



INFO~TECH  
RESEARCH GROUP

DATA QUADRANT REPORT

# Enterprise Content Management - Enterprise

OCTOBER 2023

**This report features:** Epicor ECM (DocStar) | FileBound | Canon Therefore | Microsoft Sharepoint | Dokmee ECM | Laserfiche ECM | Xerox DocuShare | DocuWare | Nuxeo ECM | OnBase | OpenText Extended ECM | M-Files ECM | Adobe Experience Manager | Oracle Content Management

731

REVIEWS

17

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.

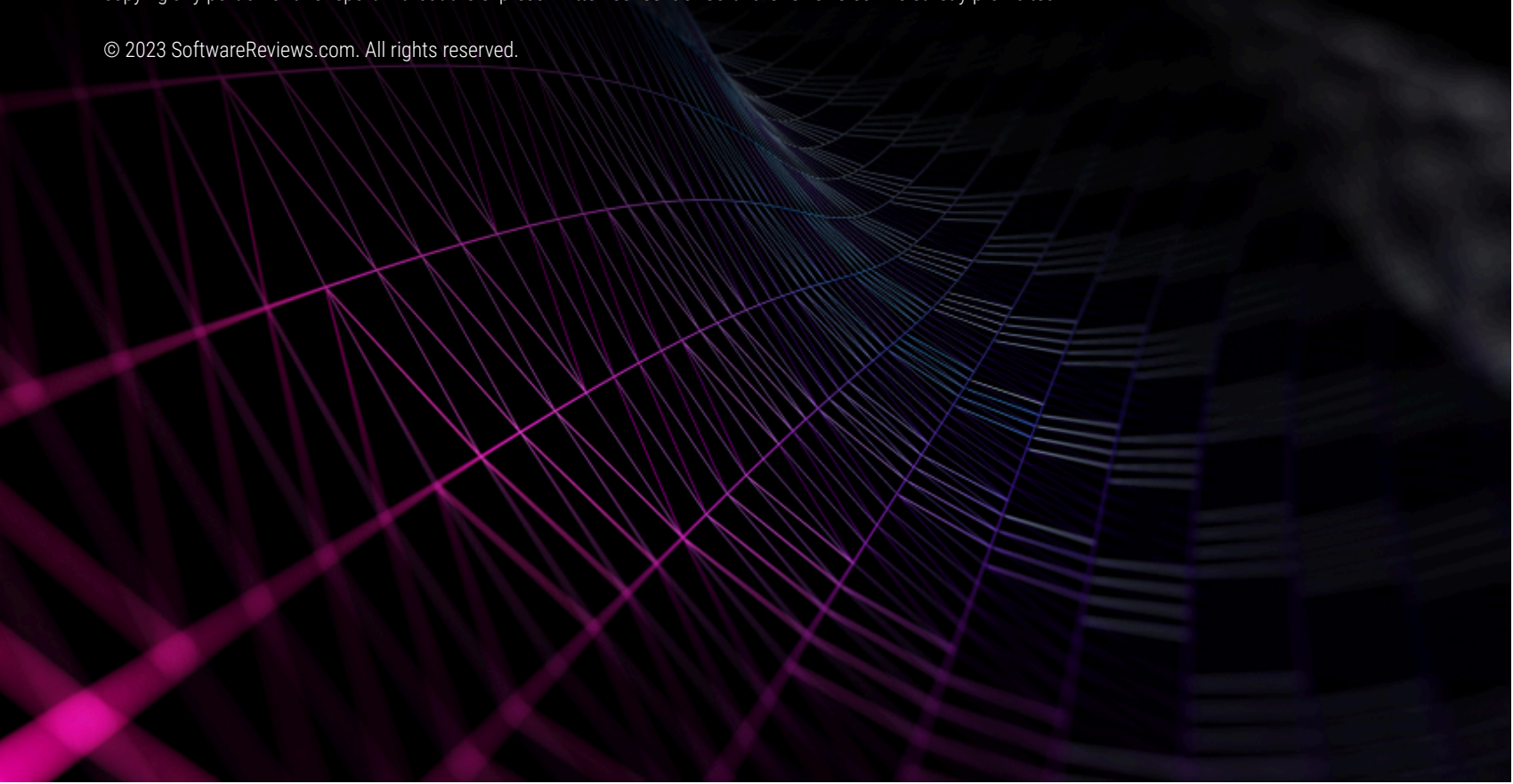
Use this report to determine which product is right for your organization. For highly detailed reports on individual products, see Info-Tech's Product Scorecard.

Data collected from reviewers in: organizations with 5,000 or more employees.

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# Software Directory

## ENTERPRISE CONTENT MANAGEMENT - ENTERPRISE SOFTWARE

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 Experience Manager

 Alfresco Digital Business Platform

 Box ECM

 Canon Therefore

 Censhare

 DocuWare

 Dokmee ECM

 Epicor ECM (DocStar)

 FileBound

 Laserfiche ECM

 M-Files ECM

 Micro Focus Content Manager

 Micro Focus Filr

 Microsoft Sharepoint

 Nuxeo ECM

 OnBase

 OpenText Extended ECM

 Oracle Content Management

 SER Group Doxis

 Systemware ECM

 Veeva Vault

 Xerox DocuShare

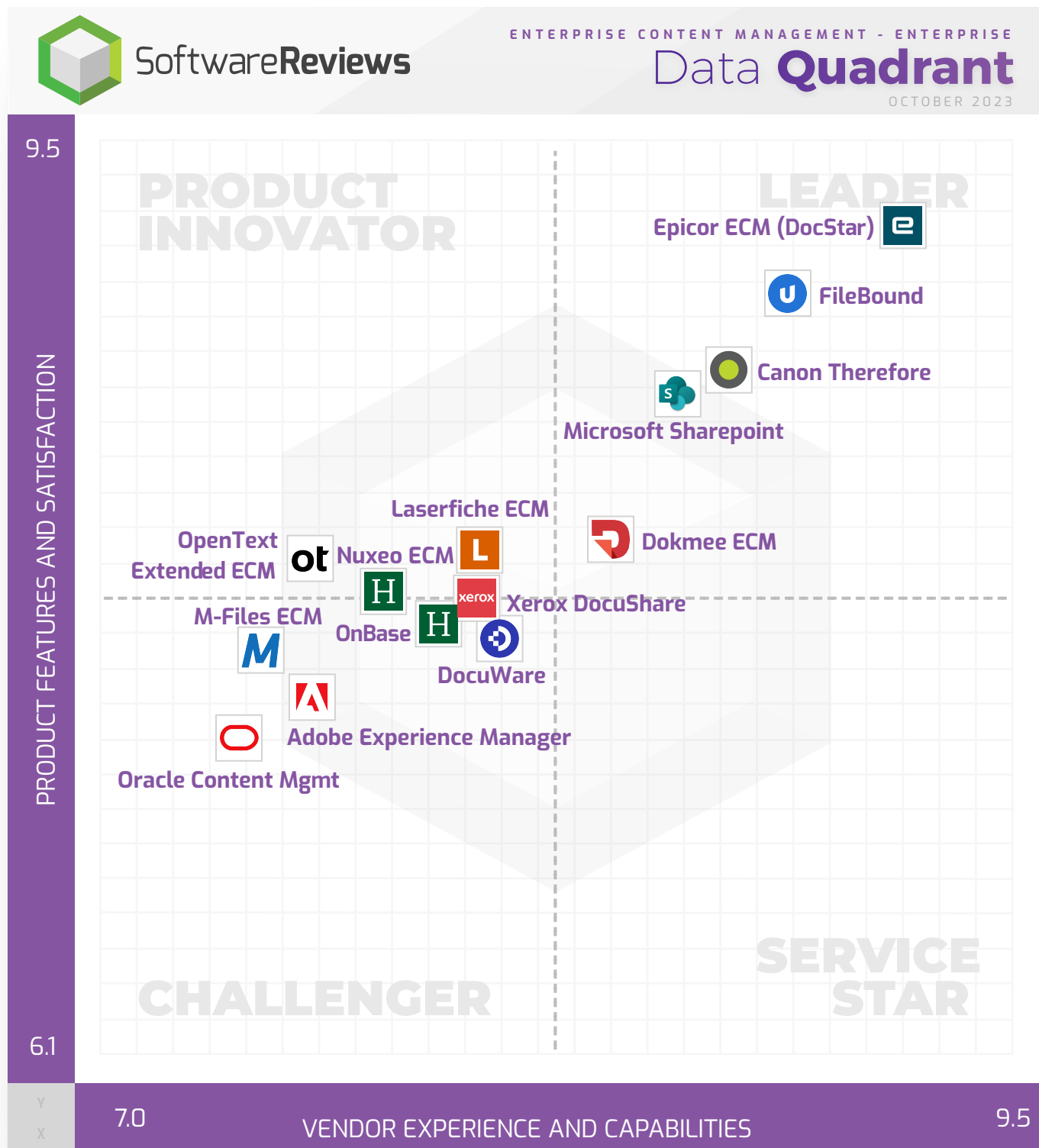
 Zoho WorkDrive



# SOFTWARE REVIEWS Data Quadrant



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



## 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 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 Likelihood 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 (DocStar)	9.2/10	+94 	 -- NEGATIVE 95% POSITIVE	89%	91%	92%	68
	 FileBound	8.9/10	+91 	 2% NEGATIVE 93% POSITIVE	84%	85%	92%	76
	 Canon Therefore	8.6/10	+88 	 2% NEGATIVE 90% POSITIVE	83%	84%	87%	50
	 Microsoft Sharepoint	8.6/10	+87 	 3% NEGATIVE 90% POSITIVE	80%	81%	86%	170
	 Dokmee ECM	8.2/10	+99 	 -- NEGATIVE 99% POSITIVE	94%	94%	90%	27
6	 Laserfiche ECM	8.0/10	+90 	 2% NEGATIVE 92% POSITIVE	81%	82%	88%	28
7	 Xerox DocuShare	7.9/10	+92 	 -- NEGATIVE 93% POSITIVE	85%	82%	90%	30
8	 DocuWare	7.8/10	+94 	 -- NEGATIVE 95% POSITIVE	83%	82%	85%	43
9	 Nuxeo ECM	7.8/10	+90 	 3% NEGATIVE 93% POSITIVE	82%	85%	86%	36
10	 OnBase	7.8/10	+88 	 2% NEGATIVE 90% POSITIVE	84%	83%	88%	36
<b>AVERAGE SCORES</b>		<b>8.0/10</b>	<b>+88</b> 	 3% NEGATIVE 91% POSITIVE	<b>83%</b>	<b>83%</b>	<b>87%</b>	<b>50</b>

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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	OpenText Extended ECM	7.7/10	+77	7% NEGATIVE 84% POSITIVE	77%	82%	82%	29
12	M-Files ECM	7.5/10	+76	6% NEGATIVE 82% POSITIVE	80%	81%	80%	25
13	Adobe Experience Manager	7.4/10	+85	5% NEGATIVE 90% POSITIVE	81%	80%	84%	27
14	Oracle Content Management	7.3/10	+85	3% NEGATIVE 88% POSITIVE	80%	79%	85%	54
<b>AVERAGE SCORES</b>		<b>8.0/10</b>	<b>+88</b>	3% NEGATIVE 91% POSITIVE	<b>83%</b>	<b>83%</b>	<b>87%</b>	<b>50</b>
PRODUCTS WITHOUT ENOUGH REVIEWS IN PERIOD TO BE ELIGIBLE FOR AWARDS								
--	Alfresco Digital Business Platform	6.6/10	+71	9% NEGATIVE 80% POSITIVE	76%	82%	76%	16
--	Box ECM	7.8/10	+91	2% NEGATIVE 93% POSITIVE	86%	85%	89%	11
--	Veeva Vault	7.4/10	+98	-- NEGATIVE 99% POSITIVE	83%	83%	86%	5

# 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
Dokmee ECM	94%	95%	94%	95%	92%	93%	91%	94%	95%	93%	95%	96%
Epicor ECM (DocStar)	89%	91%	88%	87%	88%	89%	92%	89%	89%	86%	88%	90%
Xerox DocuShare	85%	87%	87%	88%	82%	85%	87%	82%	84%	88%	82%	81%
FileBound	84%	87%	83%	81%	79%	85%	88%	83%	87%	81%	83%	85%
OnBase	84%	89%	86%	87%	80%	85%	76%	88%	83%	83%	81%	80%
Canon Therefore	83%	84%	84%	85%	82%	79%	87%	83%	85%	82%	79%	85%
DocuWare	83%	81%	82%	87%	85%	79%	75%	88%	86%	85%	81%	85%
Nuxeo ECM	82%	84%	81%	83%	79%	86%	80%	84%	83%	82%	80%	80%
Laserfiche ECM	81%	81%	82%	86%	75%	88%	77%	82%	80%	81%	78%	80%
Adobe Experience Manager	81%	81%	79%	84%	81%	83%	79%	85%	79%	74%	84%	82%
<b>CATEGORY AVERAGE</b>	<b>83%</b>	<b>84%</b>	<b>83%</b>	<b>85%</b>	<b>81%</b>	<b>84%</b>	<b>81%</b>	<b>84%</b>	<b>84%</b>	<b>82%</b>	<b>81%</b>	<b>83%</b>

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<b>Microsoft Sharepoint</b>	<b>80%</b>	<b>84%</b>	<b>82%</b>	<b>81%</b>	<b>77%</b>	<b>81%</b>	<b>77%</b>	<b>82%</b>	<b>81%</b>	<b>78%</b>	<b>80%</b>	<b>82%</b>
<b>M-Files ECM</b>	<b>80%</b>	<b>77%</b>	<b>84%</b>	<b>85%</b>	<b>78%</b>	<b>86%</b>	<b>77%</b>	<b>81%</b>	<b>79%</b>	<b>79%</b>	<b>74%</b>	<b>81%</b>
<b>Oracle Content Management</b>	<b>80%</b>	<b>81%</b>	<b>80%</b>	<b>80%</b>	<b>80%</b>	<b>84%</b>	<b>75%</b>	<b>81%</b>	<b>80%</b>	<b>80%</b>	<b>80%</b>	<b>78%</b>
<b>OpenText Extended ECM</b>	<b>77%</b>	<b>81%</b>	<b>75%</b>	<b>82%</b>	<b>78%</b>	<b>77%</b>	<b>69%</b>	<b>77%</b>	<b>79%</b>	<b>75%</b>	<b>76%</b>	<b>79%</b>
<b>CATEGORY AVERAGE</b>	<b>83%</b>	<b>84%</b>	<b>83%</b>	<b>85%</b>	<b>81%</b>	<b>84%</b>	<b>81%</b>	<b>84%</b>	<b>84%</b>	<b>82%</b>	<b>81%</b>	<b>83%</b>

PRODUCTS WITHOUT ENOUGH REVIEWS IN PERIOD TO BE ELIGIBLE FOR AWARDS												
<b>Alfresco Digital Business Platform</b>	<b>76%</b>	<b>78%</b>	<b>82%</b>	<b>83%</b>	<b>83%</b>	<b>78%</b>	<b>76%</b>	<b>78%</b>	<b>68%</b>	<b>74%</b>	<b>59%</b>	<b>77%</b>
<b>Box ECM</b>	<b>86%</b>	<b>89%</b>	<b>92%</b>	<b>84%</b>	<b>80%</b>	<b>86%</b>	<b>83%</b>	<b>92%</b>	<b>85%</b>	<b>83%</b>	<b>84%</b>	<b>90%</b>
<b>Veeva Vault</b>	<b>83%</b>	<b>96%</b>	<b>75%</b>	<b>79%</b>	<b>89%</b>	<b>83%</b>	<b>82%</b>	<b>85%</b>	<b>86%</b>	<b>72%</b>	<b>82%</b>	<b>85%</b>



# 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.

<b>Business Value Created</b>	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.
<b>Breadth of Features</b>	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.
<b>Quality of Features</b>	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.
<b>Product Strategy and Rate of Improvement</b>	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.
<b>Usability And Intuitiveness</b>	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.

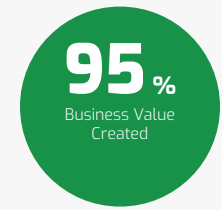
<b>Vendor Support</b>	The importance of vendor support will vary for each organization depending on internal capabilities, but there will always be issues that only the vendor can resolve. Use the data in this section to see which vendors tend to under-serve their product and which will offer quality support.
<b>Ease of Data Integration</b>	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.
<b>Ease of Administration</b>	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.
<b>Ease of Customization</b>	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>Availability and Quality of Training</b>	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.
<b>Ease of Implementation</b>	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.



### PRODUCTS WITHOUT ENOUGH REVIEWS IN PERIOD TO BE ELIGIBLE FOR AWARDS

--	Alfresco Digital Business Platform		78%	16 REVIEWS
--	Box ECM		89%	11 REVIEWS
--	Veeva Vault		96%	5 REVIEWS

2	Epicor ECM (DocStar)		91%	68 REVIEWS
3	OnBase		89%	36 REVIEWS
4	FileBound		87%	76 REVIEWS
5	Xerox DocuShare		87%	30 REVIEWS
6	Canon Therefore		84%	50 REVIEWS
7	Nuxeo ECM		84%	36 REVIEWS
8	Microsoft Sharepoint		84%	170 REVIEWS
9	Laserfiche ECM		81%	28 REVIEWS
10	Adobe Experience Manager		81%	27 REVIEWS
11	Oracle Content Management		81%	54 REVIEWS
12	OpenText Extended ECM		81%	29 REVIEWS
13	DocuWare		81%	43 REVIEWS
14	M-Files ECM		77%	25 REVIEWS

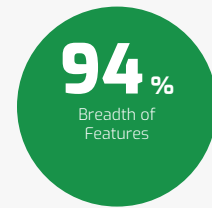
CATEGORY AVERAGE 84%

# 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.



### PRODUCTS WITHOUT ENOUGH REVIEWS IN PERIOD TO BE ELIGIBLE FOR AWARDS

--	Alfresco Digital Business Platform		82%	16 REVIEWS
--	Box ECM		92%	11 REVIEWS
--	Veeva Vault		75%	5 REVIEWS

2	Epicor ECM (DocStar)		88%	68 REVIEWS
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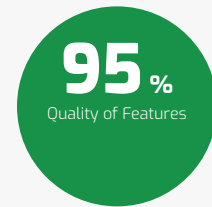
CATEGORY AVERAGE 83%

# 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.



### PRODUCTS WITHOUT ENOUGH REVIEWS IN PERIOD TO BE ELIGIBLE FOR AWARDS

--	Alfresco Digital Business Platform		83%	16 REVIEWS
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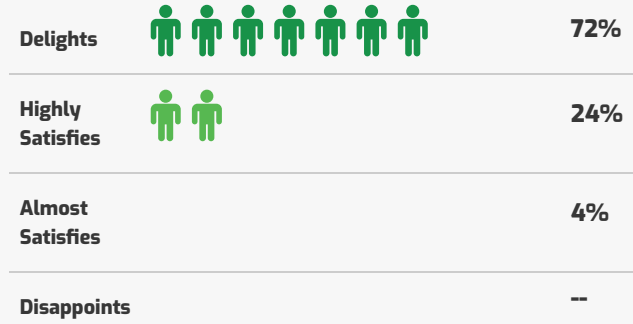
CATEGORY AVERAGE 85%

# 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.



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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.

## 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.

Delights		72%
Highly Satisfies		28%
Almost Satisfies	--	--
Disappoints	--	--

93%  
Usability And Intuitiveness

### PRODUCTS WITHOUT ENOUGH REVIEWS IN PERIOD TO BE ELIGIBLE FOR AWARDS

--	<b>Alfresco Digital Business Platform</b>		<b>78%</b>	<b>16</b> REVIEWS
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3	<b>Laserfiche ECM</b>		<b>88%</b>	<b>28</b> REVIEWS
4	<b>M-Files ECM</b>		<b>86%</b>	<b>25</b> REVIEWS
5	<b>Nuxeo ECM</b>		<b>86%</b>	<b>36</b> REVIEWS
6	<b>Xerox DocuShare</b>		<b>85%</b>	<b>30</b> REVIEWS
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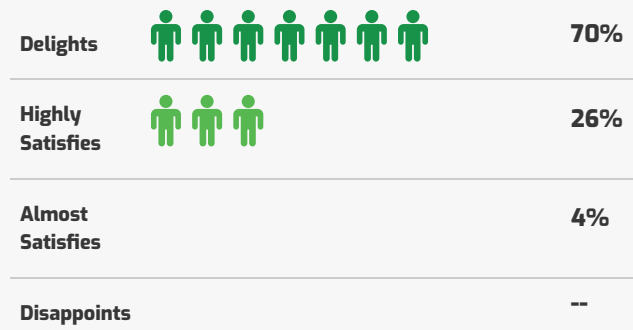
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## Vendor Support

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-serve their product and which will offer quality support.

**EPICOR**  
**EPICOR ECM (DOCSTAR)**  
 TOP PRODUCT



### PRODUCTS WITHOUT ENOUGH REVIEWS IN PERIOD TO BE ELIGIBLE FOR AWARDS

--	<b>Alfresco Digital Business Platform</b>		<b>76%</b>	<b>16</b> REVIEWS
--	<b>Box ECM</b>		<b>83%</b>	<b>11</b> REVIEWS
--	<b>Veeva Vault</b>		<b>82%</b>	<b>5</b> REVIEWS

2	<b>Dokmee ECM</b>		<b>91%</b>	<b>27</b> REVIEWS
3	<b>FileBound</b>		<b>88%</b>	<b>76</b> REVIEWS
4	<b>Canon Therefore</b>		<b>87%</b>	<b>50</b> REVIEWS
5	<b>Xerox DocuShare</b>		<b>87%</b>	<b>30</b> REVIEWS
6	<b>Nuxeo ECM</b>		<b>80%</b>	<b>36</b> REVIEWS
7	<b>Adobe Experience Manager</b>		<b>79%</b>	<b>27</b> REVIEWS
8	<b>M-Files ECM</b>		<b>77%</b>	<b>25</b> REVIEWS
9	<b>Laserfiche ECM</b>		<b>77%</b>	<b>28</b> REVIEWS
10	<b>Microsoft Sharepoint</b>		<b>77%</b>	<b>170</b> REVIEWS
11	<b>OnBase</b>		<b>76%</b>	<b>36</b> REVIEWS
12	<b>DocuWare</b>		<b>75%</b>	<b>43</b> REVIEWS
13	<b>Oracle Content Management</b>		<b>75%</b>	<b>54</b> REVIEWS
14	<b>OpenText Extended ECM</b>		<b>69%</b>	<b>29</b> REVIEWS

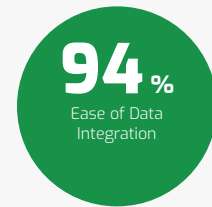
**CATEGORY AVERAGE 81%**

# 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.

## 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 WITHOUT ENOUGH REVIEWS IN PERIOD TO BE ELIGIBLE FOR AWARDS

--	Alfresco Digital Business Platform		78%	16 REVIEWS
--	Box ECM		92%	11 REVIEWS
--	Veeva Vault		85%	5 REVIEWS

2	Epicor ECM (DocStar)		89%	68 REVIEWS
3	OnBase		88%	36 REVIEWS
4	DocuWare		88%	43 REVIEWS
5	Adobe Experience Manager		85%	27 REVIEWS
6	Nuxeo ECM		84%	36 REVIEWS
7	FileBound		83%	76 REVIEWS
8	Canon Therefore		83%	50 REVIEWS
9	Laserfiche ECM		82%	28 REVIEWS
10	Xerox DocuShare		82%	30 REVIEWS
11	Microsoft Sharepoint		82%	170 REVIEWS
12	Oracle Content Management		81%	54 REVIEWS
13	M-Files ECM		81%	25 REVIEWS
14	OpenText Extended ECM		77%	29 REVIEWS
<b>CATEGORY AVERAGE</b>			<b>84%</b>	



# 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.



### PRODUCTS WITHOUT ENOUGH REVIEWS IN PERIOD TO BE ELIGIBLE FOR AWARDS

--	Alfresco Digital Business Platform		68%	16 REVIEWS
--	Box ECM		85%	11 REVIEWS
--	Veeva Vault		86%	5 REVIEWS

2	Epicor ECM (DocStar)		89%	68 REVIEWS
3	FileBound		87%	76 REVIEWS
4	DocuWare		86%	43 REVIEWS
5	Canon Therefore		85%	50 REVIEWS
6	Xerox DocuShare		84%	30 REVIEWS
7	Nuxeo ECM		83%	36 REVIEWS
8	OnBase		83%	36 REVIEWS
9	Microsoft Sharepoint		81%	170 REVIEWS
10	Laserfiche ECM		80%	28 REVIEWS
11	Oracle Content Management		80%	54 REVIEWS
12	Adobe Experience Manager		79%	27 REVIEWS
13	M-Files ECM		79%	25 REVIEWS
14	OpenText Extended ECM		79%	29 REVIEWS

CATEGORY AVERAGE 84%

# 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.



### PRODUCTS WITHOUT ENOUGH REVIEWS IN PERIOD TO BE ELIGIBLE FOR AWARDS

--	Alfresco Digital Business Platform		74%	16 REVIEWS
--	Box ECM		83%	11 REVIEWS
--	Veeva Vault		72%	5 REVIEWS

2	Xerox DocuShare		88%	30 REVIEWS
3	Epicor ECM (DocStar)		86%	68 REVIEWS
4	DocuWare		85%	43 REVIEWS
5	OnBase		83%	36 REVIEWS
6	Canon Therefore		82%	50 REVIEWS
7	Nuxeo ECM		82%	36 REVIEWS
8	Laserfiche ECM		81%	28 REVIEWS
9	FileBound		81%	76 REVIEWS
10	Oracle Content Management		80%	54 REVIEWS
11	M-Files ECM		79%	25 REVIEWS
12	Microsoft Sharepoint		78%	170 REVIEWS
13	OpenText Extended ECM		75%	29 REVIEWS
14	Adobe Experience Manager		74%	27 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.

## 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.



### PRODUCTS WITHOUT ENOUGH REVIEWS IN PERIOD TO BE ELIGIBLE FOR AWARDS

--	Alfresco Digital Business Platform		59%	16 REVIEWS
--	Box ECM		84%	11 REVIEWS
--	Veeva Vault		82%	5 REVIEWS

2	Epicor ECM (DocStar)		88%	68 REVIEWS
3	Adobe Experience Manager		84%	27 REVIEWS
4	FileBound		83%	76 REVIEWS
5	Xerox DocuShare		82%	30 REVIEWS
6	OnBase		81%	36 REVIEWS
7	DocuWare		81%	43 REVIEWS
8	Microsoft Sharepoint		80%	170 REVIEWS
9	Oracle Content Management		80%	54 REVIEWS
10	Nuxeo ECM		80%	36 REVIEWS
11	Canon Therefore		79%	50 REVIEWS
12	Laserfiche ECM		78%	28 REVIEWS
13	OpenText Extended ECM		76%	29 REVIEWS
14	M-Files ECM		74%	25 REVIEWS

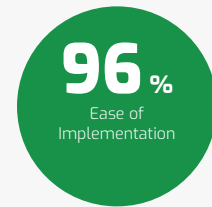
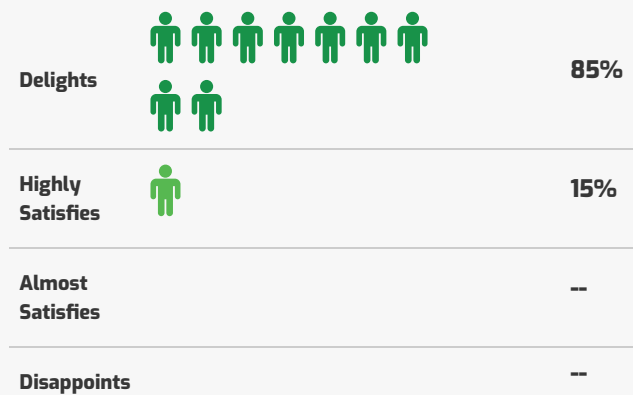
CATEGORY AVERAGE 81%

# 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.

## 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.



### PRODUCTS WITHOUT ENOUGH REVIEWS IN PERIOD TO BE ELIGIBLE FOR AWARDS

--	Alfresco Digital Business Platform		77%	16 REVIEWS
--	Box ECM		90%	11 REVIEWS
--	Veeva Vault		85%	5 REVIEWS

2	Epicor ECM (DocStar)		90%	68 REVIEWS
3	Canon Therefore		85%	50 REVIEWS
4	DocuWare		85%	43 REVIEWS
5	FileBound		85%	76 REVIEWS
6	Adobe Experience Manager		82%	27 REVIEWS
7	Microsoft Sharepoint		82%	170 REVIEWS
8	M-Files ECM		81%	25 REVIEWS
9	Xerox DocuShare		81%	30 REVIEWS
10	OnBase		80%	36 REVIEWS
11	Laserfiche ECM		80%	28 REVIEWS
12	Nuxeo ECM		80%	36 REVIEWS
13	OpenText Extended ECM		79%	29 REVIEWS
14	Oracle Content Management		78%	54 REVIEWS
<b>CATEGORY AVERAGE</b>			<b>83%</b>	

# 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	ECM DOCUMENT MANAGEMENT	FILE CONVERSION	METADATA MANAGEMENT	MOBILE	SEARCH
<b>Dokmee ECM</b>	<b>94%</b>	<b>95%</b>	<b>95%</b>	<b>95%</b>	<b>94%</b>	<b>91%</b>	<b>94%</b>	<b>94%</b>
<b>Epicor ECM (DocStar)</b>	<b>91%</b>	<b>92%</b>	<b>91%</b>	<b>92%</b>	<b>90%</b>	<b>92%</b>	<b>92%</b>	<b>91%</b>
<b>Nuxeo ECM</b>	<b>85%</b>	<b>87%</b>	<b>86%</b>	<b>88%</b>	<b>80%</b>	<b>86%</b>	<b>80%</b>	<b>85%</b>
<b>FileBound</b>	<b>85%</b>	<b>88%</b>	<b>86%</b>	<b>89%</b>	<b>86%</b>	<b>83%</b>	<b>71%</b>	<b>90%</b>
<b>Canon Therefore</b>	<b>84%</b>	<b>83%</b>	<b>83%</b>	<b>84%</b>	<b>85%</b>	<b>84%</b>	<b>79%</b>	<b>87%</b>
<b>OnBase</b>	<b>83%</b>	<b>84%</b>	<b>85%</b>	<b>88%</b>	<b>78%</b>	<b>86%</b>	<b>77%</b>	<b>82%</b>
<b>Xerox DocuShare</b>	<b>82%</b>	<b>86%</b>	<b>83%</b>	<b>86%</b>	<b>83%</b>	<b>83%</b>	<b>70%</b>	<b>83%</b>
<b>Laserfiche ECM</b>	<b>82%</b>	<b>75%</b>	<b>83%</b>	<b>87%</b>	<b>78%</b>	<b>83%</b>	<b>82%</b>	<b>85%</b>
<b>DocuWare</b>	<b>82%</b>	<b>86%</b>	<b>80%</b>	<b>84%</b>	<b>84%</b>	<b>83%</b>	<b>79%</b>	<b>78%</b>
<b>OpenText Extended ECM</b>	<b>82%</b>	<b>86%</b>	<b>79%</b>	<b>84%</b>	<b>79%</b>	<b>77%</b>	<b>81%</b>	<b>86%</b>
<b>CATEGORY AVERAGE</b>	<b>84%</b>	<b>85%</b>	<b>83%</b>	<b>86%</b>	<b>83%</b>	<b>84%</b>	<b>80%</b>	<b>85%</b>

# 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	ECM DOCUMENT MANAGEMENT	FILE CONVERSION	METADATA MANAGEMENT	MOBILE	SEARCH
<b>M-Files ECM</b>	<b>81%</b>	<b>83%</b>	<b>75%</b>	<b>85%</b>	<b>82%</b>	<b>78%</b>	<b>84%</b>	<b>81%</b>
<b>Microsoft Sharepoint</b>	<b>81%</b>	<b>83%</b>	<b>79%</b>	<b>83%</b>	<b>80%</b>	<b>83%</b>	<b>77%</b>	<b>81%</b>
<b>Adobe Experience Manager</b>	<b>80%</b>	<b>76%</b>	<b>75%</b>	<b>82%</b>	<b>79%</b>	<b>84%</b>	<b>79%</b>	<b>84%</b>
<b>Oracle Content Management</b>	<b>79%</b>	<b>83%</b>	<b>79%</b>	<b>80%</b>	<b>80%</b>	<b>77%</b>	<b>72%</b>	<b>82%</b>
<b>CATEGORY AVERAGE</b>	<b>84%</b>	<b>85%</b>	<b>83%</b>	<b>86%</b>	<b>83%</b>	<b>84%</b>	<b>80%</b>	<b>85%</b>

PRODUCTS WITHOUT ENOUGH REVIEWS IN PERIOD TO BE ELIGIBLE FOR AWARDS	OVERALL FEATURE SATISFACTION	ACCESS PERMISSIONS MANAGEMENT	CAPTURE CHANNELS	ECM DOCUMENT MANAGEMENT	FILE CONVERSION	METADATA MANAGEMENT	MOBILE	SEARCH
<b>Alfresco Digital Business Platform</b>	<b>82%</b>	<b>79%</b>	<b>82%</b>	<b>88%</b>	<b>72%</b>	<b>88%</b>	<b>86%</b>	<b>81%</b>
<b>Box ECM</b>	<b>85%</b>	<b>83%</b>	<b>91%</b>	<b>89%</b>	<b>91%</b>	<b>81%</b>	<b>79%</b>	<b>83%</b>
<b>Veeva Vault</b>	<b>83%</b>	<b>80%</b>	<b>80%</b>	<b>82%</b>	<b>80%</b>	<b>82%</b>	<b>90%</b>	<b>86%</b>

# Product Feature Summary

**STANDARD 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	COLLABORATION	EDISCOVERY AUDIT TRAIL	FILE APPROVALS ESIGNATURES	WORKFLOW PROCESS AUTOMATION
<b>Dokmee ECM</b>	<b>94%</b>	<b>96%</b>	<b>93%</b>	<b>95%</b>	<b>96%</b>
<b>Epicor ECM (DocStar)</b>	<b>91%</b>	<b>93%</b>	<b>89%</b>	<b>90%</b>	<b>91%</b>
<b>Nuxeo ECM</b>	<b>85%</b>	<b>80%</b>	<b>80%</b>	<b>81%</b>	<b>85%</b>
<b>FileBound</b>	<b>85%</b>	<b>83%</b>	<b>85%</b>	<b>82%</b>	<b>91%</b>
<b>Canon Therefore</b>	<b>84%</b>	<b>82%</b>	<b>81%</b>	<b>83%</b>	<b>91%</b>
<b>OnBase</b>	<b>83%</b>	<b>85%</b>	<b>87%</b>	<b>76%</b>	<b>86%</b>
<b>Xerox DocuShare</b>	<b>82%</b>	<b>83%</b>	<b>86%</b>	<b>81%</b>	<b>83%</b>
<b>Laserfiche ECM</b>	<b>82%</b>	<b>81%</b>	<b>78%</b>	<b>81%</b>	<b>84%</b>
<b>DocuWare</b>	<b>82%</b>	<b>85%</b>	<b>84%</b>	<b>79%</b>	<b>84%</b>
<b>OpenText Extended ECM</b>	<b>82%</b>	<b>81%</b>	<b>77%</b>	<b>82%</b>	<b>82%</b>
<b>CATEGORY AVERAGE</b>	<b>84%</b>	<b>84%</b>	<b>83%</b>	<b>82%</b>	<b>85%</b>

# Product Feature Summary

## STANDARD 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	COLLABORATION	EDISCOVERY AUDIT TRAIL	FILE APPROVALS ESIGNATURES	WORKFLOW PROCESS AUTOMATION
<b>M-Files ECM</b>	<b>81%</b>	<b>84%</b>	<b>81%</b>	<b>83%</b>	<b>78%</b>
<b>Microsoft Sharepoint</b>	<b>81%</b>	<b>87%</b>	<b>81%</b>	<b>79%</b>	<b>82%</b>
<b>Adobe Experience Manager</b>	<b>80%</b>	<b>79%</b>	<b>81%</b>	<b>82%</b>	<b>75%</b>
<b>Oracle Content Management</b>	<b>79%</b>	<b>79%</b>	<b>81%</b>	<b>77%</b>	<b>78%</b>
<b>CATEGORY AVERAGE</b>	<b>84%</b>	<b>84%</b>	<b>83%</b>	<b>82%</b>	<b>85%</b>

PRODUCTS WITHOUT ENOUGH REVIEWS IN PERIOD TO BE ELIGIBLE FOR AWARDS					
<b>Alfresco Digital Business Platform</b>	<b>82%</b>	<b>80%</b>	<b>76%</b>	<b>89%</b>	<b>85%</b>
<b>Box ECM</b>	<b>85%</b>	<b>92%</b>	<b>91%</b>	<b>92%</b>	<b>98%</b>
<b>Veeva Vault</b>	<b>83%</b>	<b>95%</b>	<b>88%</b>	<b>79%</b>	<b>87%</b>



# 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

#### ECM Document Management

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

### Standard Features

#### Collaboration

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

#### 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 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.

#### File Approvals Esignatures

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

#### 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.

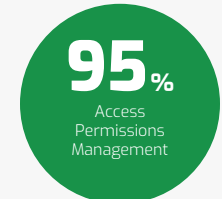
## Access Permissions Management

Mandatory Feature

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



Delights		80%
Highly Satisfies		20%
Almost Satisfies	--	--
Disappoints	--	--



### PRODUCTS WITHOUT ENOUGH REVIEWS IN PERIOD TO BE ELIGIBLE FOR AWARDS

--	Alfresco Digital Business Platform		79%	16 REVIEWS
--	Box ECM		83%	11 REVIEWS
--	Veeva Vault		80%	5 REVIEWS

2	Epicor ECM (DocStar)		92%	68 REVIEWS
3	FileBound		88%	76 REVIEWS
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5	Xerox DocuShare		86%	30 REVIEWS
6	DocuWare		86%	43 REVIEWS
7	OpenText Extended ECM		86%	29 REVIEWS
8	OnBase		84%	36 REVIEWS
9	M-Files ECM		83%	25 REVIEWS
10	Canon Therefore		83%	50 REVIEWS
11	Microsoft Sharepoint		83%	170 REVIEWS
12	Oracle Content Management		83%	54 REVIEWS
13	Adobe Experience Manager		76%	27 REVIEWS
14	Laserfiche ECM		75%	28 REVIEWS
<b>CATEGORY AVERAGE</b>			<b>85%</b>	

# 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.

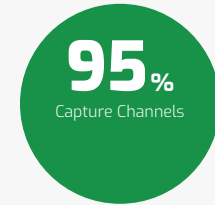
## Capture Channels

### Mandatory Feature

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



Delights		81%
Highly Satisfies		19%
Almost Satisfies		--
Disappoints		--



### PRODUCTS WITHOUT ENOUGH REVIEWS IN PERIOD TO BE ELIGIBLE FOR AWARDS

--	Alfresco Digital Business Platform		82%	16 REVIEWS
--	Box ECM		91%	11 REVIEWS
--	Veeva Vault		80%	5 REVIEWS

2	Epicor ECM (DocStar)		91%	68 REVIEWS
3	Nuxeo ECM		86%	36 REVIEWS
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5	OnBase		85%	36 REVIEWS
6	Canon Therefore		83%	50 REVIEWS
7	Xerox DocuShare		83%	30 REVIEWS
8	Laserfiche ECM		83%	28 REVIEWS
9	DocuWare		80%	43 REVIEWS
10	Microsoft Sharepoint		79%	170 REVIEWS
11	OpenText Extended ECM		79%	29 REVIEWS
12	Oracle Content Management		79%	54 REVIEWS
13	Adobe Experience Manager		75%	27 REVIEWS
14	M-Files ECM		75%	25 REVIEWS
<b>CATEGORY AVERAGE</b>			<b>83%</b>	

# 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.



Delights		82%
Highly Satisfies		18%
Almost Satisfies	--	--
Disappoints	--	--



### PRODUCTS WITHOUT ENOUGH REVIEWS IN PERIOD TO BE ELIGIBLE FOR AWARDS

--	<b>Alfresco Digital Business Platform</b>		<b>88%</b>	<b>16</b> REVIEWS
--	<b>Box ECM</b>		<b>89%</b>	<b>11</b> REVIEWS
--	<b>Veeva Vault</b>		<b>82%</b>	<b>5</b> REVIEWS

2	<b>Epicor ECM (DocStar)</b>		<b>92%</b>	<b>68</b> REVIEWS
3	<b>FileBound</b>		<b>89%</b>	<b>76</b> REVIEWS
4	<b>Nuxeo ECM</b>		<b>88%</b>	<b>36</b> REVIEWS
5	<b>OnBase</b>		<b>88%</b>	<b>36</b> REVIEWS
6	<b>Laserfiche ECM</b>		<b>87%</b>	<b>28</b> REVIEWS
7	<b>Xerox DocuShare</b>		<b>86%</b>	<b>30</b> REVIEWS
8	<b>M-Files ECM</b>		<b>85%</b>	<b>25</b> REVIEWS
9	<b>OpenText Extended ECM</b>		<b>84%</b>	<b>29</b> REVIEWS
10	<b>Canon Therefore</b>		<b>84%</b>	<b>50</b> REVIEWS
11	<b>DocuWare</b>		<b>84%</b>	<b>43</b> REVIEWS
12	<b>Microsoft Sharepoint</b>		<b>83%</b>	<b>170</b> REVIEWS
13	<b>Adobe Experience Manager</b>		<b>82%</b>	<b>27</b> REVIEWS
14	<b>Oracle Content Management</b>		<b>80%</b>	<b>54</b> REVIEWS
<b>CATEGORY AVERAGE</b>			<b>86%</b>	

# 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.

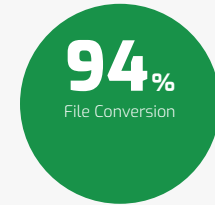
## File Conversion

Mandatory Feature

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



Delights		81%
Highly Satisfies		15%
Almost Satisfies		4%
Disappoints		--



### PRODUCTS WITHOUT ENOUGH REVIEWS IN PERIOD TO BE ELIGIBLE FOR AWARDS

--	Alfresco Digital Business Platform		72%	16 REVIEWS
--	Box ECM		91%	11 REVIEWS
--	Veeva Vault		80%	5 REVIEWS

2	Epicor ECM (DocStar)		90%	68 REVIEWS
3	FileBound		86%	76 REVIEWS
4	Canon Therefore		85%	50 REVIEWS
5	DocuWare		84%	43 REVIEWS
6	Xerox DocuShare		83%	30 REVIEWS
7	M-Files ECM		82%	25 REVIEWS
8	Nuxeo ECM		80%	36 REVIEWS
9	Microsoft Sharepoint		80%	170 REVIEWS
10	Oracle Content Management		80%	54 REVIEWS
11	Adobe Experience Manager		79%	27 REVIEWS
12	OpenText Extended ECM		79%	29 REVIEWS
13	OnBase		78%	36 REVIEWS
14	Laserfiche ECM		78%	28 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.

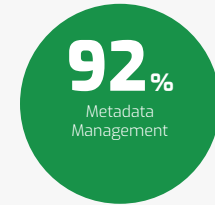
## Metadata Management

### 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.



Delights		75%
Highly Satisfies		20%
Almost Satisfies		5%
Disappoints	--	--



### PRODUCTS WITHOUT ENOUGH REVIEWS IN PERIOD TO BE ELIGIBLE FOR AWARDS

--	Alfresco Digital Business Platform		88%	16 REVIEWS
--	Box ECM		81%	11 REVIEWS
--	Veeva Vault		82%	5 REVIEWS

2	Dokmee ECM		91%	27 REVIEWS
3	Nuxeo ECM		86%	36 REVIEWS
4	OnBase		86%	36 REVIEWS
5	Adobe Experience Manager		84%	27 REVIEWS
6	Canon Therefore		84%	50 REVIEWS
7	FileBound		83%	76 REVIEWS
8	Microsoft Sharepoint		83%	170 REVIEWS
9	DocuWare		83%	43 REVIEWS
10	Laserfiche ECM		83%	28 REVIEWS
11	Xerox DocuShare		83%	30 REVIEWS
12	M-Files ECM		78%	25 REVIEWS
13	Oracle Content Management		77%	54 REVIEWS
14	OpenText Extended ECM		77%	29 REVIEWS
<b>CATEGORY AVERAGE</b>			<b>84%</b>	

# 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.

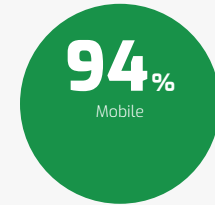
## Mobile

### Mandatory Feature

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



Delights		78%
Highly Satisfies		18%
Almost Satisfies		4%
Disappoints		--



### PRODUCTS WITHOUT ENOUGH REVIEWS IN PERIOD TO BE ELIGIBLE FOR AWARDS

--	Alfresco Digital Business Platform		86%	16 REVIEWS
--	Box ECM		79%	11 REVIEWS
--	Veeva Vault		90%	5 REVIEWS

2	Epicor ECM (DocStar)		92%	68 REVIEWS
3	M-Files ECM		84%	25 REVIEWS
4	Laserfiche ECM		82%	28 REVIEWS
5	OpenText Extended ECM		81%	29 REVIEWS
6	Nuxeo ECM		80%	36 REVIEWS
7	DocuWare		79%	43 REVIEWS
8	Canon Therefore		79%	50 REVIEWS
9	Adobe Experience Manager		79%	27 REVIEWS
10	OnBase		77%	36 REVIEWS
11	Microsoft Sharepoint		77%	170 REVIEWS
12	Oracle Content Management		72%	54 REVIEWS
13	FileBound		71%	76 REVIEWS
14	Xerox DocuShare		70%	30 REVIEWS

CATEGORY AVERAGE 80%

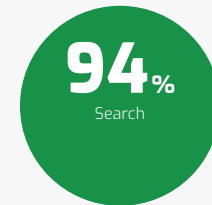
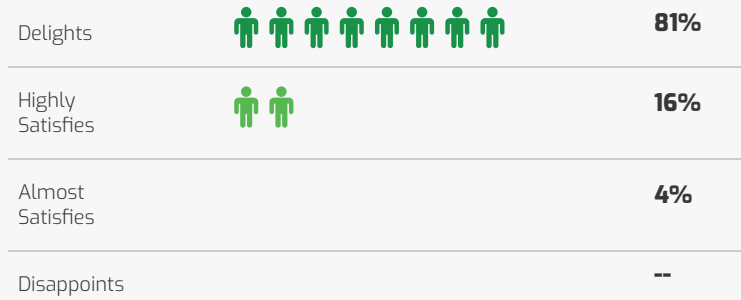
# Product Feature Satisfaction

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.



### PRODUCTS WITHOUT ENOUGH REVIEWS IN PERIOD TO BE ELIGIBLE FOR AWARDS

--	Alfresco Digital Business Platform		81%	16 REVIEWS
--	Box ECM		83%	11 REVIEWS
--	Veeva Vault		86%	5 REVIEWS

2	Epicor ECM (DocStar)		91%	68 REVIEWS
3	FileBound		90%	76 REVIEWS
4	Canon Therefore		87%	50 REVIEWS
5	OpenText Extended ECM		86%	29 REVIEWS
6	Laserfiche ECM		85%	28 REVIEWS
7	Nuxeo ECM		85%	36 REVIEWS
8	Adobe Experience Manager		84%	27 REVIEWS
9	Xerox DocuShare		83%	30 REVIEWS
10	OnBase		82%	36 REVIEWS
11	Oracle Content Management		82%	54 REVIEWS
12	M-Files ECM		81%	25 REVIEWS
13	Microsoft Sharepoint		81%	170 REVIEWS
14	DocuWare		78%	43 REVIEWS
<b>CATEGORY AVERAGE</b>			<b>85%</b>	



# 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

Standard Feature

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



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



### PRODUCTS WITHOUT ENOUGH REVIEWS IN PERIOD TO BE ELIGIBLE FOR AWARDS

--	Alfresco Digital Business Platform		80%	16 REVIEWS
--	Box ECM		92%	11 REVIEWS
--	Veeva Vault		95%	5 REVIEWS

2	Epicor ECM (DocStar)		93%	68 REVIEWS
3	Microsoft Sharepoint		87%	170 REVIEWS
4	DocuWare		85%	43 REVIEWS
5	OnBase		85%	36 REVIEWS
6	M-Files ECM		84%	25 REVIEWS
7	FileBound		83%	76 REVIEWS
8	Xerox DocuShare		83%	30 REVIEWS
9	Canon Therefore		82%	50 REVIEWS
10	Laserfiche ECM		81%	28 REVIEWS
11	OpenText Extended ECM		81%	29 REVIEWS
12	Nuxeo ECM		80%	36 REVIEWS
13	Adobe Experience Manager		79%	27 REVIEWS
14	Oracle Content Management		79%	54 REVIEWS
<b>CATEGORY AVERAGE</b>			<b>84%</b>	

# 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

Standard Feature

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



Delights		77%
Highly Satisfies		19%
Almost Satisfies		4%
Disappoints		--



### PRODUCTS WITHOUT ENOUGH REVIEWS IN PERIOD TO BE ELIGIBLE FOR AWARDS

--	Alfresco Digital Business Platform		76%	16 REVIEWS
--	Box ECM		91%	11 REVIEWS
--	Veeva Vault		88%	5 REVIEWS

2	Epicor ECM (DocStar)		89%	68 REVIEWS
3	OnBase		87%	36 REVIEWS
4	Xerox DocuShare		86%	30 REVIEWS
5	FileBound		85%	76 REVIEWS
6	DocuWare		84%	43 REVIEWS
7	Oracle Content Management		81%	54 REVIEWS
8	Adobe Experience Manager		81%	27 REVIEWS
9	Microsoft Sharepoint		81%	170 REVIEWS
10	M-Files ECM		81%	25 REVIEWS
11	Canon Therefore		81%	50 REVIEWS
12	Nuxeo ECM		80%	36 REVIEWS
13	Laserfiche ECM		78%	28 REVIEWS
14	OpenText Extended ECM		77%	29 REVIEWS
<b>CATEGORY AVERAGE</b>			<b>83%</b>	

# 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

Standard Feature

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



Delights		84%
Highly Satisfies		12%
Almost Satisfies		4%
Disappoints		--



### PRODUCTS WITHOUT ENOUGH REVIEWS IN PERIOD TO BE ELIGIBLE FOR AWARDS

--	Alfresco Digital Business Platform		89%	16 REVIEWS
--	Box ECM		92%	11 REVIEWS
--	Veeva Vault		79%	5 REVIEWS

2	Epicor ECM (DocStar)		90%	68 REVIEWS
3	Canon Therefore		83%	50 REVIEWS
4	M-Files ECM		83%	25 REVIEWS
5	Adobe Experience Manager		82%	27 REVIEWS
6	FileBound		82%	76 REVIEWS
7	OpenText Extended ECM		82%	29 REVIEWS
8	Xerox DocuShare		81%	30 REVIEWS
9	Nuxeo ECM		81%	36 REVIEWS
10	Laserfiche ECM		81%	28 REVIEWS
11	DocuWare		79%	43 REVIEWS
12	Microsoft Sharepoint		79%	170 REVIEWS
13	Oracle Content Management		77%	54 REVIEWS
14	OnBase		76%	36 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.

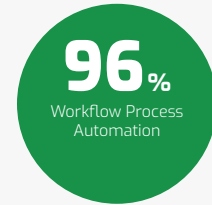
## Workflow Process Automation

Standard Feature

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



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



### PRODUCTS WITHOUT ENOUGH REVIEWS IN PERIOD TO BE ELIGIBLE FOR AWARDS

--	Alfresco Digital Business Platform		85%	16 REVIEWS
--	Box ECM		98%	11 REVIEWS
--	Veeva Vault		87%	5 REVIEWS

2	Epicor ECM (DocStar)		91%	68 REVIEWS
3	Canon Therefore		91%	50 REVIEWS
4	FileBound		91%	76 REVIEWS
5	OnBase		86%	36 REVIEWS
6	Nuxeo ECM		85%	36 REVIEWS
7	DocuWare		84%	43 REVIEWS
8	Laserfiche ECM		84%	28 REVIEWS
9	Xerox DocuShare		83%	30 REVIEWS
10	Microsoft Sharepoint		82%	170 REVIEWS
11	OpenText Extended ECM		82%	29 REVIEWS
12	M-Files ECM		78%	25 REVIEWS
13	Oracle Content Management		78%	54 REVIEWS
14	Adobe Experience Manager		75%	27 REVIEWS
<b>CATEGORY AVERAGE</b>			<b>85%</b>	