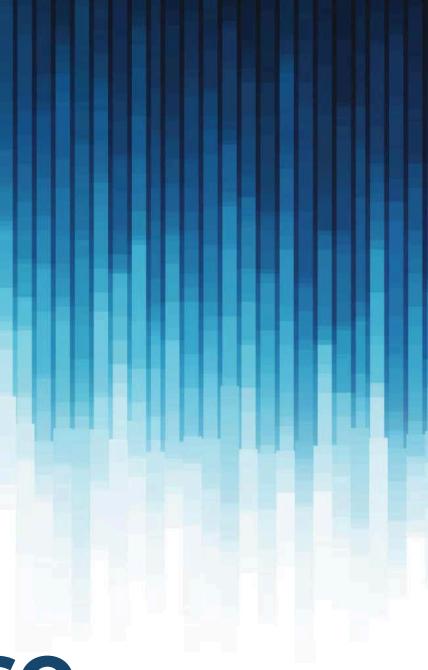
October 2021

DATA QUADRANT REPORT

# **Enterprise Content** Management - Enterprise







14 **Products Included** 

Reviews

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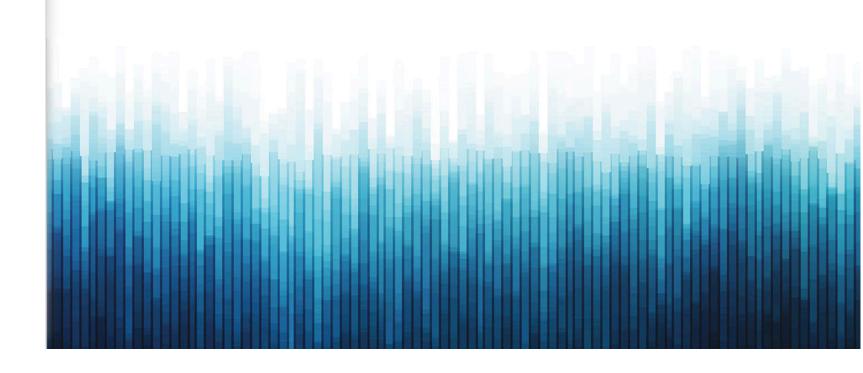
Data Quadrant	Г
Category Overview	)
Vendor Capability Summary	)
Vendor Capabilities	
Product Feature Summary	
Product Features	

### How to Use the Report

Info-Tech's Data Quadrant Reports provide a comprehensive evaluation of popular products in the Enterprise Content Management - Enterprise market. This buyer's guide is designed to help prospective purchasers make better decisions by leveraging the experiences of real users.

The data in this report is collected from real end users, meticulously verified for veracity, exhaustively analyzed, and visualized in easy to understand charts and graphs. Each product is compared and contrasted with all other products in the category to create a holistic, unbiased view of the product landscape.

Use this report to determine which product is right for your organization. For highly detailed reports on individual products, see Info-Tech's Product Scorecard.



CATEGORY REPORT

Content

Data Ouadrant Category

### INFO~TECH



# Software Directory

### TERPRISE CONTENT NAGEMENT - ENTERPRISE FTWARE

Selecting software can be overwhelming and one of the biggest challenges facing organizations is understanding the marketplace and identifying all of the available vendors and products. The Software Directory is a comprehensive list of all relevant software products in a particular category. Use this page to create the right product shortlist by exploring all of the options available to your

### **Enterprise Content Management - Enterprise Software**

Adobe ECM	Alfresco Content Services from Hyland
OcuWare	Epicor ECM (Formerly DocStar)
Hyland OnBase	Laserfiche ECM
Micro Focus Content Manager	Micro Focus Filr
× Nuxeo from Hyland	ot OpenText ECM
Seismic	<b>∠ Systemware ECM</b>
<b>Xerox DocuShare</b>	Z Zoho Docs



Data Quadrant



#### box Box ECM

- FileBound
- **M** M-Files ECM
- Microsoft Sharepoint
- **Oracle Content & Experience**
- **Veeva ECM**





ENTERPRISE CONTENT MANAGEMENT - ENTERPRISE

9.2

Vendor Capability

Summary

Category Overview

## **SOFTWARE REVIEWS** Data Quadrant

INFO~TECH Software**Reviews** 

Assess vendor and product performance at a glance and use the Software Reviews Data Quadrant to identify which products and vendors are leadings the pack and which are trailing.



7.6

CATEGORY REPORT

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Contents

	Software Reviews Data Quadrant
	DCTOBER 2021
א א אור	Laserfiche ECM
I UKE	Hyland OnBase
РГА	M-Files ECM
PRUDULI	Microsoft Sharepoint Oracle Content & Experience
	OpenText ECM
.5	CHALLENGER SERVICE STAR
Y	

VENDOR EXPERIENCE AND CAPABILITIES

Data Quadrant

## **ENTERPRISE CONTENT** MANAGEMENT -**ENTERPRISE**

The Software Reviews Data Quadrant evaluates and ranks products based on feedback from IT and business professionals. The placement of a software in the Data Quadrant indicates its relative ranking as well as its categorization.

### The Complete Software Experience

When distilled down, the software experience is shaped by both the experience with the software and the relationship with the vendor. Evaluating enterprise software along these two dimensions provides a comprehensive understanding of the product and helps identify vendors that can deliver on both.

#### **Product Features and** Satisfaction

The satisfaction is captured in the overall satisfaction score, which is driven by the likelihood of users to recommend the software, combined with user satisfaction across top product features.

Vendor Capabilities

Note: The axes ranges are dynamically adjusted based on minimum and maximum values in the dataset.



#### **Vendor Experience and** Capabilities

The vendor relationship is calculated in a weighted average of the satisfaction scores tied to vendor capabilities (e.g. software implementation, training, customer support, product roadmap) as well as emotional response ratings toward the vendor (e.g. trustworthy, respectful, fair).





Data Quadrant

# **Category Overview**

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CATEGORY REPORT

This page provides a high level summary of product performance within the Enterprise Content Management - Enterprise category. Products are ranked by a composite satisfaction score (Composite Score) that averages four different areas of evaluation: Net Emotional Footprint, Vendor Capabilities, Product Features, and Likeliness to Recommend. The Net Emotional Footprint Score measures user emotional response ratings of the vendor (e.g. trustworthy, respectful, fair).

Use this data to get a sense of the field, and to see how the products you're considering stack up.

RANK	PRODUCT	COMPOSITE SCORE	NET EMOTIONAL FOOTPRINT	NET EMOTIONAL FOOTPRINT DISTRIBUTION	VENDOR CAPABILITIES	PRODUCT FEATURES	LIKELINESS TO RECOMMEND	NUMBER OF REVIEWS
	Epicor ECM	8.9/10	+95	- NEGATIVE 96% POSITIV	<b>85%</b>	89%	89%	14
Col MUDAL Col MUDAL	• FileBound	8.7/10	+89	- NEGATIVE 90% POSITIV	83%	82%	94%	38
COLO MUSIC	box Box ECM	8.7/10	+90	2% NEGATIVE 92% POSITIV	<b>83%</b>	85%	90%	30
4	Xerox DocuShare	8.6/10	+91	2% NEGATIVE 93% POSITIV	<b>83%</b>	83%	88%	44
5	× Nuxeo from Hyland	8.6/10	+89	3% NEGATIVE 92% POSITI	<b>83%</b>	85%	86%	33
6	OcuWare	8.5/10	+92	- NEGATIVE 93% POSITIV	<b>81%</b>	83%	86%	44
7	Laserfiche ECM	8.5/10	+87	3% NEGATIVE 90% POSITI	<b>81%</b>	84%	86%	17
8	Alfresco from Hyland	8.4/10	+88	3% NEGATIVE 91% POSITIV	83%	86%	80%	14
9	M M-Files ECM	8.4/10	+84	4% NEGATIVE 88% POSITIV	85%	84%	83%	19
10	Search Hyland OnBase	8.3/10	+84	3% NEGATIVE 87% POSITIV	<b>82%</b>	82%	84%	30
AVER	AGE SCORES	8.4/10	+87 (	3% NEGATIVE 90% POSITIV	E 81%	83%	85%	44

Vendor Capability Summary

Category Overview



Vendor Capabilities

# **Category Overview**

This page provides a high level summary of product performance within the Enterprise Content Management - Enterprise category. Products are ranked by a composite satisfaction score (Composite Score) that averages four different areas of evaluation: Net Emotional Footprint, Vendor Capabilities, Product Features, and Likeliness to Recommend. The Net Emotional Footprint Score measures user emotional response ratings of the vendor (e.g. trustworthy, respectful, fair).

Use this data to get a sense of the field, and to see how the products you're considering stack up.

RANK	PRODUCT	COMPOSITE SCORE	NET EMOTIONAL FOOTPRINT		NET EMOTIONAL FOOTPRINT DISTRIBUTION	VENDOR CAPABILITIES	PRODUCT FEATURES	LIKELINESS TO RECOMMEND	NUMBER OF REVIEWS
11	Oracle Content & Experience	8.1/10	+84	e	3% NEGATIVE 87% POSITIVE	78%	77%	84%	50
12	Adobe ECM	8.1/10	+81	C	7% NEGATIVE 88% POSITIVE	81%	81%	80%	21
13	Microsoft Sharepoint	8.0/10	+81	$\overline{\bigcirc}$	4% NEGATIVE 85% POSITIVE	77%	<b>79</b> %	83%	245
14	ot OpenText ECM	7.9/10	+87	Ċ	2% NEGATIVE 89% POSITIVE	70%	<b>78</b> %	81%	13
AVE	RAGE SCORES	8.4/10	+87	÷	3% NEGATIVE 90% POSITIVE	81%	83%	85%	44
	PRODUCTS WITH INSUFFICIENT DATA								
	Z Zoho Docs	8.7/10	+99	e	NEGATIVE 99% POSITIVE	82%	81%	88%	8

INFO~TECH



## Vendor Capability Summary

This page summarizes user satisfaction with a variety of vendor capabilities regarding their product offering(s). Look for strong and consistent performance across the board when assembling your shortlist, and follow-up on areas of concern during the evaluation and negotiation processes.

PRODUCT	OVERALL CAPABILITY SATISFACTION	BUSINESS VALUE CREATED	BREADTH OF FEATURES	QUALITY OF FEATURES	PRODUCT STRATEGY AND RATE OF IMPROVEMENT	USABILITY AND INTUITIVENESS	VENDOR SUPPORT	EASE OF DATA INTEGRATION	EASE OF ADMINISTRATION	EASE OF CUSTOMIZATION	AVAILABILITY AND QUALITY OF TRAINING	EASE OF IMPLEMENTATION
M-Files ECM	85%	85%	83%	<b>87</b> %	<b>79</b> %	89%	85%	<b>82</b> %	85%	81%	89%	86%
Epicor ECM (Formerly DocStar)	85%	86%	<b>82</b> %	85%	86%	85%	90%	84%	82%	81%	80%	88%
Xerox DocuShare	83%	85%	86%	84%	81%	85%	84%	80%	81%	<b>87</b> %	82%	81%
FileBound	83%	85%	83%	82%	<b>79</b> %	88%	86%	81%	<b>87</b> %	<b>79%</b>	81%	84%
Alfresco Content Services from Hyland	83%	83%	85%	84%	<b>87</b> %	84%	85%	83%	76%	82%	<b>79</b> %	84%
Nuxeo from Hyland	83%	84%	83%	83%	78%	<b>87</b> %	81%	85%	84%	83%	81%	81%
Box ECM	83%	85%	<b>79%</b>	85%	82%	85%	<b>78%</b>	82%	85%	76%	85%	88%
Hyland OnBase	82%	<b>87</b> %	<b>87</b> %	85%	76%	83%	<b>79%</b>	86%	80%	80%	80%	76%
Laserfiche ECM	81%	83%	83%	83%	80%	85%	<b>79%</b>	83%	<b>78</b> %	<b>79</b> %	84%	<b>78</b> %
DocuWare	81%	81%	75%	84%	86%	<b>79</b> %	73%	84%	80%	82%	81%	83%
CATEGORY AVERAGE	81%	83%	81%	83%	82%	80%	80%	82%	80%	79%	80%	81%

CATEGORY REPORT

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INFO~TECH

RESEARCH GROUP

## Vendor Capability Summary

This page summarizes user satisfaction with a variety of vendor capabilities regarding their product offering(s). Look for strong and consistent performance across the board when assembling your shortlist, and follow-up on areas of concern during the evaluation and negotiation processes.

PRODUCT	OVERALL CAPABILITY SATISFACTION	BUSINESS VALUE CREATED	BREADTH OF FEATURES	QUALITY OF FEATURES	PRODUCT STRATEGY AND RATE OF IMPROVEMENT	USABILITY AND INTUITIVENESS	VENDOR SUPPORT	EASE OF DATA INTEGRATION	EASE OF ADMINISTRATION	EASE OF CUSTOMIZATION	AVAILABILITY AND QUALITY OF TRAINING	EASE OF IMPLEMENTATION
Adobe ECM	81%	80%	81%	83%	81%	82%	80%	86%	<b>78</b> %	74%	81%	81%
Oracle Content & Experience	78%	<b>79%</b>	76%	80%	77%	81%	75%	80%	<b>79</b> %	77%	<b>79</b> %	78%
Microsoft Sharepoint	77%	<b>79%</b>	78%	80%	74%	78%	76%	77%	77%	76%	77%	80%
OpenText ECM	70%	81%	<b>71%</b>	75%	<b>71%</b>	61%	<b>71%</b>	70%	<b>67</b> %	72%	66%	65%
CATEGORY AVERAGE	81%	83%	81%	83%	82%	80%	80%	82%	80%	<b>79</b> %	80%	81%
PRODUCTS WITH INSUFFICIENT DATA												

PRODUCTS WITH INSUFFICIENT DATA												
Zoho Docs	82%	89%	82%	85%	82%	83%	83%	86%	77%	<b>79</b> %	73%	80%

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RESEARCH GROUP

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

### **Vendor Capabilities**

This table lists and briefly describes all vendor capabilities that are evaluated in the Enterprise Content Management - Enterprise software category. For your convenience, you will also find longer descriptions of the capabilities under the capability subheadings in the subsequent pages.

Business Value Created	The underlying purpose of software is to create value for employees, customers, partners and ultimately shareholders. As a result, it is imperative that any software selection be aligned with the organization's needs and deliver enough business value to justify the cost. The data below highlights the satisfaction level associated with the business value derived from various product offerings. Use this information to identify the software that	Vendor Support	The importance of capabilities, but the in this section to se offer quality suppo
	consistently creates business value for its customers. Users prefer to work with feature rich software that enables them to perform diverse series	Ease of Data Integration	The ability to integ data loading and e see which vendors
Breadth of Features	of tasks as opposed to one they find restrictive. The data below highlights the satisfaction level associated with the breadth of features from various product offerings. Use this information to identify which software offers valuable comprehensive functionality that extends beyond the basic level.	Ease of Administration	Administrative inte shouldn't be clunky make administratio configurations effic
Quality of Features	Feature quality is just as important as quantity. Software needs to do what you're purchasing it to do, easily, intuitively, reliably, and effectively. Use the data in this section to gauge whether or not a product follows through on the marketing hype by delivering high quality features.	Ease of Customization	Out-of-the-box fund software, and the r the first place. Don
Usability And Intuitiveness	End user learning curves cost the organization money. Pay attention to your end users' technical ability to determine how important UX is in your purchase.		section to make su situation.
Product Strategy and Rate of	Purchasing software can be a significant commitment, so it's important to know if your vendor is serious about the need for constant improvement and deliberate strategic direction. Vendors who don't stay on top of emerging needs and trends won't enable you to	Availability and Quality of Training	Effective and readi you've chosen. Use materials measure
Improvement	meet your business goals. Use the data in this section to separate innovators from imposters.	Ease of Implementation	Choosing the right solution is necessate the data in this sec

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Contents

vendor support will vary for each organization depending on internal ere will always be issues that only the vendor can resolve. Use the data ee which vendors tend to under-service their product and which will ort.

INFO~TECH

rate with other systems is increasingly important; without this, manual extraction can be time-consuming and prone to error. Use this section to will cause headaches and which will make data integration easy.

erfaces don't get the same attention as those built for end users, but they y or unintuitive. Use the data in this section to determine which vendors on easy, so that your IT personnel can resolve issues and perform ciently and effectively.

ctionality often isn't enough, especially for niche or industry-specific reason you're buying rather than building is to save time and money in n't get bogged down in a difficult customization; use the data in this are you can easily achieve the functionality you need for your particular

ily available training enables users to get the most out of the software e this section to make sure your vendor's training programs and up.

software is only the first step. Successfully implementing the new ary in order to realize its full value and promote end user adoption. Use ction to determine which software is easy to implement, and which may jeopardize your goals by causing trouble in this stage.





This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

### **Business Value Created**

The underlying purpose of software is to create value for employees, customers, partners and ultimately shareholders. As a result, it is imperative that any software selection be aligned with the organization's needs and deliver enough business value to justify the cost. The data below highlights the satisfaction level associated with the business value derived from various product offerings. Use this information to identify the software that consistently creates business value for its customers.

OnBase	Delights	<b>ᡥ ᡥ ᡥ</b>	51%			PR
by Hyland	Highly Satisfies	<b>ᡥ ᡥ ᡥ</b>	46%	87 Business Va	<b>%</b>	
HYLAND ONBASE TOP PRODUCT	Almost Satisfies		3%	Created		
	Disappoints		-			
2 Epicor ECM (Formerly DocStar)		<b>ᡥ ᡥ ᡥ </b> 1	r <b>ᡥ ᡥ ᡥ ᡥ </b>	86%	14 REVIEWS	
3 box Box ECM		<b>* * *</b>	r <b>† † † †</b>	85%	<b>30</b> REVIEWS	
4 xerox Xerox DocuShare		<b>* * *</b> * *	r <b>† † † †</b>	85%	44 REVIEWS	
5 • FileBound		<b>n n n n</b>	r <b>ṁ ṁ ṁ ṁ ṁ</b>	85%	38 REVIEWS	
6 M M-Files ECM		<b>n n n n</b>	r <b>ṁ ṁ ṁ ṁ ṁ</b>	85%	19 REVIEWS	
7 × Nuxeo from Hyland		<b>n n n n</b>	r <b>ṁ ṁ ṁ ṁ ṁ</b>	84%	<b>33</b> REVIEWS	
8 🗞 Alfresco Content Services from Hyland	ł	<b>n</b> n n n 1	r 🛉 🛉 🛉 🛉	83%	14 REVIEWS	
9 Laserfiche ECM		<b>n n n</b> n 1	r 🛉 🛉 🛉 🛉	83%	17 REVIEWS	
10 ot OpenText ECM		<b>n n n n</b>	r <b>ṁ ṁ ṁ ṁ ṁ</b>	81%	13 REVIEWS	
11 📀 DocuWare		<b>n n n n</b>	r <b>ṁ ṁ ṁ ṁ ṁ</b>	81%	44 REVIEWS	
12 Adobe ECM		<b>n</b> n n n	r 🛉 🛉 🛉 🛉	80%	21 REVIEWS	
13 Sharepoint		<b>n</b> n n n	r <b>ṁ ṁ ṁ ṁ ṁ</b>	<b>79</b> %	245 REVIEWS	
14 Oracle Content & Experience		<b>n n n</b> n	r <b>ṁ ṁ ṁ ṁ ṁ</b>	<b>79</b> %	50 REVIEWS	
		CAT	EGORY AVERA	GE 83%		

#### JCTS WITH INSUFFICIENT DATA



CATEGORY REPORT



<mark>🛉 🛉 🛉 🛉 🛉 🛉 👘 👘 👘 👘</mark>	89%	8 REVIEWS
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This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

### **Breadth of Features**

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CATEGORY REPORT

Users prefer to work with feature rich software that enables them to perform diverse series of tasks as opposed to one they find restrictive. The data below highlights the satisfaction level associated with the breadth of features from various product offerings. Use this information to identify which software offers valuable comprehensive functionality that extends beyond the basic level.

	OnBase by Hyland		Ť	<b>m</b>	i i	n 👘						51	%			
			Ť	Ţ,	i i	'n						47	%		87 Breadth o	%
	HYLAND ONBASE	Almost Satisfies										3%	6		Feature	
		Disappoints														
2	<b>Xerox DocuShare</b>					Ť	Ť	Ť	<b>n</b> 1	r 1	ı 🛉	Ť	ŤŤ		86%	44 REVIEWS
3	<b>&amp;</b> Alfresco Content Services from Hyland					Ť	Ť	Ť	<b>n</b> 1	r 1	'n	Ť	ń ń	I	85%	<b>14</b> REVIEWS
4	Laserfiche ECM					Ť	Ť	Ť	<b>i</b>	r 1	'n	Ť	ń ń	I	83%	<b>17</b> REVIEWS
5	× Nuxeo from Hyland					Ť	Ť	Ť	<b>n</b>	ŗŢ	'n	Ť	ń ń	I	83%	<b>33</b> REVIEWS
6	M M-Files ECM					Ť	Ť	Ť	<b>n</b> 1	ŗ	'n	Ť	ń ń	1	83%	<b>19</b> REVIEWS
7	• FileBound					Ť	Ť	Ť	<b>n</b> 1	r 1	'n	Ť	ń ń	I	83%	38 REVIEWS
8	Epicor ECM (Formerly DocStar)					Ť	Ť	Ť	<b>n</b> 1	r 1	'n	Ť	ŤŤ	I	82%	14 REVIEWS
9	Adobe ECM					Ť	Ť	Ť	<b>n</b> 1	r 1	'n	Ť	ŤŤ	I	81%	21 REVIEWS
10	<b>DOX</b> Box ECM					Ť	Ť	Ť	<b>n</b> 1	r 1	n 🛉	Ť	ŤŤ		<b>79%</b>	<b>30</b> Reviews
11	Microsoft Sharepoint					Ť	Ť	Ť	<b>n</b> 1	ŗ	'n	Ť	ŤŤ		78%	245 REVIEWS
12	Oracle Content & Experience					Ť	Ť	Ť	<b>n</b> 1	r 1	'n	Ť	т́т		76%	50 REVIEWS
13	OcuWare					Ť	Ť	Ť	<b>n</b> 1	ŗį	'n	Ť	т́т		75%	44 REVIEWS
14	ot OpenText ECM					Ť	Ť	Ť	<b>n</b> 1	r 1	'n	Ť	т́т		71%	<b>13</b> REVIEWS
									CA'	TEG	101	RY	AVE	RAG	E <b>8</b> 1%	

Data Quadrant

Category Overview

#### PRODUCTS WITH INSUFFICIENT DATA



Vendor Capability Summary



<b>* * * * * * * * *</b>	82%	8 REVIEWS
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This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

### **Quality of Features**

Feature quality is just as important as quantity. Software needs to do what you're purchasing it to do, easily, intuitively, reliably, and effectively. Use the data in this section to gauge whether or not a product follows through on the marketing hype by delivering high quality features.

		Delights	Ť	Ť	Ť Ť	<b>m</b>		46%		
	<b>M-Files</b> <sup>®</sup>	Highly Satisfies	Ť	Ť	† 1	Ŵ		54%	87	%
	M-FILES ECM	Almost Satisfies							Quality of Fea	tures
		Disappoints								
2	Epicor ECM (Formerly DocStar)					<b>† † †</b>	ŤŤŤŤ	<b>.</b>	85%	<b>14</b> REVIEWS
3	😔 Hyland OnBase					<b>†</b> † †	†††	<b>* * *</b>	85%	<b>30</b> REVIEWS
4	<b>box</b> Box ECM					<b>†</b> † †	†††	<b>* * *</b>	85%	<b>30</b> REVIEWS
5	xerox Xerox DocuShare					<b>†</b> † †	† † † †	<b>* * *</b>	84%	<b>44</b> REVIEWS
6	📀 DocuWare					<b>†</b> † †	†††	<b>* * *</b>	84%	<b>44</b> REVIEWS
7	🗞 Alfresco Content Services from Hyla	nd				<b>†</b> †	† † †	<b>* * *</b>	84%	14 REVIEWS
8	Adobe ECM					<b>†</b> † †	†††	<b>* * *</b>	83%	21 REVIEWS
9	× Nuxeo from Hyland					<b>†</b> † †	†††	<b>ŤŤŤ</b>	83%	<b>33</b> REVIEWS
10	Laserfiche ECM					††	†††	<b>* * *</b>	83%	17 REVIEWS
11	• FileBound					<b>†</b> † †	ŤŤŤ	<b>.</b>	82%	38 REVIEWS
12	Microsoft Sharepoint					ŤŤ	ŤŤŤ	<b>* * *</b>	80%	245 REVIEWS
13	Oracle Content & Experience					<b>†</b> † †	ŤŤŤŤ	<b>* * *</b>	80%	50 REVIEWS
14	ot OpenText ECM					ŤŤŤ	†††	<b>* * *</b>	75%	<b>13</b> REVIEWS

CATEGORY AVERAGE 83%

#### PRODUCTS WITH INSUFFICIENT DATA



CATEGORY REPORT







This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

## Usability And Intuitiveness

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CATEGORY REPORT

End user learning curves cost the organization money. Pay attention to your end users' technical ability to determine how important UX is in your purchase.

PRODUCTS WITH INSUFFICIENT DATA

**Z** Zoho Docs

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	8	Delights	Ţ,	<b>ݰ</b> ݰ <b>ݰ</b>	65%		
	<b>M-Files</b> <sup>®</sup>	Highly Satisfies	<b>n</b>	ŧ ŧ	28%	89 Usability A	
	M-FILES ECM	Almost Satisfies	Ť		7%	Intuitivene	
		Disappoints					
2	• FileBound			<b>ท</b> ี่ ที่ ที่ ที่	• <b>ᡥ ᡥ ᡥ  ᡥ ᡥ</b>	88%	<b>38</b> REVIEWS
З	× Nuxeo from Hyland			<b>n n n</b>	י װֿ	<b>87</b> %	<b>33</b> REVIEWS
4	xerox Xerox DocuShare			<b>n n n</b>	י <b>ײָ ײַ ײַ ײַ ײַ</b> ײַ ײַ	85%	44 REVIEWS
5	<b>box</b> Box ECM			<b>n n n</b>	י <b>הֿ הֿ הֿ הֿ הֿ</b>	85%	<b>30</b> REVIEWS
6	Epicor ECM (Formerly DocStar)			<b>n n n</b>	י <b>ה ה ה ה ה ה</b>	85%	14 REVIEWS
7	Laserfiche ECM			<b>n n n</b>	• <b>ݰ ݰ ݰ ݰ ݰ</b>	85%	17 REVIEWS
8	Reference Content Services from Hyland			<b>n n n</b>	י <b>ה ה ה ה ה ה</b>	84%	14 REVIEWS
9	😔 Hyland OnBase			<b>n n n</b>	י <b>ײָ װְ װְ װְ װְ װְ</b>	83%	<b>BO</b> REVIEWS
10	Adobe ECM			<b>n n n</b>	• <b>* * *</b> * * * *	82%	21 REVIEWS
11	Oracle Content & Experience			<b>n n n</b>	י <b>ה ה ה ה ה ה</b>	81%	50 REVIEWS
12	OcuWare			<b>n n n</b>	י <b>ה ה ה ה ה ה</b>	<b>79</b> %	44 REVIEWS
13	Microsoft Sharepoint			<b>n n n</b>	י <b>ײַ װ װ װ װ װ װ</b>	78%	245 REVIEWS
14	ot OpenText ECM			<b>n</b> n n n	י <mark>ה</mark> ה ה ה ה ה	61%	13 REVIEWS
						C 070/	

Data Quadrant

CATEGORY AVERAGE 82%

Category Overview







This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

## **Product Strategy and Rate of Improvement**

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CATEGORY REPORT

Purchasing software can be a significant commitment, so it's important to know if your vendor is serious about the need for constant improvement and deliberate strategic direction. Vendors who don't stay on top of emerging needs and trends won't enable you to meet your business goals. Use the data in this section to separate innovators from imposters.

Vendor Capability Summary

Category Overview

Т	Alfresco ALFRESCO CONTENT SERVICES FROM HYLAND	Delights Highly Satisfies Almost Satisfies Disappoints	<b>n</b> n n n n	<b>m m</b>	<b>n n</b>		649 229 159 	%	87 Product Stra and Rate Improveme	of
2	Epicor ECM (Formerly DocStar)				ŤŤŤ	ŧ t	י <b>ה ה</b> י	ħ ħ	86%	14 REVIEWS
3	OcuWare				<b>† † †</b>	ŤŤ	r <b>m m</b>	it it	86%	44 REVIEWS
4	<b>DOX</b> Box ECM				π́π́	ŤŤ	<b>* *</b> *	it it	<b>82</b> %	<b>30</b> REVIEWS
5	xerox Xerox DocuShare				<b>†</b> † †	t t	r <b>† †</b> 1	t t	81%	44 REVIEWS
6	Adobe ECM				<b>†</b> † †	t t	r <b>† †</b> '	t t	81%	21 REVIEWS
7	Laserfiche ECM				<b>† †</b>	t t	• • •	i i	80%	17 REVIEWS
8	M M-Files ECM				<b>†</b> † †	t t	r <b>† †</b> '	t t	<b>79</b> %	<b>19</b> REVIEWS
9	• FileBound				<b>†</b> † †	t t	r <b>† †</b> 1	t t	<b>79</b> %	38 REVIEWS
10	× Nuxeo from Hyland				<b>† † †</b>	t t	r <b>† †</b> '	t t	<b>78</b> %	33 REVIEWS
11	Oracle Content & Experience				††	t t	• • •	i i	77%	50 REVIEWS
12	😔 Hyland OnBase				<b>† † †</b>	ŤŤ	r <b>† †</b> 1	i i	<b>76</b> %	<b>30</b> REVIEWS
13	Microsoft Sharepoint				ŤŤŤ	ŧ t	י <b>ה ה</b> י	ň ń	74%	245 REVIEWS
14	ot OpenText ECM				<b>† †</b> †	††	<b>* * *</b>	i i	71%	<b>13</b> REVIEWS
						CATE	GORY /	VERAG	E 80%	

Data Quadrant

#### PRODUCTS WITH INSUFFICIENT DATA









This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

### **Vendor Support**

The importance of vendor support will vary for each organization depending on internal capabilities, but there will always be issues that only the vendor can resolve. Use the data in this section to see which vendors tend to under-service their product and which will offer quality support.

			* * * *	• • • •	66%		
	2PICOR	Delights		<b>'n ṁ ṁ</b>	00 /0		
	EPICOR ECM	Highly Satisfies	<b>ŤŤŤ</b>		29%	90 Vendor Sup	%
	TOP PRODUCT	Almost Satisfies	<b>m</b>		5%	Vendor Sup	JUIT
		Disappoints					
2	• FileBound			<b>*</b> * * * *	<b>n</b> n n n	86%	38 REVIEWS
3	M M-Files ECM			<b>†</b> † † † †	<b>* * * *</b>	85%	<b>19</b> REVIEWS
4	<b>Real Alfresco Content Services from Hyland</b>			<b>* * * * *</b>	<b>* * * *</b>	85%	14 REVIEWS
5	xerox Xerox DocuShare			<b>* * * * *</b>	<b>n n n n n</b>	84%	<b>44</b> REVIEWS
6	× Nuxeo from Hyland			<b>*</b> * * * *	<b>ᡥ ᡥ ᡥ ᡥ </b>	81%	<b>33</b> REVIEWS
7	Adobe ECM			<b>*</b> * * * *	<b>ᡥ ᡥ ᡥ  ᡥ</b>	80%	21 REVIEWS
8	😔 Hyland OnBase			<b>* * * *</b>	<b>ᡥ ᡥ ᡥ  ᡥ</b>	<b>79</b> %	<b>30</b> Reviews
9	Laserfiche ECM			<b>*</b> * * * *	<b>ᡥ ᡥ ᡥ ᡥ</b>	<b>79%</b>	<b>17</b> REVIEWS
10	<b>box</b> Box ECM			<b>* * * *</b>	<b>ᡥ ᡥ ᡥ  ᡥ</b>	<b>78</b> %	<b>30</b> Reviews
11	S Microsoft Sharepoint			<b>* * * *</b>	<b>ᡥ ᡥ ᡥ ᡥ</b>	76%	245 REVIEWS
12	Oracle Content & Experience			<b>* * * *</b>	<b>ᡥ ᡥ ᡥ ᡥ</b>	75%	50 REVIEWS
13	OcuWare			<b>* * * *</b>	<b>ᡥ ᡥ ᡥ ᡥ</b>	73%	<b>44</b> REVIEWS
14	ot OpenText ECM			<b>*</b> * * * *	<b>ᡥ ᡥ ᡥ ᡥ</b>	71%	<b>13</b> REVIEWS

PRODUCTS WITH INSUFFICIENT DATA



**CATEGORY AVERAGE 80%** 







This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

### **Ease of Data Integration**

The ability to integrate with other systems is increasingly important; without this, manual data loading and extraction can be time-consuming and prone to error. Use this section to see which vendors will cause headaches and which will make data integration easy.

PRODUCTS WITH INSUFFICIENT DATA

Z Zoho Docs

	Adobe Experience Cloud	Delights Highly Satisfies	Ŵ	 	<b>n</b> i	<b>p</b>		3	6% 3%		B6 Ease of D Integratio	
т	OP PRODUCT	Almost Satisfies Disappoints	Ť									
2	😔 Hyland OnBase				<b>†</b>	<b>Ť</b>	• <b>†</b> †	n <b>n</b> n	<b>.</b>	8	6%	<b>30</b> Reviews
3	× Nuxeo from Hyland				<b>†</b>	<b>ŤŤ</b>	n i i	n i	ŤŤ	8	5%	<b>33</b> REVIEWS
4	Epicor ECM (Formerly DocStar)				† Ť	<b>ŤŤ</b>	n i i	<b>ŤŤ</b>	ŤŤ	8	4%	14 REVIEWS
5	OcuWare				† Ť	<b>ŤŤ</b>	n i i	<b>ŤŤ</b>	ŤŤ	8	4%	44 REVIEWS
6	Laserfiche ECM				т т	ŤŤ	n <b>m m</b>	<b>ŤŤ</b>	ŤŤ	8	3%	17 REVIEWS
7	Reference Content Services from Hyland				† Ť	<b>ŤŤ</b>	n de	ŤŤ	ŤŤ	8	3%	14 REVIEWS
8	<b>DOX</b> Box ECM				† Ť	<b>ŤŤ</b>	n i i	ŤŤ	ŤŤ	8	2%	<b>30</b> REVIEWS
9	M M-Files ECM				<b>†</b>	<b>ŤŤ</b>	n i i	T T	ŤŤ	8	2%	<b>19</b> REVIEWS
10	FileBound				†Ť	<b>ŤŤ</b>	n i i	t t	ŤŤ	8	81%	<b>38</b> REVIEWS
11	xerox Xerox DocuShare				ŤŤ	ŤŤ	n i i	<b>Ť</b>	ŤŤ	8	0%	44 REVIEWS
12	Oracle Content & Experience				† †	<b>ŤŤ</b>	n i i	<b>İ</b>	ŤŤ	8	0%	50 REVIEWS
13	Microsoft Sharepoint				ŤŤ	Ť Ť	n i	<b>İ</b>	ŤŤ	7	7%	245 REVIEWS
14	ot OpenText ECM				ŤŤ	<b>†</b>	n i i	T T	ŤŤ	7	0%	<b>13</b> REVIEWS

Data Quadrant

CATEGORY AVERAGE 82%

CATEGORY REPORT



<b>n n n n n n n n n n n n n n</b>	REVIEWS
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This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

### **Ease of Administration**

Administrative interfaces don't get the same attention as those built for end users, but they shouldn't be clunky or unintuitive. Use the data in this section to determine which vendors make administration easy, so that your IT personnel can resolve issues and perform configurations efficiently and effectively.

	unland	Delights	<b>n</b> 1	r T	<b>m</b>	Ť					54%	)			
	<b>U</b> upland	Highly Satisfies	<b>n</b> 1	r T	Ť						41%		8	37 Ease of	%
	FILEBOUND OP PRODUCT	Almost Satisfies									5%		Adr	ninistra	tion
		Disappoints													
2	M M-Files ECM					<b>†</b> 1	r r	Ť	† 1	r <b>m</b>	т́т	n 👘	8!	5%	<b>19</b> REVIEWS
3	<b>box</b> Box ECM					<b>n</b> 1	r i	Ť	† 1	r <b>r</b>	Ť Ť	<b>m</b>	8!	5%	<b>30</b> REVIEWS
4	× Nuxeo from Hyland				(	<b>i</b>	r r	Ť	† 1	r <b>r</b>	Ť Í	n 👘	84	4%	<b>33</b> REVIEWS
5	Epicor ECM (Formerly DocStar)					r i	r r	Ť	r i	r T	Ť Í	<b>m</b>	82	2%	14 REVIEWS
6	xerox Xerox DocuShare					i i	r T	Ť	i i	r 🛉	Ť Í	<b>m</b>	8	1%	44 REVIEWS
7	😔 Hyland OnBase					i i	ŕŤ	Ť	† 1	r 🛉	Ť Í	, <b>m</b>	80	]%	<b>30</b> REVIEWS
8	OcuWare					i i	r T	Ť	† i	r <b>m</b>	Ť Í	<b>m</b>	80	)%	44 REVIEWS
9	Oracle Content & Experience					i i	ŕŤ	Ť	† i	r <b>m</b>	Ť Ť	<b>m</b>	79	9%	50 REVIEWS
10	Adobe ECM				I	i i	r i	Ť	† 1	r 🛉	Ť Ť	<b>m</b>	78	3%	21 REVIEWS
11	Laserfiche ECM					i i	ŕŕ	Ť	i i	r <b>m</b>	Ť Ť	<b>m</b>	78	3%	17 REVIEWS
12	Microsoft Sharepoint				1	<b>n</b> i	ŕŤ	Ť	† i	ŗ	Ť Ť	, <b>m</b>	77	1%	245 REVIEWS
13	Reference Content Services from Hyland				I	<b>n</b> 1	ŕŤ	Ť	<b>i</b> i	<b>m</b>	Ť Ť	<b>m</b>	76	5%	14 REVIEWS
14	ot OpenText ECM				1	Ť Í	r T	Ť	<b>i</b> i	ŕ	Ť Ť	<b>n</b>	67	7%	13 REVIEWS

PRODUCTS WITH INSUFFICIENT DATA



**CATEGORY AVERAGE 80%** 



	Ţ	Ť	Ť	ŗ	Ť	Ť	Ť	Ť	Ť	Ť		77%	8 REVIEWS	
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This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

### **Ease of Customization**

Out-of-the-box functionality often isn't enough, especially for niche or industry-specific software, and the reason you're buying rather than building is to save time and money in the first place. Don't get bogged down in a difficult customization; use the data in this section to make sure you can easily achieve the functionality you need for your particular situation.

<b>XEROX DOCUSHARE</b>	Delights Highly Satisfies Almost Satisfies Disappoints	1 1 1 1 1 1						3	55% 7% -		87 Ease of Customizat	<b>%</b> ion
2 × Nuxeo from Hyland				† †	<b>n</b>	† 1	ŗ	† 1	r <b>m</b> 1	ח	83%	<b>33</b> REVIEWS
3 📀 DocuWare				т́т	Ť	r 1	r <b>†</b>	† i	r <b>r</b> r	י	82%	<b>44</b> REVIEWS
4 🍪 Alfresco Content Services from Hyland				†Ť	Ť	r 1	r <b>†</b>	† i	r <b>r</b> r	י	82%	14 REVIEWS
5 M M-Files ECM				т́т	Ť	i i	r <b>i</b> r	† i	r <b>r</b> r	ŋ	81%	<b>19</b> REVIEWS
5 🖻 Epicor ECM (Formerly DocStar)				ŤŤ	Ť	r i	'n	i i	r <b>ir i</b>	ו	81%	14 REVIEWS
7 😔 Hyland OnBase				<b>† †</b>	Ť	i i	r <b>i</b> r	i i	r <b>r</b> 1	י	80%	<b>30</b> Reviews
B Laserfiche ECM				ŤŤ	Ť	i i	'n	† i	r <b>r</b> 1	י	<b>79%</b>	17 REVIEWS
<ul><li>FileBound</li></ul>				<b>†</b> †	Ť	i i	r <b>m</b>	i i	r <b>r</b> 1	י	<b>79%</b>	38 REVIEWS
O Oracle Content & Experience				ŤŤ	Ť	i i	r <b>†</b>	† i	r <b>ir i</b>	ו	77%	50 REVIEWS
1 box Box ECM				ŤŤ	Ť	i i	ŗ	t i	r <b>n</b> 1	י	<b>76%</b>	<b>30</b> Reviews
2 S Microsoft Sharepoint				ŤŤ	Ť	i i	ŗ	i i	r <b>n 1</b>	ו	<b>76%</b>	245 REVIEWS
3 Adobe ECM				<b>†</b> †	<b>n</b>	r 1	ŕ	† i	r <b>n n</b>	ŋ	74%	21 REVIEWS
4 ot OpenText ECM				ŤŤ	Ť	i i	<b>n</b>	i i	r <b>m 1</b>	ח	<b>72</b> %	<b>13</b> REVIEWS

#### PRODUCTS WITH INSUFFICIENT DATA



**CATEGORY AVERAGE 79%** 

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<b>🛉 🛉 🛉 🛉 🛉 🛉 🛉 🛉 👘 👘</b>	79%	8 REVIEWS
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This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

## Availability and Quality of Training

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Contents

CATEGORY REPORT

Effective and readily available training enables users to get the most out of the software you've chosen. Use this section to make sure your vendor's training programs and materials measure up.

		Delights	<b>n</b>	ĥ	i i	ŗ	ŗ	1				61%	5		
	<b>M-Files</b> <sup>°</sup>	Highly Satisfies	<b>n</b>	<b>i</b>	r 1	p						35%	6	89	%
	M-FILES ECM	Almost Satisfies										4%		Availability Quality of Tr	and aining
		Disappoints													
2	<b>DOX</b> Box ECM					Ť	Ť	Ť	<b>n</b>	r 1	r <b>m</b>	<b>n</b> 1	ŕŕ	85%	<b>30</b> Reviews
3	Laserfiche ECM					İ	Ť	Ť	<b>n</b> 1	r 1	ŕ	<b>n</b> i	ŕŕ	84%	17 REVIEWS
4	xerox Xerox DocuShare					İ	Ť	Ť	<b>n</b> 1	r 1	ŗ	<b>n</b> i	ŕŤ	<b>82</b> %	<b>44</b> REVIEWS
5	OcuWare					i	Ť	Ť	<b>n</b> 1	r 1	ŗ	ŵ i	ŕŤ	81%	<b>44</b> REVIEWS
6	• FileBound					İ	Ť	Ť	<b>n</b> 1	r 1	ŗ	<b>n</b> i	ŕŤ	81%	<b>38</b> REVIEWS
7	× Nuxeo from Hyland					i	Ť	Ť	<b>İ</b>	i i	'n	<b>n</b> i	ŕŤ	81%	<b>33</b> REVIEWS
8	Adobe ECM					i	Ť	Ť	<b>İ</b>	r 1	'n	<b>n</b> i	ŕŤ	<b>81%</b>	21 REVIEWS
9	Epicor ECM (Formerly DocStar)					i	Ť	Ť	<b>İ</b>	r 1	r <b>m</b>	<b>n</b> 1	ŕŤ	80%	14 REVIEWS
10	😔 Hyland OnBase					İ	Ť	Ť	<b>İ</b>	r 1	ŕ	<b>m</b> i	ŕŤ	80%	<b>BO</b> REVIEWS
11	Oracle Content & Experience					İ	Ť	Ť	<b>İ</b>	r 1	'n	<b>n</b> i	ŕŕ	<b>79</b> %	50 REVIEWS
12	Reference Content Services from Hyland	d				İ	Ť	Ť	<b>n</b>	r 1	ŗ	ŵ i	ŕŕ	<b>79</b> %	14 REVIEWS
13	Microsoft Sharepoint					i	Ť	Ť	<b>n</b>	r 1	r <b>†</b>	<b>n</b> i	ŕŤ	77%	245 REVIEWS
14	ot OpenText ECM					Ť	Ť	Ť	<b>n</b>	r 1	ŗ	ŵ i	ŕŤ	66%	13 REVIEWS

Data Quadrant

**CATEGORY AVERAGE 80%** 

Category Overview

#### PRODUCTS WITH INSUFFICIENT DATA



Vendor Capability

Summary

Vendor Capabilities







This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

### **Ease of Implementation**

Choosing the right software is only the first step. Successfully implementing the new solution is necessary in order to realize its full value and promote end user adoption. Use the data in this section to determine which software is easy to implement, and which may jeopardize your goals by causing trouble in this stage.

		Delights			<b>י וְּיָ וּיְ וּיִ</b> וּ				54%						
	DOX	Highly Satisfies	Ť	<b>n</b>	r 1						42	2%		<b>88</b> Ease 0	
	BOX ECM OP PRODUCT	Almost Satisfies									49	6		Implement	
		Disappoints													
2	Epicor ECM (Formerly DocStar)					Ť	<b>n</b>	r 1	r <b>m</b>	<b>n</b> 1	r †	ŤŤ		88%	14 REVIEWS
3	M M-Files ECM					Ť	<b>i</b>	i i	r <b>†</b>	<b>n</b> i	r r	ŤŤ		86%	<b>19</b> REVIEWS
4	FileBound					Ť	<b>n</b>	r 1	ŕ	i i	r r	ŤŤ		84%	38 REVIEWS
5	Reference Content Services from Hyland					Ť	<b>n</b>	r 1	ŕ	<b>n</b> i	i i	ŤŤ		84%	14 REVIEWS
6	OcuWare					Ť	<b>n</b>	r 1	ŕ	i i	i i	ŤŤ		83%	<b>44</b> REVIEWS
7	Adobe ECM					Ť	<b>n</b> 1	r 1	ŕ	i i	r T	ŤŤ		81%	21 REVIEWS
8	× Nuxeo from Hyland					Ť	<b>n</b>	r 1	ŕ	<b>n</b> i	r T	ŤŤ		81%	<b>33</b> REVIEWS
9	xerox Xerox DocuShare					Ť	<b>n</b> 1	r 1	ŕ	i i	r T	ŤŤ	1	81%	44 REVIEWS
10	S> Microsoft Sharepoint					Ť	<b>n</b> 1	r 1	ŗ	<b>n</b> i	r T	ŤŤ	l	80%	245 REVIEWS
11	L Laserfiche ECM					Ť	<b>n</b> 1	r 1	ŕ	i i	r T	ŤŤ	1	78%	<b>17</b> REVIEWS
12	Oracle Content & Experience					Ť	<b>n</b>	r 1	ŗ	<b>n</b> 1	r T	ŤŤ		78%	50 REVIEWS
13	😔 Hyland OnBase					Ť	<b>n</b> (	r 1	'n	Ť Í	r T	ŤŤ	I	76%	<b>30</b> REVIEWS
14	ot OpenText ECM					Ť	<b>İ</b>	r 1	'n	<b>n</b> i	ŕŕ	ŤŤ	J	65%	<b>13</b> REVIEWS

PRODUCTS WITH INSUFFICIENT DATA

Z Zoho Docs

CATEGORY AVERAGE 81%



<mark>ተ</mark> ተ  ተ	<b>80%</b> RE	8 EVIEWS
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### **Product Feature Summary**

#### MANDATORY FEATURES

This page summarizes user satisfaction with a variety of product features. While strong and consistent performance across the board is desirable, you may be willing to tolerate low scores on features that don't impact your primary use case or core objectives. Use this high-level data to help plan and structure your product evaluation.

PRODUCT	OVERALL FEATURE SATISFACTION	ACCESS PERMISSIONS MANAGEMENT	CAPTURE CHANNELS	COLLABORATION	ECM DOCUMENT MANAGEMENT	EDISCOVERY AUDIT TRAIL	FILE APPROVALS ESIGNATURES	FILE CONVERSION	METADATA MANAGEMENT	MOBILE	SEARCH	WORKFLOW PROCESS AUTOMATION
Epicor ECM (Formerly DocStar)	89%	<b>92</b> %	91%	96%	<b>97</b> %	83%	80%	85%	93%	77%	95%	95%
Alfresco Content Services from Hyland	86%	86%	84%	86%	87%	<b>78</b> %	<b>92</b> %	<b>78</b> %	93%	<b>92</b> %	<b>87</b> %	88%
Box ECM	85%	84%	86%	86%	85%	<b>87</b> %	85%	84%	80%	85%	86%	<b>87</b> %
Nuxeo from Hyland	85%	89%	86%	81%	89%	80%	82%	81%	89%	81%	86%	85%
M-Files ECM	84%	89%	84%	<b>87</b> %	87%	91%	<b>79</b> %	81%	82%	82%	83%	83%
Laserfiche ECM	84%	82%	84%	86%	85%	84%	82%	76%	<b>87</b> %	84%	83%	93%
Xerox DocuShare	83%	82%	81%	84%	85%	86%	82%	83%	84%	73%	86%	85%
DocuWare	83%	86%	80%	82%	81%	86%	83%	84%	<b>82</b> %	82%	80%	82%
FileBound	82%	86%	83%	<b>76</b> %	88%	83%	77%	<b>78</b> %	80%	77%	<b>89</b> %	<b>87</b> %
Hyland OnBase	82%	83%	82%	83%	<b>87</b> %	83%	80%	81%	<b>82</b> %	<b>74</b> %	81%	86%
CATEGORY AVERAGE	83%	84%	82%	83%	85%	84%	82%	80%	82%	79%	83%	85%

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Data Quadrant

Vendor Capabilities

INFO~TECH

RESEARCH GROUP

### **Product Feature Summary**

#### MANDATORY FEATURES

This page summarizes user satisfaction with a variety of product features. While strong and consistent performance across the board is desirable, you may be willing to tolerate low scores on features that don't impact your primary use case or core objectives. Use this high-level data to help plan and structure your product evaluation.

PRODUCT	OVERALL FEATURE SATISFACTION	ACCESS PERMISSIONS MANAGEMENT	CAPTURE CHANNELS	COLLABORATION	ECM DOCUMENT MANAGEMENT	EDISCOVERY AUDIT TRAIL	FILE APPROVALS ESIGNATURES	FILE CONVERSION	METADATA MANAGEMENT	MOBILE	SEARCH	WORKFLOW PROCESS AUTOMATION
Adobe ECM	81%	80%	76%	81%	81%	<b>82</b> %	87%	82%	84%	76%	83%	<b>78</b> %
Microsoft Sharepoint	79%	83%	77%	86%	80%	81%	<b>78</b> %	77%	77%	76%	77%	81%
OpenText ECM	78%	81%	86%	75%	80%	91%	<b>81</b> %	71%	69%	66%	<b>75</b> %	84%
Oracle Content & Experience	77%	80%	76%	<b>76</b> %	<b>78</b> %	<b>78</b> %	77%	<b>78</b> %	74%	<b>72</b> %	<b>78</b> %	76%
CATEGORY AVERAGE	83%	84%	82%	83%	85%	84%	82%	80%	82%	79%	83%	85%
PRODUCTS WITH INSUFFICIENT DATA												
Zoho Docs	<b>81</b> %	<b>78</b> %	75%	88%	82%	78%	86%	86%	85%	72%	89%	75%

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INFO~TECH

RESEARCH GROUP

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

### **Product Features**

Mandatory Features

This table lists and describes all the features that are evaluated in the Enterprise Content Management - Enterprise software category. For your convenience, these descriptions are repeated under the feature subheadings in the subsequent pages.

Mandatory Features		File Approvals Esignatures	Ability to capture
Access Permissions Management	The granularity of user-access controls that can be configured in the ECM system		You can convert
Capture Channels	Variety of ways a file can be ingested into the ECM system	File Conversion	from Word to PE
		Metadata Management	A metadata laye allowing users to
Collaboration	Includes ability to view, share and direct work between co-workers in real or near real- time.	Mobile	Ability to suppor HTML-based we
ECM Document Management	Includes lifecycle management, access and permissions, and ability to administer, view, create, edit, and delete content assets.		The system can
Ediscovery Audit Trail	The extent to which files and file histories are tracked & ability to manage files en	Search	The system out
	masse for the purposes of legal proceedings	Workflow Process Automation	The extent to an performed autor

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### INFO~TECH

Ability to capture approvals by the ECM system as part of a workflow

ert files from given types to other formats within the ECM system (e.g. PDF).

ayer makes reporting easy and eliminates the need for coding and SQL, s to see and access information in simple business language.

port multiple devices, OSes and platforms using mobile optimized, web access and/or native applications.

an search an entire body of a document for a keyword or phrase.

and ease of which actions within the system can be configured to be Itomatically



This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

**Access Permissions Management** 

Mandatory Feature

The granularity of user-access controls that can be configured in the ECM system

#### PRODUCTS WITH INSUFFICIENT DATA



	NUXEO FROM HYLAND OP PRODUCT	Delights Highly Satisfies Almost Satisfies Disappoints	<b>ท ท ท</b> ท ท ท	<b>ᡥ ᡥ</b>	60% 36% 4%	89 Access Permissio Manageme	ns
2	M M-Files ECM			<b>* * * *</b>	<b>ᡥ ᡥ ᡥ  ᡥ</b>	89%	<b>19</b> REVIEWS
3	Epicor ECM (Formerly DocStar)			<b>n n n n</b>	<b>ᡥ ᡥ ᡥ ᡥ </b>	88%	14 REVIEWS
4	<b>&amp;</b> Alfresco Content Services from I	Hyland		<b>n</b> n n n n	<b>ᡥ ᡥ ᡥ ᡥ </b>	84%	14 REVIEWS
5	OcuWare			<b>n n n n</b>	<b>ᡥ ᡥ ᡥ ᡥ </b>	84%	44 REVIEWS
6	<b>Box Box ECM</b>			<b>* * *</b> *	<b>* * * *</b>	84%	<b>30</b> REVIEWS
7	• FileBound			<b>* * *</b> *	<b>* * * *</b>	83%	38 REVIEWS
8	Laserfiche ECM			<b>*</b> * * * *	<b>ᡥ ᡥ ᡥ  ᡥ</b>	83%	17 REVIEWS
9	Microsoft Sharepoint			<b>*</b> * * * *	<b>ท</b> ี่ ที่ ที่ ที่ ที่	83%	245 REVIEWS
10	😔 Hyland OnBase			<b>* * *</b> *	<b>ท</b> ี่ ที่ ที่ ที่ ที่	81%	<b>30</b> REVIEWS
11	ot OpenText ECM			<b>* * *</b> * *	<b>ᡥ ᡥ ᡥ ᡥ</b>	81%	<b>13</b> REVIEWS
12	Adobe ECM			<b>*</b> * * * *	<b>ᡥ ᡥ ᡥ ᡥ </b>	80%	21 REVIEWS
13	Oracle Content & Experience			<b>* * *</b> *	<b>ᡥ ᡥ ᡥ ᡥ</b>	80%	50 REVIEWS
14	xerox Xerox DocuShare			<b>* * *</b> *	<b>ᡥ ᡥ ᡥ ᡥ </b>	80%	<b>44</b> REVIEWS

**CATEGORY AVERAGE 84%** 

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### INFO~TECH

#### 78% 8 REVIEWS



This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

C	apture Channels			Mandatory Feature	2	Variety of ways a file can be ingested into the ECM system
						PRODUCTS WITH INSUFFICIENT DATA
	2PICOR	Delights	<b>ݰݰݰ</b>	63%		Z Zoho Docs
	EPICOR ECM	Highly Satisfies	<u> </u>	29%	89% Capture Channels	
		Almost Satisfies	<b>m</b>	7%		
٦	OP PRODUCT	Disappoints				
2	ot OpenText ECM			<b>ᢜ                                    </b>	86% 1	<b>B</b> IEWS
3	<b>DOX</b> Box ECM		1	<mark>ề</mark> ở ở ở ở ở ở ở ở ở	85% 3	<b>BO</b> IIEWS
4	× Nuxeo from Hyland			<mark>ề</mark> ở ở ở ở ở ở ở ở ở	85% 3	<b>I</b> IEWS
5	Laserfiche ECM		1	<mark>ề</mark> ở ở ở ở ở ở ở ở ở	84% 1 REV	<b>17</b> IEWS
6	• FileBound		1	<mark>ề</mark> ở ở ở ở ở ở ở ở ở	84% 3	18 IEWS
7	M M-Files ECM		1	<b>n</b>	84% 1 REV	9 IEWS
8	<b>&amp;</b> Alfresco Content Services from I	lyland		<mark>ề</mark> ở ở ở ở ở ở ở ở ở	83% 1	<b>L</b> IEWS
9	😔 Hyland OnBase		1	<mark>ề</mark> ở ở ở ở ở ở ở ở ở	81% 3	<b>IO</b> IEWS
10	📀 DocuWare		1	<mark>ề ở ở ở ở ở ở ở ở </mark>	80% 4	iews
11	Oracle Content & Experience		1	<mark>ề</mark> ở ở ở ở ở ở ở ở ở ở	<b>79%</b> 5	<b>IO</b> IEWS
12	xerox Xerox DocuShare		1	<mark>┢</mark> 🕆 🕆 🕆 🕆 🛉 🛉 🛉	<b>79%</b>	iews
13	S Microsoft Sharepoint		1	<mark>ề</mark> ở ở ở ở ở ở ở ở ở	78% 24	45 Tiews
14	Adobe ECM			<b>*</b> * * * * * * * * * *	76% Rev	21 IEWS

**CATEGORY AVERAGE 82%** 



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### INFO~TECH

#### **\* \* \* \* \* \*** 75% 8 REVIEWS



This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

**CPICOR** 66% Delights **91**<sub>%</sub> Highly Satisfies ŤŤŤ 34% **EPICOR ECM** Almost Satisfies **TOP PRODUCT** Disappoints 🛉 🛉 🛉 🛉 👘 245 Sector 2 Microsoft Sharepoint **87%** 17 **3** Laserfiche ECM **87%** REVIEWS 19 4 M M-Files ECM **87%** REVIEWS 14 Rest Alfresco Content Services from Hyland 85% 30 6 **box** Box ECM 85% 30 7 💮 Hyland OnBase **m m** 85% 44 xerox Xerox DocuShare 84% REVIEWS 44 REVIEWS OccuWare 83% 21 Adobe ECM **m m m** 81% REVIEWS 33 81% 11 × Nuxeo from Hyland 38 12 **•** FileBound 76% REVIEWS 50 **13 O** Oracle Content & Experience 75% 13 m m ŵ ŵ ŵ ŵ ŵ ŵ ŵ 14 ot OpenText ECM 75% REVIEWS

Includes ability to view, share and direct work between co-workers in real or near real-time.

#### PRODUCTS WITH INSUFFICIENT DATA



**CATEGORY AVERAGE 83%** 

Mandatory Feature

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**Collaboration** 

2

5

8

9

10



<mark>ஈ</mark> 🛉 🛉 🛉 👘 👘 👘 👘 👘	88%	8 REVIEWS



### **ECM Document Management**

Mandatory Feature

This section provides detailed information on user satisfaction for each product feature.

Use these pages to dig deeper into areas of particular interest or concern.

PRODUCTS WITH INSUFFICIENT DATA

Z Zoho Docs

Includes lifecycle management, access and permissions, and ability to administer, view, create, edit, and delete content assets.

	2PICOR	Delights	<b>n n n</b>	<b>ř</b> Ť Ť Ť	76%	
	EPICOR ECM	Highly Satisfies	<b>ŤŤ</b>		24%	94% ECM Document
		Almost Satisfies				Management
T	OP PRODUCT	Disappoints				
2	😔 Hyland OnBase			<b>ᡥ ᡥ ᡥ ᡥ</b>	<b>ݰ ݰ ݰ ݰ</b>	90% 30 REVIEWS
3	× Nuxeo from Hyland			<b>ᡥ ᡥ ᡥ ᡥ</b>	ñ ñ ñ ñ	90% 33 REVIEWS
4	M M-Files ECM			<b>m m m m</b>	ñ ñ ñ ñ	87% 19 REVIEWS
5	Reference Content Services from I	Hyland		<b>n n n n n</b>	<b>ݰ ݰ ݰ ݰ</b>	86% 14 REVIEWS
6	Laserfiche ECM			<b>ᡥ ᡥ ᡥ ᡥ</b>	<b>ݰ ݰ ݰ ݰ</b>	85% 17 REVIEWS
7	<b>Box Box ECM</b>			<b>n n n n n</b>	<b>ᡥ ᡥ ᡥ  ᡥ</b>	84% 30 REVIEWS
8	xerox Xerox DocuShare			<b>m m m m m</b>	<b>n n n n</b>	84% 44 REVIEWS
9	• FileBound			<b>n n n n n</b>	<b>n n n n</b>	83% 38 REVIEWS
10	Adobe ECM			<b>m m m m m</b>	ñ ñ ñ ñ	81% 21 REVIEWS
11	Oracle Content & Experience			<b>ᡥ ᢜ ᢜ ᢜ</b>	<b>* * *</b> * *	81% 50 REVIEWS
12	S Microsoft Sharepoint			<b>ᡥ ᢜ ᢜ ᢜ</b>	<b>* * *</b> * *	80% 245 REVIEWS
13	📀 DocuWare			<b>n n n n</b>	<b>* * *</b> * *	80% 44 REVIEWS
14	ot OpenText ECM			<b>ᡥ ᡥ ᡥ ᡥ</b>	<b>* * * *</b>	80% 13 REVIEWS

**CATEGORY AVERAGE 85%** 

CATEGORY REPORT



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This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

**Ediscovery Audit Trail** 

**M-Files**<sup>®</sup>

2 ot OpenText ECM

3 📀 DocuWare

**TOP PRODUCT** 

**M-FILES ECM** 

Mandatory Feature

The extent to which files and file histories are tracked & ability to manage files en masse for the purposes of legal proceedings

#### PRODUCTS WITH INSUFFICIENT DATA **ᡥ ᡥ ᡥ ᡥ ᡥ ᡥ 67**% Z Zoho Docs Delights **91**<sub>%</sub> Highly Satisfies ŤŤŤ 29% Almost 4% Satisfies ---Disappoints **ݰ ݰ ݰ ݰ ݰ ݰ ݰ** 13 REVIEWS 91% 44 🛉 🛉 🛉 🛉 🛉 🛉 86%

4	<b>Box ECM</b>	<b>ᡥ                                    </b>	86%	<b>30</b> Reviews
5	xerox Xerox DocuShare	<mark>ᡥ</mark> ᡥ <b>ᡥ </b>	84%	44 REVIEWS
6	Laserfiche ECM	<mark>ᡥ</mark> ᡥ <b>ᡥ </b>	84%	17 REVIEWS
7	😔 Hyland OnBase	<mark>ᡥ</mark> ᡥ <b>ᡥ </b>	84%	<b>30</b> Reviews
8	Adobe ECM	<mark>ᡥ</mark> ᡥ ᡥ <b>ᡥ </b>	82%	21 REVIEWS
9	Microsoft Sharepoint	<mark>ᡥ</mark> ᡥ ᡥ <b>ᡥ </b>	82%	245 REVIEWS
10	Epicor ECM (Formerly DocStar)	<b>* * * * * * * * * *</b>	81%	14 REVIEWS
11	• FileBound	<b>ᡥ </b> * * * * * * * * * * * *	80%	<b>38</b> REVIEWS
12	× Nuxeo from Hyland	<b>ᡥ ᡥ ᡥ ᢜ ᢜ ᢜ ᢜ ᢜ</b> ᢜ	<b>79%</b>	<b>33</b> REVIEWS
13	Oracle Content & Experience	<b>ᡥ ᡥ </b>	78%	50 REVIEWS
14	<b>Restaured Services from Hyland</b>	<b>n n n n n n n n n n n</b>	75%	14 REVIEWS

**CATEGORY AVERAGE 84%** 

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CATEGORY REPORT

Data Quadrant



	ŤŤ	<b>n</b>	ŕŕ	Ť	Ť	<b>أ</b>	† †	78%	8 REVIEWS	
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This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

### **File Approvals Esignatures**

Mandatory Feature

Ability to capture approvals by the ECM system as part of a workflow

#### PRODUCTS WITH INSUFFICIENT DATA



	<b>X</b> Alfresco <sup>®</sup>	Delights	<b>ݰ ݰ ݰ</b>	<b>* * *</b>	72%		
	ALFRESCO CONTENT	Highly Satisfies	<b>n</b> n		23%	92 File Approv	<b>%</b>
	SERVICES FROM HYLAND	Almost Satisfies	Ŵ		5%	Esignature	
т	OP PRODUCT	Disappoints					
2	Adobe ECM			<b>*</b> * * * *	<b>ݰ ݰ ݰ ݰ</b>	<b>87</b> %	21 REVIEWS
З	<b>Box ECM</b>			<b>* * *</b> * *	<b>* * * *</b> *	86%	<b>BO</b> REVIEWS
4	× Nuxeo from Hyland			<b>n n n n</b>	<b>* * * *</b>	83%	<b>33</b> REVIEWS
5	Epicor ECM (Formerly DocStar)			<b>ᡥ ᡥ ᡥ ᡥ</b>	<b>* * * *</b>	82%	14 REVIEWS
6	OcuWare			<b>n n n n</b>	<b>* * * *</b>	82%	<b>44</b> REVIEWS
7	Laserfiche ECM			<b>n n n n</b>	<b>n n n n n</b>	82%	17 REVIEWS
8	ot OpenText ECM			<b>n n n n</b>	<b>n n n n n</b>	81%	13 REVIEWS
9	xerox Xerox DocuShare			🛉 🛉 🛉 👘	<b>n n n n n</b>	81%	<b>44</b> REVIEWS
10	M-Files ECM			<b>n</b> n n n n	<b>ᡥ ᡥ ᡥ ᡥ </b>	<b>79%</b>	<b>19</b> REVIEWS
11	S Microsoft Sharepoint			<b>n n n n</b>	<b>ᡥ ᡥ ᡥ  ᡥ</b>	<b>79%</b>	245 REVIEWS
12	😔 Hyland OnBase			<b>n n n n</b>	<b>ᡥ ᡥ ᡥ ᡥ </b>	<b>78%</b>	<b>30</b> Reviews
13	• FileBound			<b>n n n n</b>	<b>n n n n</b>	<b>78%</b>	<b>38</b> REVIEWS
14	Oracle Content & Experience			<b>n n n n</b>	<b>n n n n n</b>	77%	50 REVIEWS

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**CATEGORY AVERAGE 82%** 

Data Quadrant

### INFO~TECH

#### 86% 8 REVIEWS • \* \* \* \* \* \* \* \* \* \* \*



This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

Fi	le Conversion			Mandatory Feat	ure	You c
	2PICOR	Delights	<b>ᡥ ᡥ </b>	49%		
	EPICOR ECM	Highly Satisfies	<b>ᡥ                                    </b>	51%	87,	6
т	OP PRODUCT	Almost Satisfies Disappoints			File Conversio	
2	OcuWare			<u>.</u>	84%	44
3	Adobe ECM			<b></b>	83%	REVIEWS
4	box Box ECM				83%	<b>30</b> REVIEWS
5	xerox Xerox DocuShare			<mark>ᡥ ᡥ </mark>	82%	<b>44</b> REVIEWS
6	M M-Files ECM			<b>*</b> * * * * * * * * * *	81%	<b>19</b> REVIEWS
7	× Nuxeo from Hyland		1	<mark>*</mark> * * * * * * * * * *	81%	<b>33</b> REVIEWS
8	😔 Hyland OnBase		1	<u>* * * * * * * * * * * * * * * * * * * </u>	81%	<b>30</b> REVIEWS
9	• FileBound		1	<b>*</b> * * * * * * * * * *	80%	38 REVIEWS
10	Oracle Content & Experience		1	<mark>ᡥ ᡥ </mark>	78%	50 REVIEWS
11	Microsoft Sharepoint		1	<mark>ᡥ ᡥ </mark>	78%	245 REVIEWS
12	Reference Content Services from	m Hyland		<b>*</b> * * * * * * * * *	78%	<b>14</b> REVIEWS
13	Laserfiche ECM		1	<mark>† †</mark> † † † † † † †	76%	<b>17</b> REVIEWS
14	ot OpenText ECM			<b>* * * * *</b> * * * * * *	71%	<b>13</b> REVIEWS

Data Quadrant

In convert files from given types to other formats within the ECM system (e.g. from Word to PDF).

#### PRODUCTS WITH INSUFFICIENT DATA



**CATEGORY AVERAGE 80%** 

Category Overview



		<b>n</b>	Ť	Ť	Ť	Ť	Ť	Ť	Ť	Ť	Ť		86%	8 REVIEWS
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This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

PRODUCTS WITH INSUFFICIENT DATA

Z Zoho Docs

#### **Metadata Management**

**Mandatory** Feature

A metadata layer makes reporting easy and eliminates the need for coding and SQL, allowing users to see and access information in simple business language.

#### **Alfresco**<sup>®</sup> 2% **ALFRESCO CONTENT SERVICES FROM** HYLAND **TOP PRODUCT** 🛉 🛉 🛉 👘 👘 33 **2** × Nuxeo from Hyland **89%** 14 Epicor ECM (Formerly DocStar) **87%** 3 REVIEWS 17 4 Laserfiche ECM **87%** REVIEWS 21 REVIEWS A Adobe ECM 84% 5 30 Byland OnBase 83% 6 REVIEWS 19 7 **M** M-Files ECM 82% REVIEWS 44 OccuWare 81% 8 REVIEWS 44 REVIEWS xerox Xerox DocuShare 80% 9 38 **m** 80% 10 • FileBound 30 11 **DOX** Box ECM **78%** REVIEWS 245 78% 50 **13 O** Oracle Content & Experience 75% 13 • 🛉 🛉 🛉 🛉 🛉 🛉 14 ot OpenText ECM 69% REVIEWS

Data Quadrant

**CATEGORY AVERAGE 82%** 

Category Overview

Delights	<b>ᡥ                                    </b>	79%	
Highly Satisfies	Ŵ	7%	<b>9</b>
Almost Satisfies	<b>m</b>	13%	Manag
Disappoints			

CATEGORY REPORT



ŵ ŵ ŵ <b>ṁ ṁ ṁ ṁ ṁ </b> ŵ	35%	8 REVIEWS
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This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

M	obile			Mandatory Featur	2	Ability
	<b>X</b> Alfresco <sup>®</sup>	Delights	<b>ᡥ ᢜ ᢜ ᢜ Ť</b>	65%		
	ALFRESCO CONTENT	Highly Satisfies	<b>ᡥ ᢜ ᢜ</b>	35%	91,	%
	SERVICES FROM HYLAND	Almost Satisfies			Mobile	
I	TOP PRODUCT	Disappoints				
2	Laserfiche ECM		<b>n</b> n n	<b>* * *</b> * * * *	88%	17 REVIEWS
3	box Box ECM		<b>n</b> n n	<b>ᡥ ᡥ ᡥ ᡥ  ᡥ ᡥ</b>	86%	<b>30</b> REVIEWS
4	M M-Files ECM		<b>n n</b> n	<b>ᡥ ᡥ ᡥ ᡥ  ᡥ ᡥ</b>	<b>82</b> %	<b>19</b> REVIEWS
5	× Nuxeo from Hyland		<b>n n n</b>	<b>ᡥ ᡥ ᡥ ᡥ  ᡥ ᡥ</b>	82%	<b>33</b> REVIEWS
6	📀 DocuWare		<b>n n</b>	<b>ᡥ ᡥ ᡥ ᡥ ᡥ </b>	81%	<b>44</b> REVIEWS
7	Epicor ECM (Formerly DocStar)		<b>* * *</b>	<b>ᡥ ᡥ ᡥ ᡥ  ᡥ ᡥ</b>	80%	14 REVIEWS
8	• FileBound		<b>n</b> n n	<b>* * * * * *</b>	<b>79%</b>	38 REVIEWS
9	Solution Starepoint		<b>* *</b> *	<b>ݰ ݰ ݰ ݰ ݰ ݰ</b>	77%	245 REVIEWS
10	xerox Xerox DocuShare		<b>n</b> n	<b>* * * * *</b>	77%	<b>44</b> REVIEWS
11	Adobe ECM		<b>n</b> n 1	n n n n n n n n n	76%	21 REVIEWS
12	😔 Hyland OnBase		<b>n</b> n n	<b>ᡥ ᡥ ᡥ ᡥ ᡥ ᡥ</b>	72%	<b>30</b> Reviews
13	Oracle Content & Experience		<b>n</b> n n		72%	50 REVIEWS
14	ot OpenText ECM		<b>†</b> † †	<b>* * * *</b> * * * *	66%	13 REVIEWS

support multiple devices, OSes and platforms using mobile optimized, HTML-based web access and/or native applications.

#### PRODUCTS WITH INSUFFICIENT DATA



**CATEGORY AVERAGE 79%** 



<mark>ᡥ ᡥ ᡥ </mark>	<b>12%</b>	8 EVIEWS
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This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

S	earch				Mandatory Feature	2	The syst
	2PICOR	Delights	<b>ᡥ ᡥ ᡥ ᢜ</b>	• <b>ݰ ݰ</b>	69%		
	EPICOR ECM	Highly Satisfies	т́т		16%	88	%
		Almost Satisfies	ŤŤ		15%	Search	
٦	OP PRODUCT	Disappoints					
2	<b>DOX</b> Box ECM			<b>* * *</b>	<b>ݰ ݰ ݰ ݰ ݰ</b>	<b>87%</b>	<b>30</b> REVIEWS
3	<b>&amp;</b> Alfresco Content Services from	m Hyland		<b>†</b> † † †	<b>ᡥ ᡥ  ᡥ                              </b>	85%	14 REVIEWS
4	× Nuxeo from Hyland			<b>† † †</b>	<b>* * * * *</b>	85%	<b>33</b> REVIEWS
5	• FileBound			<b>* * *</b>	<b>n n n n n n</b>	85%	38 REVIEWS
6	L Laserfiche ECM			<b>†</b> † † †	<b>ᡥ ᡥ ᡥ ᡥ ᡥ</b>	84%	17 REVIEWS
7	xerox Xerox DocuShare			<b>†</b> † † †	<b>ᡥ ᡥ ᡥ ᡥ ᡥ</b>	84%	<b>44</b> REVIEWS
8	Adobe ECM			<b>†</b> † † †	<b>ᡥ ᡥ ᡥ ᡥ ᡥ</b>	84%	21 REVIEWS
9	M M-Files ECM			<b>*</b> * * *	<b>ᡥ ᡥ ᡥ ᡥ  ᡥ</b>	83%	<b>19</b> REVIEWS
10	OcuWare			<b>† † †</b>	<b>ᡥ ᡥ ᡥ ᡥ ᡥ</b>	<b>79%</b>	<b>44</b> REVIEWS
11	😔 Hyland OnBase			<b>†</b> † † †	<b>ᡥ ᡥ ᡥ ᡥ ᡥ</b>	<b>79%</b>	<b>30</b> REVIEWS
12	Oracle Content & Experience			<b>n</b> n n n	<b>* * * *</b> * <b>*</b>	77%	50 REVIEWS
13	S Microsoft Sharepoint			<b>† † †</b>	<b>ᡥ ᡥ ᡥ  ᡥ ᡥ</b>	77%	245 REVIEWS
14	ot OpenText ECM			<b>† † †</b>	<b>* * * * * *</b>	75%	<b>13</b> REVIEWS

stem can search an entire body of a document for a keyword or phrase.

#### PRODUCTS WITH INSUFFICIENT DATA



**CATEGORY AVERAGE 83%** 

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### INFO~TECH

#### 89% 8 REVIEWS



**Workflow Process Automation** 

**Mandatory Feature** 

PRODUCTS WITH INSUFFICIENT DATA

Z Zoho Docs

This section provides detailed information on user satisfaction for each product feature.

Use these pages to dig deeper into areas of particular interest or concern.

#### Laserrune LASERFICHE ECM **TOP PRODUCT**

Delights	<b>ᡥ ᢜ ᢜ ᢜ ᢜ ᢜ ᢜ</b>	84%	
Highly Satisfies	<b>m m</b>	16%	96% Workflow Process
Almost Satisfies			Automation
Disappoints			

2	Epicor ECM (Formerly DocStar)	<b>ᡥ ᡥ <b>ᡥ ᡥ ᡥ ᡥ ᡥ ᡥ </b></b>	14 REVIEWS
3	Alfresco Content Services from Hyland	<b>ᡥ                                    </b>	14 REVIEWS
4	Box ECM	<b>ᡥ ᡥ <b>ᡥ ᡥ ᡥ ᡥ ᡥ </b></b>	<b>30</b> REVIEWS
5	😔 Hyland OnBase	<b>ᡥ ᡥ ᡥ <b>ᡥ ᡥ ᡥ ᡥ  <b> </b></b></b>	<b>30</b> REVIEWS
6	× Nuxeo from Hyland	<b>ᡥ ᡥ <b>ᡥ ᡥ ᡥ ᡥ  <b> </b></b></b>	<b>33</b> REVIEWS
7	ot OpenText ECM	<b>ݰ</b> ݰ <b>ݰݰݰݰ</b>	13 REVIEWS
8	M M-Files ECM	<b>ᡥ ᡥ ᡥ ᡥ ᡥ ᡥ  </b>	<b>19</b> REVIEWS
9	xerox Xerox DocuShare	<mark>ᡥ</mark> ᢜ <b>ᢜ ᢜ ᢜ ᢜ ᢜ ᢜ ᢜ</b>	44 REVIEWS
10	S> Microsoft Sharepoint	<mark>ᡥ</mark> ᢜ <b>ᢜ ᢜ ᢜ ᢜ ᢜ ᢜ ᢜ</b>	245 REVIEWS
11	O DocuWare	<b>ᡥ ᡥ ᡥ <b>ᡥ ᡥ ᡥ ᡥ </b></b>	44 REVIEWS
12	FileBound	<b>ᡥ ᡥ ᡥ ň ň ň ň ň ň</b>	38 REVIEWS
13	Adobe ECM	<b>ᡥ </b>	21 REVIEWS
14	Oracle Content & Experience	<b>ᡥ ᡥ ᡥ ᡥ <b>ᡥ ᡥ ᡥ ᡥ </b></b>	50 REVIEWS

**CATEGORY AVERAGE 85%** 

2505	fic	8

CATEGORY REPORT

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Data Quadrant



The extent to and ease of which actions within the system can be configured to be performed automatically

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