Document and Records Management

The Questions You Should Ask Before Selecting a Document and Records Management Solution

The following questions will help you understand the important differences among document and records management solutions. Vignette encourages you to ask them of any vendor you are considering. For your convenience, we've answered them for Vignette document and records management solutions.

Does your solution manage all types of structured and unstructured content from a variety of sources in a single consistent manner?

Yes, Vignette Records & Documents can capture virtually all types of content with Vignette Enterprise Capture and manage it from a single repository access point with a consistent interface and user experience. With Vignette Business Integration Studio, Vignette Records & Documents can integrate information from enterprise applications and repositories throughout the organization.

Does your solution manage the complete lifecycle for enterprise content from document capture and business processes, through to record definition, archival, and disposition?

Yes, Vignette Records & Documents manages the complete document lifecycle from capture or creation, managing it through business processes, controlling and securing it, and then creating auditable records automatically and retaining them inline with governance and regulatory requirements.

Does your solution offer a broad range of methods for capturing content including scanning paper, importing standard feeds, integrating with desktop applications, capturing e-mail and recording Web transactions?

Yes, Vignette Records & Documents leverages Vignette Enterprise Capture, Vignette E-mail Capture and Vignette WebCapture to scan paper, including color forms, capture images, faxes and e-mails, import information feeds (ASCII and XML), and create records from Web transactions. In addition, with Vignette Business Integration Studio, a wide variety of information sources can be brought under management in a consolidated, consistent manner.

Do all capture methods scale to support the needs of any size solution?

Yes, Vignette's capture capabilities scale to meet the demands for high volume input including driving high-speed scanners at near maximum speeds, importing large volumes of data, and managing large repositories of information. Vignette has customers that scan a million pages across hundreds of thousands of documents a day, and manage terabytes of data throughout the organization. With the explosion of e-mail, this growing trend is manageable with Vignette Records & Documents.

Are all documents, images, e-mail, Web transactions and compliant records maintained in a single system designed and operated on a consistent infrastructure with easy and secure access?

Yes, Vignette Records & Documents creates a single repository for images, documents and other content and then leaves them there when archived as records. This allows a single infrastructure to support the entire process, helps assure consistency in creating records, provides a single means of access and enables the secure storage of critical documents and records. All information is stored within a single database structure, not in the file system where it can potentially be accessed through other tools.

Can your solution automate business processes and case management and deploy these rapidly with out-of-the-box configurable templates?

Yes, Vignette Records & Documents manages documents and collections of documents or cases that automate common business processes providing business efficiencies. In addition, Vignette Records & Documents includes a set of pre-built case manage-

ment modules that enable customers to configure-and-go, enabling faster implementation and more rapid time to value. This can increase return on investment and shorten payback periods.

Can your solution define any type of content including documents, e-mail and Web interactions as a record subject to standard archival, full audit trail capabilities and disposition rules to meet and report governance and compliance requirements?

Yes, Vignette Records & Documents can manage virtually any type of content including the usual documents and content, and can also capture electronic content such as e-mails and Web transactions. All these content types can be processed according to standard rules for corporate governance and regulatory requirements for records while keeping a full audit trail of their lifecycle. Vignette customers can manage information in line with compliance requirements and provide the tracking required to support their compliance.

Does your solution automatically convert documents to long term archive formats such as PDF or XML?

Yes, Vignette Records & Documents provides an automated means to transform and record information as immutable records including to standard formats such as PDF and XML. These archive formats are maintained in the same repository rather than exported and imported into another system and complete record metadata is created and maintained.

Does your solution help ensure the authenticity of records using document 'fingerprints' and record level auditing?

Yes, Vignette Records & Documents creates a digital fingerprint of each document as it is turned into a record. A document can be compared to this fingerprint to verify that it has not changed since it was stored as a record assuring non-repudiation at a later date. All types of content are fingerprinted in this manner including documents, e-mails and Web transactions.

Is your records management solution certified with important government standards such as DoD 5015.2?

Yes, Vignette Records & Documents have been certified to comply with DoD 5015.2 standards. This standard is an important means of verifying that a product meets a specific level of secure records management and should be used by non-government buyers for validation of product capabilities.

Is your solution part of a broader information-based application framework that includes portal, Web content management, collaboration and integration capabilities?

Yes, Vignette provides a broad set of products for information, knowledge management and delivery including enterprise content managements, portals, collaboration, and integration. In fact, Gartner positions Vignette in the leadership quadrant for Smart Enterprise Suites.

Is your solution built on a modern multi-tier architecture on a consistent infrastructure for low cost of ownership, easy integration, and to leverage past technology investments?

Yes, Vignette is committed to deliver its products as Java components in order to leverage the capabilities of this popular and highly scalable platform. Support for Java across the product line allows companies to deploy Vignette solutions on a consistent platform that is more easily managed, leverages standard skills, integrates more easily and scales to meet enterprise needs, thus helping to reduce costs of implementation and lower the long term cost of ownership.

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