## Worldox meets the Hosted Desktop in the Cloud
*Worldox running on Are you able to access your Worldox application from anywhere?*

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The advent and adoption of the personal computer in the 1970's and the Internet in the 1990's, gave individuals and law firms unprecedented access to information and knowledge. The Information Age hence revolutionized the way employees of law firms accessed and shared information. Traditionally documents were stored and shared on servers stored locally within the law firm's offices. As time passed the amount of data stored increased exponentially and we had evolved from the Information Age to information overload.

The issue now became how do law firms manage and securely access the large amount of information they have; anything from agreements to scanned files, to emails to court precedence's.

Most Law Firms have some form of home grown system used to organize the plethora of documents being stored. Most of these systems are manual and result in copious amounts of time wasted searching for documents buried on the shared drive, within emails, scanned folders etc. and in some instances recreating the document that could not be found. A Document Management Systems (DMS) systematically organizes and indexes these documents allowing for much quicker and easier searching and retrieval of documents based on customizable search criteria i.e. searching for an agreement for a client will present results from correspondence via email to versions of the agreements stored on the servers shared drive. There are many vendors that provide DMS, however Worldox is currently the leader for Small to Medium sized law firms.

There are many reasons why law firms would adopt Worldox as a DMS:
- Reduced implementation costs due to not having to purchase SQL licensing which can be expensive, training is included as part of the implementation fee
- Emails can be transferred to Wordox where they are indexed and become searchable and are easily shared and accessed by employees within the law firm
- There are productivity enhancement tools that allow users to click on a bookmark button or Worldox tag to source documents or files
- There are also different levels of security one can place on documents – from allowing only designated users the ability to delete files to restricting access to documents those working on the file

DMS, including Worldox has traditionally been implemented on law firm's servers and computers that reside on premise. Although users are able to reap the benefits of a much more structured and organized way of storing and accessing their documents which led to higher productivity there are still challenges for users, especially Lawyers having to be able to connect remotely to access the documents. Traditionally the solution for accessing documents and the DMS remotely were many and varied and came with their own challenges either via way of how users connected (VPN, Remote Desktop, LogMeIn) to security breaches (storing client data on laptops, DVD's, external hard drives).

There is currently a paradigm shift taking place whereby law firms instead of investing in IT Infrastructure on premise are now starting to host there data and Desktops in the Cloud. With i-worx's Cloud based solution OfficeOneLive™ all law firm business applications, including Worldox are installed on a hosted desktop. The benefits of Worldox meeting the Cloud are far reaching and are highlighted below.

Lawyers working on a case remotely i.e. from home, hotel or Hawaii are able to access their OfficeOneLive™ Hosted Desktop, their data and applications including Worldox. This increases their productivity significantly as they are able to work as if they were in the office i.e. if they need to perform a search using Worldox on their files and emails they are able to.

Installing Worldox on OfficeOneLive™ Hosted Desktops makes secure collaboration with others on common files and folders possible and much easier. For this to occur appropriate and secure access privileges would need to be set up so as to ensure that users only access case specific data. If collaborating with users from other law firms it is possible that additional licenses would need to be purchased for applications.

Installing and configuring Worldox is simplified and standardized across the law firm as it is installed on the OfficeOneLive™ hosted desktops that reside in a data centre as apposed to individual workstations or laptops. This ensures that all users have access to the same version of Worldox and when it comes to upgrading everyone gets access to the latest version at the same time. So if one of the lawyers is away from the office fighting a case or on holidays when they log on to their hosted desktop after the upgrade they will automatically get the latest version. This saves a lot of time and money in IT management and support costs - pretty cool Eh.

Due diligence and compliance when opting for a Cloud Service provider is something that is currently under discussion and review by The Law Society of British Columbia. Some of the key issues discussed from the initial report is; due diligence when choosing and handing over firms data for storage and processing to Cloud Providers, jurisdictional issues i.e. where is the data located; who has access to the date and what measures are being taken to secure the data. Lawyers and their staff logging on to their OfficeOneLive™ hosted desktops are doing so via the Internet using a secure encrypted SSL connection and jurisdictionally the law firm's data and applications reside in a secure data centre located in British Columbia. Once users have logged onto their OfficeOneLive™ Hosted Desktop permissions are set on files and folders so as to allow authorized access only. Besides having its own built in security features to restrict access to files and folders Worldox is also able to use the standard permissions set on files and folders that comes with Active Directory.

Worldox also has a Software as a Service (SaaS) model whereby one can get access to the Worldox application on the Internet and pay a monthly fee to use it. Many law firms find this option appealing as it alleviates them from having to implement, manage and support the application themselves. Although the Worldox SaaS offering is enticing the data is stored on servers in data centre jurisdictions other than Canada. The solution to the dilemma of wanting to use Worldox in the Cloud however stored on servers in Canada is solved by opting to purchase Worldox out right and having it installed, managed and supported on an OfficeOneLive™ hosted desktop. The OfficeOneLive™ infrastructure resides in data centres in British Columbia. There has also been interest in OfficeOneLive™ from US based firms due to regulation that allows the government to access firm's data without permission.

The ability to access ones corporate desktop from Smartphone's or Tablet PC's is something of a growing fad. With OfficeOneLive™. Users are able securely connect to their entire corporate desktop including Worldox using any device i.e. access from their iPad or Samsung Gallaxy Smartphone and get full functionality of the application. In most instances the practicality of doing this out weighs the possibility of being able to do it especially on SmartPhones. There are however certain circumstances where you might need to access a document and you only have your iPad, Blackberry Playbook etc. with you and you are able to do it.

There are many opinions regarding the myriad of service offerings in the Cloud and how beneficial they are. Mixing a popular DMS like Worldox with a Hosted Desktop offering such as OfficeOneLive™ makes for a powerful and compelling match in the Cloud. This match gives users access from anywhere, anytime using any device to their corporate desktop and data in the Cloud with the full functionality of all their applications including Worldox leading to an enhanced user experience and increased productivity.

*Andre Coetzee is a Director and a founding member of i-worx, a Premium Managed Service Provider with a focus on Cloud Computing. i-worx has delivered innovative IT solutions since 2003. Their latest Virtual Hosted Desktop offering, OfficeOneLive™ has been well received within the legal industry. For more information or to learn more about real cost savings and how OfficeOneLive™ could benefit your Firm, call 604.639.6300 or email [andre@i-worx.ca](mailto:andre@i-worx.ca).*