

Datasheet

Interwoven® WorkSite Mobility

Access Client Files including documents and e-mail from anywhere at anytime

The New Expectation

In today's business climate, professionals are expected to stay connected with their e-mail, enterprise systems, customers and colleagues at all times. This shift in work practices, the evolving regulations requiring proper retention of client documents and correspondence, and the continuing market momentum of mobile devices has instantly created a new challenge for both professionals and IT. How can mobile professionals be productive, responsive, and provide clients accurate information about the status of their current engagement while all they have is their mobile device? And, how does the firm ensure that client correspondence is incorporated properly within the client file? With the increased use of mobile devices, more and more e-mail—an already difficult form of content to manage—is not easily captured for the purpose of both records retention and team collaboration.

Successfully managing data on mobile devices requires a solution that provides a fluid user experience that enables good working practices when using hand-held devices and resolves the challenges these new, much smaller form factors expose.

WorkSite Mobility

For the first time, it's now possible. WorkSite Mobility brings key capabilities of Interwoven's award winning WorkSite document and e-mail management solution to mobile devices. Through an innovative approach for filing e-mail and over-the-air information synchronization, mobile users now have a new unique capability to interact with client files and store, send, and attach WorkSite documents to e-mails while collaborating with colleagues or communicating with clients.

It's not just about placing e-mails into the WorkSite repository, it's about properly assigning e-mails to the right client,



BlackBerry Client File View

being able locate the right document, and making sure that profiling happens without encumbering the device user with multiple steps. WorkSite Mobility for gives professionals the tools to manage their information and correspondence, do document searches, and leverage the same automatic profiling they're accustomed to within the office from their mobile devices.

Now, your professionals never have to feel like they're disconnected from their active client information again.

Designed for A Rich User Experience over Wireless Networks

With its unique approach, WorkSite Mobility is not a web-client that requires an active connection. Instead, users can have a signal, or no-signal, and still be able to traverse

the client file hierarchy, file e-mails while on a plane, or create new e-mails and attach documents and links to documents and information. All information is sent, synchronized, and profiled when reconnected to the active network; ensuring that the e-mails are stored within the client file and keeping consistent with the organizations information management policies.

Operations such as the filing of e-mails work in the background, allowing users to continue using the device while all selected e-mails are filed silently by the server.

Additionally the client is designed with a small memory footprint ensuring optimal memory usage.

Features:

- WorkSite Today™ keeps professionals abreast of active engagements, their most recent documents, missed calls, and the day's schedule while on the move, on a single BlackBerry screen
- Over the Air access to WorkSite delivers full metadata searching, folder access, document viewing, e-mailing, printing, and faxing—keeping professionals synchronized with the latest information and updates
- Profile one or more e-mails into client, matter, or personal folders. Automatic profiling simplifies it for professionals and ensures all e-mail related correspondence for a current engagement is readily available to professionals and staff
- “Profile and Send” (PAS) allows professionals to easily select an engagement and WorkSite folder to store e-mail so all subsequent e-mails are seamlessly profiled and filed
- Synchronization to the Mobile Device—documents and folder changes are updated and new content is automatically added and retrieved from WorkSite. And, professionals can easily specify which documents and/or search results to synchronize and cache for reference when on the road—additionally documents can be made natively
- Both connected and disconnected capabilities; Folders, client information and meta-data are accessible in both modes—enabling professionals to file e-mails or attach documents while disconnected
- Integration with Cerience Repligo for high-fidelity viewing of WorkSite Content

- View WorkSite links, and attach WorkSite links to e-mails

Benefits:

- Keeps professionals in touch with the latest client information for faster response times and better overall client service
- Delivers powerful WorkSite capabilities to their fingertips, enabling them to be more productive while out of the office and maximize their time usage
- Keeps professionals on top of their workload. Either connected or disconnected, professionals can still locate, queue, and file e-mails while on the go
- Addresses key challenges of document and correspondence retention by making it simple for professionals to locate and file important information that might otherwise be passed over

Designed to integrate with your existing infrastructure

WorkSite Mobility is based on an architecture that integrates with your corporate BlackBerry Enterprise Server (BES), E-mail Server and WorkSite Server. WorkSite Mobility provides all functionality ‘Over the Air’ allowing easy solution deployment and management. All communication between the Mobile device and WorkSite Mobility is encrypted and compressed for security and optimal use of network bandwidth.

System Requirements

WorkSite Mobility Client

BlackBerry 7200 series—OS 4.0, 4.1
BlackBerry 8100 (Pearl)—OS 4.2
BlackBerry 8300 (Curve)—OS 4.2
BlackBerry 8700 series—OS 4.1
BlackBerry 8800 series—OS 4.2

WorkSite Mobility Server

BlackBerry Enterprise Server 4.0, 4.1
Microsoft Exchange Server 2000, 2003, 2007
Interwoven WorkSite 8.0 SP1 and higher
Windows 2003 Server

Interwoven is a global leader in Content Management Solutions

Interwoven's software and services enable organizations to effectively leverage content to drive business growth by improving the customer experience, increasing collaboration, and streamlining business processes in dynamic environments.

Our unique approach combines user-friendly simplicity with robust IT performance and scalability to unlock the value of content.

Today, over 3,800 enterprise and professional services organizations worldwide have chosen Interwoven, including: adidas, Airbus, Avaya, Cisco, DLA Piper, the Federal Reserve Bank, FedEx, HSBC, LexisNexis, Microsoft, Samsung, Shell, Samsonite, White & Case, and Yamaha. Over 20,000 developers and over 300 partners enrich and extend Interwoven's offerings. To learn more about Interwoven, please visit www.interwoven.com.

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