

# Smarter document collaboration with Dell Document Hub



Summary of BLI Custom Test Reports:  
Dell Document Hub vs HP MFP Cloud  
Dell Document Hub vs Brother ControlCenter4



Businesses around the world are making the shift towards smart document collaboration, by converting hardcopy documents to digital files for easier archiving, editing and sharing in cloud storage services.

Dell Document Hub is an innovative solution for seamless digital collaboration capabilities, with cloud-based Optical Character Recognition (OCR) to convert scanned documents to editable files. Devices with Dell Document Hub connect to multiple existing cloud service accounts, letting you access several online repositories at once.



Dell commissioned Buyers Laboratory LLC (BLI) to test the performance of Dell Document Hub against similar solutions that HP and Brother offer. The results speak for themselves:

"When specifically addressing the features, functionality and workflow associated with scanning documents to, and printing documents from, various cloud storage services, BLI feels **Dell Document Hub is the superior solution among the products tested,**" said Jamie Bsales, senior product editor for solutions at BLI. "For creating editable and searchable documents, **Dell Document Hub delivered better OCR accuracy with an easier, less time-consuming workflow, which can mean greater productivity for users.**"

# Dell Document Hub

Easily access and share documents, images and digital content, wherever your users are located, with the innovative Dell Document Hub. This solution is embedded in Dell Color Multifunction Printer - C2665dnf and also available as an application for Windows 8, 8.1 and RT devices<sup>1</sup>.

- **Convenient access:** Scan to, print from, and search within popular cloud services - Box®, Dropbox®, Evernote®, Google Drive™, Microsoft® OneDrive and Microsoft® SharePoint® Online 2013
- **Single sign-on access:** Simplify access with single sign-on to multiple cloud services
- **Improve efficiency:** Optical Character Recognition (OCR) processing<sup>2</sup> lets you convert hardcopies into searchable, editable files that you can share or store in the cloud
- **Save time and effort:** Search for files across multiple cloud services simultaneously
- **Safeguard your data:** The Dell Document Hub server is hosted in data centers which comply with widely recognized security standards<sup>3</sup>. Data is sent securely with AES256bit SSL encryption and 128-bit RC4 PDF encryption
- **User privacy:** Dell Document Hub does not store user data — data is deleted when your tasks have been processed

## Tested against HP's solution<sup>4</sup>

The analogous HP solution for small business customers is a combination of the apps available for download to supported HP ePrint MFPs, the Readiris Pro 12 OCR desktop utility that ships with the MFP, along with the HP Connected online service.

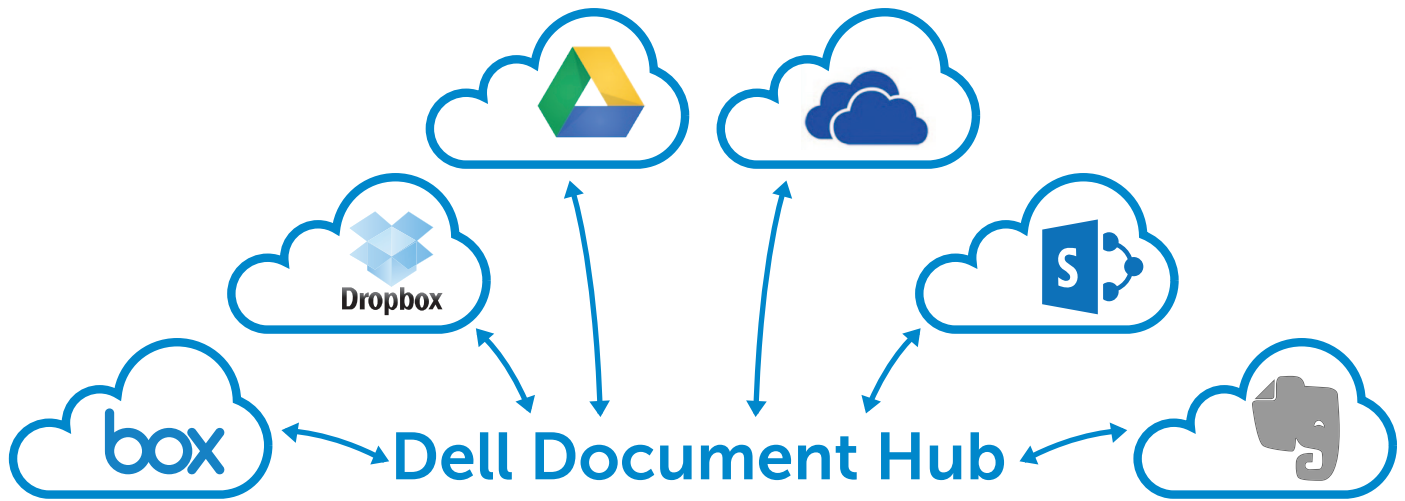
- From your computer, Readiris uses OCR processing to convert existing PDF and other image-format documents to editable files.
- Separate downloadable apps for the MFP allow you to scan and deliver uneditable PDF and other image-format files to supported cloud services<sup>5</sup>
- The HP Connected online service adds the option of printing from supported mobile devices via email

## Dell's advantages over HP\*

- Wider array of cloud-service destinations supported from the MFP control panel
- For file retrieval and printing at the MFP, user can search across all associated cloud services, rather than having to search each one individually
- More file format choices available for "scan to" operations, including the popular Word, Excel, PowerPoint, and searchable PDF formats
- OCR processing in the cloud delivers editable Office documents and searchable PDFs to destination folders, rather than requiring learning and use of third-party software at the user desktop and subsequent manual uploading of OCR'd files
- Users can create OCR'd documents from any Dell Document Hub device; they are not reliant on scanning to the PC where the OCR software is installed
- An unlimited number of users can access Dell Document Hub and its OCR capabilities, not only those with a licensed desktop OCR application
- During setup of the connection to cloud services, users can opt to join an existing company account, which is convenient for small businesses that maintain shared accounts on cloud services that multiple employees access
- Includes Email Me function for scanning a file to the user's email address based on their Dell Document Hub login
- Includes Business Card Reader function for capturing business cards to vCard format and delivering to the user's email address for import into Outlook, Gmail, or any application that can import vCards
- Superior document formatting retention for complex files scanned to Excel and Word format with default settings

\* Extracted from BLI Custom Test Report "Dell Document Hub vs HP MFP Cloud Functionality" pg 3.  
Key areas tested include: Features, User Experience, Workflow, Document Processing Performance.





## Tested against Brother's solution<sup>4</sup>

The comparable Brother ControlCentre4 desktop utility along with Nuance PaperPort 12 SE, a desktop OCR package from Nuance Communications, delivers capture, OCR and document management features.

- The combination of the two programs allows you to use a computer to scan and process documents into editable files
- You need to manually access individual cloud service websites to upload files to the cloud

<sup>1</sup> Available for download from the Windows Store.

<sup>2</sup> For a limited period, you will enjoy Optical Character Recognition (OCR) and/or other features within Dell Document Hub for free. This introductory offer is available until 14 November 2014.

<sup>3</sup> Compliant with ISO27001, SAS70, SSAE16, SOC1 and SOC2 security standards.

<sup>4</sup> Details of the reports can be found in BLI custom test reports: Dell Document Hub vs HP MFP Cloud Functionality (December 2013) and BLI custom test report on "Brother pg 10, 11" Dell Document Hub vs Brother ControlCenter4 (January 2014). Both tests were commissioned by Dell, using Dell Color Multifunction Printer - C2665dnf, HP LaserJet Pro 500 color multifunction printer, and Brother MFC-9970CDW color multifunction printer. The reports are available on [dell.com/documenthub](http://dell.com/documenthub)

<sup>5</sup> At the time of the report, only Box and Google Docs were available.

## Dell's advantages over Brother\*

- Access to popular cloud storage services from the MFP control panel for scanning documents directly to those services, and searching and printing documents from those services, with no PC required
- OCR processing in the cloud delivers editable Office documents and searchable PDFs to destination folders, rather than requiring learning and use of third-party software at the user desktop and subsequent manual uploading of OCR'd files
- Users can create OCR'd documents from any Dell Document Hub device; they are not reliant on scanning to the PC where the OCR software is installed
- An unlimited number of users can access Dell Document Hub and its OCR capabilities, not only those with a licensed desktop OCR application
- For file retrieval and printing at the MFP, user can search across all associated cloud services, rather than having to search each one individually
- Includes Email Me function for scanning a file to the user's email address based on their Dell Document Hub login
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# Dell wins

## BLI assessment results<sup>1</sup>

A check mark indicates superior functionality or performance.

Category of test	Sub-category of test	Dell	HP	Brother
Features	Scan to cloud services	✓		
	File formats supported for capture	✓		
	Scan settings available for cloud capture	✓		
	Print from cloud services	✓		
	Scan-to-email functionality	✓	✓	✓
	Security features	✓	✓	
	Additional desktop software capabilities		✓	✓
User experience and workflow	Installation and signup	✓		✓
	User interface of multifunction printer	✓		
	User interface for cloud portal	✓	✓	
	Workflow for scanning static image files to cloud	✓	✓	
	Workflow for scanning editable files to cloud	✓ <sup>3</sup>		
	Workflow for scanning to several cloud services	✓		
	Workflow for scanning to email	✓		
	Workflow for searching and printing from cloud	✓		
OCR accuracy <sup>2</sup>	Simple text document	✓	✓	
	Medium complexity text document (contract)	✓	✓	
	Complex text document (invoice)	✓	4	
	Complex text document (brochure)	✓	4	
	Simple Excel document	✓	✓	
	Complex Excel document	✓	4	
	PowerPoint document	✓		

Category of test	Sub-category of test	Dell	HP	Brother
Workflow timings	Scanning static image file to cloud	15 seconds	15 seconds	60 seconds
	Scanning editable Word file to cloud	15 seconds	240 seconds	120 seconds
	Scanning to email	15 seconds	17 seconds	17 seconds
	Searching online cloud service for file to print	10 seconds	N/A	N/A
	Searching two online cloud services for file to print	10 seconds	30 seconds	N/A
	Scanning editable files to multiple cloud services	15 seconds	N/A	120 seconds

<sup>1</sup>Details of the reports can be found in BLI custom test reports: Dell Document Hub vs HP MFP Cloud Functionality (December 2013) and BLI custom test report on "Brother pg 10, 11" Dell Document Hub vs Brother ControlCenter4 (January 2014). Both tests were commissioned by Dell, using Dell Color Multifunction Printer - C2665dnf, HP LaserJet Pro 500 color multifunction printer, and Brother MFC-9970CDW color multifunction printer. Reports are available on [dell.com/documenthub](http://dell.com/documenthub)

<sup>2</sup>The OCR processing engines of all three solutions produced file sizes that were similar and in line with expected native Word, Excel, and PDF files.

<sup>3</sup>Dell Document Hub provided the advantage with regards to ease of workflow, while the HP and Brother solutions provided advantages in desktop OCR processing flexibility.

<sup>4</sup>The HP solution produced poor format retention that required manual readjusting.

## About BLI

BLI is the imaging industry's leading independent authority and provider of competitive intelligence, testing and reviews on multifunction (MFP), copier, printer, scanner and imaging software solutions and products.

ISO/IEC 17025:2005  
Certified, EPA Accredited

For more information, visit [buyerslab.com](http://buyerslab.com)

Learn more about Dell Document Hub at [dell.com/documenthub](http://dell.com/documenthub)