

IPiphany



Company Overview: Specializes in delivering hosted IP products
web site: www.ipiphany.com
Location: Illinois
Industry: Technology
NetDocuments Usage: Document Management and Salesforce.com integration
Software switched from: Email system

CHALLENGE

- "When we started the company five years ago we were going to function very lean. We didn't want to invest in internal servers or IT infrastructure that we had to maintain. So we started keeping our documents in our email folders. We had reliability issues with this as it became increasingly slow with the increasing volume of documents. We couldn't easily search multiple folders at one time and it became a challenge in properly categorizing our information."

SOLUTION

- "The biggest thing was to improve productivity by making things easier to find. We had reliability issues where stuff would come and go and then we would go looking for it and couldn't find it at a given time. Part of that was our provider and part of that was just exchange. But with Netdocuments we had productivity and reliability and full text searching is probably the biggest thing that solved our problems. That's huge because you don't have to worry about what folder things are in. That was the biggest benefit and it is the reason we switched. Our people love it because now they can type in a few keywords and find stuff without worrying about where it's at."
- "The alternatives to NetDocuments were a premise-based DMS solution proving hard to solve our backup issues, some Intranet-type service that was geared more towards collaboration, and SharePoint which required too much work to build something useful."
- "Since we live and die with our Outlook email, application integration with our email flow was critical. Another big decision point for us was NetDocuments price structure. A lot of vendors were offering what looked like a low subscriber price but making up on the disk space price. But with NetDocs you are not selling storage, your selling an application and storage is just one of those components. I found this price model to be better than most and significantly cheaper than others. We find NetDocuments to be very cost effective compared to other online storage solutions."

RESULTS

- "We use a combination of NetDocuments, Salesforce.com and Outlook to run our whole business. And between those three tools it is clear to us were things need to be filed. Short term transactional stuff is in email with sales activity, specifics, and support in Salesforce.com. And all our long-term document management stuff is stored in NetDocs."
- "NetDocuments helps keep our outlook inbox folders clean which makes outlook an effective tool so it is not so cluttered. NetDocuments also makes it easy to bring new people aboard because it is easy to use and does not require a lot of training to get people plugged into it. When we bring in new employees we say here's netdocs, here is your log-in, and everything you need is out there. The fact that NetDocuments is web based makes deployment a piece of cake. We have no IT staff and so all we do is give people a URL and log-in and away they go with it. We don't have to worry about installing stuff and having any customer specific data stored on PC hard drives. We worry very little about back-ups because all of our important stuff is in NetDocs. So our laptops become very generic so we can just swap and switch them out. Switching machines is a piece of cake because we don't have a lot of information on each machine."
- "We have very little internal infrastructure to maintain and NetDocuments allows us to grow very incrementally when we bring on new employees."
- "We don't have to worry about growth because we have limitless capacity by using NetDocuments. It lets us focus on doing our business and not data administration."
- "We are really impressed with NetDocuments upgrades. NetDocuments is constantly adding new features and improving the product and it is done in a seamless and predictable way. It's done with little trouble and with us not having to do anything."
- "We recommend NetDocuments to all of our customers!!"