

DocPoint BreakOut

VOLUME 2 | ISSUE 2 | 2013 | BREAKOUT INTO SHAREPOINT SOLUTIONS

STABLE & STEADY

When DocPoint Solutions (DPS) was founded in 2008, it came into the world at the height of the economic downturn. In fact, between 2008 and 2010, more than 170,000 small businesses in the U.S. closed their doors. DocPoint's were just opening, and they've stayed wide open ever since.

2013 has been another remarkable year for DocPoint—for the third-straight year; the company is expected to grow by more than 25 percent. Much of this growth is fueled by DocPoint's intuitive approach, customer service and ability to establish lasting client relationships.

"Our growth in 2013 is attributed to longer term service engagements," President Scott Swidersky said. "Our method of managing our clients' expectations from end to end, and our ability to present them with a consultative plan to determine their true requirements, is a major factor in our successful expansion."

Not surprisingly, it was DocPoint's attention to the customer that led to its formation six years ago. In response to its clients' struggles to manage information, Quality Associates, Inc. (QAI) created the company to serve as a go-to, full-service integrator of SharePoint for ECM. DocPoint's deep understanding of information management and the existing trust from QAI clientele gave it a jump start to become what it is today.

In addition to revenue growth, 2013 has also brought more than 100 new and returning customers spanning a variety of industries—from federal government and healthcare to nonprofit and commercial—for DocPoint, as well as new business partners and even a new website.

"Our increased marketing efforts and repeat client involvement are also significant contributors to our continued growth," Swidersky added.

**2013 A
Year for
Continued
Growth**



INSIDE THIS ISSUE

Message from the President 3

In the Marketplace

- The DPS Differentiator 4
- DocPoint's SharePoint Solutions Design Strategy 4-5
- Ready to Make the Jump to SharePoint 2013? 6
- DPS Launches Blog 7
- New Website is Live 8

Customers and Partners

- Customer Testimonial 9
- Key Partners 10-11
- DPS Welcomes New Clients 11

In Every Issue

- Employee Spotlight 12
- DPS in the News 12
- Events 12

Our Mission: DocPoint Solutions is a professional services delivery organization that specializes in innovative electronic content management (ECM) solutions that place organizations' business processes and objectives as the primary system design criteria.



SCOTT SWIDERSKY
President

DocPoint Solutions has remained steadfast in our ability to meet our customers' needs.

MESSAGE FROM THE PRESIDENT

It's no secret that technology is continuously changing. Over the past year, we've seen the tremendous upsurge of mobile devices, cloud computing and even social networking, all of which are more prevalent than ever before within the enterprise. These trends are changing the face of content management—exemplified by the added social and mobile features of SharePoint 2013. Despite these changes, DocPoint Solutions has remained steadfast in our ability to meet our customers' needs. By leveraging our synergies and staying at the forefront of trends, we are unwavering in helping our clients transcend whichever challenges they bring us.

One of the major challenges customers have had this year has been migration, especially with the release of SharePoint 2013. We've successfully led data migrations both from old to new SharePoint servers, and from legacy ECM platforms to SharePoint to create functionally rich systems that add value to customers' business processes.

We've also continued to assist customers in all aspects of SharePoint governance. Especially in larger implementations, a governance plan is vital. We make sure to walk our customers through each step of the planning process, down to creating the document itself, to make sure that they get the most out of their SharePoint investment.

More customers are emphasizing the importance of optimizing workflow—another challenge we have been instrumental in solving. By making consecutive processes either run simultaneously, or automating manual processes such as document movement, we're helping our customers realize new efficiencies that positively affect their bottom lines.

While this past year has been one of many changes, it has given us the opportunity to step in and take the lead in helping our customers tackle new technology and business challenges. As a result, 2013 has also been a year of growth for DPS. We've grown in all dimensions—not only revenue-wise, but also in our capabilities, staff, breadth of clientele, and ongoing customer relationships.

On behalf of DPS, I'd like to thank our clients and partners for their continued support. We value every relationship, new and old, and truly enjoy working with you. We hope to build upon the momentum from this year as we head into 2014.



MIKE RATIGAN
Vice President of Sales

THE DPS DIFFERENTIATOR

When Microsoft Sharepoint first began to take off, IT departments found themselves overwhelmed. With little to no formal SharePoint training, they faced the heavy burden of the increasing number of support requests, system changes and enhancements, and often could only provide a basic configuration of the platform. As a result, SharePoint adoption suffered and many internal users reverted back to legacy systems and processes.

Today, organizations are realizing that SharePoint “out of the box” cannot solve many of their business challenges. As an integrator, DocPoint Solutions’ ability to provide a full range of services above and beyond what is offered by an out-of-the-box SharePoint deployment is what differentiates us in the ECM marketplace. Some of our most cutting-edge capabilities and services include:

GOVERNANCE: We recognize the need for a SharePoint governance plan and can help guide organizations through the process of identifying and documenting the roles and responsibilities of the governance committee to ensure a successful implementation.

LINE-OF-BUSINESS SYSTEMS INTEGRATION: DocPoint has the ability to integrate SharePoint with other line-of-business (LOB) systems, including large, traditional applications like SAP and PeopleSoft. By integrating these systems with SharePoint, clients can obtain a comprehensive view of data for a more complete look at their business processes.

MIGRATION AND CLOUD CONSIDERATION: With the onset of SharePoint 2013, more organizations are moving to the cloud. Our familiarity with today’s leading technologies allows us to assist in determining whether a cloud-based deployment is right for our clients, and advise them through the migration process.

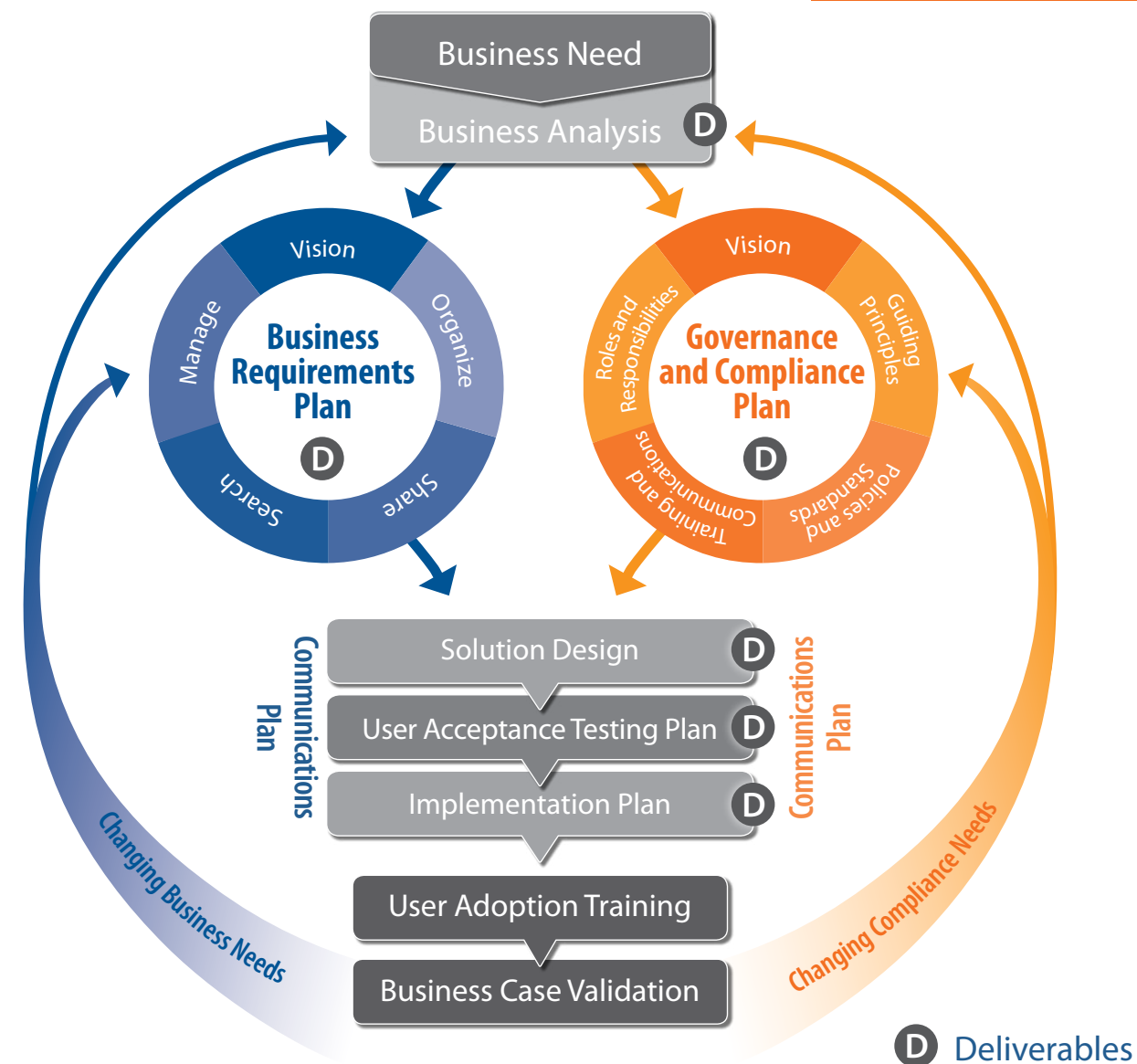
CREATIVE CONTENT: Whether we are designing a SharePoint site to function and feel like an external website or bringing in social media components such as Yammer, we are able to align existing SharePoint technology with these creative content and social collaboration tools.

By combining our knowledge of technology and systems integration with our unique three-phase approach to solution design, IT training and ongoing system support, we can guarantee end users’ acceptance and business process improvement—a definitive differentiator in today’s competitive marketplace.

DOCPOINT'S SHAREPOINT SOLUTIONS DESIGN STRATEGY

As Microsoft SharePoint has evolved, the same is true for the challenges that adopters face. Now, many organizations are realizing that although SharePoint has solved their initial problems, they have not actually thought their ECM strategy all the way through. In order to address these issues for our customers and prospects as we continue to establish ourselves as thought leaders in the ECM space, we created this powerful graphic illustrating our proven, unique approach to SharePoint solution design.

Beginning with the customer’s vision, we first perform a business analysis to determine how to best align the technology with the user’s end goals. Then, we formulate a plan—whether a business requirements or governance/compliance plan—which leads to solution design and implementation. Even though we follow the same basic formula for every project, it is important to note the fluidity of our model. Agile and scalable, a SharePoint solutions design strategy must have the flexibility to adapt to a shifting business environment and changing company needs. Only then will customers realize the full benefits of their ECM investment, both short term and long term.



Business Requirements Plan:

Vision

- 2010/2013
- OnPrem/Cloud/Hybrid
- Intranet/Internet/Extranet/ECM

Organize

- Establish taxonomy/naming conventions
- Determine how existing/legacy data will migrate into sites (with metadata)
- Define project/community/social networking structure

Share

- Collaborate on content and projects
- Single content source with multi-thread links
- Develop adaptable and scalable social media plan

Search

- Quickly locate key project/document/financial information
- Streamline internal and external communication strategies
- Optimize internal processes

Manage

- Control costs and shorten time to market
- Eliminate redundant information/processes/storage
- Increase business profitability

Governance and Compliance Plan:

Vision

- Clearly define business and governance objectives
- Describe value to the business and users
- Provide guidance and endorsement to achieve goals

Roles and Responsibilities

- Define how each individual employee ensures success
- Define hierarchy of authorization for policy creation
- Define roles and how they support policy creation and enforcement

Guiding Principles

- Define organizational preferences that support the vision
- Define the implications for each principle
- Continually encourage and reinforce guidelines

Policies and Standards

- Define best practices for use of SharePoint
- Follow legal/statutory/regulatory or organizational guidelines
- Clearly demonstrate penalties and enforcement for “non-compliance”

Training and Communications

- Make plans concise and manage expectations
- Use all means necessary to implement by thinking “out of the box”
- Constantly re-enforce and use new tools-social media/videos/etc.



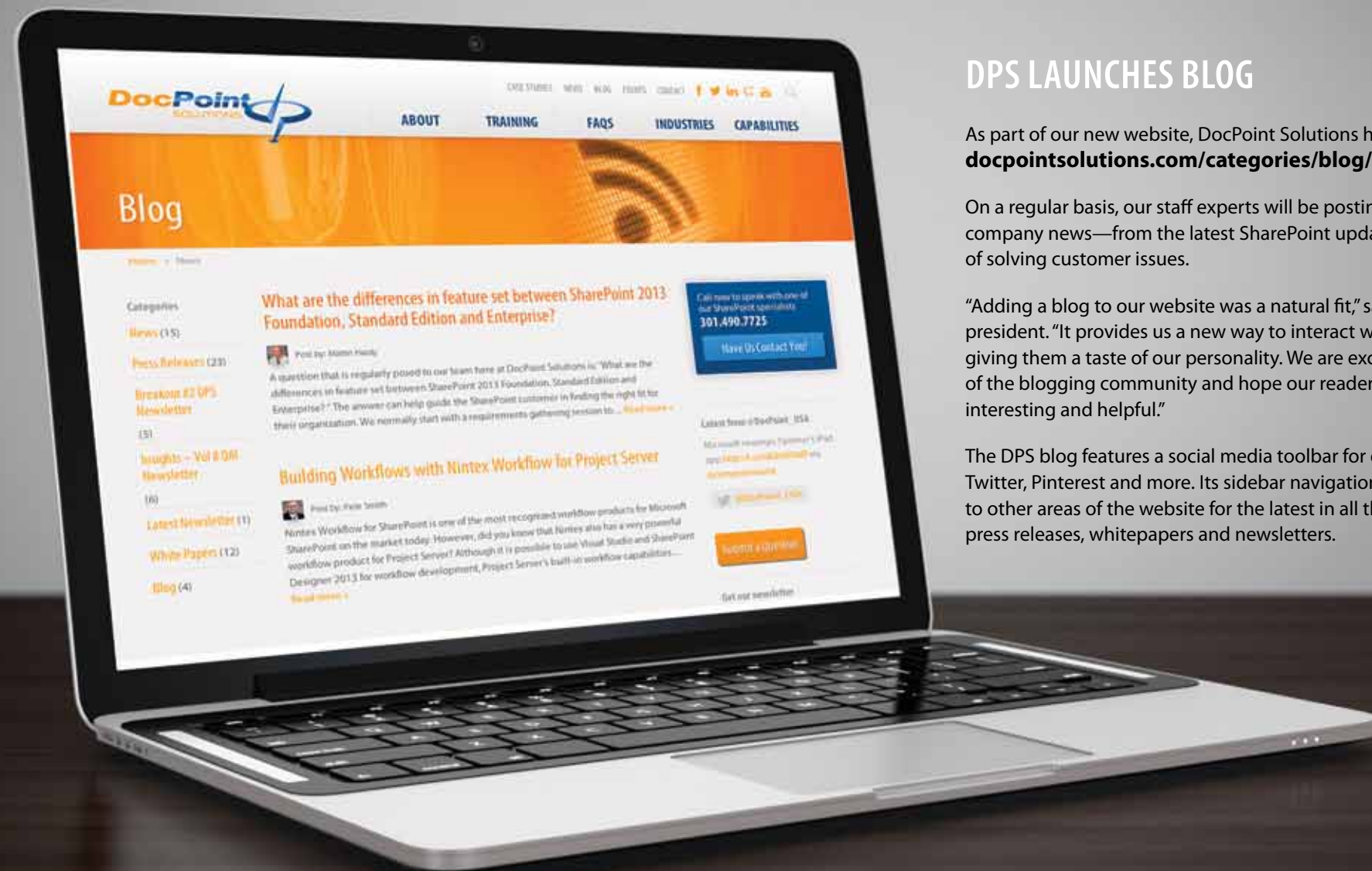
MARTIN HARDY
Director of Solutions
and Technology

READY TO MAKE THE JUMP TO SHAREPOINT 2013?

In our last newsletter, we advised that it is not quite time to update to SharePoint 2013 until the release of the first service pack. Since then, four updates have been released, and we are seeing more and more customer interest in upgrading. Apart from the fact that it is the latest edition and folks don't want to build on outdated technology, here are our top five reasons that are driving SharePoint 2013 adoption:

- 1 **SOCIAL:** Adding a social dimension to SharePoint with Yammer, a discussion board, and a Facebook activity stream, 2013 encourages user participation with a contributor leaderboard, badges, and a point-awarding system.
- 2 **PUBLISHING AND BRANDING:** Design and brand a SharePoint site with minimal SharePoint knowledge.
- 3 **INTEGRATION:** Easily integrate 2013 with other Microsoft products, including Office 365, to ensure document security and compatibility with programs used by third parties.
- 4 **MOBILE:** Enhancing the "mobile experience," SharePoint 2013 is accessible on a multitude of devices, helping users stay connected from virtually anywhere.
- 5 **SHAREPOINT APPLICATIONS:** Download applications from external sites or even design your own.

Despite SharePoint 2013's new repertoire of mobile and social functionalities, many users may be hesitant to upgrade, dreading the headache of migrating their current SharePoint environment. Sure, 2013 is more complex than previous version and offers more bells and whistles, but the upgrade is not nearly as daunting when you turn to DocPoint Solutions. For more than six years, we've been helping customers successfully upgrade their SharePoint environments. Our approach is simple: we evaluate your business needs, combine that knowledge with our project management and SharePoint expertise, and carry out a successful deployment. So, are you ready to upgrade?



DPS LAUNCHES BLOG

As part of our new website, DocPoint Solutions has unveiled its own blog: docpointsolutions.com/categories/blog/.

On a regular basis, our staff experts will be posting industry insights and company news—from the latest SharePoint updates, to first-hand accounts of solving customer issues.

"Adding a blog to our website was a natural fit," said Scott Swidersky, president. "It provides us a new way to interact with our customers, while giving them a taste of our personality. We are excited to become a part of the blogging community and hope our readers find our posts both interesting and helpful."

The DPS blog features a social media toolbar for easy sharing via Facebook, Twitter, Pinterest and more. Its sidebar navigation also allows visitors to jump to other areas of the website for the latest in all that is DocPoint, including press releases, whitepapers and newsletters.

What are the differences in feature set between SharePoint 2013 Foundation, Standard Edition and Enterprise?

The answer can help guide the SharePoint customer in finding the right fit for their organization. We normally start with a requirements gathering session to find out what the customer is trying to achieve and what the future plans for SharePoint are within their organization. For example, if the customer is simply looking for a document repository, where documents can be indexed and searchable, then SharePoint 2013 Foundation may seem to be a good fit. If however, the customer needs to be able implement workflow on those documents, then they have already exceeded the limitations of the Foundation Version of SharePoint 2013.

Recent blog post by Martin Hardy, *Director of Solutions and Technology*

NEW **DOCPOINTSOLUTIONS.COM** IS LIVE



DocPoint Solutions is pleased to announce that our new website is live! The new **DocPointSolutions.com** has a cleaner look and feel than the previous site, with a more intuitive layout and drill-down navigation for helping us keep our customers informed.

New website features include:

- FAQ section where visitors can directly submit questions to our staff. Select Q&As are posted on the site.
- Blog highlighting industry trends, as told by our experts, as well as company news.
- Frequently published whitepapers for clients review.
- Optimization for viewing on all devices, including smartphones and tablets.
- Greater emphasis on showcasing client successes through case studies.
- Twitter feed directly on the homepage.

Don't forget—DocPoint Solutions is now on social media—"like" or "follow" us on Facebook, Twitter, LinkedIn, Google+, and YouTube today for insider tips, industry trends and best practices, informative videos and articles, company news, and more.



Partnering with DocPoint was a win-win situation for everyone involved.

CUSTOMER TESTIMONIAL



KAREN HINSON, PMP®
*Systems and Software Engineering Program Manager
Professional Software Engineering, Inc.*

Professional Software Engineering (PROSOFT) possesses a team of highly skilled IT professionals that deliver integrated solutions for Department of Defense and federal customers. However, when we received a special project from a shipyard agency to implement a turnkey SharePoint enterprise content management (ECM) solution, we were faced with an extremely short timeline and had limited personnel available to carry out the job.

Needing a strategic partner that also helped us meet our small business goals, we brought DocPoint Solutions onboard due to its experience in the government sector and reputation for quick project turnarounds. Previously, the customer had been using file folders and network shares for document management, but after completing a large-scale network and infrastructure upgrade, it sought to standardize its ECM with SharePoint. In just six weeks, DocPoint assisted us in successfully designing, installing and configuring a turnkey SharePoint 2010 ECM solution, migrating more than 200,000 files from the customer's Intranet, and training end users.

Partnering with DocPoint was a win-win situation for everyone involved. The company's staff was knowledgeable and personable and maintained communication with us as we worked towards a common goal. As a result, the project was completed on time and within budget.

This year, we honored DocPoint Solutions as the winner of the Americas Business Excellence category of 2013 Nintex Partner Awards.

KEY PARTNERS

DPS WELCOMES THE FOLLOWING NEWS CLIENTS

Allegis Group	National Electric Benefit Fund
American Petroleum Institute	NAVSEA SUPSHIP Groton
Army - Operational Support Airlift Agency	NAVSEA SUPSHIP Newport News
Cleveland BioLabs	NHS Human Services
Erickson Living	Printing For Less
FINRA	Prosoft
General Dynamics Information Technology	Signet Technologies, Inc.
Johns Hopkins - Carey Business School	Trusant Technologies, LLC
Johns Hopkins University	United Educators
Leland Saylor Associates	University of Maryland Faculty Physicians, Inc.
	USDA - NIFA



JAKOB MACIOLEK
Vice President Sales, Nintex

This year, we honored DocPoint Solutions as the winner of the Americas Business Excellence category of 2013 Nintex Partner Awards. This award recognizes a partner

whose collaboration with Nintex has resulted in outstanding customer feedback, measurably high business impact and sales growth, all of which DPS has demonstrated. DPS' vast knowledge of our products and excellent reputation for delivering fully integrated solutions make them an asset to our company. With our recently launched Nintex Workflow for Microsoft Office 365, DPS is now able to leverage Nintex to offer customers a cloud platform for their SharePoint environment. This product allows users to build advanced workflows from the cloud via a drag-and-drop designer. As a result, users can easily extend business process automation and deliver workflow to more people, places and devices virtually anywhere.



ADAM NOWAK
Practice Manager, Microsoft Public Sector Services

With its proximity to the Washington, D.C., area and experience working with the government sector, DocPoint Solutions has been key in helping us deliver integrated

SharePoint solutions to federal organizations. This level of support from small business partners like DocPoint is essential to Microsoft's ability ensure that our federal clients are able to use SharePoint to enable real-time collaboration while cutting costs and meeting compliance standards such as the Open Government Directive and Government 2.0 social networking. As more government organizations make the upgrade to SharePoint 2013, many are realizing the benefiting of the platform's cloud-ready options. Customers benefit from the choice of Microsoft's scalable, public, private, and hybrid cloud computing solutions, all of which can help government agencies improve efficiency, increase security, reduce costs, and connect with citizens while empowering government employees with integrated experiences across familiar interfaces regardless of backend architecture.



CHRIS FOREMAN
Chief Executive Officer, AvePoint Public Sector, Inc.

Many government agencies are faced with the daunting task of ensuring sensitive data found within their data repositories is safe and secure without compromising produc-

tivity. It is especially important for privacy and compliance officers to understand how governance, risk, and compliance translate into managing their enterprise collaboration platforms, so they can mitigate the likelihood of a data leak or breach. AvePoint Compliance Solutions, brought to you by DocPoint Solutions, provide a centralized management console and reporting system for privacy and compliance officers to ease the pressure. Now, agencies can take a holistic view of content within their environments by aggregating compliance scan results as well as analyzing and assessing compliance breach risks against their agency-specific guidelines and policies. Together, we can ensure content is available and accessible to the people who should have it and protected from those who should not.



PAUL MYANTUS
Chief Executive Officer, Vizit, Inc.

Vizit is a leading SharePoint ISV offering solutions for file preview and viewing, capturing paper and enhancing images, extending SharePoint search

and collaboration, and integrating visual content with SharePoint workflow for document review. While we sell software that is fairly easy to install and use, many of our customers need more than an out-of-the-box product and require further integration into the SharePoint environment. With an integrator like DocPoint Solutions as our partner, we are able to offer more than simply a product and help our customers receive some of the true benefits of ECM.

In addition, our partnership with DocPoint has given us the opportunity to work with clients in the federal government space—a market that we otherwise may not have been able to reach.

Employee Spotlight



PETE SMITH

SharePoint Engineer

"Working at DocPoint can be challenging at times, but that's what I like about my job. I tend to thrive in stressful situations," said Pete Smith, a SharePoint engineer for DocPoint Solutions. "Plus, I get to experience a broad range of technology on a daily basis."

Originally a QAI employee for four years (first as a systems integrator/imaging technician and then as a systems administrator), Pete's knack for taking on challenges led him to shift gears and join DocPoint as a SharePoint engineer in November of 2012. Despite his extensive experience in IT from his time at QAI and as a ComputerTraining.com Microsoft IT Academy student, Pete had to learn a new set of skills and become certified in SharePoint in order to assume his new position. Today, Pete is successfully designing, installing and supporting custom-tailored, complex SharePoint deployments for a broad range of DocPoint clients. He especially likes to work with federal customers, but cites the variety of clientele as another perk of the job.

"Every contract is different—another reason I enjoy working here," Pete said. Recently, Pete completed one of his most unique deployments, building an integrated SharePoint and CRM system to help revamp a client's entire presales process.

In his spare time, Pete enjoys martial arts and working on cars—a hobby that fittingly requires a problem-solving mindset similar to that of an IT professional. "I've spend the last two years bringing an old Acura Integra back to life," he added.

DOCPOINT SOLUTIONS IN THE NEWS

Leading the way in Microsoft SharePoint implementations and being an industry leader are two functions DocPoint Solutions takes seriously. Below are some recent articles where our experts shared their views.

Wall Street Journal, "DocPoint Solutions Wins 2013 Nintex Partner Award."

Washington SmartCEO, "Bring it on: The bigger the challenge, the bigger the reward."

Document Imaging Report, "Buzz About DIR."

DocPoint Solutions Blog, "SharePoint 2013 Social Features—Where does Yammer fit in?"

KM World, "LGA automates insurance workflows."

EVENTS

DocPoint Solutions is attending the following upcoming events:

SharePoint Saturday | December 7, 2013 | Reston, Va.

An educational, informative, lively day filled with sessions from respected SharePoint professionals MVPs, covering a wide variety of topics focused on Microsoft SharePoint Products and Technologies. Free and open to the public

SharePoint Conference | March 3-6, 2014 | Las Vegas

The largest SharePoint networking opportunity on the planet, featuring expert speakers, inspiring content, hands-on learning and certification training.

**SharePoint Technical Conference
April 22-25, 2014 | San Francisco**

Featuring technical classes and tutorials for Microsoft SharePoint 2010 and SharePoint 2013 administrators, IT professionals, business users and developers.

SharePoint Saturday | May 2014 | Baltimore

Stay tuned for more information.



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