



INFO~TECH
RESEARCH GROUP

DATA QUADRANT REPORT

Enterprise Content Management - Enterprise

OCTOBER 2024

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

930

REVIEWS

18

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.

This report is available free of charge for internal use only to assist with software evaluation and selection. Sharing, republishing, distributing, or otherwise copying any portion of this report without the express written consent of SoftwareReviews.com is strictly prohibited.

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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 Platform

 Box ECM

 Canon Therefore

 Censhare

 DocStar

 DocuWare

 Dokmee ECM

 FileBound

 Laserfiche ECM

 M-Files ECM

 Microsoft Sharepoint

 Nuxeo Platform

 OnBase

 OpenText Content Manager

 OpenText Extended ECM

 OpenText Filr

 Oracle Content Management

 SER Group Doxis

 Systemware Content Cloud

 Veeva Vault

 Xerox DocuShare

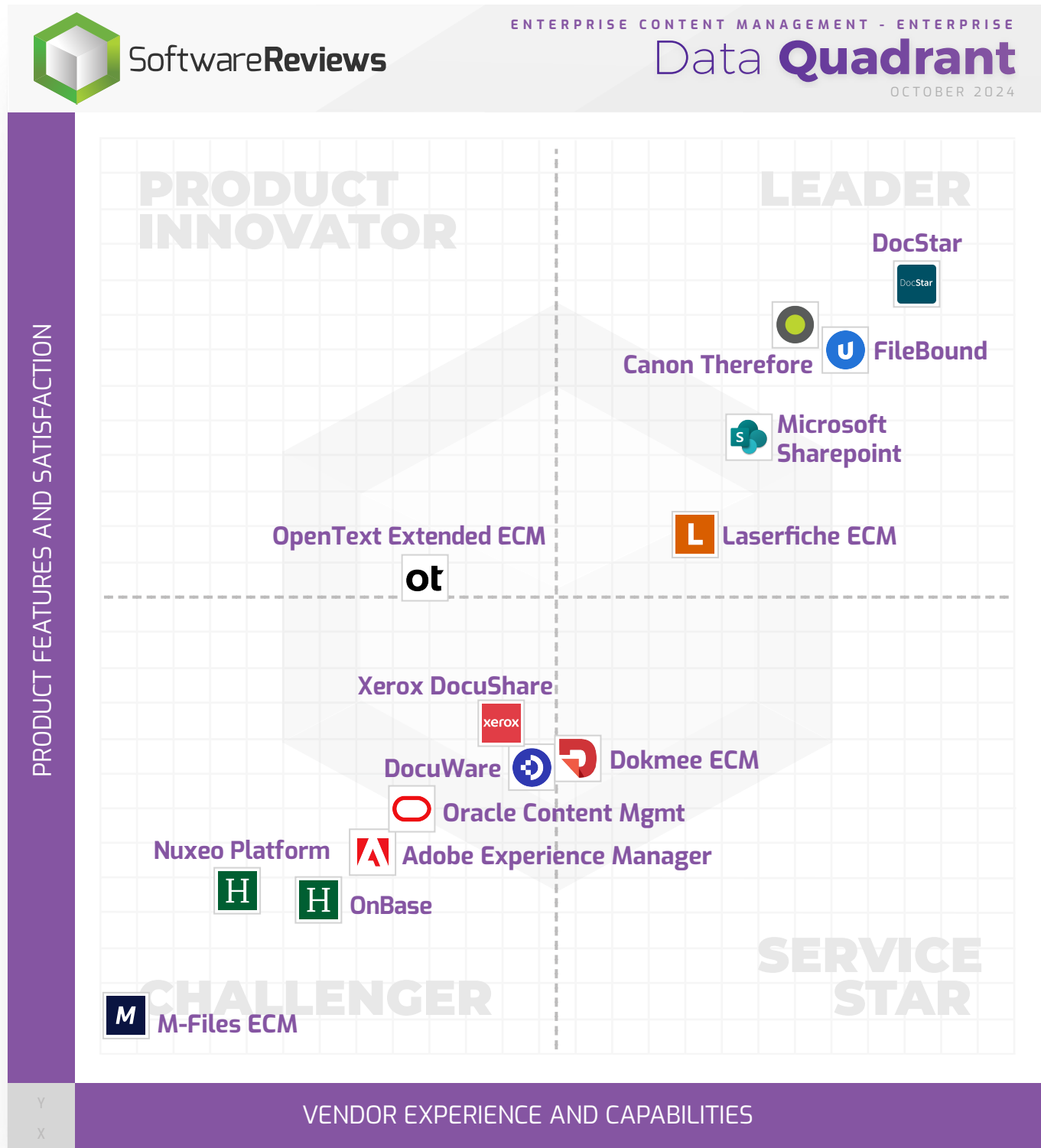
 Zoho WorkDrive



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























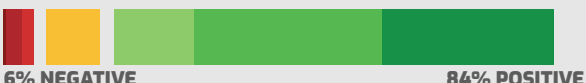














The vendor relationship is calculated in a weighted average of the satisfaction scores tied to vendor capabilities (e.g. software implementation, training, customer support, product roadmap) as well as emotional response ratings toward the vendor (e.g. trustworthy, respectful, fair).

Note: Software product placement is based on the scores provided by users, recency of the reviews, and review volume. Axes are dynamically adjusted based on the minimum and maximum values in the data set.

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).






















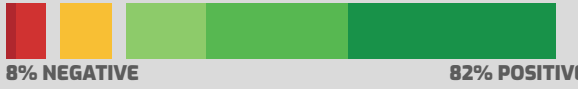



Use this data to get a sense of the field, and to see how the products you're considering stack up.

RANK	PRODUCT	COMPOSITE SCORE	NET EMOTIONAL FOOTPRINT	NET EMOTIONAL FOOTPRINT DISTRIBUTION	VENDOR CAPABILITIES	PRODUCT FEATURES	LIKELINESS TO RECOMMEND	NUMBER OF REVIEWS
 1	 DocStar	9.2/10	+95 	 -- NEGATIVE 96% POSITIVE	88%	91%	90%	77
 2	 FileBound	9.0/10	+93 	 -- NEGATIVE 94% POSITIVE	84%	86%	91%	87
 3	 Canon Therefore	9.0/10	+90 	 2% NEGATIVE 92% POSITIVE	85%	86%	91%	94
 4	 Microsoft Sharepoint	8.7/10	+90 	 2% NEGATIVE 92% POSITIVE	81%	82%	88%	231
 5	 Laserfiche ECM	8.5/10	+96 	 -- NEGATIVE 97% POSITIVE	87%	87%	93%	45
6	 OpenText Extended ECM	8.1/10	+78 	 6% NEGATIVE 84% POSITIVE	79%	84%	85%	35
7	 Dokmee ECM	8.1/10	+99 	 -- NEGATIVE 99% POSITIVE	91%	91%	89%	30
8	 Xerox DocuShare	8.0/10	+90 	 2% NEGATIVE 92% POSITIVE	80%	82%	85%	48
9	 DocuWare	8.0/10	+94 	 -- NEGATIVE 95% POSITIVE	85%	84%	87%	46
10	 Oracle Content Management	7.7/10	+89 	 2% NEGATIVE 91% POSITIVE	81%	82%	86%	58
AVERAGE SCORES		8.1/10	+89 	 2% NEGATIVE 92% POSITIVE	83%	84%	87%	63

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	 Adobe Experience Manager	7.6/10	+82 	 5% NEGATIVE 87% POSITIVE	80%	79%	81%	36
12	 Nuxeo Platform	7.5/10	+90 	 3% NEGATIVE 93% POSITIVE	82%	85%	86%	36
13	 OnBase	7.4/10	+83 	 4% NEGATIVE 87% POSITIVE	83%	83%	88%	38
14	 M-Files ECM	7.1/10	+80 	 5% NEGATIVE 85% POSITIVE	80%	81%	83%	27
AVERAGE SCORES		8.1/10	+89 	 2% NEGATIVE 92% POSITIVE	83%	84%	87%	63
PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS								
--	 Zoho WorkDrive	7.8/10	+100 	 -- NEGATIVE 100% POSITIVE	88%	84%	97%	6
--	 Box ECM	7.6/10	+92 	 -- NEGATIVE 93% POSITIVE	87%	88%	89%	12
--	 Alfresco Platform	6.7/10	+74 	 8% NEGATIVE 82% POSITIVE	76%	82%	80%	18
--	 Veeva Vault	6.2/10	+77 	 7% NEGATIVE 84% POSITIVE	73%	74%	69%	6

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	91%	91%	91%	92%	90%	91%	90%	93%	92%	89%	91%	92%
DocStar	88%	91%	88%	88%	88%	88%	91%	90%	88%	85%	88%	88%
Laserfiche ECM	88%	87%	89%	92%	86%	90%	86%	86%	84%	87%	88%	87%
Canon Therefore	85%	86%	86%	86%	84%	82%	86%	85%	88%	84%	83%	86%
DocuWare	85%	84%	84%	90%	86%	82%	78%	90%	87%	85%	83%	86%
FileBound	84%	86%	83%	82%	81%	84%	88%	84%	87%	82%	82%	85%
OnBase	83%	87%	87%	86%	81%	84%	77%	86%	83%	82%	82%	80%
Nuxeo Platform	82%	84%	81%	83%	79%	86%	80%	84%	83%	82%	80%	80%
Microsoft Sharepoint	81%	85%	82%	82%	79%	80%	78%	83%	83%	81%	82%	82%
Oracle Content Management	81%	84%	79%	83%	79%	83%	76%	84%	80%	79%	80%	82%
CATEGORY AVERAGE	83%	85%	84%	86%	83%	84%	81%	85%	84%	82%	82%	83%

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 Experience Manager	80%	83%	80%	84%	85%	77%	76%	79%	77%	76%	85%	80%
Xerox DocuShare	80%	83%	81%	82%	81%	82%	79%	79%	79%	77%	77%	81%
M-Files ECM	80%	78%	82%	84%	78%	85%	77%	82%	80%	79%	74%	80%
OpenText Extended ECM	79%	83%	79%	84%	79%	79%	72%	80%	81%	76%	76%	78%
CATEGORY AVERAGE	83%	85%	84%	86%	83%	84%	81%	85%	84%	82%	82%	83%

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS												
Alfresco Platform	76%	80%	83%	81%	78%	77%	66%	80%	73%	77%	66%	76%
Box ECM	87%	91%	94%	86%	83%	88%	86%	94%	81%	82%	81%	88%
Zoho WorkDrive	88%	97%	87%	94%	80%	95%	79%	87%	72%	95%	87%	94%
Veeva Vault	73%	88%	65%	77%	83%	69%	69%	71%	71%	63%	69%	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.

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.

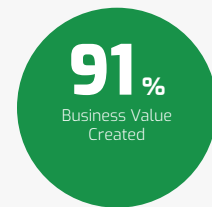
<p>Business Value Created</p>	<p>The underlying purpose of software is to create value for employees, customers, partners and ultimately shareholders. As a result, it is imperative that any software selection be aligned with the organization's needs and deliver enough business value to justify the cost. 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.</p>	<p>Vendor Support</p>	<p>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.</p>
<p>Breadth of Features</p>	<p>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.</p>	<p>Ease of Data Integration</p>	<p>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.</p>
<p>Quality of Features</p>	<p>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.</p>	<p>Ease of Administration</p>	<p>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.</p>
<p>Product Strategy and Rate of Improvement</p>	<p>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.</p>	<p>Ease of Customization</p>	<p>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.</p>
<p>Usability And Intuitiveness</p>	<p>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.</p>	<p>Availability and Quality of Training</p>	<p>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.</p>
		<p>Ease of Implementation</p>	<p>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.</p>

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 BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--			80%	18 REVIEWS
--			91%	12 REVIEWS
--			97%	6 REVIEWS
--			88%	6 REVIEWS

2			91%	30 REVIEWS
3			87%	38 REVIEWS
4			87%	45 REVIEWS
5			86%	94 REVIEWS
6			86%	87 REVIEWS
7			85%	231 REVIEWS
8			84%	36 REVIEWS
9			84%	46 REVIEWS
10			84%	58 REVIEWS
11			83%	35 REVIEWS
12			83%	36 REVIEWS
13			83%	48 REVIEWS
14			78%	27 REVIEWS

CATEGORY AVERAGE 85%

Vendor Capability Satisfaction

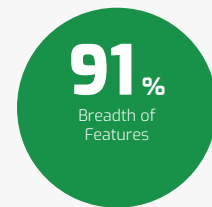
This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

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.



Delights		62%
Highly Satisfies		38%
Almost Satisfies	--	--
Disappoints	--	--



PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--			83%	18 REVIEWS
--			94%	12 REVIEWS
--			87%	6 REVIEWS
--			65%	6 REVIEWS

2			89%	45 REVIEWS
3			88%	77 REVIEWS
4			87%	38 REVIEWS
5			86%	94 REVIEWS
6			84%	46 REVIEWS
7			83%	87 REVIEWS
8			82%	27 REVIEWS
9			82%	231 REVIEWS
10			81%	48 REVIEWS
11			81%	36 REVIEWS
12			80%	36 REVIEWS
13			79%	58 REVIEWS
14			79%	35 REVIEWS
CATEGORY AVERAGE			84%	

Vendor Capability Satisfaction

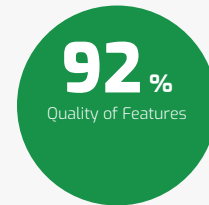
This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Quality of Features

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



Delights		69%
Highly Satisfies		31%
Almost Satisfies	--	--
Disappoints	--	--



PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--	Alfresco Platform		81%	18 REVIEWS
--	Box ECM		86%	12 REVIEWS
--	Zoho WorkDrive		94%	6 REVIEWS
--	Veeva Vault		77%	6 REVIEWS

2	Laserfiche ECM		92%	45 REVIEWS
3	DocuWare		90%	46 REVIEWS
4	DocStar		88%	77 REVIEWS
5	Canon Therefore		86%	94 REVIEWS
6	OnBase		86%	38 REVIEWS
7	OpenText Extended ECM		84%	35 REVIEWS
8	Adobe Experience Manager		84%	36 REVIEWS
9	M-Files ECM		84%	27 REVIEWS
10	Oracle Content Management		83%	58 REVIEWS
11	Nuxeo Platform		83%	36 REVIEWS
12	FileBound		82%	87 REVIEWS
13	Xerox DocuShare		82%	48 REVIEWS
14	Microsoft Sharepoint		82%	231 REVIEWS

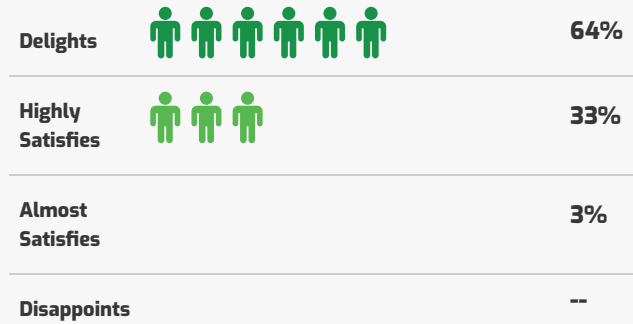
CATEGORY AVERAGE 86%

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.



PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--			78%	18 REVIEWS
--			83%	12 REVIEWS
--			83%	6 REVIEWS
--			80%	6 REVIEWS

2			88%	77 REVIEWS
3			86%	45 REVIEWS
4			86%	46 REVIEWS
5			85%	36 REVIEWS
6			84%	94 REVIEWS
7			81%	48 REVIEWS
8			81%	87 REVIEWS
9			81%	38 REVIEWS
10			79%	36 REVIEWS
11			79%	58 REVIEWS
12			79%	35 REVIEWS
13			79%	231 REVIEWS
14			78%	27 REVIEWS

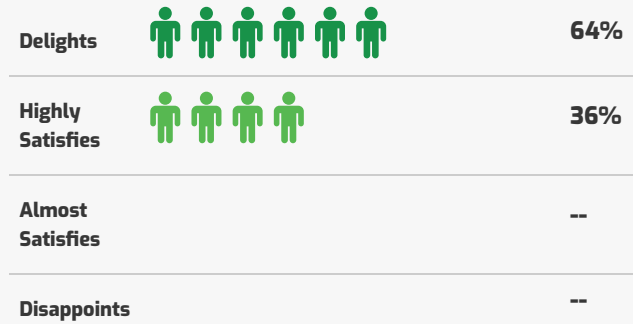
CATEGORY AVERAGE **83%**

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.

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.



PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--			18 REVIEWS
--			12 REVIEWS
--			6 REVIEWS
--			6 REVIEWS

2			45 REVIEWS
3			77 REVIEWS
4			36 REVIEWS
5			27 REVIEWS
6			87 REVIEWS
7			38 REVIEWS
8			58 REVIEWS
9			46 REVIEWS
10			94 REVIEWS
11			48 REVIEWS
12			231 REVIEWS
13			35 REVIEWS
14			36 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.

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.



Delights		67%
Highly Satisfies		28%
Almost Satisfies		5%
Disappoints		--



PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--			66%	18 REVIEWS
--			86%	12 REVIEWS
--			79%	6 REVIEWS
--			69%	6 REVIEWS

2			90%	30 REVIEWS
3			88%	87 REVIEWS
4			86%	94 REVIEWS
5			86%	45 REVIEWS
6			80%	36 REVIEWS
7			79%	48 REVIEWS
8			78%	46 REVIEWS
9			78%	231 REVIEWS
10			77%	27 REVIEWS
11			77%	38 REVIEWS
12			76%	36 REVIEWS
13			76%	58 REVIEWS
14			72%	35 REVIEWS

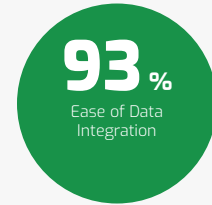
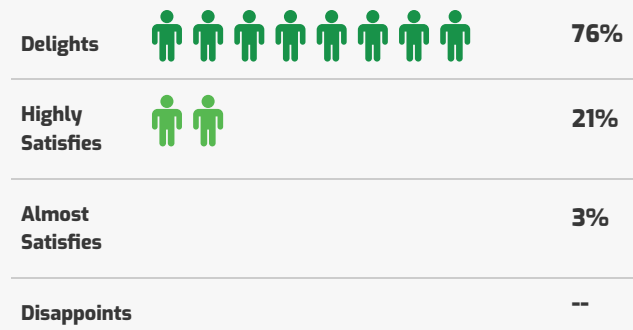
CATEGORY AVERAGE 81%

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 BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--			18 REVIEWS
--			12 REVIEWS
--			6 REVIEWS
--			6 REVIEWS

2			46 REVIEWS
3			77 REVIEWS
4			38 REVIEWS
5			45 REVIEWS
6			94 REVIEWS
7			36 REVIEWS
8			58 REVIEWS
9			87 REVIEWS
10			231 REVIEWS
11			27 REVIEWS
12			35 REVIEWS
13			36 REVIEWS
14			48 REVIEWS
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.

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.



Delights		70%
Highly Satisfies		30%
Almost Satisfies	--	--
Disappoints	--	--



PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--	Alfresco Platform		73%	18 REVIEWS
--	Box ECM		81%	12 REVIEWS
--	Zoho WorkDrive		72%	6 REVIEWS
--	Veeva Vault		71%	6 REVIEWS

2	DocStar		88%	77 REVIEWS
3	Canon Therefore		88%	94 REVIEWS
4	FileBound		87%	87 REVIEWS
5	DocuWare		87%	46 REVIEWS
6	Laserfiche ECM		84%	45 REVIEWS
7	OnBase		83%	38 REVIEWS
8	Microsoft Sharepoint		83%	231 REVIEWS
9	Nuxeo Platform		83%	36 REVIEWS
10	OpenText Extended ECM		81%	35 REVIEWS
11	M-Files ECM		80%	27 REVIEWS
12	Oracle Content Management		80%	58 REVIEWS
13	Xerox DocuShare		79%	48 REVIEWS
14	Adobe Experience Manager		77%	36 REVIEWS

CATEGORY AVERAGE 84%

Vendor Capability Satisfaction

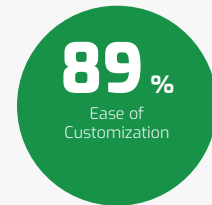
This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

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.



Delights		60%
Highly Satisfies		37%
Almost Satisfies		3%
Disappoints		--



PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--			18 REVIEWS
--			12 REVIEWS
--			6 REVIEWS
--			6 REVIEWS

2			45 REVIEWS
3			46 REVIEWS
4			77 REVIEWS
5			94 REVIEWS
6			36 REVIEWS
7			38 REVIEWS
8			87 REVIEWS
9			231 REVIEWS
10			58 REVIEWS
11			27 REVIEWS
12			48 REVIEWS
13			35 REVIEWS
14			36 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 BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--			66%	18 REVIEWS
--			81%	12 REVIEWS
--			87%	6 REVIEWS
--			69%	6 REVIEWS

2			88%	77 REVIEWS
3			88%	45 REVIEWS
4			85%	36 REVIEWS
5			83%	94 REVIEWS
6			83%	46 REVIEWS
7			82%	87 REVIEWS
8			82%	38 REVIEWS
9			82%	231 REVIEWS
10			80%	58 REVIEWS
11			80%	36 REVIEWS
12			77%	48 REVIEWS
13			76%	35 REVIEWS
14			74%	27 REVIEWS

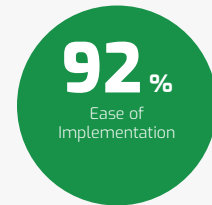
CATEGORY AVERAGE 82%

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.

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 BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--	Alfresco Platform		76%	18 REVIEWS
--	Box ECM		88%	12 REVIEWS
--	Zoho WorkDrive		94%	6 REVIEWS
--	Veeva Vault		81%	6 REVIEWS

2	DocStar		88%	77 REVIEWS
3	Laserfiche ECM		87%	45 REVIEWS
4	DocuWare		86%	46 REVIEWS
5	Canon Therefore		86%	94 REVIEWS
6	FileBound		85%	87 REVIEWS
7	Microsoft Sharepoint		82%	231 REVIEWS
8	Oracle Content Management		82%	58 REVIEWS
9	Xerox DocuShare		81%	48 REVIEWS
10	M-Files ECM		80%	27 REVIEWS
11	Adobe Experience Manager		80%	36 REVIEWS
12	Nuxeo Platform		80%	36 REVIEWS
13	OnBase		80%	38 REVIEWS
14	OpenText Extended ECM		78%	35 REVIEWS
CATEGORY AVERAGE			83%	

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
Dokmee ECM	91%	91%	91%	93%	90%	89%	90%	92%
DocStar	91%	91%	90%	92%	89%	91%	91%	90%
Laserfiche ECM	87%	85%	89%	92%	82%	89%	83%	89%
Canon Therefore	86%	86%	85%	87%	85%	86%	80%	89%
FileBound	85%	88%	87%	88%	87%	83%	75%	90%
Nuxeo Platform	85%	87%	86%	88%	80%	86%	80%	85%
DocuWare	84%	88%	82%	87%	85%	85%	81%	82%
OpenText Extended ECM	84%	89%	82%	87%	80%	79%	83%	87%
OnBase	83%	82%	86%	86%	78%	86%	78%	83%
Xerox DocuShare	82%	84%	82%	86%	80%	82%	75%	84%
CATEGORY AVERAGE	84%	85%	84%	87%	83%	84%	81%	86%

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
Microsoft Sharepoint	82%	85%	80%	84%	81%	83%	78%	81%
Oracle Content Management	82%	83%	82%	82%	83%	80%	75%	86%
M-Files ECM	81%	84%	76%	84%	83%	78%	83%	81%
Adobe Experience Manager	79%	72%	72%	79%	81%	86%	79%	86%
CATEGORY AVERAGE	84%	85%	84%	87%	83%	84%	81%	86%

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS								
Alfresco Platform	82%	75%	81%	90%	77%	85%	84%	83%
Box ECM	88%	85%	94%	90%	93%	84%	82%	85%
Zoho WorkDrive	84%	82%	89%	79%	80%	90%	80%	89%
Veeva Vault	73%	78%	78%	79%	45%	79%	74%	82%

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
Dokmee ECM	91%	93%	89%	93%	93%
DocStar	91%	90%	89%	90%	90%
Laserfiche ECM	87%	84%	84%	86%	93%
Canon Therefore	86%	86%	84%	86%	91%
FileBound	85%	86%	84%	83%	91%
Nuxeo Platform	85%	80%	80%	81%	85%
DocuWare	84%	86%	85%	83%	86%
OpenText Extended ECM	84%	83%	81%	83%	84%
OnBase	83%	85%	85%	78%	85%
Xerox DocuShare	82%	84%	83%	84%	82%
CATEGORY AVERAGE	84%	85%	83%	83%	85%

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
Microsoft Sharepoint	82%	87%	82%	80%	82%
Oracle Content Management	82%	82%	83%	82%	80%
M-Files ECM	81%	84%	82%	83%	79%
Adobe Experience Manager	79%	83%	71%	74%	75%
CATEGORY AVERAGE	84%	85%	83%	83%	85%

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS					
Alfresco Platform	82%	83%	71%	75%	87%
Box ECM	88%	93%	93%	94%	99%
Zoho WorkDrive	84%	97%	80%	88%	87%
Veeva Vault	73%	86%	93%	77%	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.

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.

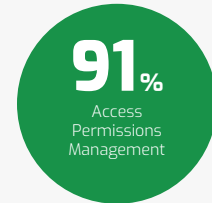
Access Permissions Management

Mandatory Feature

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



Delights		63%
Highly Satisfies		37%
Almost Satisfies		--
Disappoints		--



PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--			75%	18 REVIEWS
--			85%	12 REVIEWS
--			82%	6 REVIEWS
--			78%	6 REVIEWS

2			91%	77 REVIEWS
3			89%	35 REVIEWS
4			88%	87 REVIEWS
5			88%	46 REVIEWS
6			87%	36 REVIEWS
7			86%	94 REVIEWS
8			85%	231 REVIEWS
9			85%	45 REVIEWS
10			84%	27 REVIEWS
11			84%	48 REVIEWS
12			83%	58 REVIEWS
13			82%	38 REVIEWS
14			72%	36 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.

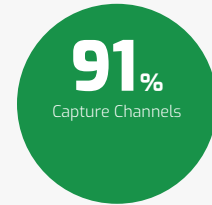
Capture Channels

Mandatory Feature

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



Delights		71%
Highly Satisfies		22%
Almost Satisfies		7%
Disappoints	--	--



PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--	Alfresco Platform		81%	18 REVIEWS
--	Box ECM		94%	12 REVIEWS
--	Zoho WorkDrive		89%	6 REVIEWS
--	Veeva Vault		78%	6 REVIEWS

2	DocStar		90%	77 REVIEWS
3	Laserfiche ECM		89%	45 REVIEWS
4	FileBound		87%	87 REVIEWS
5	Nuxeo Platform		86%	36 REVIEWS
6	OnBase		86%	38 REVIEWS
7	Canon Therefore		85%	94 REVIEWS
8	DocuWare		82%	46 REVIEWS
9	Oracle Content Management		82%	58 REVIEWS
10	Xerox DocuShare		82%	48 REVIEWS
11	OpenText Extended ECM		82%	35 REVIEWS
12	Microsoft Sharepoint		80%	231 REVIEWS
13	M-Files ECM		76%	27 REVIEWS
14	Adobe Experience Manager		72%	36 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.

ECM Document Management

Mandatory Feature

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



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



PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--			90%	18 REVIEWS
--			90%	12 REVIEWS
--			79%	6 REVIEWS
--			79%	6 REVIEWS

2			92%	45 REVIEWS
3			92%	77 REVIEWS
4			88%	87 REVIEWS
5			88%	36 REVIEWS
6			87%	94 REVIEWS
7			87%	35 REVIEWS
8			87%	46 REVIEWS
9			86%	38 REVIEWS
10			86%	48 REVIEWS
11			84%	231 REVIEWS
12			84%	27 REVIEWS
13			82%	58 REVIEWS
14			79%	36 REVIEWS
CATEGORY AVERAGE			87%	

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.

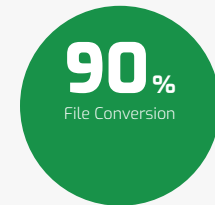
File Conversion

Mandatory Feature

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



Delights		64%
Highly Satisfies		33%
Almost Satisfies		3%
Disappoints		--



PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--			77%	18 REVIEWS
--			93%	12 REVIEWS
--			80%	6 REVIEWS
--			45%	6 REVIEWS

2			89%	77 REVIEWS
3			87%	87 REVIEWS
4			85%	46 REVIEWS
5			85%	94 REVIEWS
6			83%	58 REVIEWS
7			83%	27 REVIEWS
8			82%	45 REVIEWS
9			81%	231 REVIEWS
10			81%	36 REVIEWS
11			80%	48 REVIEWS
12			80%	36 REVIEWS
13			80%	35 REVIEWS
14			78%	38 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.

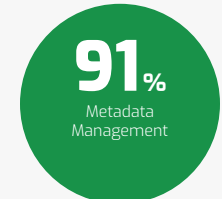
Metadata Management

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		69%
Highly Satisfies		26%
Almost Satisfies		4%
Disappoints		--



PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--			
--			
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2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
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.

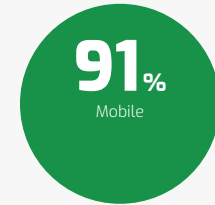
Mobile

Mandatory Feature

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



Delights		68%
Highly Satisfies		28%
Almost Satisfies		4%
Disappoints		--



PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--			18 REVIEWS
--			12 REVIEWS
--			6 REVIEWS
--			6 REVIEWS

2			30 REVIEWS
3			35 REVIEWS
4			27 REVIEWS
5			45 REVIEWS
6			46 REVIEWS
7			36 REVIEWS
8			94 REVIEWS
9			36 REVIEWS
10			231 REVIEWS
11			38 REVIEWS
12			58 REVIEWS
13			48 REVIEWS
14			87 REVIEWS
CATEGORY AVERAGE		81%	

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

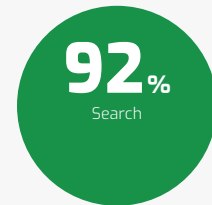
Mandatory Feature

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



DOKMEE ECM
TOP PRODUCT

Delights		71%
Highly Satisfies		26%
Almost Satisfies		3%
Disappoints		--



PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--			18 REVIEWS
--			12 REVIEWS
--			6 REVIEWS
--			6 REVIEWS

2			77 REVIEWS
3			87 REVIEWS
4			45 REVIEWS
5			94 REVIEWS
6			35 REVIEWS
7			58 REVIEWS
8			36 REVIEWS
9			36 REVIEWS
10			48 REVIEWS
11			38 REVIEWS
12			46 REVIEWS
13			231 REVIEWS
14			27 REVIEWS

CATEGORY AVERAGE 86%

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		74%
Highly Satisfies		26%
Almost Satisfies		--
Disappoints		--



PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--	Alfresco Platform		83%	18 REVIEWS
--	Box ECM		93%	12 REVIEWS
--	Zoho WorkDrive		97%	6 REVIEWS
--	Veeva Vault		86%	6 REVIEWS

2	DocStar		90%	77 REVIEWS
3	Microsoft Sharepoint		87%	231 REVIEWS
4	Canon Therefore		86%	94 REVIEWS
5	DocuWare		86%	46 REVIEWS
6	FileBound		86%	87 REVIEWS
7	OnBase		85%	38 REVIEWS
8	Laserfiche ECM		84%	45 REVIEWS
9	Xerox DocuShare		84%	48 REVIEWS
10	M-Files ECM		84%	27 REVIEWS
11	OpenText Extended ECM		83%	35 REVIEWS
12	Adobe Experience Manager		83%	36 REVIEWS
13	Oracle Content Management		82%	58 REVIEWS
14	Nuxeo Platform		80%	36 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

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		68%
Highly Satisfies		22%
Almost Satisfies		10%
Disappoints	--	--



PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--			71%	18 REVIEWS
--			93%	12 REVIEWS
--			93%	6 REVIEWS
--			80%	6 REVIEWS

2			89%	77 REVIEWS
3			85%	46 REVIEWS
4			85%	38 REVIEWS
5			84%	87 REVIEWS
6			84%	94 REVIEWS
7			84%	45 REVIEWS
8			83%	48 REVIEWS
9			83%	58 REVIEWS
10			82%	27 REVIEWS
11			82%	231 REVIEWS
12			81%	35 REVIEWS
13			80%	36 REVIEWS
14			71%	36 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.

File Approvals Esignatures

Standard Feature

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



Delights		74%
Highly Satisfies		23%
Almost Satisfies		3%
Disappoints		--



PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--			75%	18 REVIEWS
--			94%	12 REVIEWS
--			88%	6 REVIEWS
--			77%	6 REVIEWS

2			90%	77 REVIEWS
3			86%	45 REVIEWS
4			86%	94 REVIEWS
5			84%	48 REVIEWS
6			83%	87 REVIEWS
7			83%	27 REVIEWS
8			83%	46 REVIEWS
9			83%	35 REVIEWS
10			82%	58 REVIEWS
11			81%	36 REVIEWS
12			80%	231 REVIEWS
13			78%	38 REVIEWS
14			74%	36 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.

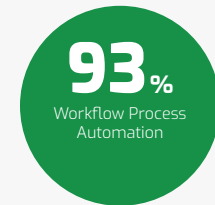
Workflow Process Automation

Standard Feature

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



Delights		74%
Highly Satisfies		26%
Almost Satisfies		--
Disappoints		--



PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--			87%	18 REVIEWS
--			99%	12 REVIEWS
--			87%	6 REVIEWS
--			82%	6 REVIEWS

2			93%	45 REVIEWS
3			91%	94 REVIEWS
4			91%	87 REVIEWS
5			90%	77 REVIEWS
6			86%	46 REVIEWS
7			85%	36 REVIEWS
8			85%	38 REVIEWS
9			84%	35 REVIEWS
10			82%	231 REVIEWS
11			82%	48 REVIEWS
12			80%	58 REVIEWS
13			79%	27 REVIEWS
14			75%	36 REVIEWS
CATEGORY AVERAGE			85%	