LITÉRA®

Simple and Effective

Professional Grade Document Collaboration

Litéra IDS®

Litéra Corp 2012

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Executive Summary

Documents are the lifeblood of business. No business is created, evaluated, approved or transacted without documents.

Collaboration is fundamental to the way things are done throughout any business. Identifying the people required to be part of a review/collaboration process is the easy part. Ensuring that they all work effectively and efficiently with one vision has been a key business challenge in virtually all industries.

Documents are a critical part of all business processes. When these processes are mission critical or of high value, such as business plans, contract management, regulatory submissions, litigation, M&A activity and the like, getting the documents completed and approved in a timely manner, with high content accuracy and quality, is paramount. Not doing so hinders business growth and value.

Traditional document collaboration techniques can hamper rather than help. Reviewers not being able to see other team members' comments or revisions, version proliferation, loss of document ownership, let alone no process control or workflow administration, are a few of the value eroding frustrations.

This paper looks in depth at the challenges in collaborative authoring, review and approval of a business document and how Litéra can help to:

- Improve the quality of deliverables by bringing the best intellectual resources to bear in a high-value process, while ensuring the appropriate confidentiality;

- Drive operating efficiency by making the most of people's time; and

- Make collaborative authoring simple, effective and efficient.

Introduction

The majority of documents have more than two people involved in their production

Doing more with less is the business mantra that never goes away.

Documents are an integral part of everyone's business day. One survey[1] reports that nearly half of us spend upwards of 11 hours a week creating, editing and reviewing documents.

Collaborating with others should be intuitive since there are very few tasks that are undertaken by just one individual. This is especially true for the production of documents. The survey[1] shows that 93% of business-related documents have two or more people working on their production.

It is a widely accepted fact that all documents that are a part of a key business process are produced through collaboration, often among people who operate in different functional areas or businesses or agencies. Examples of such documents are:

Collaboration, co-authoring and document review requires a single vision and teamwork to produce a quality document in a timely manner.

Effective collaboration drives business value

Achieving this increases business value, through accelerated time to market or completion of projects and the ability to execute high-value activities more efficiently and effectively. These are important competitive advantages that all efficient businesses seek.

Assembling the "right" team is not sufficient. Frequently they can be in different locations or may even be outside of the business itself. From the document owner's point of view, the main challenge is ensuring that comments and revisions from a geographically distributed team as a whole are easily managed within the context of the final document.

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[1] 2011 Survey run by Georgia Tech for a MBA report

This requires that a single active document can be collaborated on by an unlimited number of people, maintaining the entire change history and reviewer activities without overwriting each other's edits.

The Evolution of Document Collaboration

There are several methods that businesses have used in the past, and are still using today, in attempting to address the distributed co-authoring and review process:

1. Distribution via Email

The document owner creates the initial draft, circulates the document via email, and then takes feedback and comments sequentially and incorporates them into the original document. Sometimes the participants use native track change functionality, sometimes not, causing the process owner extra work and risks to quality when trying to ensure that everyone's changes are incorporated into the final document.

The problems with this technique are manifold, including:

- Lack of version and process control. With an unmanageable number of instances of a document, it is difficult to monitor who has the latest version or if a document is even sitting in someone's inbox as they have not had a chance to review it.

- This leads to loss of content ownership and security protection, and an unwanted increase in effort and time for the document owner.

- Distributing via email does not allow reviewers to see each other's work.

- There is no auditability or accountability for changes made.

2. Workflow Tools

To address these problems, workflow tools have been used to automate a business process that single threads the "collaboration". These tools may be part of a document management system.

Although such tools provide version control—the last person in the chain frequently overrides the changes the previous people had made. Thus the document may reflect the last person's changes, but not necessarily those from anyone else in the review chain, resulting in a loss of potentially valuable inputs.

3. Consumer-grade Document Sharing Tools

The need for collaboration is so great that knowledge workers are "going off reservation" and using whatever they can. More recently, GoogleDocs and other consumer-grade tools have been used by some as a way to

> Using traditional tools the last person to review may override all changes made by other reviewers.

collaborate. A 2011 survey by CIBER[2] looking at one specific type of knowledge worker found that 62% use such tools when collaborating.

These tools do improve co-authoring speed, and a number of them ensure just one version of a document is reviewed, but they still have the "last one in" problem, as any one reviewer can overwrite another's changes.

While these tools save on storage space there are frequently show-stopping technology problems, which are exacerbated by no mechanism to allow for a document to be worked on offline.

The main issue with these tools is that they are rarely approved for business purposes because they cannot address procedural and cultural issues of a business. The lack of audit trail and concerns about the security of the information shared via such tools are two major impediments.

4. Extranets

An extranet allows the document owner to send security credentials to all reviewers. The reviewers then login to make their edits in the original document or in a new version they save in the extranet. The owner returns periodically to collate and compare each revision into a version.

Implementing an extranet addresses some, but by no means all, of the security concerns and can be expensive to implement and maintain (e.g., credentialing and identity management requirements).

Document proliferation, loss of content ownership, process control and workflow administration lead to risks in the quality of final output through the lack of revision management. eDiscovery issues also arise from creating multiple repositories along with the fact that typically they do not provide auditability and hence accountability information.

In addition, extranets have the "last one in" problem when reviewers are editing the original document.

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[2] CIBER www.ucl.ac.uk

Litéra's Approach to Addressing the Challenges of Document Collaboration

Litéra has developed the Intelligent Document System (Litéra IDS®), which provides an open but secure collaboration environment allowing multiple users to simultaneously provide input on a single live document without any overwriting. With Litéra IDS the owner of the document no longer needs to review multiple versions of a document, improving productivity and the quality of output. IDS enables true collaborative authoring and makes it simple and efficient.

Features and benefits of using Litéra IDS include:

No Document Proliferation or Version Control Issues

An unlimited number of users can post, review, input, and provide feedback on a document. As all contributors work on a single copy of the document within IDS there are none of the document proliferation and version control issues that are present with traditional document collaboration methods and tools.

All reviewer changes are captured in a database, allowing the owner to review all suggested changes simultaneously and to select the best input to incorporate into the next version. From a document owner's perspective, control of all changes is retained and all comments can be reviewed side by side, and in context, without creating multiple documents.

With IDS, document reviewers cannot overwrite each other's changes.
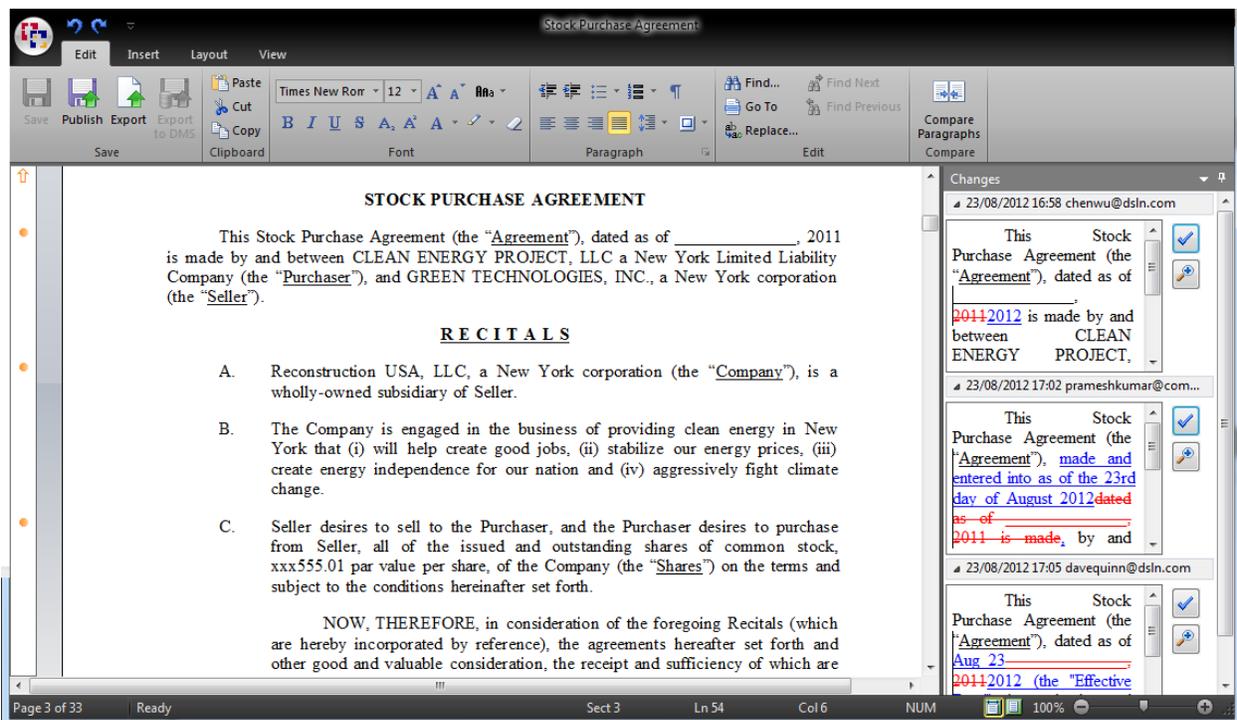
Using Litéra IDS, the document owner can see and act on all reviewer activity in one concise and easily managed view.

Real Time Collaboration for Unlimited Users

Litéra IDS enables concurrent collaboration on a document with no overwriting or editing conflicts. This drives operating efficiency by making the most of employees' time.

Accountability and Security

Litéra IDS retains the entire document change history and reviewer activities. This full audit trail, along with the fact that IDS ensures only permitted users have access to the document, provides full accountability for all changes.

Document and records policies are enforced via IDS

All changes suggested by any reviewer can be viewed historically. All changes actually made to any portion of the document can be viewed historically to see who, when & what was suggested at any time in the life of document. This helps resolve conflict that generally occurs in the final version when the stake holders may question "How did this happen?"
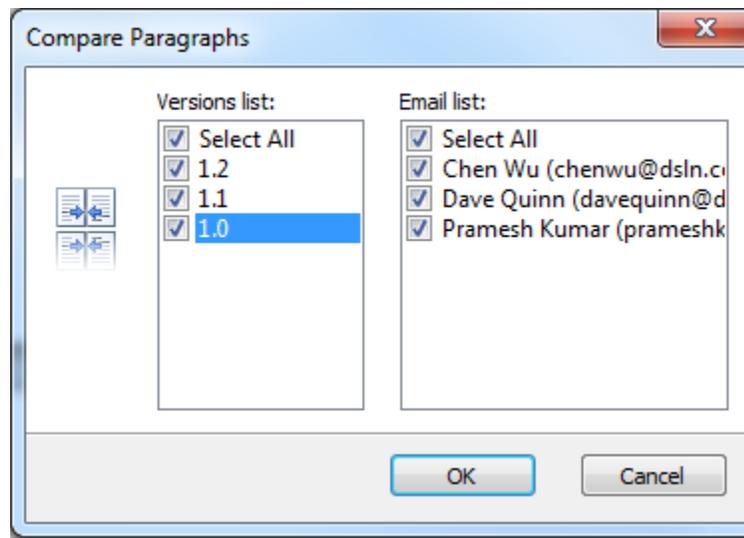
Compare changes made to a paragraph across multiple versions

From the Document Owner's Perspective:

With Litéra IDS the document's owner does not lose overall responsibility of the content. With full control over which portions of the document are seen or can be edited by reviewers, the owner can also allow or prevent reviewers to delegate additional editing/commenting.

Litéra IDS provides significant productivity gains for the document owner through simplified comparisons and eliminating version management issues

The owner can assign deadlines for reviewers and see the status of the document review process at any given point in time.

At the end of the review process the owner can accept/ignore edits made by all reviewers at one time.

From the Document Reviewer's Perspective:

When allowed by the document owner, reviewers can see each other's edits/comments so they can build on input already given instead of using valuable time to come up with same or similar changes that someone else has already done.

Reviewers, if so allowed by owner can also delegate review of the document or portions of the document to others.

Reviewers cannot overwrite each other's changes.

Litéra IDS

Litéra IDS® uses patented[3] technology that allows unlimited users to simultaneously collaborate and share input on a single live document.

Litéra IDS is available via SaaS or on Windows 7 (32 and 64 bit) with Office 2003 and above.

Litéra IDS server requires Windows 2008, and SQL Server 2008 or SQL Server 2008 Express and above.

About Litéra

Litéra® is a Gold certified Microsoft ISV and offers a comprehensive suite of document creation, collaboration, comparison, control and cleansing software that provide users with unsurpassed content confidence enabling them to manage their documents and data with a degree of control not available through any other solution on the market. Litéra's patented professional productivity applications meet the critical content and risk management needs of today's business professionals, including many of the world's leading law firms and major corporations.

For more information, visit www.litera.com

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[3] *Patent 7,818,678 licensed from Litéra Technologies, LLC.*