

2014 Laserfiche (Empower) Conference – Anaheim

January 14-17, 2014

David Swenson

Conference Summary Report

I would like to express my appreciation to the Board for their approval of my attendance at the 2014 Laserfiche Empower conference in Anaheim. This was my second opportunity to attend this conference and was just as informative as last year's if not more so.

MPERA recently upgraded to version 9.0 of Laserfiche; our document imaging / Electronic Content Management (ECM) system and this conference had many sessions related to the new features available in this version. Most of the new features are found in the "back-end" processes of the software, an area that MPERA's IT operations group works in regularly.

Particularly useful was the direct access attendees have to Laserfiche's technical staff to ask questions of. The PERIS project has several use cases related to the integration of Laserfiche with the PERIS system and we had a few technical issues that needed to be resolved to fulfill the requirements of those use cases. By having access to Laserfiche's technical staff, I was able to inquire as to the best way to accomplish our goal and in fact gain a solution.

In addition to that particular example of this conference's usefulness, the ability to network with peers using the software is invaluable. It allowed me to gain insight as to how other organizations are getting the best use of the Laserfiche software.

Over the four-day conference, I attended two informative keynote sessions as well as over 15 breakout sessions with specific instruction on different modules of the Laserfiche software. This included security, web integration, capture tools, workflow, operational efficiencies, searching techniques and performance tuning.

Again, thank you for this opportunity. The Laserfiche Empower conference has once again been a valuable source of information, training and networking as we continue to get the best out of MPERA's investment in the software.

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Kelly Winterburn

Conference Summary Report

Thank you to the members of the board and management for giving me the opportunity to attend the Laserfiche conference. This was my first year attending and would love the opportunity to attend next year. The conference had so many useful sessions. Sessions about what's new with Laserfiche, what has been released and what will be released soon. Sessions about tips and tricks in Laserfiche that even after using the product for a year and a half I did not know. The conference had sessions about Quickfields and Workflow designs also. Some of the most useful sessions for my position at MPERA were Coming Attractions in Laserfiche, Tips and Tricks with Laserfiche, Searching in Laserfiche, and Introduction to Laserfiche Security.

Coming Attractions in Laserfiche was very interesting because as technology changes and continues to advance it was nice to know Laserfiche would not be left behind. Laserfiche Mobile 9.1 just became available. They have an Android App available on the Google Play store and an updated iOS app available on the Apple Store. Even though the app is only a demo of what's to come I can see the usefulness in having it. Members of the team being able to have the necessary information at their fingertips to better serve our members. The app has also taken into consideration the enhanced security needs by encrypting all the files that are available for viewing using the app. Android has created a widget to accompany the app for faster access. Another new piece of Laserfiche is the online Q&A site. On this site we now have the ability to get answers from a whole community of Laserfiche users. We can post questions and have a Laserfiche expert answer them. They have technical information available too. Discussion and collaboration boards are useful when troubleshooting issues.

Tips and Tricks with Laserfiche was focused on the basic user tasks within the client. This session showed us how to more easily create client shortcuts, how to use columns and column profiles, about using the document viewer and how to better search.

Searching in Laserfiche is especially important around the MPERA office. Many documents are needed to be able to complete tasks and having several different easy ways to find them is appreciated by all members of our team. No longer having to search through filing cabinets or shelves for paper is one of the greatest advancements of our lives, in my opinion. Laserfiche has made finding what you're looking for much easier. They have different search types to choose from or combine the types together. You can save your frequently used searches and you can customize the search results columns.

As useful as technology is it can also be scary if the proper security is not being used. Laserfiche has several levels of security to ensure our confidential data is protected. They have User Authentication with Active Directory integration, Password Policies, and Security Groups. User Authentication, who is this user, can this user log in, etc. User Authentication integrates with Windows Active Directory authentication so we can manage users and user groups in one area. Also, this integration allows users to login to Laserfiche using the same username and password as their computer log in rather than having to remember an additional username and password. Laserfiche Password Policies allows administrators to expire passwords, to enforce password history and set a number of days before a user can re-use an old password, and it allows administrators to set the complexity of passwords such as the minimum number of characters, whether it needs numbers and letters or special characters. This ability will make it almost impossible for hackers to access the database. In short, Laserfiche has taken every precaution to keep our data secure.

Thank you once more for sending me to this conference. It was informative, interesting and fun. I look forward to learning more and more about this powerful software and maybe next year go to the intermediate and/or advanced sessions.