



Survey Of Enterprise Content Managemnet On Cloud

Authors

T Arulmozhi¹, Mrs N Saranya²

¹P.G II Year/ department of CSE, Sri Shakthi Institute of Engineering and Technology
Coimbatore, India

Email: arulmozhit14@gmail.com

²Assistance Professor CSE Department, Sri Shakthi Institute of Engineering and Technology
Coimbatore,, India

Email: saranya.ramya@gmail.com

Abstract

At present, the attention of many organizations concentrates on the Enterprise Content Management System (ECM). Unstructured content grows exponentially, and Enterprise Content Management system helps to capture, store, manage, integrate and deliver all forms of content across the company. Today, decision makers have possibilty to move ECM system to cloud and take advantages of cloud computing. Cloud solution can provides the crucial advantage. It can reduce fixed IT department cost and ensure faster ECM implementation. ECM is dynamic mix of technologies adding multifarious business need by disruptive technologies such as social, mobile, cloud and analytics. ECM mostly designed for government, corporations and media publisher etc. To streamline the workflow while enhancing the online experiences of user product increased productivity. ECM enables to systematically manage our content and makes it simple to find, govern, use and share while connecting it to on organizations processes. Enhance the collaboration and increase compliance with workspaces that enable team member to work together efficiently.

Keywords— *ECM, Unstructutred growth of data in an organization, content management, and multifarious business needs, WCM, TCM and ERM.*

1. Introduction

Enterprise IT needs a new approach to manage processes, applications and infrastructure which are distributed across a mix of environments In a Enterprise traditionally a request to deliver an application to business could take weeks or months due to decision-making functions, multiple approval bodies and processes that exists within IT departments. These delays in delivering a requested service can lead to dissatisfaction, with the result that the line-of-business group may seek alternative sources of IT capabilities. Also the complex IT infrastructure of these enterprises cannot keep up with the result in slower rollout of critical applications and services, limited resources, poor operation visibility and control. In such scenarios, better to adopt cloud services to substitute for new application deployment otherwise most Enterprise

IT organizations face the risk of losing market share to the public cloud. Using cloud model the organizations should increase ROI, lower TCO and operate with seamless IT operations. It also helps to beat shadow IT and practice of resource over-or under provisioning.

1.1 Enterprise Content Management In Business

In large business, information is created, shared, edited and stored at a fast pace. With this heavy flow of content, it is easy for documents to become lost, deleted, changed or distributed without proper approval. An enterprise content management system manages all company's content in one central location, making it easy to share, store, protect and control important information. With an enterprise CMS, can convert physical content into digital

content. Most enterprise CMS solutions label documents using keywords and more easily to find the company content. Using full text-search capabilities, and easily find documents for special cases.

1.2 Enterprise Content Management: Looks for

The system should be easy to use with powerful workflow solution that makes creating, editing, and sharing content to simple process. Strong security features are also to ensure any confidential information is not accessed or distributed illegally.

Management and Collaboration: The primary purpose of an enterprise CMS is to manage company's documents. The best solutions provide metadata management options, allowing finding documents by searching keywords instead of sorting. Select full-text search capabilities, meaning the program can search entire documents for keywords.

Document Tools and Integration: Document management give full access to company's document, allowing viewing and making any necessary changes to files. Version control options allow to access most recent version of document as well as view any previous versions of file. Document management system allows collaborating with other employees, editing documents asynchronously.

Security and Compliance: Security is critical when working with the confidential information. The best systems set permission not to access documents, also allowing specific employee to check documents in and out of the system. Additionally, the most capable enterprise CMS solutions offer auditing options. With auditing options can track to whom the documents are shared.

2. LITERATURE SURVEY

2.1 ECM Boundaries are shaped By Content used

Enterprises Content Management market according to how content is put to use and to support customer-facing business activities or to support internal companies activities. Software to manage

persuasive content for customer-facing business activities is a distinct category within the customer experience management landscape. Content management technology for internal use fall into three categories: foundational, business and transactional.

New Systems Disrupt the Traditional ECM Market

Emerging content collaboration tools are disrupting the management of company information. End user adopts content collaboration technologies such as Drop Box to easily access and shares information between colleagues and partner. Such tools expand the file share interface, previously limited by security controls and firewalls to a self-service model extends the company controls. New transparency has potential standard for content management. The major problem with new sharing capability is the loss of content controls required by legal and compliance to meet regulatory standards.

Foundation ECM provides basics content management functionality

Foundational content technologies deliver a core set of required services, such as check-in/check-out, permissions, archiving, and basics workflow. Foundational ECM also includes support for records and retention management, search and discovery. Applications that have not traditionally been content based, such as customer communication management, increasingly feature foundational content functionality or integrate with ECM products that provide it.

Business Content drives the day-to-day workplace experience

Business content originates within the enterprise and helps workers complete day-to-day tasks and share ideas. Business content includes familiar formats such as office documents, presentations, spreadsheets and multimedia. This type of content captures and informs a wide range of business activities and may be formal or informal adhoc. Technologies that support business content needs

include document management (DM) and team collaboration.

Transactional content drives back-office process

Transactional content generally originates outside of the enterprise from third parties such as customers and partners and relies on complex workflows or business process management (BPM) to drive processes. Formats include scanned faxes, print streams generated from back-office applications, and electronic records. Technologies supporting transactional content include multichannel capture, enterprise report management (ERM) and e-forms.

2.2 Ecm Vendors Respond to These Market Conditions with New Capabilities

ECM vendors attention towards the competitive pressures and the records needs of their customers and prospects. ECM decision-makers have begun to adopt more-agile deployment methodologies in an effort to improve user adoption and satisfaction levels. A complicated integration approach, or a lack of support for rapid application delivery risk losing their market share.

ECM Suites continue to evolve into platforms for content applications

ECM suits continue their evolution into content-centric technologies, noted in 2011. Forrester Wave evaluations of ECM vendor have acquisitions to fast track their customers and partners abilities to deliver content or process-centric applications. Toolkits and frameworks that allow non-developers to deliver new applications help ECM vendors stay relevant by encouraging faster and simpler application development on top of their repositories. Alfresco software work desk adds capabilities for transactional application design. ECM and Unisys have recommitted to a strong and allocating internal teams to build content applications for vertical markets.

A Moment of ECM in Cloud

ECM has moved quickly to deliver a range of hosted services, private cloud, and public cloud offerings for their core products. Hyland has

successfully deployed more than cloud-based offerings, and M-Files has true hybrid offerings. Established vendors such as ECM, HP and Open Text have been able to fast track the cloud strategies. Microsoft SharePoint online delivers a multi-tenant offering supporting a broad range of ECM capabilities, to search content stored outside of SharePoint online sites or to synchronize directories.

Alfresco delivers its ECM platform in multi-tenant SaaS, private, or public cloud and encourage users to test-drive its SaaS offering in a fermium model supporting immediate sign-up and use. ECM Clients are still in early stages of cloud adoption, with only 12% of decision-makers reporting use of hybrid, public, or private ECM cloud applications.

Open Source and Open Standards Enable to Innovation and Integration

ECM vendors are willing to leverage open source software and open standards to get innovative enhancement out faster than writing the code entirely from scratch. Alfresco software in creation of open source ECM, offering ECM platform, thus attracting developers and solution providers that extends and enhances the product. The Content management interoperability services standard has high adoption to evaluate, especially alfresco software, ECM, IBM, Microsoft, Newgen software technologies. ECM strategies and making it part of their architecture plans.

User Needs and Business Drivers

ECM improves productivity; organizations derive values from content and increase the flexibility in working environment. ECM professional unable to quantify the ROI for their ECM projects, that was able to measure their ROI, most found benefits in transactional associated solutions that focused on automating processes and eliminating the paperwork e.g.: case management solutions that help automate a dynamic workflow process.

Usability and flexibility adoption Of ECM

ECM solutions proven to be most disruptive technologies, often requiring users to dramatically

change the work. These users may not always appreciate the benefits of the new system, finding ways around the new processes. To counter these issues, enterprise looks for a ways to implement ECM solutions that have presented in the way that are familiar to the users, mimicking folder structures used on desktops or resembling simple web or mobile applications. Empowering the user to configure the ECM interface is a high priority for a successful adoption, providing transparency to the way the user want to work.

2.3 ECM EVALUATION OVERVIEW

Content Area Splitting

Hyland, Newgen, Perceptive and Xerox all address a broad set of ECM technology areas, (e.g.: team collaboration, record management, and mobile computing) to meet business requirements for solutions their lack of global enterprise deployment hold these vendor back.

Microsoft continues to hold leadership in business content technologies

Microsoft's continued ECM support and enhanced e-Discovery capabilities in SharePoint qualify to stay in business area. The general lack of support for imaging and output management technologies leaves Microsoft in transactional areas. The lack of balance across all technology areas leaves Microsoft in an overall Strong Performer positions.

Alfresco Software continues to gain strides as an alternative to traditionally licensed players

Alfresco focus on foundational and business content provides organizations with an alternative that lower the cost and faster to deploy when compared with larger proprietary. Alfresco cloud and file/sync share support have fueled its growth in the collaboration market, and records management capabilities have expanded its footprint in the public sector.

The Evaluation of ECM Market is intended to be a starting point only. To view the detailed product evaluations and adapt the criteria to fit their individual needs the Forester Wave Excel-based comparison tool.

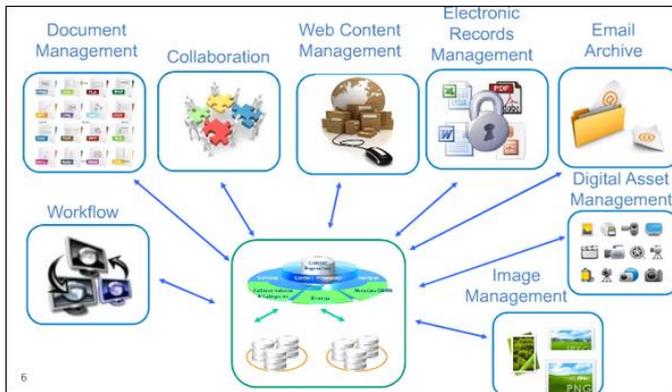
Hyland Software

Hyland is a Strong Performer in the transactional and business segments due to the well-rounded functionality platform, On Base. Hyland continues to challenge the traditional ECM suite vendors with its broad transactional ECM capabilities. The ability to scale OnBase upward and downward in scope and sophistication make it a fit for both midsize and large enterprises. Hyland develops its core ECM capabilities organically on the On Base platform but will also acquire complementary products for industry-and-process-specific functionality. While On Base is applicable horizontally, Hyland primarily sells it in particular verticals with integrated document and process management requirements (eg: healthcare, government, financial services and insurance). Hyland is pushing hard in emerging areas such as dynamic case management as well as cloud and mobile delivery of process applications. Hyland needs to push harder in emerging areas, such as dynamic case management, that deliver high-value solutions to its end users.

Alfresco Software

Alfresco continues to be a Strong Performer in the overall and business segments and is positioned to shift from contender to strong performer in the transactional segment. Offering both an open source community and fully supported enterprise edition, Alfresco ECM platform is suitable for enterprises or departmental deployments.

Alfresco offering in the transactional segment, allowing to build a broad range of content applications with more configuration and less coding. Alfresco is an innovator with its mobile and cloud strategy, offering hybrid options for customers that require both on premises and cloud repository support. Record management is not available in Alfresco SaaS offering.



M-Files

M-file is a contender across all segments. M-Files metadata-driven architecture provides for a flexible, folder less and giving end users a versatile approach for grouping documents. M-files metadata design has enabled it to lead the way with cloud based computing, providing complete functionality and transparency between on-premises and cloud based implementation. M-File provides the ability to replicate data across distributed repositories and deployment types based on metadata. M-Files deficiencies in both foundational and business content management capabilities hinder its ability to extend its penetration into compliance market and compete with more establishments.

Focus On Enterprises Content Management

By strengthening communication and collaboration across business lines and building a robust forward-looking EA programs, transforms in an organizations business technology strategies for flexible future.

2.4. ENTERPRISE CONTENT MANAGEMENT AND CLOUD DECISION PROCESS

Organizations produce various forms of content. For eg: text documents, spread sheets, web pages, emails, pictures, even calls. Trends towards employee are able to digitally access file from a distance. ECM defines strategies, processes, methods, systems and technologies that are necessary for capturing, creating, managing, using, publishing, storing, preserving, and disposing content within and between organizations by

Grahlmann, Hemlms, Hilhorst and Amerongen (2011).

Dilnutt and Bethwey (2005) observed of the marketplace, exanimate the literature and provide the list of ECM components. The components are Document Management System (DMS), because DMS system provides a central repository of documents and other types of data to other components within the ECM and other enterprise applications.

Since ECM is relatively new concept within filed of Information system, Grahlmann at al. (2011) present position of ECM as an information system research field and create functional ECM frame work.

42% of responding organizations have strategic plan to use some form of 3d party cloud for content management. Cloud computing rent concepts from other computing such as utility computing, grid computing, service oriented architecture among others. Cloud computing has been in existence in different forms and tracked.

2.5 FUTURE OF ECM SOFTWARE IN CLOUD

ECM in cloud has become an increasingly attractive option for companies with distributed workforces that need anywhere, anytime, access to information. ECM market has seen users in exile to file-sharing applications because of their easy access to information and forum for collaboration. ECM Vendors hard look and build forward-looking enterprise content management technology. As mobile devices, social media and cloud computing proliferate and finally met users' needs, with most promising prospect of hybrid cloud.

Holistic ECM

Before 2010, legal department had no content management system, and it needed document management to govern information related to legal matters, and then integrate document management with other key aspects of the workflow, such as e-billing, records management.

ACCESSABILITY

Cloud access and mobile access are two of the megatrends in enterprises content management. Users beginning to setup cloud storage on their own using consumer tools, but organizations not lose the control of their content. Increasingly, deliver to multiple mobile devices, they need a way to access file across those devices as well as with people both inside and outside the organization. Syncplicity also offers the other benefits associated with SaaS applications, such as having rapid feature updates. Syncplicity can be embedded into workflow so appropriate content can be easily shared.

Acknowledgement

I have taken efforts in this project. However, it would not have been possible without the kind support and help of many individuals and organization. I would like to extend my sincere thanks to all of them.

I am highly indebted to Sri Shakthi Institute of Engineering and Technology and Mrs. N Saranya for their guidance and constant supervision as well as for providing necessary information regarding the project and also their support in completing the project. I would like to express my gratitude towards my parents and member of Sri Shakthi Institute of Engineering and Technology with kind co-operation and encouragement which help me in completion of this project. I would like to express my special gratitude and thanks to industry persons for giving me such attention and time. My thanks and appreciations also go to my colleague in developing the project and people who have willingly helped me out with their abilities.

CONCLUSION

Content in an Enterprises can access anywhere either outside or inside in an organizations. To store the entire document, enterprise use tools. The tools such as Content management and Portal, Alfresco as an ECM system and Liferay- as a portal system can deliver WCM.

It has capabilities to manage, preview and publish content through workflow. Liferay portal has capabilities to provide highly manageable and

maintainable portal environment. Both integrates to efficient access of information from storage, in this project SaaS, PaaS and IaaS are open sources.

REFERENCES

1. The Forrester Wave: Enterprise Content Management, 2013 by "Alan Weintraub, Craig Le Clair, and Cheryl McKinnon, september 2013.
2. IDC Technology, Realizing the Benefits of cloud while protecting Enterprise Content August 2013. Adapted by Melissa Webster, IDC Hyland.
3. http://www.ciosummits.com/IDC_Whitepaper_-_Hybrid_-_ENG.
4. Magic Quadrant for Enterprise Content Management by Mark R. Gilbert, Karen M. Shegda, Kenneth Chin, Gavin Tay. Published by oct.2011
5. IT Infrastructure Modernization as the Foundation Of Modern Work Models- described about "Future ECM Work".
6. <http://www.cignex.com/articles/integrated-content-management-portal-based-alfresco-liferay>.
7. <http://www.crownpeak.com/downloads/white-papers/business-case-for-a-web-content-management-system>.
8. <https://summit.alfresco.com/london/sessions/why-leading-enterprises-choose-crafter-cms-modern-web-content-management-alfresco>.
9. <http://www.opentext.com/2/global/product-ediscovery.htm>
10. <http://www.kmworld.com/Articles/Editorial/Features/The-changing-face-of-ECM-89807.aspz>