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4 T H A N N U A L

REVIEW & OUTLOOK

INDUSTRY LEADERS THROUGHOUT THE CHANNEL OFFER THEIR PREDICTIONS





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2011 may turn out to be the year of mobile document management. This market segment is finally starting to show significant growth. With the proliferation of simple, easy-to-use mobile platforms, (think iPads, iPhones, Android phones and tablets) users are demanding access to their documents stored either online or on an office server. Although there are some drawbacks to viewing documents on some of the smaller devices, the ability to pull up a document anywhere, anytime overrides the physical limitations of the device.

There are two components that allow users to effectively use document management from these devices. First, the documents must be available with a browser or native app interface. These interfaces must be simple to use and easy to navigate. Most document management applications provide a myriad of options. A browser interface may not necessarily need all these options,

particularly for the simpler devices, as user input is usually through a touchscreen or virtual keyboard. Because of the input options, the interface on these devices should be simple to use. Most likely a user on a mobile device will be looking up documents rather than inputting new ones.

The other component of a mobile document management package is obviously being able to access the document repository from the device. If the repository is already online (in the cloud), this shouldn't be an issue as most online services already provide a browser or app interface. When the repository is local to the office or facility, then it will be necessary to provide external access to the repository. Some document management providers offer a web module for this purpose. This approach is probably the simplest and most convenient way to allow document access from a device.

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