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Newsletter/Post

Review: Worldox for Small Firm Document Management

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TechnoLawyer member Joanne Bruzgul asks:

>"I would appreciate any and all information available on a
>document management system. Is Worldox the system to
>consider for a firm of 3 attorneys? I am sure that
>TechnoLawyer has reviewed this but am unable to locate the
>articles. Thanks for your assistance."

Over the last 10 years, I have worked with Soft Solutions, Interwoven (through all its incarnations from Netright to the present-day product), and Worldox. I am an independent trainer for the current Interwoven product, have maintained a 75-user iManage site, and have installed and trained on Worldox. I have "played with" NetDocuments and maneuvered around in the Hummingbird product. In my opinion, Worldox should be given the most serious consideration for a firm that does not have an "onsite" technical support person.

Worldox is truly a "set it and forget it" document management package. From a technical standpoint, it's very simple to install and maintain. The Worldox sites that I work with haven't had any technical issues since the last build I installed almost a year ago (and the builds before that were rock solid as well). Technical support from Worldox is world-class. I've been working with them for 6 years and, for the most part, the same support people that are there now, were there then! I always say "pick the product with the best technical support and you won't be disappointed."

From a user standpoint, there are multiple ways of accessing documents. From direct access, to searching, to folder/tree access, each user can decide for themselves how they want to find documents. Worldox has all the functionality that the bigger, more expensive packages have at less cost. And, in the long run, Worldox is more cost effective than the "monthly subscription fee" model used by NetDocuments.

Worldox also has a product called "Worldox Web" that provides access to your document repository through any Internet connection (of course, you need a Web server to set up this functionality). However, I'm not too keen on its user interface and complexity (I like to keep it simple). And, depending on what the current state of your remote access is (my recommendation is to go with a Windows Small Business Server 2003 environment which will give you built-in Remote Web Workplace to your desktop), you might have that access anyway.

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