



Product Snapshot

Product: ImageSilo

Version: R85

Software Developer:
Software Digitech Systems

Web: www.digitechsystems.com

For more information on Digitech Systems products, see Buyers Lab's coverage at Keypointintelligence.com/research/Software

About Buyers Lab:

Since 1961, Buyers Lab has been a leading test laboratory in the world of digital imaging equipment. Buyers Lab is completely independent in all of its testing processes and subsequent reporting. All of our product evaluations are conducted by highly experienced employees in its on-site testing facilities in the United Kingdom and United States where hundreds of new MFPs, printers, solutions, wide-format devices, and scanners are evaluated and reported on each year.

Digitech Systems ImageSilo

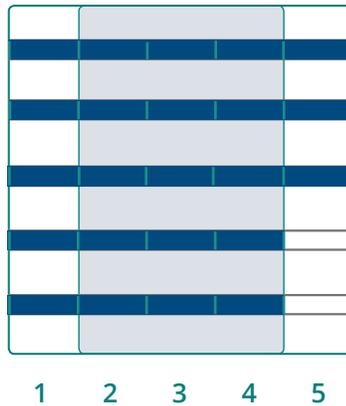
FEATURES & PRODUCTIVITY

USABILITY

IT ADMIN & SECURITY

SUPPORT & TRAINING

VALUE



OVERVIEW

Documents and the information they contain are critical to most organizations, and ready availability of that data is crucial to ensure that all stakeholders have the information they need when and where they need it. ImageSilo, from Digitech Systems, is a cloud-based enterprise content management (ECM) service accessed through standard web browsers and mobile devices that provides document upload, viewing, search, annotation, and more. The platform also delivers optional e-forms creation and processing as well as document security controls that aid in compliance, while an optional workflow engine adds business process automation abilities. ImageSilo—one of the first and most full-featured cloud-based ECM solutions on the market— integrates with popular desktop and line-of-business applications, as well as with the company's PaperVision Capture for centralized and distributed capture of paper documents.

CHIEF BENEFITS

LOW BARRIER OF ENTRY – ImageSilo’s hosted architecture eliminates the front-loaded investment required to deploy on-premises solutions, as well as tedious administrative tasks such as server provisioning, SQL database creation, and software installation. Ultimately, these factors combine to foster a speedier return on investment (ROI).

EASY SETUP, INFINITELY SCALABLE – Unlike traditional ECM solutions—which can take anywhere from weeks to months to setup and deploy—the cloud-based solution can be up and running within a matter of hours. The Amazon Web Services (AWS) underpinnings ensure local data storage, document security, near-flawless availability, and essentially infinite scalability.

MORE PRODUCTIVE EMPLOYEES – The sum of document filing, search features, and advanced workflow engine adds up to enhanced productivity for document-centric processes. Since workers will spend less time dealing with clerical matters, they can point their focus towards more pressing matters.

INCREASED SECURITY AND COMPLIANCE – The solution delivers robust document security including support for e-signatures, encryption for stored and transmitted documents, the ability to redact documents, and the enforcement of document retention/destruction policies to safeguard valuable documents as well as to comply with government regulations.

ENHANCED BUSINESS PROCESSES – The optional forms creation and workflow engine add-ons can be used to speed up and simplify business processes. Organizations can convert custom forms to fillable electronic forms and allow customers to access them via the internet or the company’s intranet. These forms can be funneled to custom built workflows capable of mimicking virtually any business process, regardless of their complexity.

OUR TAKE

ImageSilo was already among the most feature-complete yet user-friendly ECM systems Buyers Lab has tested to date, but that didn’t stop Digitech Systems from undertaking the biggest re-write of the product’s codebase in a decade for this latest version. The results are impressive. ImageSilo delivers a streamlined, contemporary user interface (UI) that is even easier to master. Under the hood, the developers have optimized the way files are stored and accessed to ensure the best experience in the AWS (Amazon Web Services) environment that now underpins all ImageSilo accounts. (The use of AWS is also a win for global customers, as government mandates for in-country storage of data become more pervasive.)

The barriers to entry for ImageSilo are low. The hosted model means predictable monthly costs and eliminates any need for the (usually costly) front-loaded investment, nor is there any server to provision or server software to load. Moreover, unlike traditional ECM systems that often require days if not weeks to set up (often billed in addition to the software cost under a professional services contract, thank you very much), customers can be loading their documents into ImageSilo project folders in just a few hours. But don’t mistake this speed for lack of sophistication: ImageSilo is feature-complete, and its administration tool gives very granular control over every aspect of the environment and its contents.

On the features front, ImageSilo's roots as a mature offering are evident: It offers all the functionality of a traditional ECM platform, either natively or through add-ons. The service delivers efficient document filing and collaboration capabilities along with complete data search features for finding stored documents. For organizations that rely on forms to collect customer and client information, ImageSilo delivers the optional ability to import custom forms and turn them into fillable electronic versions. Customers can even be granted access to those forms via the Internet or the company's intranet. Also worthy of note is the optional workflow engine, which lets administrators construct quite complex workflows—complete with branching and conditional actions—without coding. ImageSilo's array of utilities and options to integrate with Windows environments also is a plus. All this adds up to enhanced productivity for document-centric organizations, so knowledge workers will be able to spend more time on customer-facing or revenue-generating activities and less time on administrative tasks.

Moreover, ImageSilo also delivers the most complete document security features Buyers Lab has seen to date. These include support for e-signatures, encryption for stored and transmitted documents, the ability to redact documents (and keep subsequent users from suppressing the redaction), and the enforcement of document retention/destruction rules. These abilities not only ensure the integrity of a company's valuable documents, they also help an organization meet the various compliance requirements imposed by government regulations.

For all its strengths, Buyers Lab did find a few minor shortcomings compared to other leading ECM platforms. While Digitech Systems makes available MFP-embedded applets for scanning documents into the system directly from supported Canon, HP, and Lexmark MFPs, some other systems have embedded software for a wider range of MFP makes. Plus, as with most ECM platforms, ImageSilo requires optional modules for complete functionality. Also note that ImageSilo currently lacks the pre-built environments and workflows that have begun to appear in some content management products. But those are relatively minor quibbles. The system is flexible enough to pull duty for very small offices and hefty enough to scale all the way up to large enterprises, so organizations looking to streamline document processes while also enhancing document security and compliance should seriously consider ImageSilo.

CONTENTS ►

[Features/Productivity](#)

[Usability](#)

[IT Admin/Security](#)

[Support/Training](#)

[Value](#)

STRENGTHS

- Intuitively designed, modern user interface
- Browser-based UI does not require installation of a thick client on each user PC
- Cloud offering eliminates the hassle and expense of an on-site ECM deployment and requires very little ongoing IT maintenance
- Capture paper and electronic documents from just about any source
- Robust search capabilities
- Version-control features allow user to name file as a major version change or minor revision
- Optional support for custom forms creation; forms can then be printed or filled in electronically
- View hundreds of document types without need for the native application to be loaded locally
- Includes document retention/destruction engine needed for compliance issues
- Strong workflow option available to enable full business process automation (BPA)
- Excellent document security features

WEAKNESSES

- MFP connectors available for fewer brands than some platforms
- More robust Viewer utility not available for MacOS clients
- Lacks pre-built projects and workflows

KEYPOINT INTELLIGENCE - BUYERS LAB • North America • Europe • Asia

Gerry Stoia, CEO

Deanna Flanick, CRO

Patrick Albus, CFO

Randy Dazo, Group Director,
Office Technology & Services
Randy.Dazo@keypointintelligence.com

Jamie Bsales, Director,
Solutions Analysis
Jamie.Bsales@keypointintelligence.com

George Mikolay, Associate Director,
Copiers/Production
George.Mikolay@keypointintelligence.com

Marlene Orr, Director,
Printer & MFP Analysis
Marlene.Orr@keypointintelligence.com

Carl Schell, Managing Editor
Carl.Schell@keypointintelligence.com

U.S. ANALYSTS

Kris Alvarez, Editor
Kris.Alvarez@keypointintelligence.com

Lee Davis, Editor,
Scanner/Software Evaluation
Lee.Davis@keypointintelligence.com

Kaitlin Shaw, Editor,
Printer & MFP Evaluation
Kaitlin.Shaw@keypointintelligence.com

EUROPEAN ANALYSTS

Priya Gohil, Senior Editor
Priya.Gohil@keypointintelligence.com

Samantha Phillips, Editor
Samantha.Phillips@keypointintelligence.com

Simon Plumtree, Senior Editor
Simon.Plumtree@keypointintelligence.com

Andrew Unsworth, Editor,
Software Evaluation
Andrew.Unsworth@keypointintelligence.com

LABORATORY

Pete Emory, Director, U.S./Asia
Research & Lab Services

David Sweetnam, Director, EMEA/
Asia Research & Lab Services

COMMERCIAL

Mike Fergus
Vice President of Marketing &
Product Development

Gerry O'Rourke
International Commercial Director

PRODUCT PROFILE

Editions:	ImageSilo is a cloud-based ECM platform comprised of the core program and optional modules. The company's PaperVision Enterprise solution offers the same functionality in a server-resident, on-premises platform maintained by the customer.
Pricing:	ImageSilo is sold exclusively through the reseller channel. Resellers set the price, which varies from deployment-to-deployment based on storage needs. Customers pay a monthly subscription which includes maintenance and support costs rather than a per-seat model.
Users:	The solution can scale to support any number of users.
Server:	Since the solution is cloud-based and hosted by the manufacturer, no on-premises server is required.
Client:	Users can access the solution through any modern browser. The more fully featured Viewer utility runs under Microsoft Windows 7 and later.
Mobile Device Compatibility:	Currently, the solution doesn't offer native applications for mobile devices. However, users can access the solution via their mobile device's browser.
Compatible Hardware:	TWAIN-compliant scan devices; optional MFP client applet available for Canon MEAP, HP OXP, and Lexmark eSF devices
Software Integrations:	Any standard Windows application (via integration definitions), Digitech Systems PaperVision Capture, Microsoft Office, Microsoft SharePoint, Active Directory (optional), others via COM-based APIs.
Availability:	Worldwide
Languages:	English, French, Italian, German, Spanish, Dutch

CONTENTS ►

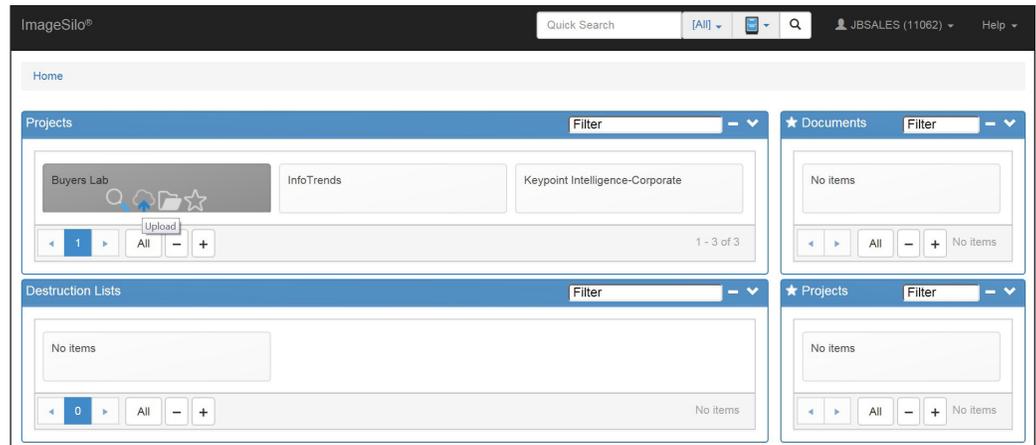
- [Features/Productivity](#)
- [Usability](#)
- [IT Admin/Security](#)
- [Support/Training](#)
- [Value](#)

FEATURES & PRODUCTIVITY

ImageSilo provides a powerful core set of ECM features, including document capture, metadata indexing, full-text indexing, annotations, check-in/check-out controls, document versioning, robust search, and more.

- ImageSilo offers version control, where a file that gets changed is saved as a new version in case users ever need to revert to a previous iteration. This prevents instances where multiple versions of a document are worked on inadvertently. However, in organizations where users make frequent alterations

to documents, having a dozen or so versions saved can be unwieldy. To combat this, Digitech Systems improved on the traditional versioning functionality by allowing users to choose between saving a document as a new full version (for major revisions) or as a revision (for minor changes). Administrators can configure how many versions should be kept to help police files from becoming onerous to navigate through. Users may also leave comments to convey specific information for subsequent users.



The ImageSilo user interface is uncluttered and logically organized.

- Documents can be added into Projects—repositories for specific kinds of documents—in several ways. With the Scan menu choice, paper documents can be captured via a locally connected TWAIN-compliant scanning device. Hardcopy pages can also be scanned into the system from a compatible Canon, HP, or Lexmark MFP equipped with the ImageSilo connector. Users can also incorporate existing electronic documents (including those scanned to a folder from any scanner or MFP) by clicking the Add icon from the menu, browsing to the file location, and selecting the file(s) to upload. Users can also send files from Microsoft Office and other third-party applications to ImageSilo.
- The platform supports robust search features for speedy document retrieval. Naturally, users can search on any index-field values that were entered when the document was added. ImageSilo provides searching on any combination of index fields (selecting and/or operators), including date and number ranges, as well as full-text Boolean and natural-language searches. Users have the option of saving “global searches,” which can run across multiple projects.
- ImageSilo offers a choice of two document viewers, the more full-featured ImageSilo viewer and a browser-based viewer. The former requires installation of the ImageSilo Assistant utility on users’ workstations (Windows only, not MacOS), but supports features beyond document preview including scan capture functionality, the ability to add/edit annotations, the option to save files and convert them to different file formats, interaction with the ImageSilo

CONTENTS ►

- [Features/Productivity](#)
- [Usability](#)
- [IT Admin/Security](#)
- [Support/Training](#)
- [Value](#)

Workflow client, support for batch operations (print, email, save, scan) to be performed from document lists, and more. All told, it is the most powerful viewer Buyers Lab technicians have seen.

- The viewer allows users to view just about any type of file (more than 250 are supported) without needing the native application installed. Notably, those supported file types include arcane archive file types beyond the popular .zip format as well as a number of CAD (computer aided design) file formats, which saves organizations from having to spend money on expensive CAD program licenses for users that only need to view and markup drawings.
- Users can click the Email icon on the menu bar to send a file via email from within ImageSilo.
- When working with documents, users have a full complement of markup tools including sticky notes, highlighter, text annotations, shapes, custom stamps (to mark a file as “confidential,” for example) and more. Right-clicking on most annotations allows the user to customize it (to change the pen color, for example). ImageSilo also lets users redact (black out) document areas that contain sensitive information, such as Social Security numbers. And here again, ImageSilo goes one step further than most other ECM systems Buyers Lab has evaluated: A user with administrator rights can use the Security settings menu to force annotations to stay on in a document. This will prevent subsequent users from turning off redaction (or other annotations) to see the text underneath. (With security settings in default mode, users can toggle annotations off to get a clean view of the document.)
- An advanced workflow module is an add-on for ImageSilo. The workflow system is tightly integrated into ImageSilo, providing fine-grained control over rules related to document approvals and routing, including specifying time limits for each step. With the workflow engine, resellers and administrators can create business process automation rules that allow documents to follow a set of pre-defined steps (called WorkSteps in the program’s parlance). These steps can be triggered manually, such as when a user approves a document and sends it on to the next step in the process; or automatically based on document content, such as when an invoice over a certain dollar amount is automatically routed to an executive for approval.
- The advanced workflow engine supports a host of complex scenarios, customizable to suit just about any BPA need. For example, administrators can create nested workflows, where smaller “sub-workflows” take place within the overall process. The engine supports parallel processing within workflows, so multiple stakeholders can be working on a part of the process simultaneously. It also supports the concept of “packages,” where multiple inter-dependent documents (such as those in a loan application) must complete a given step before moving on in the workflow. There is also a custom code engine to better integrate third-party products and to bridge the gap between ImageSilo and a customer’s existing systems.

CONTENTS ►

[Features/Productivity](#)

[Usability](#)

[IT Admin/Security](#)

[Support/Training](#)

[Value](#)

- ImageSilo offers support for electronic forms—a real time-saver for organizations that rely on forms. The reseller that places the system will work with the customer to digitize existing forms in use and make them able to be filled in electronically, complete with handy conventions such as drop-down lists for the user to select an entry from for appropriate fields. Or e-forms can be built from scratch using the new forms designer tool, which also features a validation checker to make sure all areas are functioning as intended. Conveniently, forms can be made public for clients/customers to fill in.
- The solution supports e-signatures in a number of ways. Users can add a stamp of their signature or “sign” on-screen with the mouse. A digital timestamp signature also captures the IP address of the device the user signed from. Optionally, customers can have their ImageSilo system integrated with DigiSign or similar third-party solutions via a custom integration.
- The platform delivers a full document-retention engine, whereby documents can be set to be migrated out of the system or destroyed based on set policies. For example, an administrator can set record-destruction policies that include whether to send an email to a designated recipient (or recipients) before the document is destroyed, whether to destroy them automatically or require a human to review them before destruction, and the amount of time (in minutes, hours, days, months, or years) that should pass before a document is destroyed. These retention features are important to ensure compliance with government regulations that mandate that client data be kept and/or destroyed after a specified time.
- Also among the included modules are PaperVision Message Manager, which adds full email management and integration.

SOFTWARE INTEGRATION

- The ImageSilo Tools utility offers out-of-the-box integration with Office applications, adding a one-click button to Word, Excel, PowerPoint, or Outlook toolbars, and extending Windows Explorer with support for a right-click menu option for “Send to PaperVision.” Also included are “print” drivers that let users invoke the print command in just about any Windows application to send a file directly into an ImageSilo project.
- A helpful feature that the company calls “integration definitions” provides a small desktop agent that can scrape data from any standard Windows application based on a set of parameters, then kick off a query using that data in ImageSilo. For example, it could identify a customer account number in a third-party customer relationship management application (acting on a user’s command to execute the search) and then pull up that customer’s past orders stored in ImageSilo. The feature provides a simple way to connect into legacy apps, without the need for coding.

CONTENTS ►

[Features/Productivity](#)

[Usability](#)

[IT Admin/Security](#)

[Support/Training](#)

[Value](#)

- With “integration definitions” ImageSilo can use data culled from any Windows application to invoke a document search.
- On the back-end, ImageSilo provides integration with Microsoft Office SharePoint Server to be able to use the ImageSilo document management and workflow functionality directly from within a SharePoint portal. For other applications, ImageSilo uses web services furnished through the Microsoft .NET Framework to provide cross-platform compatibility. And for advanced developers, ImageSilo includes COM-based APIs that support both local and remote communications without requiring modification to code. The product’s source code is available for both browser-based and desktop client applications to render a customized user interface. In addition, the company says its ActiveX controls for ImageSilo can be embedded into third-party applications. And as noted earlier, the platform’s custom code engine enables sophisticated custom integrations with third-party applications, be they on-premises or cloud-based.

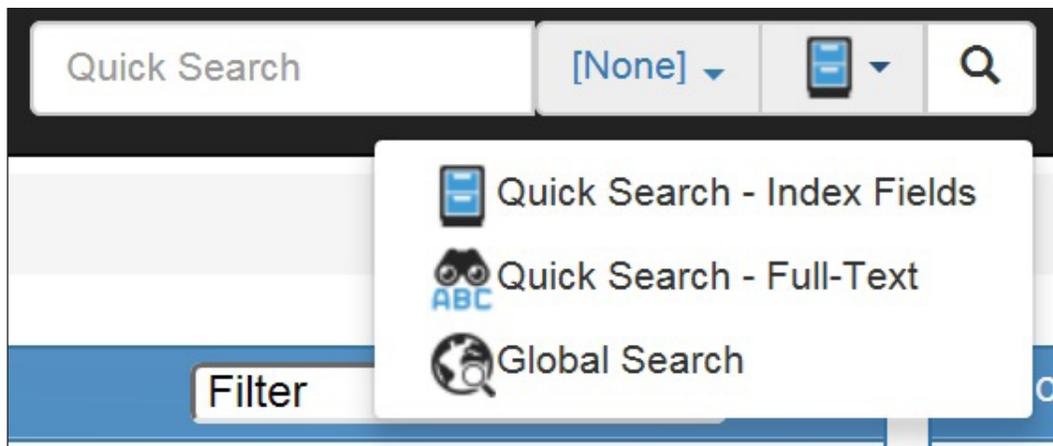
USABILITY

Despite all the product’s power, the ImageSilo user interface is a clean, inviting workspace designed with one thing in mind: helping people who process documents for a living get their jobs done.

- The UI’s bi-chromatic color scheme (blue and black) is designed to keep visual clutter to a minimum.
- The Home page features a layout of clearly labeled panes, and is customizable based on user preference and what areas of the program the user has access to (as set by the system administrator). A typical layout might include a box for projects assigned to the user, work steps waiting for/owned by the user, e-forms the user has access to, recently accessed documents, and a “favorites” pane.

CONTENTS ►

[Features/Productivity](#)
[Usability](#)
[IT Admin/Security](#)
[Support/Training](#)
[Value](#)



Users can quickly initiate a search for a document via the omnipresent Quick Search menu.

- Panes can be rolled up when not in use to give more screen real estate to the area where the user is working. And conveniently, each pane offers a filter box so the user can narrow the list of items in the pane based on the criteria entered.
- The ImageSilo system is built around the concept of Projects, which are repositories for specific kinds of documents: invoices, health records, sales orders, expense reports, and so on. Each project (and the associated folders that live within the project) has a searchable list of documents that are associated with it. Hovering over a project name reveals clickable icons for search, upload, folders, and favorites.
- Working with an individual document is similarly intuitive. A menu contains quick links to features such as markup tools, sharing, and other tasks. If a user is unsure about the function of a menu selection, hovering the cursor over the icon pops up a tool tip with a short description of its function.
- Adding new documents is just as painless, and can be accomplished by clicking on the upload (cloud) icon. The user is then prompted to enter the index-field information (as set up by the reseller or administrator). Drop-down lists can be set up so users can select preset entries (which saves keystrokes and avoids mistypes).
- Another handy feature: When choosing a folder location for a newly added file, a choice in the dialog box allows the user to create a new folder on the fly. This is a lifesaver for times when the user forgot to create a new folder before starting the Scan or Add tasks.
- If the user is drilled deep into a file in a subfolder, a handy breadcrumb trail lets the user jump to a previous level or all the way back to the Home page with just a click.

CONTENTS ►

[Features/Productivity](#)

[Usability](#)

[IT Admin/Security](#)

[Support/Training](#)

[Value](#)

- However, unlike some ECM systems, users cannot select a text string on the image of the document and have the field auto-filled, nor will the system automatically populate a field based on text that is around it (for example, the system would recognize the word “invoice” and populate that index field with the number that follows the word). That said, this functionality is included in the company’s PaperVision Capture product, which is typically used in conjunction with ImageSilo.
- In addition, ImageSilo repositories are accessible via the touchscreen of any MFP supporting open API technology. MFPs that have been integrated with ImageSilo include models from Canon, HP, and Lexmark, as well as select Fujitsu and Kodak scanners. Customers also can choose to use the included Directory Manager feature, which automates document importing and indexing from MFP devices, network-attached scanners or photocopiers by monitoring specified directories.

IT ADMIN & SECURITY

INSTALLATION / CONFIGURATION

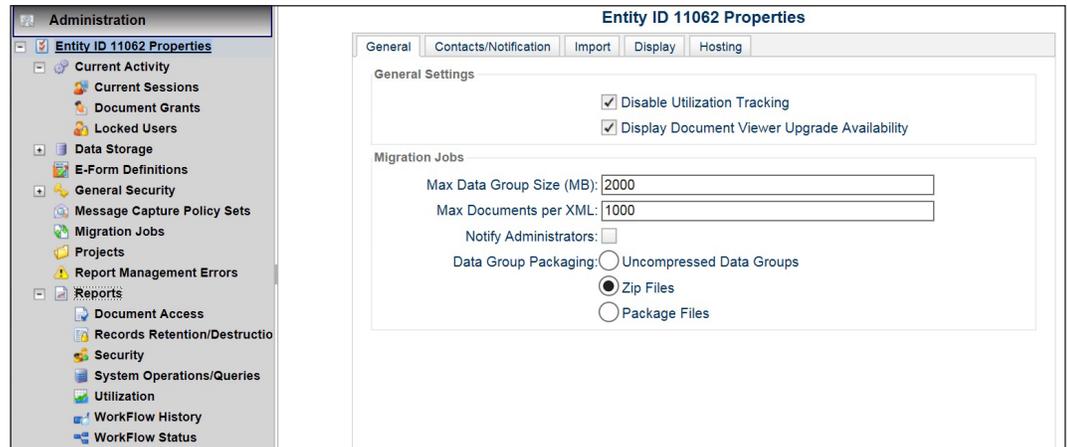
- As a cloud-based solution, there is no installation and no servers to provision in order for customers to get started with ImageSilo. Initial configuration of a customer’s environment is typically handled by the reseller under a professional services contract. With input from a customer’s IT department and other stakeholders, that reseller will set up users and groups, create the initial spate of projects and folders, program essential workflows (in systems so equipped), and so on.
- Thereafter, the customer’s IT personnel will be able to maintain the system; as with all enterprise software, mastering the sheer number of settings and options will require some training (which can be supplied by experienced reseller personnel) to ensure customers get the most of the system.
- It is important to note that, upon initial launch, an ImageSilo environment is truly a blank canvas, with no pre-built projects, workflows, e-forms, and so on. It is becoming more common among content management platforms to include some common elements as pre-populated templates that can be modified (for example, workflows in place for Human Resources), rather than to start with a blank slate.

CONTENTS ►

[Features/Productivity](#)[Usability](#)[IT Admin/Security](#)[Support/Training](#)[Value](#)

ONGOING ADMINISTRATION

- Digitech Systems has made administering the platform as streamlined as possible. The administration screen launches as a separate browser window, with tasks listed in a hierarchical menu on the left-hand side. The menu choices and subsequent screens are largely self-explanatory, and Buyers Lab technicians were able to create settings without referring to the in-program help (but it's there should an administrator need it).



Administrator-level users will work in the administration web tool to create projects, set user permissions, run reports, and much more.

- For example, setting up a project is straightforward: The administrator simply gives the project a name and adds the desired index fields. The system can auto-populate a project with 18 message-capture fields (for example, subject, recipient, message date/time). And for a basic project, the administrator does not need to do much else, since ImageSilo builds the search interface and query-results structure based on the initial index fields. The product also offers a “document associations” feature, which lets an administrator link common index fields or index values across multiple projects to let users view linked documents.
- The other common task for an administrator will be adding users to the system. Any administrator that has set up users and groups in the past—and applied security access privileges to users, groups, or document collections—will know the drill. An optional server-based component provides integration with Active Directory to synchronize user accounts and group information, so as users are added or removed from a company's Active Directory database, the changes are automatically reflected in ImageSilo. ImageSilo also offers an option to provide single sign-on into the system through Windows authentication, so separate usernames and passwords don't need to be maintained.

CONTENTS ►

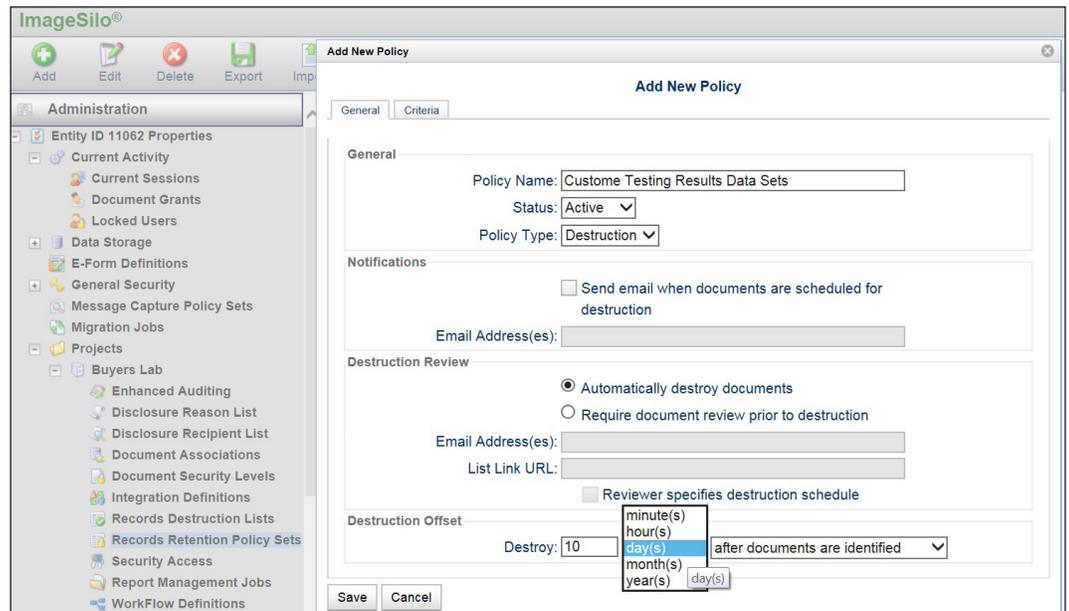
[Features/Productivity](#)
[Usability](#)
[IT Admin/Security](#)
[Support/Training](#)
[Value](#)

- The Reports menu lets the administrator run a range of reports on system activity. For example, a report can be run to see document access, and dialog boxes let the administrator further tailor the report to show, for example, document access during a given date range or by a given user. Reports can also be run on records retention/destruction, system utilization, workflow history, and other usage.

SECURITY

ImageSilo’s security measures are stellar, dotting the I’s and crossing the T’s to satisfy all but the most paranoid information-security officer of the security and integrity of sensitive company data. The solution provides five different levels of security: system/user security, data security, transmission security, application security, and physical security.

- For system/user security, administrators start by defining Entity-level security parameters, which are applied company-wide. Below that, project-level security assigns functionality-based rights and restricts access to create retention locks and set destruction dates. Document-level security allows for more specific security settings—down to the individual document.



The granular configuration options give administrator-level users complete control over the organization’s ImageSilo environment, such as document retention and destruction policies.

CONTENTS ▶

- [Features/Productivity](#)
- [Usability](#)
- [IT Admin/Security](#)
- [Support/Training](#)
- [Value](#)

- User and group settings allow individual rights to be granted or denied (such as printing, emailing, exporting, and deleting), and the system’s index-level security controls users’ ability to view and/or edit document index fields. ImageSilo provides four primary user roles to ensure segregation of duties (individual users can be assigned multiple roles):
 - Users, who by default have no rights until an administrator explicitly grants them access to projects or functionality;
 - Global administrators, who can control every aspect of configuration but do not have permission to access documents in a project;
 - System administrators, who have management rights to a single entity and have access to all functionality in all projects for that entity but cannot assign the entity’s data group, full-text, migration, and batch paths
 - Workflow administrators (if the PaperVision Enterprise WorkFlow option is activated), who are allowed to design and configure workflows within an entity, but they have no access to documents or functions in any projects unless a system administrator explicitly grants them access.
- Security-policy administration tools include account lockouts (after a preset number of failed login attempts), password complexity requirements, and password expiration and session-timeout settings. In addition, a system administrator can limit logins from a limited range of IP addresses.
- ImageSilo can verify completeness of loaded data as well as automatically logging every user activity as it occurs, providing an extensive audit trail of document access (though this can be turned off). Beyond that, administrators can apply “enhanced auditing” settings to an individual project, to require users to enter disclosure reasons and recipients when a document is exported or printed.
- The system does not have a dedicated redaction tool per se, but it does provide a redaction-like capability through the annotation function. Users would simply select a black (or white) rectangle to obscure the desired portion of the document—a bit clunky, but workable. To ensure redactions are not visible to or removed by other users, ImageSilo has a “Force Annotations On” security setting, which can be applied to projects, groups, or users. Buyers Lab would like to see a feature that automatically redacts characters based on their arrangement, like redacting the first (or all) characters of a social security number.

CONTENTS ►

[Features/Productivity](#)

[Usability](#)

[IT Admin/Security](#)

[Support/Training](#)

[Value](#)

- ImageSilo provides 256-bit AES data encryption for stored data, ensuring data security. The system’s data segregation separates database and document file data, to ensure that one company or department cannot access another’s data. According to the company, all systems are maintained on a closed network that allows no outbound connectivity. During transmission, all network communications are encrypted with the Secure Sockets Layer (SSL) standard, using 256-bit AES encryption, and session IDs are encrypted to ensure that they cannot be guessed to hijack a session. Function-level security verification is performed for every API call made to ImageSilo, ensuring application security.
- ImageSilo environments are hosted on AWS servers, which offer the utmost in physical and virtual security.

SUPPORT & TRAINING

Support and training is folded into the customer’s subscription and is provided by the reseller or a combination of Digitech Systems and the reseller.

- Should an administrator need guidance, ImageSilo’s primary source of documentation is an in-program help file—a compact collection of information that will likely address the most common questions of both administrators and end users. Clicking on the “help” icon pulls up the context-based help associated with the current task. ImageSilo also offers an administrator’s guide to resellers, as well as to customers that request it.
- The program has an extensive in-program Help function to guide users along the way, and essential topics are well covered. The online help section lets users browse the table of contents, search by keyword, and access help topics arranged in an alphabetical index. There’s also a glossary that provides concise definitions. For a more comprehensive reference manual, Digitech Systems makes available a 190-page PDF User Guide that is well-written and logically organized. It clearly explains the principles that underpin ImageSilo and offers step-by-step information with helpful screenshots showing how to perform specific tasks in the system (such as executing searches). According to the company, reseller partners often create their own custom “getting started” or “quick reference” guides for customers, tailored to the specific projects and/or workflows they’ve designed.

CONTENTS ►

[Features/Productivity](#)

[Usability](#)

[IT Admin/Security](#)

[Support/Training](#)

[Value](#)

- Resellers typically have their own support contract with their customers, though as long as their ImageSilo account is current Digitech Systems will also provide customers with free telephone and email support (though not yet chat support). Telephone support is available 9 a.m. to 7 p.m. Eastern time, Monday through Friday. When Buyers Lab technicians called the support line at various times, the toll-free line was answered by an automated attendant. When the choice for technical support was entered, a live technician answered promptly, generally on the first ring.

VALUE

ImageSilo is sold exclusively through the channel, and resellers set their own pricing. The company reports that many resellers opt for a straightforward pricing model where customers pay only a monthly fee for storage used, with no per-user license fees. This makes the offering an attractive option, since organizations pay only for storage and don't have to worry about paying for licenses for users who need the system only occasionally.

- Cost of support and maintenance is included.
- ImageSilo is hosted in the cloud, so organizations are off the hook for costs associated with purchasing, deploying, and maintaining a server.
- According to Digitech Systems, customers have seen an ROI in two months or fewer.
- There are little to no upfront software licensing fees.
- Resellers offer various support options directly to their customers, so there may be a premium for certain services.
- It should be noted that while no initial capital outlay for hardware and software purchase are required, every installation is different and may necessitate some amount of setup work. Therefore, resellers will typically provide consulting and development services to get a project up and running for a fee. Digitech Systems—in conjunction with reseller partners—also provides professional services in this vein.

CONTENTS ►

[Features/Productivity](#)

[Usability](#)

[IT Admin/Security](#)

[Support/Training](#)

[Value](#)