box

Box and ECM: Key integrations that drive digital transformation

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ECM is moving to the cloud

Digital transformation is radically disrupting the business world. The pace of market change and the speed of innovation require that today's companies operate in a market landscape that is more competitive than ever. To adapt to this new, digitally disrupted business landscape, many companies are re-examining the way they work.

As part of this broad digital reckoning, enterprises are also rethinking the way they manage content and finding that traditional Enterprise Content Management (ECM) solutions are no longer enough to keep up. Legacy, on-premise ECM solutions are unable to support the range of new content use cases companies require to function in the digital age, from collaboration across the extended enterprise, to agile and intelligent business processes to building exceptional customer experiences.

Fortunately, legacy ECM solutions aren't the only option for large enterprises looking to securely and efficiently manage their content. Cloud-based ECM solutions are poised to displace legacy ECM as the preferred way to manage content, foster digital business processes and enable employees across the extended digital workplace.

With Cloud Content Management (CCM), Box provides the security of a traditional ECM system with the usability, mobility and user-friendliness that companies and workers expect today. And by providing a consolidated content layer in the cloud, Box makes it easy to integrate with a broad range of best-in-breed ECM vendors to form a complete, cloud-based ECM solution. This enables businesses to handle everything from simple content use cases, such as sharing files on mobile devices, to more complex business processes like document retention, workflow and custom process integration.
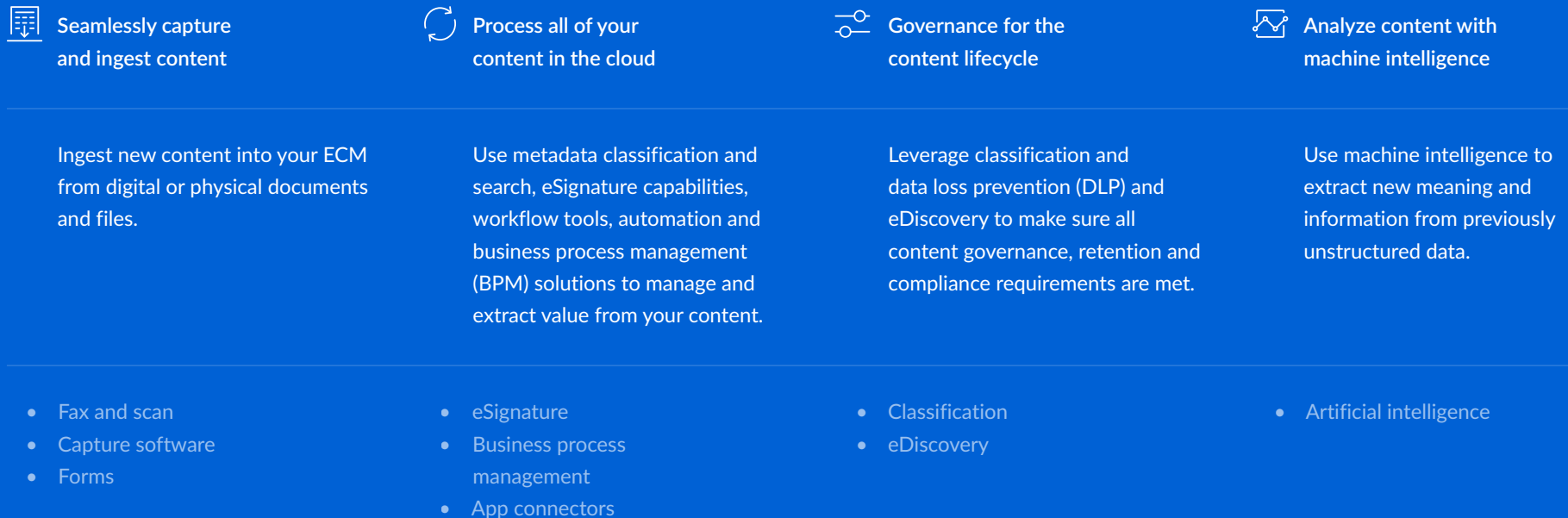
By managing enterprise content in the cloud with Box, businesses can rise to the challenge of transforming digitally, improve operational processes and build the exceptional customer experiences necessary to stay competitive in the digital age.

Four key ECM processes to transition to the cloud

With best-in-breed integrations, Cloud Content Management makes it possible to get the most out of your content throughout the entire content lifecycle.

Box offers integrations with best-in-breed software players to help you manage content through the following stages:

Seamlessly capture and ingest content	Process all of your content in the cloud	Governance for the content lifecycle	Analyze content with machine intelligence
Ingest new content into your ECM from digital or physical documents and files.	Use metadata classification and search, eSignature capabilities, workflow tools, automation and business process management (BPM) solutions to manage and extract value from your content.	Leverage classification and data loss prevention (DLP) and eDiscovery to make sure all content governance, retention and compliance requirements are met.	Use machine intelligence to extract new meaning and information from previously unstructured data.
• Fax and scan • Capture software • Forms	• eSignature • Business process management • App connectors	• Classification • eDiscovery	• Artificial intelligence

By managing your enterprise content effectively across each of these stages of the content lifecycle, you become poised to get the most value out of your content and to take advantage of the full range of content-based services open to the extended enterprise. The rest of this eBook will explore the ins and outs of the robust suite of integrations you can leverage with Box to move your ECM to the cloud and transform the way you work.

Seamlessly capture and ingest content

As an organization transforms from legacy, on-premise file shares or even physical files to Cloud Content Management, it must inevitably figure out how to transition to a paperless way of working. With software tools that scan, index and extract content from digital and paper files, companies can move forward in this transformation journey and make that content searchable and actionable in a way it wasn't before. Once in Box, content can be more effectively intertwined with other core business applications and workflows.

Box also offers a full set of integrations with partner services around content capture and ingestion. From bulk scanning with optical character recognition (OCR), to automatic metadata application and categorization, to email capture and categorization, we've got you covered. Box also offers a product feature called Box Capture that lets customers take photos, videos and document scans from their mobile devices and save them to Box so that teams can react to information from the field in real time.

Facilitate a paperless workplace with fax and scan

Box partners with a variety of fax and scan hardware and software providers to help companies work digitally and embrace the paperless workplace. Capture solutions can also help you move files from on-premise file servers to the cloud.

Canon

Canon integrates with Box to allow users to scan documents directly to their Box accounts rather than sending them to email first.

RICOH

Ricoh integrates with Box to allow users to scan hard copy files directly to their Box accounts in the cloud.

Use capture software to move to the cloud at scale

Box partners with other software providers to broaden and enhance its overall ability to capture data and integrate it into the cloud.

CaptureBites

With CaptureBites connecting Kofax and Box, you can map Kofax's index fields to Box metadata attributes. This allows for more precise searching and lets you generate searchable PDFs to perform a search on any word on your scanned documents in Box.

Ephesoft

With Ephesoft, you get automated routing of documents stored from just about any source to Box. This includes imports from folders, content management systems, email accounts, mobile devices, copiers and more.

Use capture software to move to the cloud at scale

Forms applications allow electronic data to be captured via mobile forms, and thus make processes initiated by field teams and customers more efficient. Working with different form provider integrations, you can use data stored in Box to auto-populate form fields, automatically export form data to Box and leverage Box as a centralized content repository.

PRONTOFORMS
MOBILE FORMS MADE EASY

ProntoForms is integrated with Box to make it easy for remote workers to collect data on mobile devices and access company data in the field. It also makes it possible for companies to track, analyze and continuously improve processes with form automation solutions.

goformz

GoFormz integrates with Box to allow users to create electronic mobile forms that save back to Box. Inputs from these forms then flow into configurable workflows and can even match forms fields to Box metadata.

"Content is a vital part of our business, so we put a lot into the best ways to manage it. By standardizing on Box, and leveraging its metadata capabilities, we were able to simultaneously centralize all of our assets, and make them easily discoverable for employees and outside contractors."

— Bjorn Pave, Senior Director of IT, PopSugar
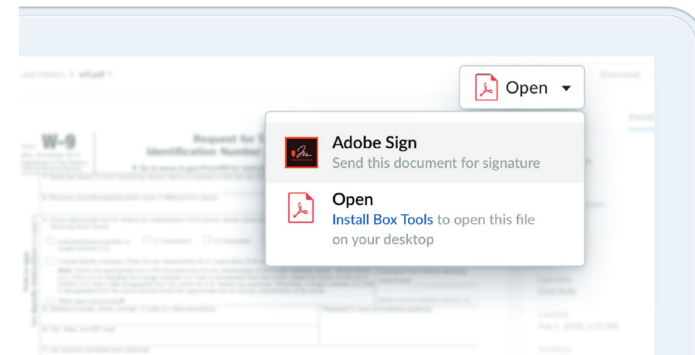
Process all of your content in the cloud

Content processing and workflow management applications make it possible to standardize the activities and flows across systems and people in your business. While Box Relay allows any user to build custom workflows for processes previously relegated to email, others require more sophisticated applications. From eSignature to rules-based business process management (BPM) to system-to-system connectors, Box provides the integrations needed to create these complex, end-to-end automated process flows with ease. And by automating these processes, you can drive continuous improvements across your business and increase your market competitiveness. Box makes it easy to drive these crucial business outcomes and automate, streamline and standardize processes across every business.

Leverage eSignature with Box

As companies embrace working more digitally, eSignature tools have become an integral part of helping them get work done both internally and with external partners across the entire business ecosystem. Whether you're trying to speed up the contract approval process or to get the perfect candidate to sign an offer letter, leading enterprise-grade eSignature solutions integrate with Box to make the process a simple and painless.

Adobe Sign

Adobe Sign integrates with Box so users can send documents for signature directly from Box's own web interface. Once signed, documents are automatically saved back to Box and can be accessed from anywhere.

DocuSign

DocuSign give users a number of options for how to work with Box. You can send your files directly from your Box account to be signed in DocuSign, or you can work within Docusign's interface and configure your DocuSign account to automatically save signed documents directly to Box. You can also use your mobile device to select a document from Box to send out for signature.

Improve business process management (BPM) with Box

With integrated partners, Box users can create custom processes tied to Box content or trigger specific workflows based on Box events or metadata. This ultimately boosts efficiency and consistency across key processes.

PEGA

Pegasystems enables users to easily source content from Box without leaving their Pega app and then store application case attachments in Box securely.

NINTEX

Nintex is a low-code BPM application that integrates data and content stored in Box. With Nintex and Box, users can add sophisticated workflows around their documents, deliver automated solutions and create folders and move content between those folders in an integrated solution.

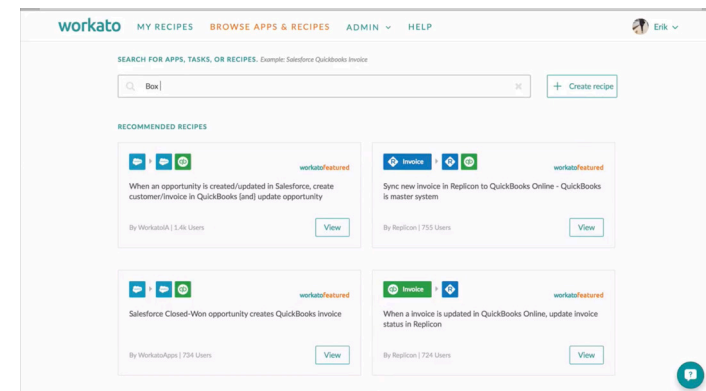# Build automation with API Connectors

With the help of Connectors, businesses can create cause-and-effect links between different web services and thereby build automations and integrations other than what Box provides natively. Bringing together cloud apps, on-premise apps, databases, APIs and files together, these low-code platform partners deliver data and events in the right sequence for automation. By automating certain workflows, businesses can streamline their overall business processes and free up employee time for more strategic activities.

snapLogic

SnapLogic provides a visual interface to simplify the process of connecting web services to one another, to on-premise applications and to data sources. Integrated with Box, SnapLogic makes it easier to integrate Box APIs to other services you frequently use with little effort.

workato

Workato is an Integration Platform as a Service (iPaas) vendor that enables integration between Box and a myriad of other applications, including with Customer Relationship Management (CRM), marketing, accounting and Enterprise Resource Planning (ERP) apps. Customers can use Workato to connect a range of applications together rather than relying on pre-built integrations.

How Box transformed eSignature
at Guaranteed Rate

As the world's first digital mortgage lender, Guaranteed Rate has fully embraced the digital business model. The firm chose Box as its content backbone to power secure content services for its web and mobile applications. Applicants can upload, view and management documents digitally and provide eSignatures through Box's DocuSign integration. Using Box and eSignature, Guaranteed Rate's Digital Mortgage application has reduced loan processing time by nearly 50%.

guaranteed Rate.

Governance for the content lifecycle

With the rise of digital transformation and the extension of corporate supply ecosystems across the globe, companies today are operating in a more global environment than ever before. This means they must also cope with ever-evolving regulatory landscapes both at home and abroad.

While many companies working with legacy, on-premise content systems systems have information governance rules that specify when files can and should be deleted, these are often costly to maintain and limit access to governed documents to just a few.
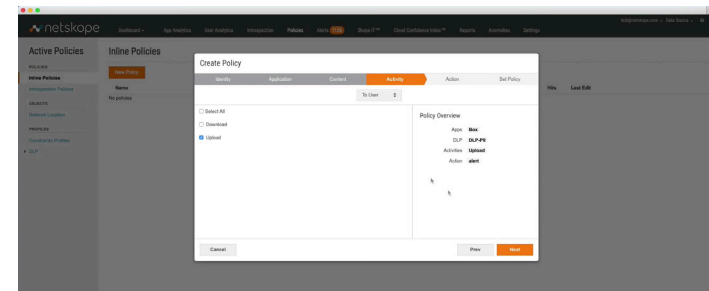
With Box, compliance and governance can be managed where your content already lives without adding friction to the end-user experience. You can also lower the cost of document storage and retention while maintaining compliance and making content more accessible. Working with partners, Box helps its customers analyze and apply governance and compliance policies appropriate to their content.

Improve classification with Box integrations

With classification and Data Loss Prevention (DLP), Box customers can identify and control their content regardless of whether it is stored internally or externally relative to their perimeter. Tools for classification and DLP include encryption, access permissions and activity monitoring to significantly reduce the data security risks associated with malicious activity, employee neglect or content exfiltration. With an array of classification integrations, Box helps its customers restore control of their data and defend against unintended exposure.

netskope

Netskope provides real-time, granular visibility into activity in your Box accounts to head off any risky activities and protect sensitive data. This allows IT admins to quickly detect any data movement that could indicate an attempt at data exfiltration by an insider.[1]

McAfee
Together is power.

McAfee's service Data Loss Prevention Discover helps you locate sensitive data, learn how it's being used and protect it in Box. You can easily define policies around your content in the cloud and schedule scans to identify potential data leakage ahead of time. You also get detailed reporting on any incidents.[2]

[1] bit.ly/2mbIzgV
[2] bit.ly/2CJqoGE

Enable eDiscovery

In a world where anything from an instant message to a file-creation date can have huge implications for a lawsuit, the legal discovery process can quickly become long and costly. But with the right discovery tools in place, you can simplify the process and reduce costs if you ever find yourself in the midst of eDiscovery requests. Having a centralized content system makes it simple to identify, preserve, and collect relevant files, allowing modern enterprises to manage eDiscovery with ease.

logikcull

Logikcull gives Box users the ability to transfer documents and metadata from Box into Logikcull for discovery and investigations. With this Box API integration, Box customers can easily search, collect and preserve electronically stored information (ESI) maintained in Box as part of a litigation or regulatory matter.[3]

ZAPPROVED

Zapproved allows electronically stored information in Box with a legal hold to be easily exported via API for further analysis and extended search capabilities. Because of the Box legal holds, companies are significantly reducing the amount of content exported for legal review and saving potentially hundreds of thousands of dollars.[4]

Analyze content with artificial intelligence

The cognitive tipping point in the ECM market will be reached in 2021, if not sooner, according to Forrester Research.[5] This means companies will be looking for new ways to request and consume content, generate intelligent content recommendations, feed content into integrated applications and uncover hidden business value in previously untapped data. With legacy ECM systems stockpiling company documents — in some cases for decades — it's only now that machine learning technologies are finally mining these hoards of data and putting them to good use.

Box has been at the forefront in taking advantage of cutting-edge machine-learning technologies. With interoperable systems and RESTful APIs, CCM solutions can take advantage of leading machine learning providers like Google Cloud, Microsoft Azure and IBM Watson. And because artificial intelligence is an area that is quickly evolving, working in the cloud allows you to more easily stay up to date with the latest best-in-breed services.

[3] bit.ly/2kerL8E
[4] bit.ly/2JHqaTW

[5] bit.ly/2rtgXaJ

Box is at the heart of this innovation, and allows you to leverage the Box Skills framework to take the best of these partner technologies and apply it to content residing in Box. A Box Skill automatically processes content - such as audio, video and image files - and renders each provider's algorithm output as metadata to help you extract meaning from your unstructured content and accelerate your business processes. You can also build your own solutions with the Box Skills Kit, a framework and developer toolkit that lets you take advantage of the best providers for any task or apply your own machine learning to Box to solve your unique business problems.

Watson

With IBM and Box, companies can leverage the Watson integration for document OCR and field extraction, among other tasks. For example, a loan application can be automatically tagged with metadata in Box, where it is then indexed for search and specific loan approval processes can be triggered and routed based on the keywords.

Microsoft Azure

With Microsoft and Box, organizations can transcribe audio recordings or navigate a timeline of when specific events occurred in a video. Customer support calls, for example, can be transcribed and keywords easily searched and analyzed. Videos for employee training can be easily maneuvered, where it's easy to navigate to certain points in the video based on keywords or facial recognition.

Google Cloud Platform

With Google Cloud Platform and Box, organizations can use machine learning to better detect and monitor sensitive data. For example, information like driver's license or passport numbers can be detected in content uploaded to Box during a contractor onboarding process, which can ensure that content is processed as sensitive information and is automatically classified, watermarked, or retained.

"Our e-commerce platform relies heavily on data sets, so I see a huge opportunity for leveraging AI and metadata, because there's a ton of systematic, disciplined, clean information."

— Peter Duhon, Cloud Architect, Hudson's Bay Company

Seamlessly capture and ingest content

Fax and scan

Canon
FUJITSU
RICOH
KOFAX
KnowledgeLake
ABBYY

Capture software

IBM Datacap
KOFAX
CaptureBites
Ephesoft
boxCAPTURE

Forms

PRONTOFORMS
goformz
gocanvas
frevvo

Process all of your content in the cloud

eSignature

Adobe Sign
DocuSign
HELLOSIGN

Business process management

PEGA
K2
NINTEX
IBM Case Manager

App connectors

workato
MuleSoft
stamplay
azuqua
Microsoft Flow
snapLogic
DELL Boomi
IBM App Connect

Governance for the content lifecycle

Classification

paloalto
netskope
Cisco Cloudlock
Symantec
McAfee
Together is power.

eDiscovery

EnCase Basic
by Guidance Software
logikcull
exterro
Relativity
ACCESSDATA
ZAPPROVED

Analyze content with machine intelligence

Artificial intelligence

Watson
Microsoft Azure
Google Cloud Platform
aws

Bring it all together with Cloud Content Management

Corporate history and mission

Box was founded in 2005 to help businesses bring all of their people, information and applications together to transform the way they work. After humble beginnings being born out of a college research project and developed by its four founders in a Berkeley cottage, Box has grown to now serve 85,000 customers and 69% of the Fortune 500. Our in-house consulting arm, Box Consulting, helps companies implement and get the most out of Box, and our nonprofit, Box.org, provides nonprofits with the technology resources they need to innovate and achieve their goals.

How Box can create value for your company

No matter your industry, Box can help accelerate your business growth and ultimately save you money. By boosting efficiency, reducing IT infrastructure costs and significantly decreasing the chance of costly data breaches, Box is ready to help you save.

A study by Forrester Research based on surveys and interviews with Box customers found that customers can see up to a 405% return on investment (ROI) and a productivity improvement of over 20% in its first three years with Box.

Try using the Box ROI Calculator (box-roi.com) to learn how your company can save costs, boost productivity and reduce risk with Box.

The Box offering

Over the past 10 years at Box, we've continuously striven to build and improve our product to better serve our customers.

Designed for the needs of end users, IT and developers, Box lets you securely manage, share, organize and collaborate on all of your content.

Meanwhile, you can also efficiently manage the metadata, collaboration and workflows (Box Relay) related to that content.

We've enhanced the security and hosting services and added a range of features design to meet the needs of enterprises for governance (Box Governance), compliance with a broad range of certifications from ISO to GDPR, encryption key management (Box KeySafe) and data sovereignty (Box Zones). We've also defined and published APIs that enable developers to build their own applications, and are rolling out two innovative machine-learning technologies (Box Skills and Box Graph) to make content more actionable and useful. Box continues to evolve, and by leveraging cutting-edge technologies like machine learning, we bring the latest and best suite of services to our customers for Cloud Content Management.

At Box, we believe that every company can and should work like a digital company, and that Cloud Content Management is essential to achieving this.

With Cloud Content Management, manual processes become digital and automated. Employees no longer have to spend hours each day or week hunting for information, and productivity soars. Collaboration across the entire extended enterprise becomes seamless, and the latest machine learning technologies help you maximize the value of every piece of content you have. No more siloed content, no more searching for information.

With Cloud Content Management by Box, you can finally work as one.

box

Box (NYSE:BOX) is the Cloud Content Management company that empowers enterprises to revolutionize how they work by securely connecting their people, information and applications. Founded in 2005, Box powers more than 85,000 businesses globally, including AstraZeneca, General Electric, P&G, and The GAP. Box is headquartered in Redwood City, CA, with offices across the United States, Europe and Asia.

To learn more about Box, visit www.box.com