CITRIX

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Citrix ShareFile Helps Customers Accelerate the Move to the Mobile, Digital Office

New Capabilities in ShareFile Enable Customers to Streamline Document Workflows, Increasing Productivity and Collaboration Across Teams and Clients

SANTA CLARA, Calif.--(BUSINESS WIRE)-- The benefits of becoming a digital office are well-documented, and businesses have much to gain from adopting technology that streamlines employees' workflows and routine processes, while maintaining high levels of security and compliance. The modern workplace is experiencing dramatic gains in productivity and efficiency, while also improving the way teams and clients collaborate from anywhere, at any time, on any device. Industry analyst firm IDC indicates that 80 percent of businesses have processes that still rely on paper and that most organizations are just beginning to transform their businesses with document and information management leading the way. Yet, 72 percent of businesses agree that improving document processes would increase customer satisfaction and/or increase brand value[1].

With these market drivers and the influence of the more than 80,000 business customers and 20 million business users, Citrix continues to drive innovation in its leading file sync-and-sharing solution. These include a smarter and simpler user experience, as well as a more streamlined way to view and take concise action on files of all types, including getting feedback and approvals on documents, sharing DICOM medical images, viewing 3D architectural renderings, and even requesting and tracking audit lists. ShareFile customers are more productive, collaborative and secure, as they transition to the workplace of the future by evolving their business workflows and processes from paper to digital.

What's New in ShareFile

In today's business environment, there is an explosion of data and apps, and an ever-growing need for collaboration across geographies. However, there has been no systematic way to store, share, review or approve documents that are critical to business functions and services until ShareFile. ShareFile is built - from the ground up - for business, giving customers a simpler way to collaborate with teams and clients with built-in feedback and approval workflows.

- Users can get feedback, request approvals and e-signatures - all within ShareFile's web interface.
- Track feedback and approvals in real time with the ability to set due dates and view status at any time.
- Eliminate the need to send documents via email and track for version control.

ShareFile gives customers a smarter way to work with a new, web-based dashboard and interface.

- Recently opened files are easily accessible.
- Users can do more in less time with easy-to-find actions and a clean, straightforward design that enhances productivity.
- Quick access to tutorials and links are available upon log-in to guide users step-by-step.

ShareFile provides a better, more convenient way to view every file with its new content viewer.

- Users see a clear view of 60+ file types without the need to wait for downloads and have the ability to preview the most common file formats, including PDFs, without having to leave the web browser.
- Users can conveniently share files, and request feedback and approvals through workflows - right from the viewer.

New and Enhanced Solutions for Industry-Specific Solutions

Many industries, including finance, insurance and real estate, have specific workflow and compliance needs - including support for FINRA, HIPAA and CFPB. ShareFile addresses these needs, and can be configured in a way that streamlines many of the common, industry-specific use cases - particularly in Accounting and Healthcare. The high level of customization and industry knowledge that ShareFile provides enables customers to have workflows and peace of mind that is tailored to their individual needs.

ShareFile for medical imaging enables customers in healthcare-related fields to reduce their need for CDs with its diagnostic-quality DICOM viewer and storage that supports HIPAA compliance. Healthcare providers and payers can now request, upload, view and share medical images in a simple, cloud-based environment. For nearly a decade, CPAs using ShareFile for Accounting have been able to easily exchange large QuickBooks files, monthly statements, and tax returns. Thanks to the most-recent improvements to ShareFile, CPAs can now create and track PBC lists (Provided By Client Lists), and request e-signatures for IRS forms 8879s. The request list feature eliminates the painstaking need to rely on email and spreadsheets, reducing complexity and error.

Quotes

Terri McClure, Senior Analyst, Cloud Infrastructure and File Sharing, ESG

"Business leaders recognize the need to embrace a modern, digital workplace to drive greater efficiency in business processes. This means taking a close look at their document and information management workflows and embracing technologies to take the friction out of these processes while keeping data secure. By using ShareFile's collaborative workflow and security features, customers and their clients benefit from more streamlined and structured processes, speeding time to complete projects, deliver results, and increase customer satisfaction, all while complying with stringent security requirements."

Byron Patrick, Managing Director, CPA Practice, Network Alliance

"Innovations in technology, like the Citrix ShareFile new approval workflow and request list, just keep getting better. The approval workflow capability simplifies the cumbersome process of collecting source documents while keeping a CPA client's information safe, secure and private. Firms I work with are more efficient when collaborating with their clients, who appreciate the simplicity of the system."

Kevin Gardner, Operations Manager, US Framing International

"As far as time saved, the approval workflow capability helps out tremendously. Instead of sending multiple emails back and forth and tracking comments and changes, they can go and comment on every page of the document in one go around. That saves us time in the approval conversation. We probably had a three-day turn around for approvals before, and with the approval workflow we've been able to cut a day out of that process."

Samantha Rice, Firm Administrator, McMahan, Thomson & Associates, P.C.

"The approval workflow feature has helped us improve our communication on projects that require more than one team member. It has eliminated email chains and provided a centralized location for all feedback and changes to documents."

Nate Spilker, Vice President ShareFile and Cloud Services, Citrix

"Customers of all sizes are looking for solutions that allow them to work and collaborate seamlessly from anywhere, transforming their businesses to be more efficient and mobile. Citrix is continuing to drive innovation in ShareFile beyond file sharing and storage to address the workflow needs of the modern worker. Now with a simpler user interface and industry-specific solutions, ShareFile is helping its customers to increase productivity and collaboration."

Related Links

- [ShareFile](#) product page
- Announcement: [Citrix Customers Experience Growth, Increased Cost Savings and Productivity with ShareFile](#)
- Blog: [Meet the New ShareFile: What's in store for ShareFile Users](#)
- Video: [New Approval Workflow](#)

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[1] *IDC InfoBrief, sponsored by Adobe, "Business transformation through smarter document workflows," April 2016.*

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