadata On Mobile Devices

- Target documents to specific users/groups
- Deploy policies centrally to mobile apps
- Leverage metadata to organize views
- Sync content offline
- Find & share content



Secure, Manage and Report

Configure Centrally Then Track User Adoption

- Define who gets access to content
- Support many authentication regimes
- Support single sign on
- Track activity at the team, employee, device & document level
- Monitor trends over time



Completing a complex FOIA request

Pre-implementation Post-implementation

Total employee time needed to complete search

160 hours+

1 hour

Numbers of employees required to complete search

40 employees

1 employee

U.S. Federal Government

“Since implementing the new solution, the Agency has dramatically reduced the time needed to respond to FOIA requests, as well as the associated cost of inefficiency. Moreover, the Agency improved its records management practices in line with the federal maturity model, boosted compliance, realized 100% user adoption, and improved collaboration amongst employees.”

- Neostek/Colligo Case Study October 2017



Colligo Engage

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