netdocuments®

13 REASONS
LEGAL TEAMS LOVE US AND I.T. TEAMS RELY ON US

Safe

Ready

Proven

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Your firm's document management system is the office within the office—it's where work happens. That's why it's crucial to choose a solution that your end-users can embrace and you can trust.

NetDocuments helps your users move between matters, tools, and devices seamlessly, without compromising on security, compliance, or user experience.

In this guide, we'll dive into the 13 reasons NetDocuments is where delightful user experiences meet industry-leading security and compliance services.

Let's take a look.

End-User Benefits

1

COLLABORATION TOOLS

Your firm needs to work with internal and external collaborators securely and easily. Unlike other companies, NetDocuments has encrypted tools built directly into the platform for easy and secure collaboration.

NetDocuments collaboration tools include: secure links, CollabSpaces, extranets, Microsoft® Office 365®, and ndThread messaging.

NetDocuments

- Sophisticated encryption technology that applies to all collaboration methods
- Suite of collaboration solutions to accommodate every use case
- Easy and secure collaboration

Other Companies

- Collaboration tools or options that pose security risks
- Decentralized tools that make collaborating difficult
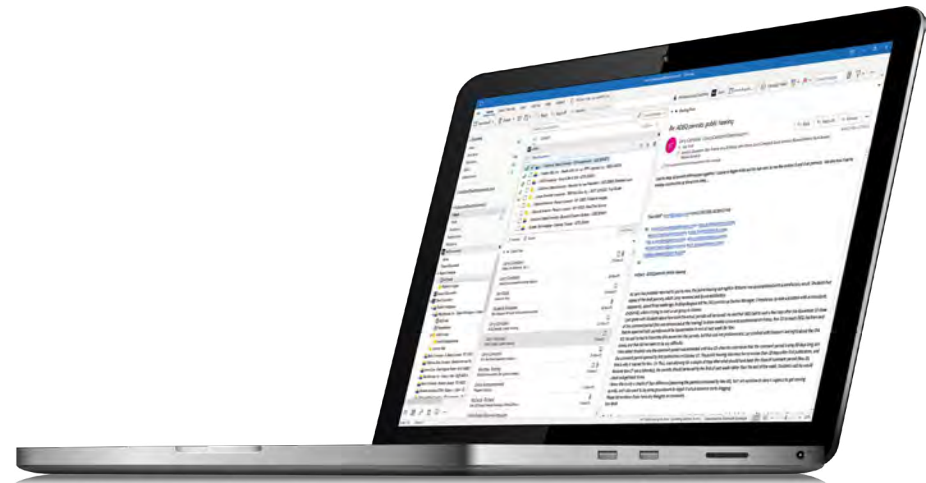
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OUTLOOK INTEGRATION

NetDocuments allows users to seamlessly access their document management system (DMS) from inside their Outlook app via an Outlook integration. With other solutions, however, users cannot access their DMS workspaces (matters) or other important content directly from their Outlook app.

NetDocuments

- Users can view and access all the content in their NetDocuments workspaces (matters) from within Outlook

- Users working in Outlook (or other MS Office applications like Word, Excel, PowerPoint, etc.) can save, open, or share files stored in their NetDocuments workspaces directly from MS applications

Other Companies

- No MS Outlook integration, which forces users to open multiple applications at once for important documents and email. This leads to different versions of different documents being shared and saved, as well as greater security risks

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SYNCING CAPABILITIES

With NetDocument's ndSync, users can access and edit documents when they're offline. And when they're back online again, those documents will automatically sync with local folders from their desktop, shared drives, or mobile device with the Workspace (matter) in the cloud. Without them needing to do anything manually.

NetDocuments

- Windows and Mac file explorer permits offline access

- ndSync bidirectionally syncs all files and documents across applications from the cloud to your computer

Other Companies

- No offline access to important documents and folders

- No syncing capabilities for files or documents

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ARTIFICIAL INTELLIGENCE

NetDocuments provides the seamless yet innovative work experience you *want* with the security and reliability you *need.* That's why so many firms trust their work to NetDocuments.

The artificial intelligence (AI) native to NetDocuments includes everything from predictive email filing capabilities to entity extraction to advanced search.

But while other companies might make you commit to a single AI vendor, NetDocuments makes its embeddable API set readily available. This means that your firm can easily integrate NetDocuments with other third-party AI vendors of its own choosing, making everyday work more efficient and easier for everyone.

To date the following AI companies have written integrations for NetDocuments:

- *Kira*
- *eBrevia*
- *Diligen*
- *Intellex*
- *FileFacts*

NetDocuments

- Fast, easy, and predictive email filing
- Enterprise search technology, to find information faster
- Third-party AI ecosystem, where you can use existing AI applications—or develop your own

Other Companies

- Manual email filing not based on predictions
- Only one AI vendor available (ex. iManage with RAVN)
- No API set available for customized AI integrations
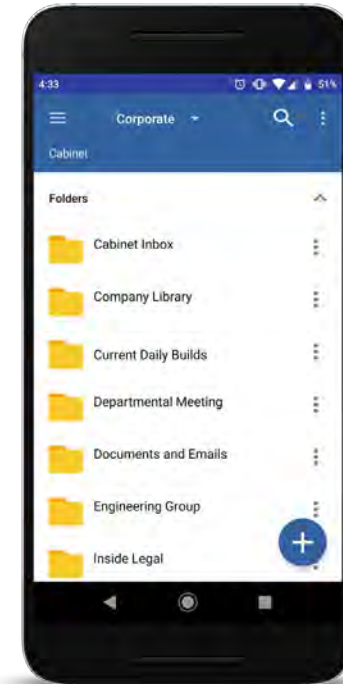
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MOBILE APPLICATIONS

Not all work happens in the office, which makes mobile applications a vital resource for your firm. NetDocuments provides a first-rate DMS experience on mobile devices, including iOS and Android.

NetDocuments

- Microsoft Office 365 integration gives ndMail users the ability to file emails on the go right in the Outlook mobile app
- ndSync, which syncs information from multiple devices
- iPhone® and Android™ apps with higher user ratings
- Supports key mobile data management providers

Other Companies

- iPhone and Android apps with lower user ratings or limited user capabilities
- Subpar or unavailable syncing capabilities
- May not support most mobile data management providers

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MICROSOFT PARTNERSHIP

NetDocuments is a certified Microsoft Cloud Service Provider (MCSP)—unlike most other providers. Being a MCSP allows NetDocuments to build tighter integrations with Microsoft's Office Suite and other important applications. This allows your users to work more freely from any device, including mobile devices.

Due to the NetDocuments integration with Office 365, for example, individual Office 365 users can "talk" directly to the NetDocuments repository from any device, bypassing OneDrive for a more secure solution.

NetDocuments

- Seamless integration with Microsoft Office Suite
- Increase team output
- Fewer security risks

Other Companies

- Employees are forced to use OneDrive separately
- Less productive employees
- Greater security risks

Technical and Platform Benefits

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CLOUD MATURITY AND EXPERIENCE

Immature cloud platforms are prone to instability that can negatively impact your firm's everyday workflows and productivity.

Your firm needs a solutions provider with a mature cloud platform. You can trust NetDocuments because we've got 20 years of experience with the cloud—that's more than 4x the experience of our competitors.

A mature cloud platform ensures that your firm can rely on NetDocuments to get work done every day, without frustrating disruptions or unpleasant surprises.

NetDocuments

- Industry leader with 20 years of cloud experience
- KMWorld's 100 Companies that Matter in Knowledge Management 2019
- The National Law Journal's 2019 Emerging Legal Technologies
- TL NewsWire Top 25 Products 2019 Award Winner

Other Companies

- Divided attention between cloud and on-premise solutions which means they can't be 100% cloud focused
- Less than 5 years of cloud experience

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ROBUST SECURITY

Cyber attacks cost enterprises an average of $3.8 million annually[1]. As such, investing in robust security is critical—particularly when you're dealing with highly sensitive information.

While other companies have some security features available, NetDocuments provides an extremely comprehensive and robust security model to every client and their customers. With NetDocuments, your and your client's data is protected by the most technologically advanced security available to any law firm in the world.

NetDocuments*

- DDoS protection
- Independent third-party Web Application Firewalls
- Intrusion Detection System
- Application-level encryption of all content stored in the system
- Encryption at rest and in transit
- Data stored within an Object Store using a non-enumerated storage architecture
- Multiple independent external penetration tests each year
- Annual SOC 2 Type 2 audits for Security, Availability, and Privacy
- ISO 27001 Certification with the additional controls of ISO 27017 and ISO 27018

Other Companies

- On-premise systems require time-intensive manual updates
- Technical debt can create a platform-breaking domino effect when new updates are performed
- Lack the latest and most innovative security technology available

Each feature listed is already included as part of the NetDocuments platform and runs through the entire system.

[1]IBM, *2018 Cost of a Data Breach Study: Global Overview*

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ZERO TECHNICAL DEBT

Technical debt makes it difficult for other providers to innovate or implement high-quality solutions quickly and efficiently. Whereas many providers split technical and financial resources between on-premise and cloud-based solutions, NetDocuments is 100% cloud-focused with zero technical debt. As a result, we have more time and agility to support and improve the platform you rely on every day.

NetDocuments

- 100% focused on cloud solutions
- Continually improving, evolving, and outpacing industry standards
- Includes innovative technology, making your tech investments future-proof and efficient

Other Companies

- Varied yet limited solutions options
- Large base of on-premise and cloud-based customers waiting for support
- Limited or static offerings with limited or outdated capabilities and features

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What is technical debt?

Technical debt refers to the buildup of bad design and unnecessary complexity in a platform. This sloppy foundation requires more effort and resources for future features, integrations, and other improvements.

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DATA LOSS PREVENTION

Data loss prevention (DLP) from NetDocuments helps your firm better classify, protect, and govern its data. It protects your firm from careless and uninformed user behavior, as well as malicious behavior, as it handles your firm's data.

NetDocuments

- DLP prevents data leaks from ever occurring
- Lets your firm classify data to protect sensitive information
- Allows your firm to set up policies to protect classified data

Other Companies

- Only inform you of data loss after the damage is already done

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TRUE CLOUD OPTIONS

Other companies may claim to have clients running on the cloud, but don't be scammed into a merely "hosted" solution that leaves you subject to service outages and inconsistent updates between users. NetDocuments offers a multi-tenant SaaS platform—a true cloud solution that ensures your entire firm always has the latest version of NetDocuments and no downtime.

NetDocuments

- True cloud, multi-tenant SaaS platform that always displays the same version for every user and is always up-to-date

Other Companies

- Hosted solutions with potentially outdated or inconsistent versions for different users

Quick Tip

Asking a vendor if their largest and smallest customer are on the exact same platform and version of the technology is a great way to quickly understand if they have a true SaaS solution or cloud platform.

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AUDIT SERVICES

Security and compliance audit concerns can bog down your productivity. That's why the NetDocuments Compliance Department created the Due Diligence Response package. With NetDocuments' audit services, you can easily and promptly respond to client audits and reassure them that their documents and emails are secure.

NetDocuments

- Allows you to address security and compliance audit questions quickly and easily
- Included with your service at no additional cost

Other Companies

- No audit services, or limited services at additional cost
- Clients must wait longer for the results of manual content audits

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SERVICES STATUS PAGE

Platform downtime can cost your firm up to $9k *per minute* (that's $540k per hour). NetDocuments boasts a 99.99% uptime and offers a service status page for access to real-time updates on your firm's service, as well as historical uptime statistics, helping you effectively manage your firm's overall productivity.

NetDocuments

- 24/7 access to the real-time status of the system you're working in, so that you always know exactly what is happening

Other Companies

- Labor-intensive, dated, incongruent, or even non-existent status updates that cost time and money

Quick Tip

Visit our *Service Status Page* to see real-time uptime reports!

netdocuments.com/status

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