

Comparison of ECM Services Offered by Box and Hyland Software for Law Firms

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For: Mialisa Moline

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Dear Moline,

Attached you will find an analysis of the ECM software services provided by Hyland and Box. These both provide security services that will ensure the safety of legal documentation. Additionally, they provide integrations with popular applications for convenient use inside and outside the office. These services will improve the overall workflow of any company.

After completing this analysis, however, Box is recommended due to its no-code design and numerous integrations. It also comes at a lower price than Hyland, as well.

If you need additional information, please contact me at faith.vandergalien@my.uwrf.edu.

Sincerely,

Faith Vander Galien

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Comparison of ECM Services Offered by Box and Hyland Software for Manufacturing

Executive Summary

Hyland's OnBase and Box's ECM software are both able to provide the necessary content management software for a law firm. These companies put security first and have an online cloud where documents can be uploaded while remaining accessible. They each provide integrations with commonly used applications and will increase the workflow for a company. However, Box would be a better option for legal work. This is due to Box's impressive variety of applications available for integration and their focus on security. Lastly, Box's service is provided at a lower price.

Comparison of ECM Services Offered by Box and Hyland Software for Law Firms

Introduction

According to the Gartner report, two of the leading vendors in the content services for manufacturing are Hyland and Box. They offer relatively similar services, but also have some differences in how they are able to assist law firms. In the next paragraphs the security services of these ECM vendors will be discussed in depth along with their other capabilities including collaboration with existing applications and workflow (Gartner, Inc).

Hyland's OnBase

Hyland is a private company located in the Ohio and their market consists mainly of North America. They are able to service a variety of fields and integrate with the workflow of companies from manufacturing to law firms. OnBase's goals for business are to improve the level of service offered to the company, reduce costs by decreasing the necessity to print documents, and ensure the security of document information while in the hands of the company and after destruction. Hyland's content and records system is called OnBase (Gartner, Inc).

Hyland's enterprise information platform has a variety of security services built into the software. The information is kept safe at every step of the work process. AES-128 security protects the data while it is in transit, as well. This system prevents data from being usable if it is intercepted and the client information needs to be protected. OnBase also has session timeouts when in use which protect information that may have been left open on a monitor from being viewed.

Additionally, OnBase requires developers to perform security training to prepare them for maintaining the safety of the information. On a day to day basis, secure password policies are

expected of users of the OnBase systems. Security passwords are present, as well, which allow for an even deeper level of protection for specific information. Lastly, the software is pre-configured to limit certain rights to users that are not meant to access information.

Proper disposal of information to prevent misplacement or leaking to the wrong individuals. OnBase offers a retention and destruction plan through Iron Mountain Policy Center. The collaboration between these two systems gives a guideline for companies to follow in order to protect and rid of information as needed. The destruction of documents can also be made automatic to reduce time spent clearing out old files while also permanently doing away with sensitive information.

OnBase offers a variety of options for integration with existing applications, mobile use, and offers access to their Cloud system. OnBase provides Add-ins that can merge with Microsoft Office and Outlook. It is also able to work with SharePoint so that users do not have to access an OnBase specific application. This system is able to be accessed by employees while out of the office, as well. Photo capture, document capture, and electronic forms allow users to collect necessary information easily so that nothing is overlooked. These processes assist with workflow because of the easy movement between apps whether users are at their desk or not.

Along with these integrations, OnBase has software that strives to increase the workflow within a company. One of these is the small amount of coding required. As mentioned on their integrations page, “ OnBase lets organizations focus on improving business processes – not custom coding. That’s what makes it one of the easiest and fastest ECM solutions with which to integrate.” Hyland’s OnBase has a system specific to legal work called Case Management which automates processes and increases visibility of the work within a firm. This system along with

the other integrations and security services makes OnBase a strong contender for legal work (What is OnBase).

Box

Box provides similar services to Hyland's OnBase system. They are a public company that is based out of California. The company has significant presence in North America, Japan, Europe, the Middle East, and Africa (Gartner, Inc). Box heavily stresses their ability to integrate with common applications used in the workplace. The focus appears to be simplifying online document processing while creating a secure place for that information. Box is used also by household names such as Coca-Cola, Toyota, and GAP which proves they are able provide ECM services for companies of a large size.

The security available through using Box software uses AES-256 bit encryption to protect against breaks in security of sensitive information. Security is simplified so that users are able to remain code compliant while also being protected against outside attacks or data leaks. For example, they offer encryption that labels specific documents as confidential so that they cannot be removed from the company database. Content is classified to prevent miscommunication. Through this system, information is protected from being misplaced.

Box also offers secure cloud storage for files. This includes 10 GB of free online storage which can include anything from videos to client information. The cloud runs similarly to a regular desktop and offers folders so that all files are organized for ease of use. Additionally, the cloud gives users the ability to access files online and offline while they are in or out of the office. Documents in the cloud are also password protected, can be given destruction dates, and able to be barred from public sharing. The cloud offers both back-up for sensitive information

without compromising the security of company content and records (Simplify Data Governance, Compliance, and Retention).

Box also includes a system which controls who is able to determine the disposition of files. Box Governance gives control to the individuals that are aware of the necessity of files. Retention schedules can be created and files labeled so that the destruction of files can be set. Additionally, information placed into the trash is given a retention period in the case of a mistake or miscommunication regarding a file. Susan from ChargePoint, which creates charging solutions for EV users, stated, "One of the biggest reasons for us to go after Box was because of Box being, as far as I'm concerned, the most secure content management software out there. Our initial conversations with Box around governance really helped us put together our policies." This is a testament to the success of Box in action rather than just in theory (EVSE: Electric Vehicle (EV) Charging Stations).

Box also provides a variety of integrations with other applications. These include common names like Adobe, Office 365, and G Suite but there are many more available for collaboration. Through these integrations, users are able to move documents seamlessly from one application to the next without compromising security or complicating the system. The capabilities of Box's integrations are important to note due to the variety of applications used by law firms across the board. Additionally, Box's collaboration with these applications assists with increasing workflow.

Box allows users to automate and track business processes. Due to the no-code design, users are able to automate their work in a way that is most convenient to their personal work process. The ability to track the business processes means admins are able to view what has been accomplished and monitor areas that may need to be addressed. The automation process is

specifically helpful for legal work because patent and contract reviews can be computerized to save time for everyone.

Summary

Criteria	Box	Hyland
Product Integration	Adobe, G Suite, & Office 365	Microsoft Office
Use of Code	No code use	Low code use
Pricing	\$15-\$25 per month	\$25,000 one time purchase
Security	AES-256	AES-128

Conclusion

Hyland's OnBase and Box's ECM software are both able to provide effective ECM software for a law firm. However, despite their ability to provide the necessary applications, Box appears to be the more effective software. This is due to their ability to integrate with a significantly larger number of applications while not requiring any code writing experience. Additionally, the price for Hyland's OnBase is a single purchase of \$25,000. The pricing for Box ranges from \$15-\$25 per month for business. The ECM services provided by Box, along with the price of the software, make Box the better choice for law firms.

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