

A Seamless Migration Path: Moving Insurance Agencies from Snowbound VirtualViewer to eViewer v7

For insurance agencies migrating from Snowbound VirtualViewer, eViewer v7 is the only replacement path that preserves annotation continuity, portfolio document support, and the page-by-page viewing experience.

Executive Summary

Insurance agencies have relied on Snowbound VirtualViewer for years to view and annotate claims files, policy documents, and correspondence inside their content management systems. That foundation is now unstable. Snowbound was acquired by Accusoft in 2022, and Accusoft itself was acquired by Apryse in 2025; two ownership changes in under three years, with no dedicated viewer roadmap remaining for VirtualViewer. Customers are being pointed toward Accusoft PrizmDoc or Apryse's Xodo as replacement platforms, but neither preserves the annotation workflows or the multiple format Portfolio document support that claims and policy teams use every day.

This whitepaper outlines the risk that the various company acquisitions create for various industries, and how MS Technology's eViewer v7 offers a direct, low-disruption migration path, one that preserves existing annotations, supports the same document formats VirtualViewer users already work with, and extends well beyond what VirtualViewer offered.

The Problem: VirtualViewer's Uncertain Future

VirtualViewer has changed ownership twice in the past three years. Snowbound Software, the original developer, was acquired by Accusoft in 2022. In July 2025, Accusoft was acquired by Apryse, folding VirtualViewer, PrizmDoc, and Apryse's own Xodo viewer under a single parent company with three overlapping products and, by all indications, one long-term direction: consolidation around Xodo.

For an insurance company using VirtualViewer in their workflows, that consolidation is not only a concern, it can also severely impact their ability to process claims in a timely manner if VirtualViewer is no longer supported. Existing licenses remain usable for now, but with no active feature development and an accelerated end of life timeline, companies are being pushed toward a migration they did not choose.

Where the recommended migration paths fall short

- Annotation continuity is not guaranteed. PrizmDoc and Xodo were built as separate products with their own annotation formats, and there is no confirmed, documented path for support for annotations created in VirtualViewer, which puts years of claims notes, underwriting markups, and audit history at risk.

- Portfolio document support is uncertain. Snowbound's Portfolio format, a single document made up of different file types and different page resolutions, was a VirtualViewer specific capability. Neither PrizmDoc nor Xodo has a documented, confirmed equivalent.
- Agencies are choosing between two unfamiliar products, neither of which was designed as a VirtualViewer replacement, both governed by a roadmap prioritizing consolidation over continuity.

eViewer v7: Built for a Direct Migration

MS Technology's eViewer v7 is a document viewer that connects to the same ECM and content repositories insurance agencies already run, including OpenText Documentum, IBM FileNet, IBM Content Manager, Alfresco, Salesforce, and Microsoft SharePoint, so a migration does not require re-architecting how documents are stored or accessed.

More importantly for agencies evaluating a move, eViewer is the only document viewing product MS Technology builds. There is one team, one roadmap, and one set of priorities, not three products competing for the same development resources under a single parent company.

Capability	eViewer v7 (MS Technology)	VirtualViewer (Snowbound)
Live Collaboration	Multiple users annotate and review the same document simultaneously, in real time	Not supported
Accessibility & Localization	Multilingual UI, Light/Dark themes, WCAG-aligned design	Not a documented feature area
Annotation & Redaction	Full annotation suite and Smart AI redaction, supports displaying VirtualViewer annotations	Basic annotation and redaction features
PDF Portfolio Management	Dedicated tab to view, add, manage, reorder embedded files and more.	No dedicated portfolio management interface
AI-Powered Features	Automated redaction, document intelligence, AI-powered comparison, and AI-assisted search & summarization	None
Product roadmap	Single dedicated product line, one team, one roadmap	One of three overlapping viewers now under Apryse (VirtualViewer, PrizmDoc, Xodo)

Closing the Feature Gaps That Matter Most

Annotation preservation

eViewer opens and displays annotations created in an agency's existing VirtualViewer environment remain visible and accessible after the switch, so the migration does not come at the cost of losing years of document level context.

Portfolio document support

eViewer supports viewing Snowbound Portfolio documents- single documents composed of different file formats and page resolutions, common in claims files that combine scanned correspondence, policy PDFs, photos, and forms. Agencies that rely on Portfolio-format files do not need to restructure or reprocess them to bring them into eViewer.

Flexible viewing modes

eViewer gives users the choice of viewing documents page-by-page behavior, which VirtualViewer users are accustomed to. That flexibility means the transition does not force a single new way of working, teams can keep the review pattern they already know, or adopt the continuous view where it speeds up long-document review.

Why This Matters for Insurance Agencies?

Claims and policyholder files are rarely clean documents. A typical claims folder can include scanned handwritten correspondence, a photo of property damage, and a digitally generated policy PDF, exactly the kind of different formats and resolutions that Portfolio supports. Add in the collaboration reality of insurance work from adjusters, underwriters, customer service representatives, and legal reviewers all touching the same file at different stages, and annotation continuity becomes operationally necessary.

What eViewer Delivers:

- **Claims processing:** live collaboration, shape annotations, highlighting, and custom stamps let adjusters and reviewers track changes and communicate directly on the document, without altering the underlying file.
- **Compliance and audit trails:** annotations are layered on top of the document rather than burned in, preserving original document integrity while still producing a traceable record of who reviewed or marked up a file, and when.
- **Device support:** Agents and adjusters can review claims and policies from any modern browser equipped device, without installing additional software, such as phones, laptops, tablets, and desktops.

- **ECM continuity:** Because eViewer connects to the same repositories, including IBM Content Manager, FileNet, OpenText Documentum, and Microsoft SharePoint, agencies keep their existing document management investment intact through the transition.

Conclusion

VirtualViewer's path forward is no longer in its customers' hands. Two acquisitions in under three years have left the platform without a dedicated roadmap, and the two migration paths Apryse points customers toward PrizmDoc and Xodo- do not offer a confirmed way to preserve the annotations or Portfolio documents that insurance workflows depend on.

eViewer v7 is built to remove that uncertainty. It matches the architecture insurance agencies already understand, connects to the ECM systems already in place, and goes further than VirtualViewer did, preserving existing annotations, supporting Portfolio documents natively, and giving teams the choice of page-by-page or continuous viewing. For agencies facing a forced migration timeline, it offers a path that looks less like a disruption and more like an upgrade.

To evaluate what a migration from VirtualViewer to eViewer v7 would look like for your agency, contact MS Technology to arrange a guided assessment and a working demonstration against your own document types.

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