October 2021

DATA QUADRANT REPORT

Enterprise Content Management - Enterprise

620
Reviews

14
Products Included

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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.
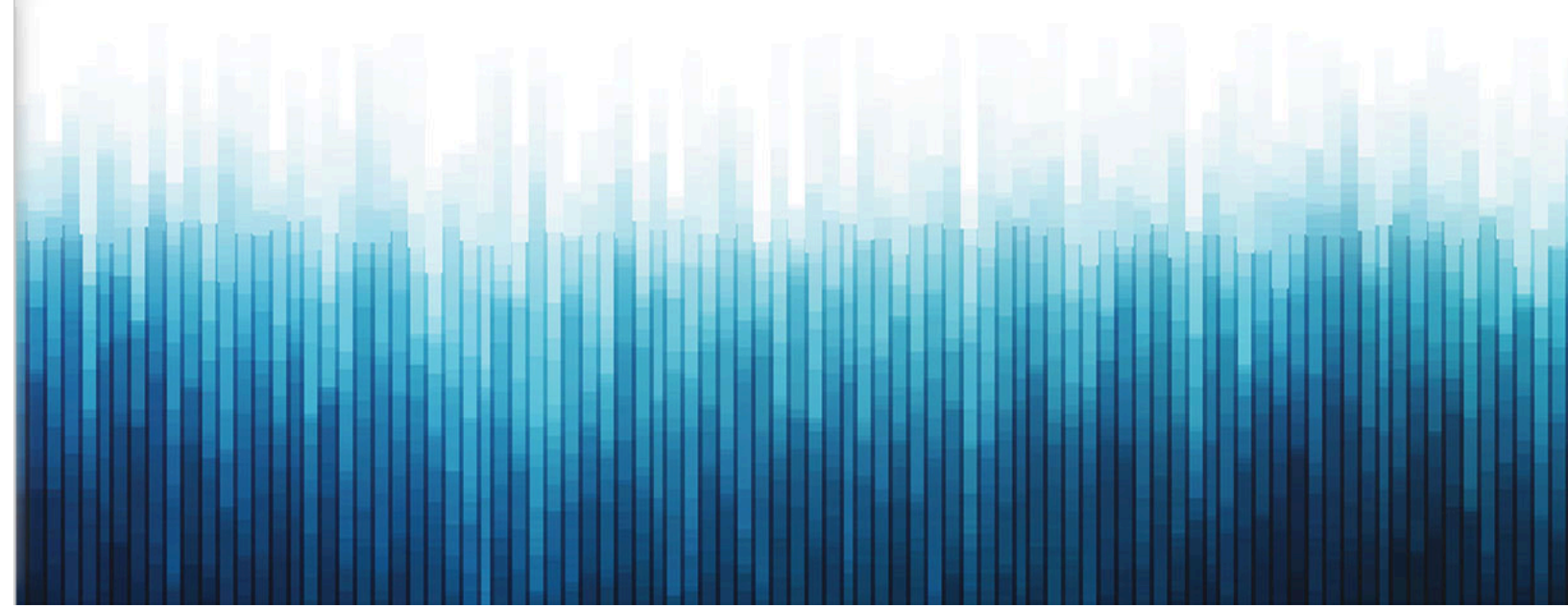
Software Directory

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 organization.

Enterprise Content Management - Enterprise Software

Adobe ECM	Alfresco Content Services from Hyland	box Box ECM
DocuWare	Epicor ECM (Formerly DocStar)	FileBound
Hyland OnBase	Laserfiche ECM	M-Files ECM
Micro Focus Content Manager	Micro Focus Filr	Microsoft Sharepoint
Nuxeo from Hyland	OpenText ECM	Oracle Content & Experience
Seismic	Systemware ECM	Veeva ECM
Xerox DocuShare	Zoho Docs	

SOFTWARE REVIEWS
Data Quadrant

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.

SoftwareReviews

ENTERPRISE CONTENT MANAGEMENT - ENTERPRISE
Data Quadrant
OCTOBER 2021

PRODUCT INNOVATOR

LEADER

FileBound

Epicor ECM

Box ECM

Nuxeo — Xerox DocuShare

Laserfiche ECM — DocuWare

OnBase — Alfresco Content Services

Hyland OnBase

M-Files ECM

Adobe ECM

Microsoft Sharepoint

Oracle Content & Experience

OpenText ECM

SERVICE STAR

CHALLENGER

9.2

7.5

PRODUCT FEATURES AND SATISFACTION

7.6 — VENDOR EXPERIENCE AND CAPABILITIES — 9.2

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 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).

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

CATEGORY REPORT | Table of Contents | Data Quadrant | Category Overview | Vendor Capability Summary | Vendor Capabilities | Product Feature Summary | Product Features

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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
🥇	Epicor ECM	8.9/10	+95	😀	-- NEGATIVE · 96% POSITIVE	85%	89%	89%	14
🥇	FileBound	8.7/10	+89	😄	-- NEGATIVE · 90% POSITIVE	83%	82%	94%	38
🥇	Box ECM	8.7/10	+90	😄	2% NEGATIVE · 92% POSITIVE	83%	85%	90%	30
4	Xerox DocuShare	8.6/10	+91	😄	2% NEGATIVE · 93% POSITIVE	83%	83%	88%	44
5	Nuxeo from Hyland	8.6/10	+89	😄	3% NEGATIVE · 92% POSITIVE	83%	85%	86%	33
6	DocuWare	8.5/10	+92	😄	-- NEGATIVE · 93% POSITIVE	81%	83%	86%	44
7	Laserfiche ECM	8.5/10	+87	😄	3% NEGATIVE · 90% POSITIVE	81%	84%	86%	17
8	Alfresco from Hyland	8.4/10	+88	😄	3% NEGATIVE · 91% POSITIVE	83%	86%	80%	14
9	M-Files ECM	8.4/10	+84	😄	4% NEGATIVE · 88% POSITIVE	85%	84%	83%	19
10	Hyland OnBase	8.3/10	+84	😄	3% NEGATIVE · 87% POSITIVE	82%	82%	84%	30
AVERAGE SCORES		**8.4/10**	**+87**	😄	3% NEGATIVE · 90% POSITIVE	**81%**	**83%**	**85%**	**44**

INFO~TECH
RESEARCH GROUP

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 😃	3% NEGATIVE — 87% POSITIVE	78%	77%	84%	50
12	Adobe ECM	8.1/10	+81 😃	7% NEGATIVE — 88% POSITIVE	81%	81%	80%	21
13	Microsoft Sharepoint	8.0/10	+81 😃	4% NEGATIVE — 85% POSITIVE	77%	79%	83%	245
14	OpenText ECM	7.9/10	+87 😃	2% NEGATIVE — 89% POSITIVE	70%	78%	81%	13
AVERAGE SCORES		**8.4/10**	**+87** 😃	3% NEGATIVE — 90% POSITIVE	**81%**	**83%**	**85%**	**44**
PRODUCTS WITH INSUFFICIENT DATA								
--	Zoho Docs	8.7/10	+99 😃	-- NEGATIVE — 99% POSITIVE	82%	81%	88%	8

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%	87%	79%	89%	85%	82%	85%	81%	89%	86%
Epicor ECM (Formerly DocStar)	85%	86%	82%	85%	86%	85%	90%	84%	82%	81%	80%	88%
Xerox DocuShare	83%	85%	86%	84%	81%	85%	84%	80%	81%	87%	82%	81%
FileBound	83%	85%	83%	82%	79%	88%	86%	81%	87%	79%	81%	84%
Alfresco Content Services from Hyland	83%	83%	85%	84%	87%	84%	85%	83%	76%	82%	79%	84%
Nuxeo from Hyland	83%	84%	83%	83%	78%	87%	81%	85%	84%	83%	81%	81%
Box ECM	83%	85%	79%	85%	82%	85%	78%	82%	85%	76%	85%	88%
Hyland OnBase	82%	87%	87%	85%	76%	83%	79%	86%	80%	80%	80%	76%
Laserfiche ECM	81%	83%	83%	83%	80%	85%	79%	83%	78%	79%	84%	78%
DocuWare	81%	81%	75%	84%	86%	79%	73%	84%	80%	82%	81%	83%
CATEGORY AVERAGE	81%	83%	81%	83%	82%	80%	80%	82%	80%	79%	80%	81%

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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%	78%	74%	81%	81%
Oracle Content & Experience	78%	79%	76%	80%	77%	81%	75%	80%	79%	77%	79%	78%
Microsoft Sharepoint	77%	79%	78%	80%	74%	78%	76%	77%	77%	76%	77%	80%
OpenText ECM	70%	81%	71%	75%	71%	61%	71%	70%	67%	72%	66%	65%
CATEGORY AVERAGE	81%	83%	81%	83%	82%	80%	80%	82%	80%	79%	80%	81%

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

Vendor **Capability** Satisfaction

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.

Capability	Description
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.
Breadth of Features	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.
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.
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.
Product Strategy and Rate of Improvement	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.

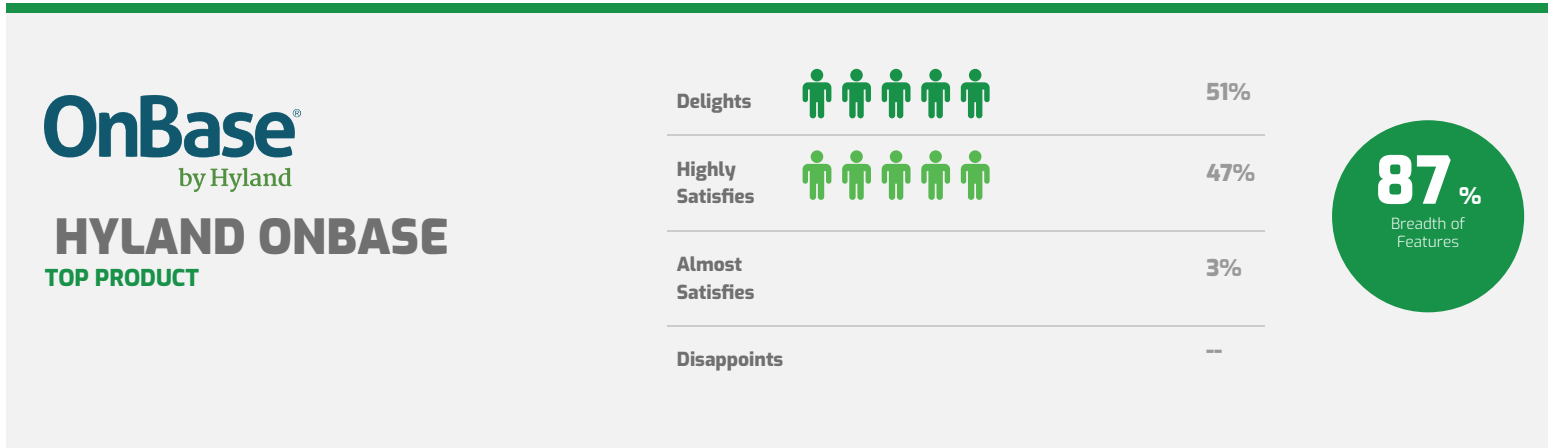| Capability	Description
Vendor Support	The importance of vendor support will vary for each organization depending on internal capabilities, but there will always be issues that only the vendor can resolve. Use the data in this section to see which vendors tend to under-service their product and which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

Vendor **Capability** Satisfaction

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
by Hyland

HYLAND ONBASE
TOP PRODUCT

Delights		51%
Highly Satisfies		46%
Almost Satisfies		3%
Disappoints		--

87% Business Value Created

PRODUCTS WITH INSUFFICIENT DATA

--	Z Zoho Docs		89%	8 REVIEWS

2	Epicor ECM (Formerly DocStar)		86%	14 REVIEWS
3	Box ECM		85%	30 REVIEWS
4	Xerox DocuShare		85%	44 REVIEWS
5	FileBound		85%	38 REVIEWS
6	M-Files ECM		85%	19 REVIEWS
7	Nuxeo from Hyland		84%	33 REVIEWS
8	Alfresco Content Services from Hyland		83%	14 REVIEWS
9	Laserfiche ECM		83%	17 REVIEWS
10	OpenText ECM		81%	13 REVIEWS
11	DocuWare		81%	44 REVIEWS
12	Adobe ECM		80%	21 REVIEWS
13	Microsoft Sharepoint		79%	245 REVIEWS
14	Oracle Content & Experience		79%	50 REVIEWS
	CATEGORY AVERAGE		**83%**	

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Vendor **Capability** Satisfaction

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

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

HYLAND ONBASE
TOP PRODUCT

Delights		51%
Highly Satisfies		47%
Almost Satisfies		3%
Disappoints		—

87% Breadth of Features

PRODUCTS WITH INSUFFICIENT DATA

--	Zoho Docs		82%	8 REVIEWS

			%	Reviews
2	Xerox DocuShare		86%	44 REVIEWS
3	Alfresco Content Services from Hyland		85%	14 REVIEWS
4	Laserfiche ECM		83%	17 REVIEWS
5	Nuxeo from Hyland		83%	33 REVIEWS
6	M-Files ECM		83%	19 REVIEWS
7	FileBound		83%	38 REVIEWS
8	Epicor ECM (Formerly DocStar)		82%	14 REVIEWS
9	Adobe ECM		81%	21 REVIEWS
10	Box ECM		79%	30 REVIEWS
11	Microsoft Sharepoint		78%	245 REVIEWS
12	Oracle Content & Experience		76%	50 REVIEWS
13	DocuWare		75%	44 REVIEWS
14	OpenText ECM		71%	13 REVIEWS
	CATEGORY AVERAGE		**81%**	

Vendor **Capability** Satisfaction

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.

M-Files®
M-FILES ECM
TOP PRODUCT

Delights		46%
Highly Satisfies		54%
Almost Satisfies		--
Disappoints		--

87% Quality of Features

PRODUCTS WITH INSUFFICIENT DATA

--	Z Zoho Docs		85%	8 REVIEWS

2	e	Epicor ECM (Formerly DocStar)		85%	14 REVIEWS
3	OnBase	Hyland OnBase		85%	30 REVIEWS
4	box	Box ECM		85%	30 REVIEWS
5	xerox	Xerox DocuShare		84%	44 REVIEWS
6		DocuWare		84%	44 REVIEWS
7		Alfresco Content Services from Hyland		84%	14 REVIEWS
8		Adobe ECM		83%	21 REVIEWS
9	✕	Nuxeo from Hyland		83%	33 REVIEWS
10	L	Laserfiche ECM		83%	17 REVIEWS
11		FileBound		82%	38 REVIEWS
12	s	Microsoft Sharepoint		80%	245 REVIEWS
13		Oracle Content & Experience		80%	50 REVIEWS
14	ot	OpenText ECM		75%	13 REVIEWS
		CATEGORY AVERAGE 83%			

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Vendor Capabilities

Product Feature Summary

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Vendor **Capability** Satisfaction

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

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.

M-Files
M-FILES ECM
TOP PRODUCT

Delights		65%
Highly Satisfies		28%
Almost Satisfies		7%
Disappoints		—

89% Usability And Intuitiveness

PRODUCTS WITH INSUFFICIENT DATA

--	Zoho Docs	83%	8 REVIEWS

Rank	Product		Score	Reviews
2	FileBound		88%	38 REVIEWS
3	Nuxeo from Hyland		87%	33 REVIEWS
4	Xerox DocuShare		85%	44 REVIEWS
5	Box ECM		85%	30 REVIEWS
6	Epicor ECM (Formerly DocStar)		85%	14 REVIEWS
7	Laserfiche ECM		85%	17 REVIEWS
8	Alfresco Content Services from Hyland		84%	14 REVIEWS
9	Hyland OnBase		83%	30 REVIEWS
10	Adobe ECM		82%	21 REVIEWS
11	Oracle Content & Experience		81%	50 REVIEWS
12	DocuWare		79%	44 REVIEWS
13	Microsoft Sharepoint		78%	245 REVIEWS
14	OpenText ECM		61%	13 REVIEWS
	CATEGORY AVERAGE 82%			

Vendor **Capability** Satisfaction

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

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.

Alfresco

ALFRESCO CONTENT SERVICES FROM HYLAND

TOP PRODUCT

Delights		64%
Highly Satisfies		22%
Almost Satisfies		15%
Disappoints		--

87% Product Strategy and Rate of Improvement

PRODUCTS WITH INSUFFICIENT DATA

--	Z Zoho Docs		82%	8 REVIEWS

Rank	Product		Score	Reviews
2	e Epicor ECM (Formerly DocStar)		86%	14 REVIEWS
3	DocuWare		86%	44 REVIEWS
4	box Box ECM		82%	30 REVIEWS
5	xerox Xerox DocuShare		81%	44 REVIEWS
6	Adobe ECM		81%	21 REVIEWS
7	L Laserfiche ECM		80%	17 REVIEWS
8	M M-Files ECM		79%	19 REVIEWS
9	FileBound		79%	38 REVIEWS
10	Nuxeo from Hyland		78%	33 REVIEWS
11	Oracle Content & Experience		77%	50 REVIEWS
12	OnBase Hyland OnBase		76%	30 REVIEWS
13	Microsoft Sharepoint		74%	245 REVIEWS
14	ot OpenText ECM		71%	13 REVIEWS
	CATEGORY AVERAGE 80%			

Vendor **Capability** Satisfaction

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.

EPICOR

EPICOR ECM

TOP PRODUCT

Delights		66%
Highly Satisfies		29%
Almost Satisfies		5%
Disappoints		—

90% Vendor Support

PRODUCTS WITH INSUFFICIENT DATA

--	Zoho Docs	83%	8 REVIEWS

2	FileBound		86%	38 REVIEWS
3	M-Files ECM		85%	19 REVIEWS
4	Alfresco Content Services from Hyland		85%	14 REVIEWS
5	Xerox DocuShare		84%	44 REVIEWS
6	Nuxeo from Hyland		81%	33 REVIEWS
7	Adobe ECM		80%	21 REVIEWS
8	Hyland OnBase		79%	30 REVIEWS
9	Laserfiche ECM		79%	17 REVIEWS
10	Box ECM		78%	30 REVIEWS
11	Microsoft Sharepoint		76%	245 REVIEWS
12	Oracle Content & Experience		75%	50 REVIEWS
13	DocuWare		73%	44 REVIEWS
14	OpenText ECM		71%	13 REVIEWS
	CATEGORY AVERAGE 80%			

Vendor **Capability** Satisfaction

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.

Adobe Experience Cloud

ADOBE ECM
TOP PRODUCT

Delights	👤👤👤👤👤	56%
Highly Satisfies	👤👤👤	33%
Almost Satisfies	👤	11%
Disappoints		--

86% Ease of Data Integration

PRODUCTS WITH INSUFFICIENT DATA

--	Z Zoho Docs	👤👤👤👤👤👤👤👤	86%	8 REVIEWS

2	Hyland OnBase	👤👤👤👤👤👤👤👤👤	86%	30 REVIEWS
3	Nuxeo from Hyland	👤👤👤👤👤👤👤👤👤	85%	33 REVIEWS
4	Epicor ECM (Formerly DocStar)	👤👤👤👤👤👤👤👤👤	84%	14 REVIEWS
5	DocuWare	👤👤👤👤👤👤👤👤👤	84%	44 REVIEWS
6	Laserfiche ECM	👤👤👤👤👤👤👤👤👤	83%	17 REVIEWS
7	Alfresco Content Services from Hyland	👤👤👤👤👤👤👤👤👤	83%	14 REVIEWS
8	Box ECM	👤👤👤👤👤👤👤👤👤	82%	30 REVIEWS
9	M-Files ECM	👤👤👤👤👤👤👤👤👤	82%	19 REVIEWS
10	FileBound	👤👤👤👤👤👤👤👤👤	81%	38 REVIEWS
11	Xerox DocuShare	👤👤👤👤👤👤👤👤👤	80%	44 REVIEWS
12	Oracle Content & Experience	👤👤👤👤👤👤👤👤👤	80%	50 REVIEWS
13	Microsoft Sharepoint	👤👤👤👤👤👤👤👤👤	77%	245 REVIEWS
14	OpenText ECM	👤👤👤👤👤👤👤👤👤	70%	13 REVIEWS
	CATEGORY AVERAGE 82%			

Vendor **Capability** Satisfaction

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.

upland

FILEBOUND
TOP PRODUCT

Delights	54%
Highly Satisfies	41%
Almost Satisfies	5%
Disappoints	---

87% Ease of Administration

PRODUCTS WITH INSUFFICIENT DATA

| -- | Z Zoho Docs | 77% | 8 REVIEWS |

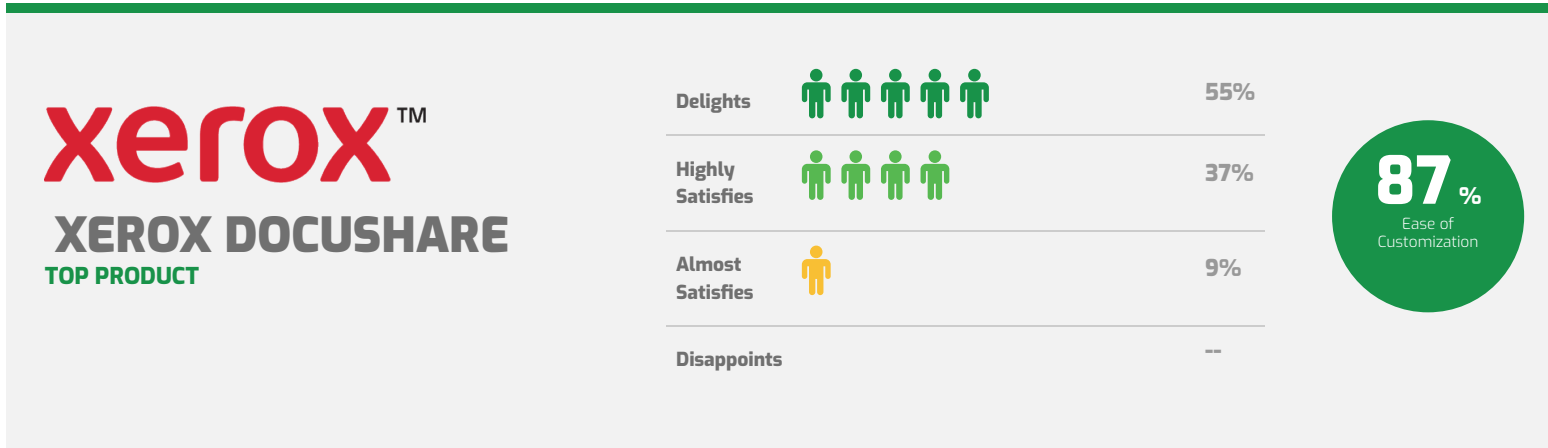| 2 | M M-Files ECM | 85% | 19 REVIEWS |
3	box Box ECM	85%	30 REVIEWS
4	Nuxeo from Hyland	84%	33 REVIEWS
5	Epicor ECM (Formerly DocStar)	82%	14 REVIEWS
6	Xerox DocuShare	81%	44 REVIEWS
7	Hyland OnBase	80%	30 REVIEWS
8	DocuWare	80%	44 REVIEWS
9	Oracle Content & Experience	79%	50 REVIEWS
10	Adobe ECM	78%	21 REVIEWS
11	L Laserfiche ECM	78%	17 REVIEWS
12	Microsoft Sharepoint	77%	245 REVIEWS
13	Alfresco Content Services from Hyland	76%	14 REVIEWS
14	ot OpenText ECM	67%	13 REVIEWS
		CATEGORY AVERAGE 80%	

Vendor **Capability** Satisfaction

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.

XEROX DOCUSHARE
TOP PRODUCT

Delights		55%
Highly Satisfies		37%
Almost Satisfies		9%
Disappoints		--

87% Ease of Customization

PRODUCTS WITH INSUFFICIENT DATA

--	Zoho Docs		79%	8 REVIEWS

2	Nuxeo from Hyland	83%	33 REVIEWS
3	DocuWare	82%	44 REVIEWS
4	Alfresco Content Services from Hyland	82%	14 REVIEWS
5	M-Files ECM	81%	19 REVIEWS
6	Epicor ECM (Formerly DocStar)	81%	14 REVIEWS
7	Hyland OnBase	80%	30 REVIEWS
8	Laserfiche ECM	79%	17 REVIEWS
9	FileBound	79%	38 REVIEWS
10	Oracle Content & Experience	77%	50 REVIEWS
11	Box ECM	76%	30 REVIEWS
12	Microsoft Sharepoint	76%	245 REVIEWS
13	Adobe ECM	74%	21 REVIEWS
14	OpenText ECM	72%	13 REVIEWS
	CATEGORY AVERAGE	**79%**	

Vendor **Capability** Satisfaction

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

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.

M-Files®
M-FILES ECM
TOP PRODUCT

Delights	61%
Highly Satisfies	35%
Almost Satisfies	4%
Disappoints	--

89%
Availability and Quality of Training

PRODUCTS WITH INSUFFICIENT DATA

--	Z Zoho Docs		73%	8 REVIEWS

2	box Box ECM		85%	30 REVIEWS
3	L Laserfiche ECM		84%	17 REVIEWS
4	xerox Xerox DocuShare		82%	44 REVIEWS
5	DocuWare		81%	44 REVIEWS
6	FileBound		81%	38 REVIEWS
7	Nuxeo from Hyland		81%	33 REVIEWS
8	Adobe ECM		81%	21 REVIEWS
9	e Epicor ECM (Formerly DocStar)		80%	14 REVIEWS
10	OnBase Hyland OnBase		80%	30 REVIEWS
11	Oracle Content & Experience		79%	50 REVIEWS
12	Alfresco Content Services from Hyland		79%	14 REVIEWS
13	Microsoft Sharepoint		77%	245 REVIEWS
14	ot OpenText ECM		66%	13 REVIEWS

CATEGORY AVERAGE 80%

Vendor **Capability** Satisfaction

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.

box

BOX ECM
TOP PRODUCT

Delights		54%
Highly Satisfies		42%
Almost Satisfies		4%
Disappoints		---

88 %
Ease of Implementation

PRODUCTS WITH INSUFFICIENT DATA

--	Z Zoho Docs		80%	8 REVIEWS

2	e Epicor ECM (Formerly DocStar)		88%	14 REVIEWS
3	M M-Files ECM		86%	19 REVIEWS
4	FileBound		84%	38 REVIEWS
5	Alfresco Content Services from Hyland		84%	14 REVIEWS
6	DocuWare		83%	44 REVIEWS
7	Adobe ECM		81%	21 REVIEWS
8	× Nuxeo from Hyland		81%	33 REVIEWS
9	xerox Xerox DocuShare		81%	44 REVIEWS
10	Microsoft Sharepoint		80%	245 REVIEWS
11	L Laserfiche ECM		78%	17 REVIEWS
12	Oracle Content & Experience		78%	50 REVIEWS
13	OnBase Hyland OnBase		76%	30 REVIEWS
14	ot OpenText ECM		65%	13 REVIEWS
		CATEGORY AVERAGE	**81%**	

Table of Contents   Data Quadrant   Category Overview   Vendor Capability Summary   Vendor Capabilities   Product Feature Summary   Product Features

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Product **Feature** Summary

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%	92%	91%	96%	97%	83%	80%	85%	93%	77%	95%	95%
Alfresco Content Services from Hyland	86%	86%	84%	86%	87%	78%	92%	78%	93%	92%	87%	88%
Box ECM	85%	84%	86%	86%	85%	87%	85%	84%	80%	85%	86%	87%
Nuxeo from Hyland	85%	89%	86%	81%	89%	80%	82%	81%	89%	81%	86%	85%
M-Files ECM	84%	89%	84%	87%	87%	91%	79%	81%	82%	82%	83%	83%
Laserfiche ECM	84%	82%	84%	86%	85%	84%	82%	76%	87%	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%	82%	82%	80%	82%
FileBound	82%	86%	83%	76%	88%	83%	77%	78%	80%	77%	89%	87%
Hyland OnBase	82%	83%	82%	83%	87%	83%	80%	81%	82%	74%	81%	86%
CATEGORY AVERAGE	83%	84%	82%	83%	85%	84%	82%	80%	82%	79%	83%	85%

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%	82%	87%	82%	84%	76%	83%	78%
Microsoft Sharepoint	79%	83%	77%	86%	80%	81%	78%	77%	77%	76%	77%	81%
OpenText ECM	78%	81%	86%	75%	80%	91%	81%	71%	69%	66%	75%	84%
Oracle Content & Experience	77%	80%	76%	76%	78%	78%	77%	78%	74%	72%	78%	76%
CATEGORY AVERAGE	83%	84%	82%	83%	85%	84%	82%	80%	82%	79%	83%	85%

PRODUCTS WITH INSUFFICIENT DATA												
Zoho Docs	81%	78%	75%	88%	82%	78%	86%	86%	85%	72%	89%	75%

Product **Feature** Satisfaction

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

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

Access Permissions Management	The granularity of user-access controls that can be configured in the ECM system
Capture Channels	Variety of ways a file can be ingested into the ECM system
Collaboration	Includes ability to view, share and direct work between co-workers in real or near real-time.
ECM Document Management	Includes lifecycle management, access and permissions, and ability to administer, view, create, edit, and delete content assets.
Ediscovery Audit Trail	The extent to which files and file histories are tracked & ability to manage files en masse for the purposes of legal proceedings

File Approvals Esignatures	Ability to capture approvals by the ECM system as part of a workflow
File Conversion	You can convert files from given types to other formats within the ECM system (e.g. from Word to PDF).
Metadata Management	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.
Mobile	Ability to support multiple devices, OSes and platforms using mobile optimized, HTML-based web access and/or native applications.
Search	The system can search an entire body of a document for a keyword or phrase.
Workflow Process Automation	The extent to and ease of which actions within the system can be configured to be performed automatically

Product **Feature** Satisfaction

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

NUXEO

NUXEO FROM HYLAND

TOP PRODUCT

Delights	👤👤👤👤👤	60%
Highly Satisfies	👤👤👤👤	36%
Almost Satisfies		4%
Disappoints		--

89% Access Permissions Management

PRODUCTS WITH INSUFFICIENT DATA

--	Z Zoho Docs	👤👤👤👤👤👤👤👤	78%	8 REVIEWS

2	M M-Files ECM	👤👤👤👤👤👤👤👤👤	89%	19 REVIEWS
3	e Epicor ECM (Formerly DocStar)	👤👤👤👤👤👤👤👤👤	88%	14 REVIEWS
4	Alfresco Content Services from Hyland	👤👤👤👤👤👤👤👤👤	84%	14 REVIEWS
5	DocuWare	👤👤👤👤👤👤👤👤👤	84%	44 REVIEWS
6	box Box ECM	👤👤👤👤👤👤👤👤👤	84%	30 REVIEWS
7	FileBound	👤👤👤👤👤👤👤👤👤	83%	38 REVIEWS
8	L Laserfiche ECM	👤👤👤👤👤👤👤👤👤	83%	17 REVIEWS
9	Microsoft Sharepoint	👤👤👤👤👤👤👤👤👤	83%	245 REVIEWS
10	OnBase Hyland OnBase	👤👤👤👤👤👤👤👤👤	81%	30 REVIEWS
11	ot OpenText ECM	👤👤👤👤👤👤👤👤👤	81%	13 REVIEWS
12	Adobe ECM	👤👤👤👤👤👤👤👤👤	80%	21 REVIEWS
13	Oracle Content & Experience	👤👤👤👤👤👤👤👤👤	80%	50 REVIEWS
14	xerox Xerox DocuShare	👤👤👤👤👤👤👤👤👤	80%	44 REVIEWS

CATEGORY AVERAGE 84%

Product **Feature** Satisfaction

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.

Capture Channels

Mandatory Feature

Variety of ways a file can be ingested into the ECM system

EPICOR

EPICOR ECM

Delights		63%
Highly Satisfies		29%
Almost Satisfies		7%
Disappoints		--

89% Capture Channels

TOP PRODUCT

PRODUCTS WITH INSUFFICIENT DATA

--	Z Zoho Docs		75%	8 REVIEWS

2	ot OpenText ECM		86%	13 REVIEWS
3	box Box ECM		85%	30 REVIEWS
4	Nuxeo from Hyland		85%	33 REVIEWS
5	L Laserfiche ECM		84%	17 REVIEWS
6	FileBound		84%	38 REVIEWS
7	M M-Files ECM		84%	19 REVIEWS
8	Alfresco Content Services from Hyland		83%	14 REVIEWS
9	Hyland OnBase		81%	30 REVIEWS
10	DocuWare		80%	44 REVIEWS
11	Oracle Content & Experience		79%	50 REVIEWS
12	xerox Xerox DocuShare		79%	44 REVIEWS
13	Microsoft Sharepoint		78%	245 REVIEWS
14	Adobe ECM		76%	21 REVIEWS
	CATEGORY AVERAGE 82%			

Product **Feature** Satisfaction

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.

Collaboration

| Mandatory Feature |

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

EPICOR
EPICOR ECM

TOP PRODUCT

Delights	👥👥👥👥👥👥	66%
Highly Satisfies	👥👥👥	34%
Almost Satisfies		--
Disappoints		--

91% Collaboration

PRODUCTS WITH INSUFFICIENT DATA

--	Z Zoho Docs	👥👥👥👥👥👥👥👥	88%	8 REVIEWS

2	Microsoft Sharepoint	👥👥👥👥👥👥👥👥	87%	245 REVIEWS
3	Laserfiche ECM	👥👥👥👥👥👥👥👥	87%	17 REVIEWS
4	M-Files ECM	👥👥👥👥👥👥👥👥	87%	19 REVIEWS
5	Alfresco Content Services from Hyland	👥👥👥👥👥👥👥👥	85%	14 REVIEWS
6	Box ECM	👥👥👥👥👥👥👥👥	85%	30 REVIEWS
7	Hyland OnBase	👥👥👥👥👥👥👥👥	85%	30 REVIEWS
8	Xerox DocuShare	👥👥👥👥👥👥👥👥	84%	44 REVIEWS
9	DocuWare	👥👥👥👥👥👥👥👥	83%	44 REVIEWS
10	Adobe ECM	👥👥👥👥👥👥👥👥	81%	21 REVIEWS
11	Nuxeo from Hyland	👥👥👥👥👥👥👥👥	81%	33 REVIEWS
12	FileBound	👥👥👥👥👥👥👥👥	76%	38 REVIEWS
13	Oracle Content & Experience	👥👥👥👥👥👥👥👥	75%	50 REVIEWS
14	OpenText ECM	👥👥👥👥👥👥👥👥	75%	13 REVIEWS
	CATEGORY AVERAGE 83%			

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Product **Feature** Satisfaction

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.
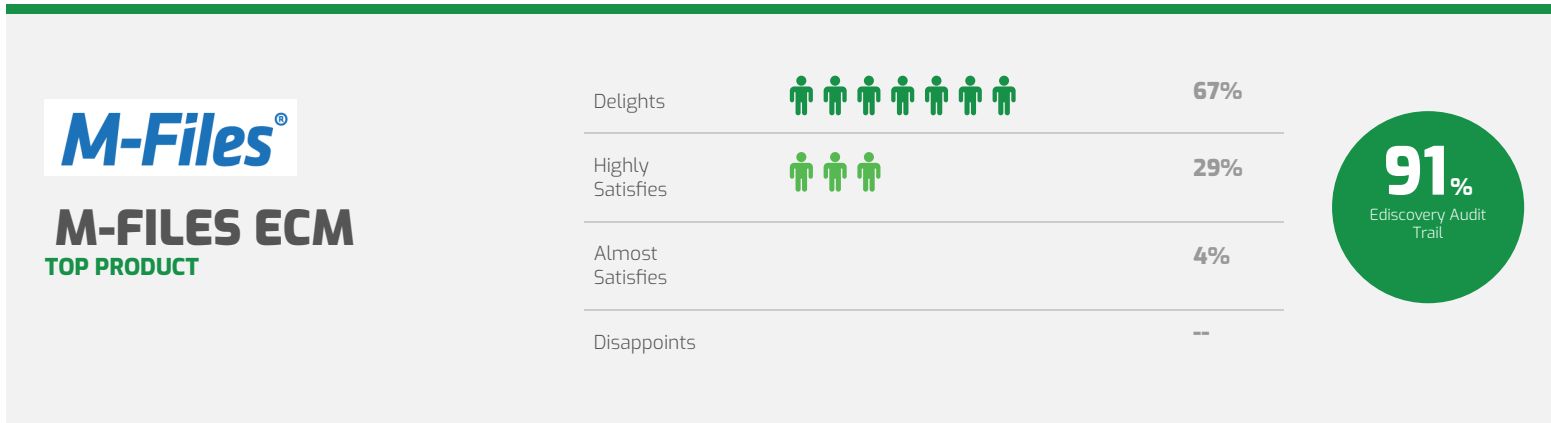
ECM Document Management

| Mandatory Feature |

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

EPICOR

EPICOR ECM

TOP PRODUCT

Delights		76%
Highly Satisfies		24%
Almost Satisfies		--
Disappoints		--

94%
ECM Document
Management

PRODUCTS WITH INSUFFICIENT DATA

--	Z Zoho Docs	82%	8 REVIEWS

2	Hyland OnBase	90%	30 REVIEWS
3	Nuxeo from Hyland	90%	33 REVIEWS
4	M-Files ECM	87%	19 REVIEWS
5	Alfresco Content Services from Hyland	86%	14 REVIEWS
6	Laserfiche ECM	85%	17 REVIEWS
7	Box ECM	84%	30 REVIEWS
8	Xerox DocuShare	84%	44 REVIEWS
9	FileBound	83%	38 REVIEWS
10	Adobe ECM	81%	21 REVIEWS
11	Oracle Content & Experience	81%	50 REVIEWS
12	Microsoft Sharepoint	80%	245 REVIEWS
13	DocuWare	80%	44 REVIEWS
14	OpenText ECM	80%	13 REVIEWS

CATEGORY AVERAGE 85%

Product **Feature** Satisfaction

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

Mandatory Feature

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

M-Files
M-FILES ECM
TOP PRODUCT

Delights		67%
Highly Satisfies		29%
Almost Satisfies		4%
Disappoints		--

91% Ediscovery Audit Trail

PRODUCTS WITH INSUFFICIENT DATA

| -- | Zoho Docs | | 78% | 8 REVIEWS |

#	Product		%	Reviews
2	OpenText ECM		91%	13 REVIEWS
3	DocuWare		86%	44 REVIEWS
4	Box ECM		86%	30 REVIEWS
5	Xerox DocuShare		84%	44 REVIEWS
6	Laserfiche ECM		84%	17 REVIEWS
7	Hyland OnBase		84%	30 REVIEWS
8	Adobe ECM		82%	21 REVIEWS
9	Microsoft Sharepoint		82%	245 REVIEWS
10	Epicor ECM (Formerly DocStar)		81%	14 REVIEWS
11	FileBound		80%	38 REVIEWS
12	Nuxeo from Hyland		79%	33 REVIEWS
13	Oracle Content & Experience		78%	50 REVIEWS
14	Alfresco Content Services from Hyland		75%	14 REVIEWS

CATEGORY AVERAGE 84%

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Product **Feature** Satisfaction

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

Alfresco

ALFRESCO CONTENT SERVICES FROM HYLAND
TOP PRODUCT

Delights		72%
Highly Satisfies		23%
Almost Satisfies		5%
Disappoints		--

92% File Approvals Esignatures

PRODUCTS WITH INSUFFICIENT DATA

--	Z Zoho Docs		86%	8 REVIEWS

2	Adobe ECM		87%	21 REVIEWS
3	box Box ECM		86%	30 REVIEWS
4	Nuxeo from Hyland		83%	33 REVIEWS
5	Epicor ECM (Formerly DocStar)		82%	14 REVIEWS
6	DocuWare		82%	44 REVIEWS
7	Laserfiche ECM		82%	17 REVIEWS
8	OpenText ECM		81%	13 REVIEWS
9	Xerox DocuShare		81%	44 REVIEWS
10	M-Files ECM		79%	19 REVIEWS
11	Microsoft Sharepoint		79%	245 REVIEWS
12	Hyland OnBase		78%	30 REVIEWS
13	FileBound		78%	38 REVIEWS
14	Oracle Content & Experience		77%	50 REVIEWS

CATEGORY AVERAGE 82%

Product **Feature** Satisfaction

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 Conversion

Mandatory Feature

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

EPICOR

EPICOR ECM

TOP PRODUCT

Delights		49%
Highly Satisfies		51%
Almost Satisfies		--
Disappoints		--

87% File Conversion

2	DocuWare	84%	44 REVIEWS
3	Adobe ECM	83%	21 REVIEWS
4	Box ECM	83%	30 REVIEWS
5	Xerox DocuShare	82%	44 REVIEWS
6	M-Files ECM	81%	19 REVIEWS
7	Nuxeo from Hyland	81%	33 REVIEWS
8	Hyland OnBase	81%	30 REVIEWS
9	FileBound	80%	38 REVIEWS
10	Oracle Content & Experience	78%	50 REVIEWS
11	Microsoft Sharepoint	78%	245 REVIEWS
12	Alfresco Content Services from Hyland	78%	14 REVIEWS
13	Laserfiche ECM	76%	17 REVIEWS
14	OpenText ECM	71%	13 REVIEWS

CATEGORY AVERAGE 80%

PRODUCTS WITH INSUFFICIENT DATA

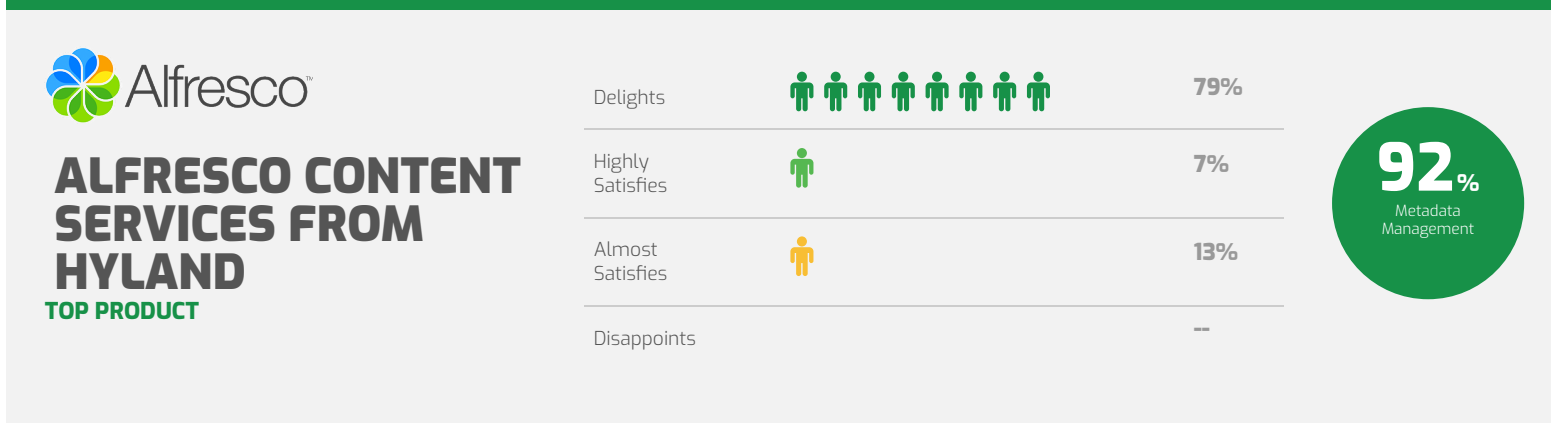|			
--	Zoho Docs	86%	8 REVIEWS

Product **Feature** Satisfaction

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.

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

ALFRESCO CONTENT SERVICES FROM HYLAND

TOP PRODUCT

Delights		79%
Highly Satisfies		7%
Almost Satisfies		13%
Disappoints		--

92% Metadata Management

PRODUCTS WITH INSUFFICIENT DATA

--	Z Zoho Docs		85%	8 REVIEWS

2	✕ Nuxeo from Hyland		89%	33 REVIEWS
3	e Epicor ECM (Formerly DocStar)		87%	14 REVIEWS
4	L Laserfiche ECM		87%	17 REVIEWS
5	A Adobe ECM		84%	21 REVIEWS
6	OnBase Hyland OnBase		83%	30 REVIEWS
7	M M-Files ECM		82%	19 REVIEWS
8	⊙ DocuWare		81%	44 REVIEWS
9	xerox Xerox DocuShare		80%	44 REVIEWS
10	⊙ FileBound		80%	38 REVIEWS
11	box Box ECM		78%	30 REVIEWS
12	S Microsoft Sharepoint		78%	245 REVIEWS
13	⬭ Oracle Content & Experience		75%	50 REVIEWS
14	ot OpenText ECM		69%	13 REVIEWS
		CATEGORY AVERAGE 82%		

INFO~TECH
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Product **Feature** Satisfaction

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.

Mobile

Mandatory Feature

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

Alfresco

ALFRESCO CONTENT SERVICES FROM HYLAND

TOP PRODUCT

Delights		65%
Highly Satisfies		35%
Almost Satisfies		--
Disappoints		--

91% Mobile

PRODUCTS WITH INSUFFICIENT DATA

--	Z Zoho Docs		72%	8 REVIEWS

			%	REVIEWS
2	L Laserfiche ECM		88%	17
3	box Box ECM		86%	30
4	M M-Files ECM		82%	19
5	× Nuxeo from Hyland		82%	33
6	DocuWare		81%	44
7	e Epicor ECM (Formerly DocStar)		80%	14
8	FileBound		79%	38
9	Microsoft Sharepoint		77%	245
10	xerox Xerox DocuShare		77%	44
11	Adobe ECM		76%	21
12	OnBase Hyland OnBase		72%	30
13	Oracle Content & Experience		72%	50
14	ot OpenText ECM		66%	13
		CATEGORY AVERAGE 79%		

Product **Feature** Satisfaction

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.

Search

| Mandatory Feature |

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

EPICOR
EPICOR ECM

TOP PRODUCT

Delights	👤👤👤👤👤👤	69%
Highly Satisfies	👤👤	16%
Almost Satisfies	👤👤	15%
Disappoints		--

88% Search

PRODUCTS WITH INSUFFICIENT DATA

--	Z Zoho Docs	👤👤👤👤👤👤👤👤	89%	8 REVIEWS

2	box Box ECM	👤👤👤👤👤👤👤👤	87%	30 REVIEWS
3	Alfresco Content Services from Hyland	👤👤👤👤👤👤👤👤	85%	14 REVIEWS
4	Nuxeo from Hyland	👤👤👤👤👤👤👤👤	85%	33 REVIEWS
5	FileBound	👤👤👤👤👤👤👤👤	85%	38 REVIEWS
6	Laserfiche ECM	👤👤👤👤👤👤👤👤	84%	17 REVIEWS
7	Xerox DocuShare	👤👤👤👤👤👤👤👤	84%	44 REVIEWS
8	Adobe ECM	👤👤👤👤👤👤👤👤	84%	21 REVIEWS
9	M-Files ECM	👤👤👤👤👤👤👤👤	83%	19 REVIEWS
10	DocuWare	👤👤👤👤👤👤👤👤	79%	44 REVIEWS
11	Hyland OnBase	👤👤👤👤👤👤👤👤	79%	30 REVIEWS
12	Oracle Content & Experience	👤👤👤👤👤👤👤👤	77%	50 REVIEWS
13	Microsoft Sharepoint	👤👤👤👤👤👤👤👤	77%	245 REVIEWS
14	ot OpenText ECM	👤👤👤👤👤👤👤👤	75%	13 REVIEWS

CATEGORY AVERAGE 83%

Product **Feature** Satisfaction

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.

Workflow Process Automation

| Mandatory Feature |

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

Laserfiche®

LASERFICHE ECM
TOP PRODUCT

Delights	👥👥👥👥👥👥👥	84%
Highly Satisfies	👥👥	16%
Almost Satisfies		--
Disappoints		--

96% Workflow Process Automation

PRODUCTS WITH INSUFFICIENT DATA

| -- | Z Zoho Docs | 👥👥👥👥👥👥👥👥 | 75% | 8 REVIEWS |

Rank	Product		Score	Reviews
2	e Epicor ECM (Formerly DocStar)	👥👥👥👥👥👥👥👥	90%	14 REVIEWS
3	Alfresco Content Services from Hyland	👥👥👥👥👥👥👥👥	88%	14 REVIEWS
4	box Box ECM	👥👥👥👥👥👥👥👥	87%	30 REVIEWS
5	OnBase Hyland OnBase	👥👥👥👥👥👥👥👥	86%	30 REVIEWS
6	✕ Nuxeo from Hyland	👥👥👥👥👥👥👥👥	85%	33 REVIEWS
7	ot OpenText ECM	👥👥👥👥👥👥👥👥	84%	13 REVIEWS
8	M M-Files ECM	👥👥👥👥👥👥👥👥	83%	19 REVIEWS
9	xerox Xerox DocuShare	👥👥👥👥👥👥👥👥	83%	44 REVIEWS
10	s> Microsoft Sharepoint	👥👥👥👥👥👥👥👥	82%	245 REVIEWS
11	DocuWare	👥👥👥👥👥👥👥👥	81%	44 REVIEWS
12	FileBound	👥👥👥👥👥👥👥👥	81%	38 REVIEWS
13	Adobe ECM	👥👥👥👥👥👥👥👥	78%	21 REVIEWS
14	Oracle Content & Experience	👥👥👥👥👥👥👥👥	77%	50 REVIEWS

CATEGORY AVERAGE 85%