

VIP Report

Product Review of InfoViewer

In-depth, independent review of the products,
plus links to related resources

"InfoDesk offers a wide array of content management applications including InfoViewer for power users, InfoWatch for enterprise portals, InfoAlert and TopicAlert for alert delivery to BlackBerrys and email accounts, and iWidget and Webparts for portal delivery."

March 2010



Contents

Product Review of InfoViewer 4



In-depth review of products by experienced researcher, including screen shots and commentary

Introducing InfoViewer	4
VIP's View	4
Sources of information and information partners	5
Audience	5
Access and Delivery	5
Functional overview	5
Interface and portal	6
<i>Screenshot Figure 1: InfoViewer Home Page</i>	6
<i>Screenshot Figure 2: InfoViewer Profiles Pane</i>	7
<i>Screenshot Figure 3a: InfoViewer InfoProfiler</i>	7
<i>Screenshot Figure 3b: InfoViewer InfoProfiler Beta</i>	8
<i>Screenshot Figure 4: Headlines Pane</i>	9
<i>Screenshot Figure 5: InfoViewer Tabs</i>	10
<i>Screenshot Figure 6a: InfoViewer Basic Search in News</i>	11
<i>Screenshot Figure 6b: InfoViewer Basic Search in Google Error</i>	11
<i>Screenshot Figure 7: iPublish Pane</i>	12
<i>Screenshot Figure 8: InfoViewer Edit</i>	13
<i>Screenshot Figure 9: Newsletter Output</i>	14
Help and user support	14
Costs	15
Contact Details	15

Other Products 16

Related VIP Product Reviews

Web Resources 18

Web-based resources relating to company

About the Reviewer 19

Biographical notes about the product reviewer

About this Report

VIP Report

VIP (<http://www.vivaVIP.com/>) publishes in-depth reports on products, vendors and user experiences relating to premium content products. The monthly *VIP Magazine*, available by paid subscription, includes news analysis and highlights from the latest product reviews. Subscribers also receive, as part of their subscription, the full product review reports published each month.

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Contact Information

Free Pint Limited
4-6 Station Approach, Ashford,
Middlesex, TW15 2QN, United Kingdom
Registered Office: Delaport Coach House, Lamer Lane, Wheathampstead, Herts, AL4 8RQ
Registered Number: 3754481

Telephone: 01784 605000
International: +44 1784 605000
Email: support@vivaVIP.com
Web: <http://www.vivaVIP.com/>



Publisher's Note

To improve the usability of VIP, we have shortened many long URLs with DigBig, a free utility that creates persistent links (<http://www.digbig.com>). When you click a DigBig URL, or paste it into your browser, you will be directed to the original URL.

Product Review of InfoViewer

By Jonathan Gordon-Till



Jonathan Gordon-Till
[View Author Biography](#)

"Content is normalised and can then be edited by the user (collaboratively with colleagues if necessary) before forwarding on to interested parties as news alerts or customised current awareness newsletters."

Headquartered in Tarrytown, New York, and with an office in the UK, InfoDesk, Inc. specialises in providing organisations with real-time personalised news and information. InfoDesk claims to be the world's leading provider of *'... a low cost, real-time, multimedia capable solution that enables information buyers to receive, use, view, personalise and search publisher branded and internal information in a federated manner.'*

InfoDesk offers a wide array of content management applications including InfoViewer for power users, InfoWatch for enterprise portals, InfoAlert and TopicAlert for alert delivery to BlackBerrys and email accounts, and iWidget and Webparts for portal delivery.

Introducing InfoViewer

InfoDesk's flagship service, InfoViewer, enables users to personalise, view, search, publish and export real-time information extracted from any electronic source to which they have access. The key principle behind InfoViewer is that where the user has access to a variety of federated information sources (say, Associated Press news feeds, Web RSS feeds, Dialog sources) these can be filtered simultaneously and relevant items selected for interest. Content is normalised and can then be edited by the user (collaboratively with colleagues if necessary) before forwarding on to interested parties as news alerts or customised current awareness newsletters. InfoViewer differs from services such as commercial aggregators where the user has not only to gather content from different services, but normalise them and manually incorporate into an onward news alerting service for the organisation.

Content filtered through InfoViewer can be delivered through a variety of publishing options including to the client's intranet, as emails, to Blackberrys, or exported as, say, Microsoft Word or PDF format.

In this review we look at InfoViewer version 6.0, launched in mid-2009.

InfoViewer: VIP's View

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| <ul style="list-style-type: none"> ✓ Extensive coverage (over 5 million entities) of public and private limited and non-limited UK companies ✓ Enables an organisation to gain normalised access to third-party content it is licensed to see, but on a federated platform. ✓ Quick and simple to set up topical profiles for news monitoring. ✓ Combines searches of freely available Web resources (e.g. RSS feeds) with subscription content (e.g. LexisNexis). ✓ Includes news services, video content, images, whatever content the user normally has access to. | <ul style="list-style-type: none"> ✓ Very simple and effective current awareness newsletters and alerts creation. ✓ Enables users to edit their own news stories. ✓ See all the news as it happens. ✗ Users cannot create or edit their own templates. ✗ Third-party sources have to be integrated with InfoViewer by InfoDesk. ✗ Confusing mixture of left- and right-click functions. ✗ Scheduled email alerts only available during morning hours, Eastern Time (USA). |
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