



CASE STUDY



TOTVS Fluig Enhances Document Viewing for Global Clients with PrizmDoc

For more than 40 years, TOTVS has been a leader in business management systems and platforms for more than 70,000 clients. The Brazil-based company is one of Latin America's top technology solutions providers and supports customers in more than 40 countries. Featuring a complex range of scalable services available both in the cloud or on-premises, TOTVS Fluig product empowers digital transformation for different business segments and sizes thanks to consistent integrations and customizable user experiences with Business Process Management (BPM) and Enterprise Content Management (ECM) features.

OVERVIEW

For several years, TOTVS Fluig product had utilized an internal, custom solution for document viewing across its applications. Unfortunately, the viewer struggled to handle many document types, especially when it came to Microsoft Office files. Because Word and Excel files could be manipulated in so many ways, the viewer was not always able to accurately render documents with sufficient fidelity to meet the needs of customers. Annotations, redactions, and other elements could be omitted or distorted, which not only caused frustration, but also made it difficult for customers to share documents and collaborate with confidence.

Rather than building an entirely new viewing solution from scratch, the TOTVS Fluig product development team decided to evaluate third-party integrations. In addition to conducting market research, the team also kept a close eye on prospective partners during industry trade shows. While attending a conference for the Association for Intelligent Information Management (AIIM), they got a close look at Accusoft's PrizmDoc solution and decided to evaluate its potential further.

CHALLENGES

For starters, the TOTVS Fluig team needed an integration that could support Microsoft Office documents. PrizmDoc met this requirement easily with its built-in support for Word, Excel, and PowerPoint files, which allowed the viewer to render Office documents directly without first having to convert them into another format. This not only ensured that documents could be displayed in high fidelity with minimal processing resources but also led to another key requirement.

The other motivation behind changing viewing solutions was to provide users with a much better viewing experience. Customers needed to be able to search text within documents, as well as annotate and redact them when necessary. PrizmDoc supported all of these features and more for Microsoft documents (and many other file types), allowing TOTVS Fluig to build a dynamic, customizable viewing experience for their clients without forcing them to rely on external tools.

After a three-month evaluation process that put PrizmDoc to the test alongside several other solutions on the market, the TOTVS Fluig team rolled the integration out to conduct a blind test with their customers. PrizmDoc quickly stood out from the pack with its intuitive interface, unmatched document support, and powerful feature set.

“The winner was pretty obvious,”

José Faria, Product Manager for TOTVS Fluig



RESULTS

After selecting PrizmDoc, the TOTVS Fluig team quickly rolled out the viewing integration to all its customers. The initial deployment involved an on-premises solution, but the complexity of helping customers manage servers and scale environments as needed eventually led the team to transition to an Accusoft cloud environment. This made it much easier to support and onboard new customers using the PrizmDoc API while still complying with Brazilian security requirements that called for public sector companies to store digital documents domestically.

With PrizmDoc in place, TOTVS Fluig can now process more than 8 million viewing requests per year without compromising fidelity, security, or performance. The integration has also proven to be easily scalable and flexible, allowing TOTVS Fluig to grow and offer even more services, such as OCR and spreadsheet editing.

“Each year this number increases as our clients improve their use cases with our products,”

-Faria says

More importantly, PrizmDoc has allowed the company to focus on improve its core products rather than dedicating resources to building document viewing capabilities. Accusoft's engineering team is constantly updating PrizmDoc with new features and updates, providing TOTVS Fluig with more capabilities that can be easily incorporated into their software.

Faria sees a bright future for the partnership:

“Having a great variety of document tools lets us rest assured that Accusoft is a partner that we can rely on.”



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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About TOTVS Fluig

TOTVS Fluig is a Brazilian technology company specializing in the development of business solutions for key players of all sizes. Founded in 1983, TOTVS Fluig has grown rapidly to become one of the biggest players in Latin America's tech industry with more than 10,000 employees and clients around the world. Going far beyond ERP, TOTVS Fluig is the absolute leader in systems and platforms for global enterprises. From its headquarters in Sao Paulo and branch offices throughout North and South America, the company offers complete technology for business digitalization, supporting growth, bringing more productivity, efficiency, and profitability to customers' operations.

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