



CASE STUDY



VirtualViewer Enhances Document Viewing for IBM's FileNet & ECM Products

Founded in 1911, IBM has been a major player in the technology industry for over a century and has contributed significantly to the development of many modern technologies, including the personal computer, the mainframe computer, and artificial intelligence. Today, IBM continues to be a leading provider of enterprise IT solutions and is committed to advancing technology to help solve some of the world's most pressing challenges.

OVERVIEW

As part of its ongoing mission to serve the specialized needs of today's largest enterprises, IBM offers multiple solutions for managing business content and a wide range of digital assets. The ECM family of services and solutions helps organizations capture, protect, activate, analyze, and engage with their content to generate better insights that can inform decisions. While many enterprises still deploy their ECM on-prem, IBM also offers the cloud-native FileNet Content Manager, which incorporates some of the company's latest innovations in AI to derive more value from unstructured content.

In addition to its experience working with enterprise-grade systems, IBM has distinguished itself in the market by providing customers with a high level of flexibility when it comes to implementing solutions. The software giant works with a wide range of third-party developers that allows their customers to choose from a variety of best-of-breed capabilities as they deploy solutions across their organizations.

While IBM's FileNet and ECM products provide built-in viewing capabilities, the viewer is only one component of a much larger file management solution.

By leveraging the power of a dedicated viewing integration, IBM solutions partners can provide users with more features that enhance collaboration, productivity, and performance.

Accusoft's VirtualViewer was the first HTML5 document viewer compatible with IBM's content and ECM product family, and it remains one of the very best on the market.

What IBM Solutions Partners Are Saying

"As customers look to enhance their legacy IBM applications or move to IBM's Cloud Pak offerings, it's crucial to have a comprehensive solution with a flexible architecture. We provide our customers with technology solutions that work well in any environment without sacrificing functionality or flexibility. VirtualViewer has a proven reputation for fulfilling that requirement, as well as enabling customers to handle all documents regardless of their complexity."

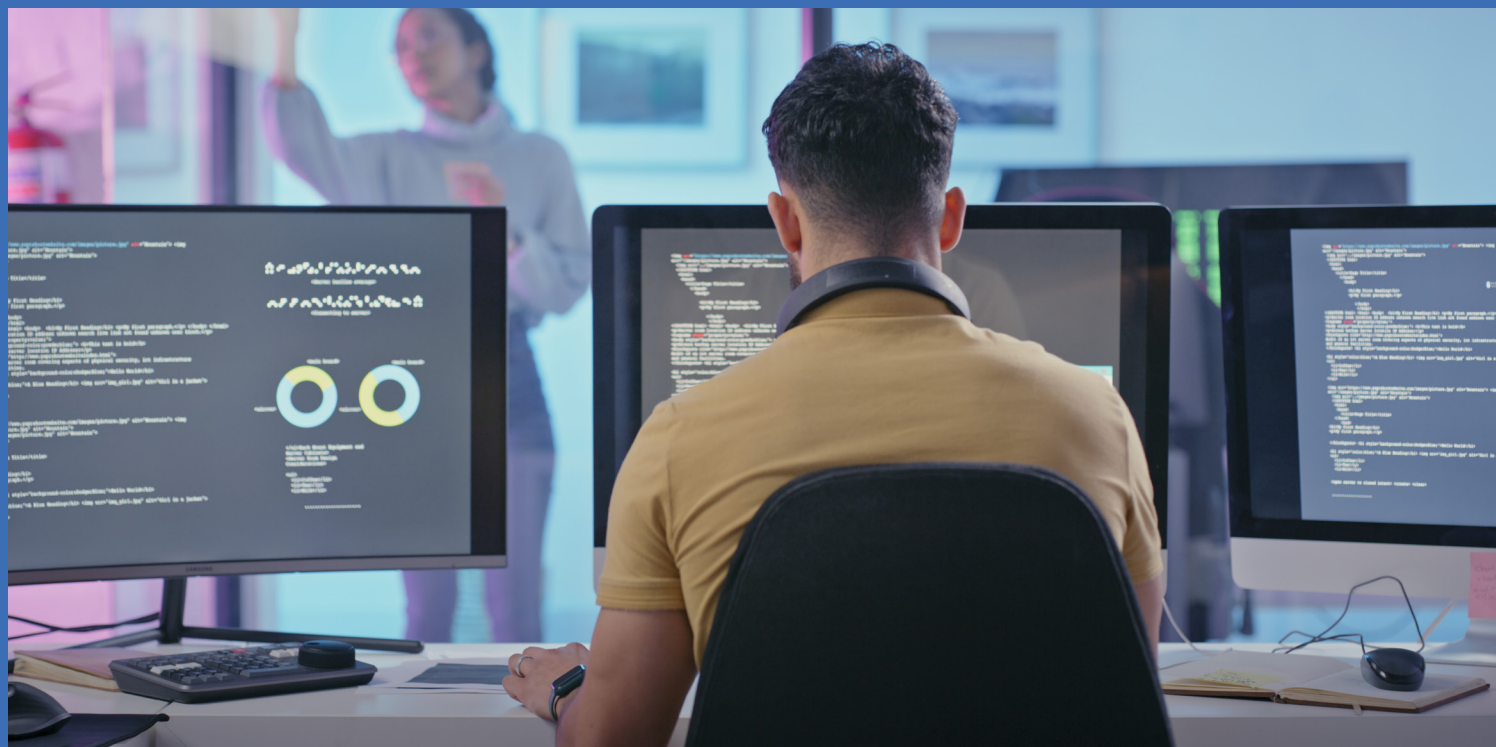
Bart ten Broeke, CEO of Novadoc ECM

CHALLENGES

One of the core problems with many viewing integrations is that they force users to open a separate window or even another application in order to view and manipulate documents. Accusoft's VirtualViewer is a flexible, Java-based flexible viewing module that embeds directly into the IBM interface, so the user never has to leave the environment to view a document. No additional application downloads or client-side installation is required, making it a trouble-free solution for users as well as IT administrators. The HTML5 viewer has

been engineered to streamline workflow processes and provide IBM users with the robust functionality to access, view, collaborate, or share content between any department across any enterprise.

Organizations frequently turn to third-party viewing integrations because they need a solution that allows them to work with a wide variety of formats to keep operations running smoothly. VirtualViewer provides support for viewing, annotating, and redacting hundreds of



file formats, including PDF, AFP, MSO, DWG, and TIFF, all from a single user interface. Internally developed libraries and APIs allow users to view, convert, and manage Microsoft Office documents, including Word, Excel, and PowerPoint, at high speeds.

The viewer even supports the DWG file format for AutoCAD data files, ensuring that architects, engineers, graphic designers, and many more can easily view their DWG files. VirtualViewer also displays text-based and CAD documents as scalable vector graphics, meaning users enjoy high-quality resolution even when the SVGs are zoomed. The viewer's distinctive page on demand technology minimizes bandwidth demand and reduces document retrieval time by delivering only the page or pages requested.

Another common problem with third-party viewers is annotation compatibility. Markups made in one platform

are often unable to be accessed through another. Thanks to an ongoing partnership between IBM developers and the VirtualViewer team that goes back to 1996, VirtualViewer supports existing FileNet annotations, making the transition from the default ECM or IBM Content Navigator viewer as seamless as possible for customers.

What IBM Solutions Partners Are Saying

"As a Premiere IBM Partner, we have experience with many solutions available in the market. With VirtualViewer, we can deliver our customers an HTML5 viewer that provides critical viewing and collaboration functionality not available in the default viewer."

Corey Dayhuff, President of The Dayhuff Group



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COREY DAYHUFF,

PRESIDENT, THE DAYHUFF GROUP



RESULTS



VirtualViewer's flexible architecture offers a highly configurable viewing solution that enhances the value of IBM's ECM products. It can even be integrated into custom applications outside of IBM applications that interface with document repositories and extend to address custom viewing requirements from Content Navigator. Since VirtualViewer is built on proprietary technology and format libraries, organizations never have to worry about depending on additional software plug-ins to support it.

Many IBM customers have turned to Virtual Viewer to support their ongoing digital transformation efforts. As a true HTML5 solution, VirtualViewer operates on any web browser, which not only allows it to run on any computer but also on smartphones and tablets, making it easy for users to view documents on the go. The viewer's interface can be configured to meet user requirements and support company branding. Since features can be enabled or disabled according to

user permissions. VirtualViewer can provide access to content regardless of where it resides and regardless of where end users are located. For organizations looking to accommodate an increasingly remote workforce, VirtualViewer empowers them to access the content they need when they need it most.

What IBM Solutions Partners Are Saying

"VirtualViewer offers the most agile and feature-rich viewing solution for IBM's ECM products. In today's market, it's all about providing the right document to the right person at the right time. Accusoft's VirtualViewer HTML5 makes that possible by providing advanced features that enhance any ECM interface."

Jason Clippert, CEO & Co-Founder of H2 Consulting

ABOUT IBM

IBM is a leading provider of global hybrid cloud and AI, and consulting expertise. We help clients in more than 175 countries capitalize on insights from their data, streamline business processes, reduce costs, and gain a competitive edge in their industries. More than 4,000 government and corporate entities in critical infrastructure areas such as financial services, telecommunications, and healthcare rely on IBM's hybrid cloud platform and Red Hat OpenShift to affect their digital transformations quickly, efficiently, and securely. IBM's breakthrough innovations in AI, quantum computing, industry-specific cloud solutions, and consulting deliver open and flexible options to our clients. All of this is backed by IBM's legendary commitment to trust, transparency, responsibility, inclusivity, and service.

For more information, please visit
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ABOUT ACCUSOFT

Founded in 1991, Accusoft is a software development company specializing in content processing, conversion, and automation solutions. From out-of-the-box and configurable applications to APIs built for developers, Accusoft software enables users to solve their most complex workflow challenges and gain insights from content in any format, on any device. Backed by 40 patents, the company's flagship products, including OnTask, PrizmDoc Viewer, and ImageGear, are designed to improve productivity, provide actionable data, and deliver results that matter. The Accusoft team is dedicated to continuous innovation through customer-centric product development, new version release, and a passion for understanding industry trends that drive consumer demand.

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