

DocPoint BreakOut

VOLUME 3 | 2015 | BREAKOUT INTO SHAREPOINT SOLUTIONS

INTRANET PORTALS SharePoint Leads the Way

Enterprises across all industries have long been turning to intranet portals to serve as a vehicle for everyday internal communications. While there are many portal solutions on the market, Microsoft SharePoint is becoming the platform of choice for a growing number of organizations. With this uptick in SharePoint portal implementations, DocPoint set out to find out why companies are using the platform as their information center, or hub, that houses everything from HR forms and meeting minutes, to project management documents and blogs.

As a result of our research initiative that involved many of our clients, DocPoint concluded that SharePoint provides the optimal blend of flexibilities, capabilities and functionalities for organizations to create and maintain an engaging information center that improves productivity, simplifies collaboration, cuts costs and even boosts company morale.

One of the key reasons that many companies are opting for SharePoint-powered portals is the platform's ability to provide a positive user experience that engages employees through an inviting, branded design and intuitive navigation pattern. After all, a user-friendly portal leads to greater user adoption. Naturally, with more employees effectively utilizing the intranet portal, companies can rapidly maximize their return on investment by increasing productivity and uncovering time savings.

The companies we spoke with are also attracted to SharePoint's capability to integrate other line of business (LOB) systems. As companies and technologies evolve, more information is siloed in various locations, making it difficult to aggregate data into a single location for easy access. Organizations are looking to SharePoint to facilitate direct integration with critical LOB systems so that information is readily available from one interface. By seamlessly integrating SharePoint portals with these back-end systems, end users receive a unified view

Continued onto page 15.

**A user-friendly
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INSIDE THIS ISSUE

Message from the President 3

In the Marketplace

What's Next in the SharePoint ECM Evolution? 4

Continued Synergy Continued Success 5

SharePoint 2013 Migration: Tips, Tricks and Myths 6

Microsoft Azure – Taking the Enterprise Cloud by Storm 7

Customers and Partners

Customer Testimonials 8-9

Key Partners 10-12

DocPoint Welcomes New Clients 13

Company News

Employee Spotlight 14

Introducing DocPoint LIVE 15

DocPoint in the News 16

Events 16

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.

As a company, we are grateful to have our clients, partners and stakeholders along for this ride.



SCOTT SWIDERSKY
President

MESSAGE FROM THE PRESIDENT

It's an exciting time for DocPoint Solutions. Technology trends, like the cloud and mobile, are no longer simply trends, and SharePoint continues evolving to unveil even more capabilities beyond enterprise content management. As a company, we are grateful to have our clients, partners and stakeholders along for this ride.

In 2014, we experienced significant growth in two key areas: our product resale business increased by 30% and our service business increased by 40%. We also welcomed several new partners onboard in an effort to expand our product portfolio to offer our clients complete ECM solutions. With a solid partner base, along with our sheer knowledge and experience with the SharePoint platform, we are able to provide end-to-end solutions, or "bundles," that include everything from security and workflows to data capture and even training. In fact, we've seen a 25% increase in interest in our training solutions, demonstrating the importance of SharePoint user adoption in a successful deployment.

In addition to providing training and educational resources, we've also been busy diligently assisting in SharePoint 2013 migrations as well as demonstrating the value of integrating third-party tools, like Nintex Workflow and Forms, to help clients get the most from their investments. We've also played a large role in helping clients in almost every sector deploy SharePoint as their corporate intranet portal to streamline employee communications, connect lines of business and gain real-time insight into various day-to-day processes.

Overall, we are highly satisfied with the rate of growth we experienced in 2014. We plan to continue to maintain this level of growth by collaborating with our partners, leveraging our synergy with QAI, participating in industry events, staying abreast of the latest trends and listening attentively to the needs of our clients. We are looking forward to working with our existing resources and with those who plan to join the DocPoint community in the coming months.



MIKE RATIGAN
Vice President of Sales

WHAT'S NEXT IN THE SHAREPOINT ECM EVOLUTION?

We all know that Microsoft SharePoint originated as a collaboration platform, helping organizations share information and manage documents. However, like any other technology, SharePoint has evolved over the past decade, growing into a full-fledged enterprise content management (ECM) solution, with seemingly endless possibilities. But, what's next?

Today, everyone talks about "big data." Enterprises have prolific amounts of information coming from a range of sources and lines of business applications. What if you could assimilate data from each system—whether ERP, financial, or CRM—into a centralized, user-friendly dashboard to obtain an overall view of your business processes?

This is where SharePoint is headed. Now that it has demonstrated its ability to serve as a corporate intranet portal, the next step in maximizing SharePoint's value is to use it as a business intelligence solution. When properly designed, implemented and integrated with other lines of business applications, a SharePoint portal can provide real-time transparency and reporting capabilities, pulling data from various systems into one dashboard. With this high level of insight, you can easily make subtle changes and drive continuous improvement, as opposed to calling weekly departmental meetings to compare notes or waiting until something goes wrong to modify your processes.

Also, SharePoint's cloud and hybrid deployment options allow you to take this business intelligence one step further – providing the ability to access the same data from anywhere via a mobile device. With all of this information literally at your fingertips, managers can make decisions faster without the need to rely on other people. As a result, overall business performance and processes will be improved, executives will be empowered to monitor and improve their business operations in real time, and organizations will obtain a faster ROI on their SharePoint investment.



Today, the two companies remain unwavering in their ability to work together to deliver quality solutions, services and support.

CONTINUED SYNERGY CONTINUED SUCCESS

Typically, business subsidiaries and their parent companies function independently, with separate ownership, goals and clientele. DocPoint Solutions and QAI continue to break this mold, operating interdependently to fulfill the needs of a wide range of organizations.

Today, the two companies remain unwavering in their ability to work together to deliver quality solutions, services and support. Without a doubt, this successful synergy stems from each entity's ability to serve a unique purpose. On one side of the equation, QAI specializes in data capture initiatives – converting, scanning, classifying and digitizing information. Although these services streamline the document management process and help clients reduce costs, save time and operate more efficiently, what happens when the client wants to collaborate on these documents or search and retrieve this information? This is where DocPoint comes into play, providing consultative enterprise content management (ECM) services and support to help clients input, store and share information across the enterprise.

With QAI's document imaging solutions and DocPoint's ECM services, clients have a single resource for everything that is document management. For instance, a client may come to QAI for the digitization and classification of records, and then bring in DocPoint to enable seamless search and retrieval of these same documents through an ECM platform like SharePoint. Or, a client could turn to DocPoint to lead a SharePoint migration and then realize that it could save additional time and effort by reducing paper through QAI's scanning and archiving services.

"About seven years ago, QAI formed DocPoint in order to help solve the growing challenges of managing enterprise content," Scott Swidersky, president of DocPoint, said. "Since then, we've proven both companies' value in meeting our clients' individual requirements as well as their hand in our overall establishment's growth. The synergy between the two is stronger than ever and shows no signs of slowing down."



SCOTT MONEY
Director of Technology
and Solutions

Do you have a detailed governance plan in place? What about the proper architecture and IT requirements? These are vital pieces needed for carrying out a successful migration.

SHAREPOINT 2013 MIGRATION: TIPS, TRICKS AND MYTHS

We often hear stories about how in-house SharePoint migrations fail, especially as more organizations are making the jump to SharePoint 2013. As an integrator, DocPoint has seen its fair share of these attempts, as well as heard numerous migration misconceptions.

Frequently, companies think that they can just detach and re-attach the database and be done. Very rarely is this the case—always take into consideration the time and resources your team will need before you attempt this task. Do you have a detailed governance plan in place? What about the proper architecture and IT requirements? These are vital pieces needed for carrying out a successful migration.

Another remark we hear is, “Once we move the database we’re good to go, right?” Sure, SharePoint may be up and running, but that doesn’t necessarily lead to instantaneous user acceptance. SharePoint 2013 has a different look and feel than previous versions, so we recommend implementing some training. Remember: if users don’t accept the solution, your migration has failed.

If you’re looking to migrate to 2013 (or any other version of SharePoint), consider researching the migration tools that are available in the market today. Most likely (almost always) they will save you time and money when moving from 2007 – 2010 – 2013.

Ready to get started? Always make sure to first perform your business analysis. Identifying what will be moved and what will and won’t work will save you from headaches down the road. Use the day-to-day system users when performing the BA work up front. They are often your biggest allies in migration and system design efforts. Keep in mind that an integrator like DocPoint can provide guidance in these areas and beyond to help ensure that your migration is a smooth one.

MICROSOFT AZURE – TAKING THE ENTERPRISE CLOUD BY STORM

Cloud computing has, without a doubt, gone from the next “hot” tech trend to an everyday staple within the enterprise. It’s no surprise that Microsoft has capitalized on the power of the cloud, bringing us the Microsoft Azure (formerly Windows Azure) cloud platform in 2010. Since then, this infrastructure-as-a-service (IaaS) and platform-as-a-service (PaaS) solution has continued to grow, helping businesses build, deploy and manage various applications across a global network of Microsoft-managed datacenters.

Today, Microsoft estimates that it gains 10,000 new Azure customers per week and has more than 30 trillion storage objects as enterprises are using the platform to improve performance, gain business intelligence, reduce costs and much more. Most recently, Microsoft extended these benefits to government and federal organizations by releasing Azure Government. A highly secure government-community cloud, Azure Government offers hyperscale computing, storage, networking and identity management services. With a physically isolated datacenter and network, data and hardware residing within continental U.S., and operations performed via screened U.S. personnel, Azure Government is well-suited to meet the rigorous compliance requirements and government policies.

As a Microsoft partner with a range of clients (including many in the government sector), DocPoint is pleased to include Azure in our portfolio. The platform is able to integrate with SharePoint, so there are even greater possibilities for enterprise collaboration. We are expecting a significant future for Azure as part of Microsoft’s arsenal of business tools and foresee even more upgrades, features and integration capabilities in the near future.

You can learn more about Microsoft Azure by visiting azure.microsoft.com.

We were most impressed with DocPoint’s approach – prior to implementation, the company performed a thorough analysis of our business requirements to understand exactly what we wanted to accomplish.

CUSTOMER TESTIMONIALS



JOHN STONE
*Corporate Director of Accounts Payable and Purchasing
 NHS Human Services*

In recent years, NHS Human Services has made a push to convert many of our corporate forms into electronic documents. Because we have a large corporate account payable department, we brought DocPoint Solutions onboard to convert our check request forms into an electronic format to automate workflows and improve productivity.

From the beginning, DocPoint demonstrated a high level of knowledge and responsiveness. We were most impressed with DocPoint’s approach – prior to implementation, the company performed a thorough analysis of our business requirements to understand exactly what we wanted to accomplish. DocPoint has been a great partner for us, not simply a solutions provider, and we are looking forward to working with them on future projects.

nhsonline.org

U.S. Food and Drug Administration

ALLEN MAGTIBAY
*Program Manager
 Food and Drug Administration*

Although we’ve used Microsoft SharePoint as a document repository and collaboration platform for several years, we realized we were not fully leveraging its capabilities and functionalities. We brought in DocPoint Solutions to help us improve our existing SharePoint deployment by implementing automated workflows, introducing forms, redesigning our architecture, and developing a more user-friendly interface. Our goal is for our stakeholders to better use SharePoint and to make our business processes more efficient and streamlined.

Working with DocPoint has been a great experience. Their team is flexible, takes time to understand our user requirements, and has even made many on-site visits to meet with us. We are very pleased with DocPoint’s work and efforts.

www.fda.gov



MICHEL DESBOIS
CIO, United States Department of Agriculture – NIFA

DocPoint Solutions and QAI have been providing the National Institute of Food and Agriculture document management support for the last several years. Recently, their efforts in guiding us to a sustainable technology solution have enabled us to move forward with finally digitizing our entire grant award process.

nifa.usda.gov

KEY PARTNERS



MIKE FLECK
CEO

Today's enterprises increasingly rely upon SharePoint to store, manage and share restricted and regulated data.

These new ways of leveraging SharePoint create unique security challenges to protect information at the application layer. Government agencies, healthcare providers, or any organization that uses collaboration platforms like SharePoint for high-value data must incorporate extra layers of security – beyond what is offered out of the box. With DocPoint's ability to seamlessly integrate our solutions, like our data encryption and security suite, CipherPoint Eclipse™, with a SharePoint environment, the company is actively helping clients further their data security initiatives, protect themselves from external and internal threats, and meet compliance requirements.



The Digital Signature Company



BRIAN LAPOINTE
Vice President of Sales (North America)

CoSign by ARX is the world's leading provider of digital signature solutions which can be used across any industry and anywhere a pen is currently used to sign paper. CoSign is also seamlessly integrated with Microsoft SharePoint, among many other electronic content management systems, to streamline approval-based workflows, reduce turnaround times and reduce costs. Our partnership with DocPoint enables them to deliver a total solution that integrates SharePoint and digital signatures, helping their customers achieve faster ROI and more comprehensive user adoption. In addition, the partnership between our two companies is a natural fit, as we both have extensive experience working with the government sector at the federal, state and local levels.



ZOE WATSON
Sales & Marketing Director

DocPoint has a great reputation as one of the world's leading Nintex resellers and integrators and is highly focused on driving awareness of SharePoint and its third-party tools through a variety of training techniques. By combining DocPoint's expertise with renowned, globally recognized SharePoint training services through Mindsharp, we've created the synergy to deliver best-in-class Nintex training programs. In November, we successfully held our first joint training session, "Nintex Forms and Workflows for SharePoint," which demonstrated how to turn business processes into workflows, as well as build and manage forms, within a SharePoint 2013 environment.



JASON KELLER
President

Because training is such an integral part of a successful SharePoint deployment, we founded TekDog to provide individuals and enterprises with creative and innovative methods to drive adoption rates and ROI for these technologies. Partnering with DocPoint is helping us further this mission and extend our services into additional industries, like the federal sector. For DocPoint's clients, our wide range of computer-based or live training offers another outlet to turn to for fulfilling their SharePoint, Nintex and Office 365 educational needs, conveniently and cost-effectively.

KEY PARTNERS



JOHN BURTON
CEO

Over the past 10 years, Nintex has rapidly established itself as the world's leading workflow company. And, we continue to grow. Today, more than 5,000 organizations in 90 countries rely on Nintex Workflow and Forms, making our solutions the most popular and frequently utilized third-party SharePoint tools. Now, with the retirement of Microsoft's InfoPath Client and Forms Service, we expect to gain even more traction in the market. Our fourth-consecutive recognition as a Microsoft Partner of the Year Finalist, expansion of our leadership team and ongoing product upgrades that incorporate cloud and mobile capabilities emphasize our promise for long-term stability.

Throughout a majority of our history, Nintex has been fortunate enough to work closely with DocPoint Solutions, one of our most valuable partners. DocPoint has especially helped us increase our visibility in the federal sector as it provides its clients with a best-in-class, easy-to-use workflow solutions within the SharePoint environment. We've also enjoyed collaborating with DocPoint on webinars, tradeshows and other outbound marketing efforts that highlight the value our partnership can bring to SharePoint adopters. We look forward to what future has in store for this constantly evolving relationship.

To learn more about Nintex and DocPoint's partnership, check out the following case study:
DocPointSolutions.com.



DocPoint's President Scott Swidersky and VP of Sales Mike Ratigan met with Nintex's CEO John Burton, Founder Brian Cook, VP Sales Americas Jakob Maciolek, and Territory Manager Steve Witt at the new Nintex headquarters in Bellevue, Washington, in November 2014 to discuss strategies for 2015.

“With some companies, partnership is nothing more than a reseller relationship. With Nintex, we have the ability to truly function as a system integrator partner. The templates Nintex delivers with its software provide an environment in which we can function more strategically, fully testing a solution to ensure it’s a good fit for our customers.”

– Scott Swidersky, President, DocPoint



DOCPOINT WELCOMES THE FOLLOWING NEW CLIENTS

- BAE Systems Shared Services, Inc.
- Bronx Community College - CUNY
- Capital Bank of Maryland
- Centers for Disease Control and Prevention
- Defense Civilian Personnel Advisory Service
- Department of Veteran Affairs
- Johns Hopkins University
- LaGuardia Community College - CUNY
- National Institute of Standards and Technology
- Commander, Navy Installation Command (CNIC)
- New York County District Attorney's Office
- NHS Human Services
- Small Business Administration
- The George Washington University
- University of Maryland Faculty Physicians, Inc.
- U.S. Army Redstone Test Center
- U.S. Department of Education - OIG
- U.S. Navy
- USDA - NIFA
- W.R. Grace

EMPLOYEE SPOTLIGHT



RYAN BORTZ

Business Development Coordinator

Over the past 16 years, Ryan Bortz has had a front row seat to the document management industry's rapid evolution – from a focus on copying, to scanning and imaging, to organizing, retrieving and managing content across the enterprise. Today, it is no wonder why Ryan is an asset to the DocPoint's team. As the business development coordinator since 2013, Ryan has successfully led the company's business marketing endeavors while driving content that enforces DocPoint's message and mission. His position, in a sense, a hybrid of business development and marketing duties, he says.

At trade shows and events, Ryan is the face of DocPoint, engaging with sponsors and attendees and speaking to DocPoint's SharePoint strategy and approach. When DocPoint receives leads, Ryan jump starts CRM efforts, analyzing and organizing new business opportunities and then following up with prospects. For example, Ryan helped close four major deals as a result of participating in a recent SharePoint Fest.

"It is a start-to-finish approach," Ryan said of acquiring new business. "The process starts with one person, like myself, and then continues through our team."

On the marketing side, Ryan spearheads a wide range of projects including webinars, email campaigns and event sponsorships to reach and nurture current and potential clients, as well as to promote DocPoint as a SharePoint integration leader. Ryan also has a hand in the QAI side of the business, but much of his attention is dedicated to DocPoint.

Ryan especially likes that DocPoint is a family-owned business. He said, "I've always enjoyed being part of the organization and working hand-in-hand with everyone. I have the opportunity to be a part of a smaller team, yet have a huge impact on the company. At DocPoint, no one is 'just another number.'"

Outside of work, Ryan lives in Edgewater, Md., with his wife of 11 years, Elizabeth, and two sons, ages 5 and 7. He enjoys coaching soccer, going to Six Flags, sports cars and simply spending time with his family.



INTRANET PORTALS SharePoint Leads the Way

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of information across multiple data sources. This level of access allows companies to quickly take action based on certain metrics and analytics and make informed business decisions.

Other reasons cited by our clients for using SharePoint include the platform's abilities to enable collaboration among departments and employees, simplify search and retrieval, secure data, incorporate enterprise social networking and integrate with third-party tools.

Scott Swidersky, president of DocPoint, said, "For DocPoint, the increased demand for designing, integrating and supporting SharePoint intranet portals creates an area for new business opportunities. By placing a greater focus on this service, we can help enterprise customers face the commonly held challenge of creating an effective, central 'information center' that will integrate with critical line of business that foster user adoption."

To read our full white paper, "A Portal to Collaboration, Efficiency, and User Adoption: Why Enterprises are Turning to Microsoft SharePoint to Power their Intranet Portals," visit DocPointSolutions.com.



INTRODUCING DOCPOINT LIVE

More often than not, a typical technology integrator or vendor will use PowerPoint or WebEx to provide an overview or demonstration of its solutions and capabilities to potential and existing clients. But DocPoint isn't your typical technology provider.

To help us better demonstrate the solutions we offer and how they integrate with one another, we've carved out a separate instance of SharePoint 2013 and loaded it with all of the tools we integrate. This instance of SharePoint has become known as "DocPoint LIVE." An encrypted, secure intranet site, DocPoint LIVE enables us to show clients real-time configurations of SharePoint and its various third-party tools, such as Nintex, AvePoint, CoSign and Microsoft CRM, to name a few.

"We had been providing professional demos on the product lines we represent, but we didn't have tangible examples to show," said Scott Money, DocPoint's director of technology and solutions. "Now, DocPoint LIVE has become one of the key tools that we internally rely on to provide real-time, real-life examples of our offerings to our clients."

Currently, DocPoint is using DocPoint LIVE for demos as needed and requested by clients. In addition, the company is leveraging the intranet site to help support internal development efforts.

Want to receive a real-time demo of our solutions via DocPoint LIVE? Contact us: DocPointSolutions.com/contact/.



DOCPOINT SOLUTIONS IN THE NEWS

Business Solutions:
"DocPoint and Mindsharp Partner to Deliver Nintex Training Solutions."

Digital Journal:
"DocPoint Solutions Confirmed as Platinum Sponsor of SharePoint Fest."

ECM Connection:
"DocPoint Solutions Partners with CipherPoint Software."

Baltimore CityBizList:
"DocPoint Expands SharePoint Training Portfolio through Partnership with TekDog."

EVENTS

DocPoint Solutions is attending the following upcoming industry events:

US Public Sector Federal Executive Forum Feb. 26 | Washington, D.C.

The third annual Federal Executive Forum is designed exclusively for the Federal government community providing opportunities to learn and network with customers, Microsoft executives, and solution experts.

SharePoint Fest – D.C. | April 8-10 | Washington, D.C.

SharePoint Fest - DC offers technical classes, workshops and sessions created to help SharePoint administrators, software developers, information architects and knowledge workers leverage SharePoint in their current environment.

sharepointfest.com/DC/

Microsoft Ignite 2015 | May 4-8 | Chicago, IL.

The best and brightest minds will be all in one place to talk cloud infrastructure and management, productivity, big data and the internet of things, unified communications, mobility and more. So welcome, thinkers. And get ready for a glimpse at what's possible today and in the future.

ignite.microsoft.com

AllIM SharePoint at a Crossroads May | Crystal City, Va.

Details TBA.

SharePoint Saturday DC May | Chevy Chase, Md.

A one-day event featuring sessions from influential and respected SharePoint professionals. Free and open to the public.

SharePoint Saturday Baltimore May | Baltimore, Md.

A one-day event featuring sessions from influential and respected SharePoint professionals. Free and open to the public.



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