

CONTENT SERVER /XECM PLATFORM VIEWERS

This document reviews GCI PowerTools Viewer (PTV) compared with OpenText's Intelligent Viewing software.

Functional Fit with Business Requirements

The following table provides a high-level summary of the fit of each product to the business requirements.

Which viewer is right for you?	Intelligent Viewing Complementary	Intelligent Viewing Premium	PowerTools Viewer
Viewer accurately represents a document			
PDF	✓	✓	✓
MSWord	Partial ¹	✓	✓
Excel	Partial ²	Unknown ⁶	Partial ³
HTML	✓	✓	✓
Images & Charts	✓	✓	✓
Tables	✓	✓	✓
Multiple File Formats	✓	✓	✓
Handles large files (5000 pages+)	✗	*	✓
Supports annotations	✗	✓	✓
Easy to Use	✓	✓	✓
Bookmarks	✗	Unknown ⁶	Partial ⁴
Integrates with Content Server	✓	✓	✓
Other Features			
Print	✓	✓	✓
Download	✓	✓	✓
Publish	✗	✓	✓
Hyperlinks	Partial ⁵	✓	✓
Contemporaneous editing	✓	✓	✓
Jump to page	✓	✓	✓
Redaction	✗	✓	✓
Search	✓	✓	✓
Hot Keys	✗	✗	✓
Dynamic Watermarking	✗	Unknown ⁶	✓

1. Viewer Does not support the display of comments or tracking/markup in MSWord documents

2. Viewer Does not support the display of comments in Excel documents

3. Correct content except for comments is displayed however, cells are resized and displays can be across multiple pages

4. Supports the display and use of bookmarks, table of contents, etc., when authored in the native application. The viewer does not support the creation of bookmarks in the viewer

5. Supports the display and use of bookmarks, table of contents, etc., when authored in the native application. The viewer does not support the creation of bookmarks in the viewer directly

6. Unable to verify due to difficulties with installation

OpenText Intelligent Viewing - Complementary

PROS

- ✓ Included in Content Server, no need to purchase additional licenses
- ✓ Built-in integration with Content Server
- ✓ Supports most common file types
 - MS Office Word, Excel, and PowerPoint
 - Image formats (BMP, GIF, JPG, TIFF, PNG)
 - PDF
- ✓ No installation of MS Office on the server required
- ✓ No client components required

CONS

- ✗ Requires additional applications
- ✗ Response times can appear to be slow
- ✗ Basic viewer functionality
- ✗ A limited number of supported formats
- ✗ The viewer does not support the display of native annotations except for PDF documents
- ✗ Inability to change zooming for Excel sheets is an issue for larger Sheets
- ✗ The viewer does not support the application of annotations via the viewer
- ✗ The viewer does not support the display of large documents

OpenText Intelligent Viewing - Premium

PROS

- ✓ Official OpenText product that integrates with Content Server
- ✓ Supports an extensive number of file formats
- ✓ Provides redaction and annotations functionality
 - Redaction capabilities with multiple colors and types
- ✓ Signature, stamping, and bookmark options
- ✓ Output to PDF or TIFF format
- ✓ Can compare two different documents along with overlays images/documents on top of each other

CONS

- ✗ The viewer would require the purchase of additional licenses
- ✗ Installation is very complicated
 - Customers have experienced multiple issues during installation and OpenText provided little online troubleshooting support
 - Fixing the issues may require contacting OT Support and researching other 3rd party websites
- ✗ Requires multiple different applications to be installed
 - PostgreSQL
 - RabbitMQ
 - NodeJS
 - PGAdmin
 - LibreOffice
- ✗ Annotating can be finicky - when placing an annotation, it will continue placing them until you press ESC or click the annotation option you selected

GCI PowerTools Viewer

PROS

- ✓ Supplied by an OpenText partner & integrates with Content Server
- ✓ Has a zero-environment footprint (i.e., no additional hardware required)
- ✓ Supports an extensive number of file formats
- ✓ User-friendly interface
- ✓ Provides redaction and annotations functionality
- ✓ The application of annotations is more user-friendly. Annotations are stored in a database table. The database table can be used for reporting, searching, etc.
- ✓ Supports annotations applied natively to MSWord and PDF documents
- ✓ Performance appears superior to Intelligent Viewing and Content Server Viewers, but more testing would need to be conducted to confirm

CONS

- ✗ The viewer would require the purchase of additional licenses
- ✗ The viewer does not support the display of native Excel annotations
- ✗ Displaying large Excel Sheets in the viewer can be difficult to read

Implementation

Implementing PTV is a straightforward process requiring only the installation of the viewer itself as a server-side module. Intelligent Viewing - Premium requires the installation of several different software with multiple steps. Ultimately, the implementation could not be completed due to issues that came up right at the end.

For further information and demonstrations of GCI PowerTools Viewer, please visit our website at globalcents.com/gci-power-tools-viewer

