

Livelink ECM – eDOCS™ Collaboration

The Business Challenge

There are many factors to achieving success in today's fast-paced, competitive business environment. The inability to manage increasing pressure to foster deeper relationships with clients and business partners, the need to streamline project efficiencies, and the growing challenge to find ways that facilitate increasingly dispersed project teams can seriously hinder business agility.

Organizations struggle with making project and team-based work — one of the cornerstones of success — more efficient. Travel costs, scheduling, information management and lifecycle control are all cost and resource intensive components of traditional collaboration, not to mention business process management, workflow, and security issues that surround projects.

Collaboration tools address these organizational needs by improving the way that project teams work across and beyond the enterprise. They allow dispersed, cross-functional teams to quickly establish collaborative project workspaces, to brainstorm ideas, set timelines and milestones, share information, clarify objectives, manage processes and, ultimately, meet deadlines — all in real-time.

Livelink ECM – eDOCS Collaboration

Livelink ECM – eDOCS Collaboration is a highly secure, Web-based collaborative workspace for dispersed teams across and beyond the enterprise. It enables businesses across the entire industry spectrum to streamline collaborative processes, enhance team productivity, and speed the delivery of targeted results in any collaborative activity. It allows organizations to bring new products and services to market faster, foster better relationships with partners and customers, and better manage and leverage collective enterprise knowledge assets by providing them with a rich set of collaborative tools to work across all project content.

A Virtual Global Team Environment

Livelink ECM – eDOCS Collaboration supports critical business processes by facilitating efficient interactions between project teams, regardless of whether they are employees, customers, partners, or other businesses. The powerful capabilities of Livelink ECM – eDOCS Collaboration allow for global virtual teams to be formed, content access and roles to be controlled, discussions to develop around key issues, tasks to be managed, workflows automated, and most importantly, collective knowledge to be captured and retained for reuse. Organizations can provide an intuitive environment for project participants to publish, store, control, distribute, and share content, experiences, and knowledge.

A Complete and Integrated Content Management System

Livelink ECM – eDOCS Collaboration offers all the tools and functionality required for leveraging the entire range of enterprise content to streamline project cycle times and improve knowledge sharing. Not only do teams have advanced discussion threads, information search and retrieval, knowledge management, and workflow automation tools at their disposal, but also a powerful integrated document management system for creating, organizing, and storing project content of all types. Users work across the document management system and collaborative workspace — publishing and controlling content between the two environments via a common user interface as well as standard content authoring and productivity tools such as Microsoft® Word and Outlook®.

Enhancing Productivity

When a workspace is created in Livelink ECM – eDOCS Collaboration, project leaders can easily build teams, create associated folder structures, assign roles and control access permissions, create action plans and workflows, and communicate project timelines and goals. From the inception of a collaborative project, all work, including documents, discussion threads, instant messaging logs, tasks, calendar items, and more, are centrally stored for simplified viewing, access, and retention. This drastically reduces the on-boarding time required for new team members, provides managers with a snapshot view of the entire project, and greatly improves communication efficiencies.



By 2008, “contextual collaboration” will span customers, employees, and partners, creating time-to-market, problem resolution, and travel displacement efficiencies. Companies that judiciously invest in collaboration services through 2006 will almost certainly gain a competitive differential over market rivals.

Gartner, Inc.

Fundamentally Changing Business Collaboration

Livelink ECM – eDOCS Collaboration allows organizations to create closer and deeper relationships with customers, suppliers, partners and others by providing the tools to foster better collaboration and communication and help facilitate the timely achievement of common goals.

With projects potentially bringing so many different parties together Livelink ECM – eDOCS Collaboration also offers features such as “non-copyable” documents, watermarking and project member visibility restrictions to provide complete flexibility and control over collaboration projects while ensuring content security and participant privacy when required.

Real-Time Collaboration

Integrated instant messaging allows project participants to collaborate in real-time. Project participants can quickly discuss issues, share information, resolve problems and make joint decisions. They can also use messaging for ad hoc knowledge sharing without incurring telephone charges or waiting for e-mail replies. Instant messages can be saved in threaded discussions as part of the project for future reference and added to the collective knowledge of the organization. Project participants are also able to “see” each other online so they know when other individuals involved with the project are available.

Automated Alerts and Notifications

Automated notifications alert participants of status change, impending deadlines, and task or meeting activities. Notifications can be configured to meet the specific security or process requirements of the organization and are configurable to be received through the project workspace, via e-mail, or by mobile device.

Highly Secure Environment

An extremely secure repository with 168 Triple DES encryption ensures that only authorized project participants can access sensitive information. Image renditions of documents can be served up so that users don't have access to native documents and access rights to project folders, discussions, and participant visibility can all be controlled to maximize workspace security.

Delegated Authority Model

Highly sophisticated user management capabilities allow project administrators to delegate the authority to manage project and content security to participants as required. This ability ensures that the contents of any particular project are visible to, and accessible by, only the project participants. Even IT cannot view sensitive documents that may be contained in a project.

Livelink ECM – eDOCS Collaboration Checklist

- Reduce time-to-market by streamlining project timelines through improved efficiency, organization, and automated workflow
- Broaden project participant scope with secure workspace for projects involving global customers, partners, remote employees and other dispersed constituents
- Assemble all project related documents, tasks, discussions in one virtual location for centralized access and project snapshots
- Control access to highly sensitive information and content with delegated authority and advanced permissions model
- Act on projects in real-time via instant messaging
- Create secure virtual “deal rooms” for various industries such as legal and financial services as well as to facilitate merger and acquisition projects
- Restrict visibility of project participants to others — especially useful when contract bids and other sensitive projects are involved



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Livelink ECM – eDOCS Collaboration enables focused and efficient document-based collaboration. With a rich feature set, it delivers on the promise of team and project-based collaboration solutions.

Solution Highlights

For End Users

- Access all project related information, documents, discussion threads, task lists and schedules over the Web
- Work from familiar browser-based and productivity tool interfaces, including Microsoft® Outlook® and Word
- Accelerate project timelines

For Administrators

- Free up IT resources by delegating project administration to team/project leaders
- Eliminate IT involvement to maintain collaboration tools on desktops

For Organizations

- Shorten the decision making process for faster time-to-market with innovations in products and services
- Securely extend the enterprise beyond traditional boundaries and facilitate streamlined global collaboration
- Save time and money by reducing travel, telecommunication, and other costs associated with global collaboration

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