

Opinion:

The limits of DMS

Technology:

AI and documents

Strategy:

Scanning for security

Management:

Understanding SARs



Review: Zeendoc

Zeendoc has been designed as a fully web-based DM solution with a number of key focus points: it is extraordinarily easy to use (for both end users and partners), offers a consistent view of document content from any device anywhere inside or outside your organisation, and it offers what I would describe as one of the best search experiences I've seen in a long time.

The company themselves describe the search functionality as the product's 'superpower' and they're not wrong: it can very quickly and easily find documents in a matter of a couple of clicks. It even includes a very neat 'approximate search' button which gets round the problem of potentially mis-spelt vendor names or poorly transcribed figures.

Searches can be saved in order to be easily run regularly if users find they are repeating the same search over and over. All DM solutions include some search capabilities, of course, but we've not seen many that come

close to the speed and efficacy of Zeendoc.

The ease of use is not limited to searching: the entire interface is highly intuitive and straightforward, while being easily customisable by partners or end users if required. The main page even includes a neat carousel of 'Did you know' windows about the product - again, this can be easily removed from the screen if a user wants to use the space for something more functional such as larger document thumbnails, for example.

Simplicity of use though doesn't mean that Zeendoc have sacrificed compliance and governance concerns: everything going through the product workflows is timestamped to offer a full and comprehensive audit trail. The system allows users to replicate what would have been manual processes with digital documents: add a stamp or sticky note, send to email or print, or link to other documents (e.g. an invoice to the relevant

PO). Many users also report that the ability to export a batch of documents directly into a spreadsheet is very useful, along with powerful chart/graph options.

While Zeendoc's typical client tends to be at the SME level, the power of this product should not be under-estimated. The company already has some very large clients including the likes of multi-national insurers, so it is highly scalable without being an over-engineered software behemoth like some of the traditional ECM solutions with which Zeendoc increasingly finds itself competing.

The current 'sweet spot' for Zeendoc has traditionally been with MFP and copier dealers, where a powerful but simple solution like this can add value as print volumes continue to drop off. The business boasts a 99% renewal rate from existing customers in Europe, and it is hard to imagine they won't now see similar success as they expand into the UK market.

More info: www.zeendoc.co.uk

VERDICT

Zeendoc is one of those EDM solutions that, once seen, makes you wonder why every other vendor in the space isn't doing something similar. It is remarkably intuitive yet powerful, and as a fully web-based system it genuinely offers a way to access any documents from anywhere. *David Tyler, Chief Editor Document Manager Magazine.*