



What is the future of RecFind?

The product road map

First a little history. We began in 1984 with our first document management application called DocFind marketed by the then Burroughs Corporation (now called Unisys). In June 1986 we sold the first version of RecFind, a fully-featured electronic records management system and a vast improvement on the DocFind product. Then we progressively added document imaging then electronic document management and workflow and then with [RecFind 6](#) a brand new paradigm and an amalgam of all previous functionality; an Information management system able to run multiple applications concurrently with a complete set of enterprise content management functionality. RecFind 6 is the eighth completely new iteration of the iconic RecFind brand.

RecFind 6 was and is unique in our industry because it was designed to be what was previously called a Rapid Application Development system (RAD) but unlike previous examples, we provided the high level toolset so new applications could be inexpensively 'configured' (by using the [DRM](#)) not expensively programmed and new application tables and fields easily populated using [Xchange](#). It immediately provided every customer with the ability to change almost anything they needed changed without needing to deal with the vendor (us). Each customer had the same tools we used to configure multiple applications within a single copy of RecFind 6. RecFind 6 was the first ECM product to truly empower the customer and to release them from the expensive and time consuming process of having to negotiate with the vendor to "make changes and get things done."

In essence, the future of the RecFind brand can be summarised as more of the same but as an even easier to use and more powerful product. Architecturally, we are moving away from the fat-client model (in our case based on the .NET smart-client paradigm) to the zero-footprint, thin-client model to reduce installation and maintenance costs and to support far more operating system platforms than just Microsoft Windows. The new version 2.7 web-client for instance happily runs on my iPad within the Safari browser and provides me with all the information I need on my customers when I travel or work from home (we use RecFind 6 as our Customer Relationship Management system or CRM). I no longer need a PC at home and nor do I need to carry a heavy laptop through airports.

One of my goals for 2016 is to convince my customer base to move to the RecFind 6 web-client from the standard .NET smart-client. This is because the web-client provides tangible, measurable cost benefits and will be the basis for a host of new features as we gradually deprecate the .NET smart-client and expand the functionality of the web-client. We do not believe there is a future for the fat/smart-client paradigm; it has seen its day. Customers are rightfully demanding a zero footprint and the support of an extensive range of operating environments and devices including mobile

devices such as smartphones and tablets. Our web-client provides the functionality, mobile device support and convenience they are demanding.

Of course the back-end of the product, the image and data repository, also comes in for major upgrades and improvements. We are sticking with MS SQL Server as our database but will incorporate a host of new features and improvements to better facilitate the handling of 'big data'. We will continue to research and make improvements to the way we capture, store and retrieve data and because our customer's databases are now so large (measured in hundreds of Gigabytes), we are making it easier and faster to both backup and audit the repository. The objectives as always are scalability, speed, security and robustness.

The RecFind 6 Knowledge Hub

We are also adding new functionality to allow the customer to bypass our standard user interface (e.g., the .NET smart-client or web-client) and work from a central Hub. The RecFind 6 Knowledge Hub will be configurable by each customer and by each user such that it will become entirely appropriate to the unique functional requirements of each user. Each user will be able to work from a single Hub (or Dashboard) and this Hub will present all the required statistics, workflow and reports required plus provide instant entry to any functionality within RecFind 6. The Hub will of course be a browser-based thin-client product and part of the standard RecFind 6 Web client.

On the add-in product front we will continue to invest in our add-in products such as the [Button](#), the [MINI API](#), the [SDK](#), [GEM](#), [RecCapture](#), the [High Speed Scanning Module](#) and the [SharePoint Integration Module](#). Even though the base product RecFind 6 has a full complement of enterprise content management functionality these add-on products provide options requested by our customers. They are generally a way to do things faster and more automatically.

We will continue to provide two approaches for document management; the end-user paradigm (RecFind 6 plus the Button) and the fully automatic capture and classification paradigm (RecFind 6 plus GEM and RecCapture). As has been the case, we also fully expect a lot of our customers to combine both paradigms in a hybrid solution.

We will deliver a new version of our automatic, rules-driven email management product GEM in early 2016 that will simplify connectivity to any email system including Office 365 and that will allow it to be used with any other EDRMS, including SharePoint, as well as RecFind 6.

The major architectural change is away from the .NET smart-client (fat-client) paradigm to the browser-based thin-client or web-client paradigm. We see this as the future for all application software, unconstrained by the strictures of proprietary operating systems like Microsoft Windows.

As always, our approach, our credo, is that we do all the hard work so you don't have to. We provide the feature rich, scalable and robust image and data repository and we also provide all of the high level tools so you can configure your applications that access our repository. We also continue to invest in supporting and enhancing all of our products making sure that they have the feature set you require and run in the operating environments you require them to. We invest in the ongoing development of our products to protect your investment in our products. This is our responsibility and our contribution to our ongoing partnership.

Our overriding objective is to increase ease-of-use and productivity. Our fully-automatic and rules driven products plus the new RecFind 6 Knowledge Hub will provide major improvements in both areas.