



INFO~TECH  
RESEARCH GROUP

DATA QUADRANT REPORT

# Enterprise Content Management - Enterprise

OCTOBER 2025

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

1498

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.

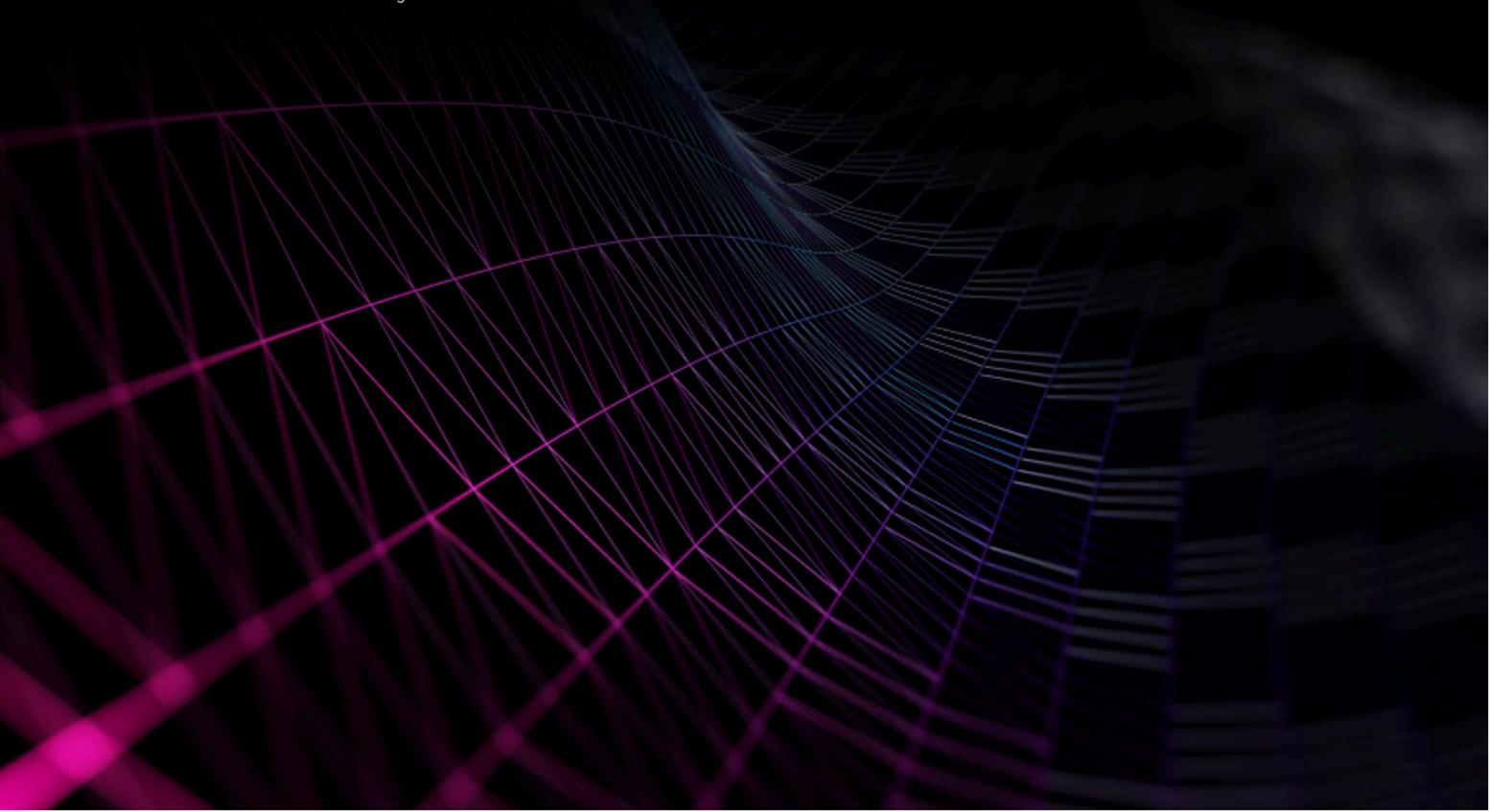
The data in this report is collected from real end users, meticulously verified for veracity, exhaustively analyzed, and visualized in easy to understand charts and graphs. Each product is compared and contrasted with all other products in the category to create a holistic, unbiased view of the product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

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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

 Box ECM

 Canon Therefore

 Censhare

 DocStar

 DocuWare

 Dokmee ECM

 FileBound

 Laserfiche

 M-Files ECM

 Microsoft Sharepoint

 Nuxeo

 OnBase

 OpenText Content Manager

 OpenText Documentum

 OpenText Extended ECM

 OpenText Filr

 Oracle WebCenter Content

 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

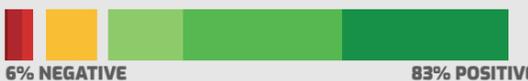
This page provides a high level summary of product performance within the Enterprise Content Management - Enterprise category. Products are ranked by a composite satisfaction score (Composite Score) that averages four different areas of evaluation: Net Emotional Footprint, Vendor Capabilities, Product Features, and 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
	Laserfiche	9.1/10	+94	-- NEGATIVE 95% POSITIVE	84%	86%	93%	468
	DocStar	9.1/10	+95	-- NEGATIVE 96% POSITIVE	85%	89%	88%	126
	Canon Therefore	9.0/10	+91	2% NEGATIVE 93% POSITIVE	85%	86%	93%	121
	Microsoft Sharepoint	8.8/10	+90	2% NEGATIVE 92% POSITIVE	82%	82%	89%	281
	FileBound	8.5/10	+94	-- NEGATIVE 95% POSITIVE	85%	86%	90%	90
6	Xerox DocuShare	8.1/10	+85	5% NEGATIVE 90% POSITIVE	79%	84%	83%	52
7	Dokmee ECM	8.0/10	+99	-- NEGATIVE 99% POSITIVE	91%	90%	89%	30
8	Adobe Experience Manager	7.9/10	+88	3% NEGATIVE 91% POSITIVE	81%	78%	85%	43
9	Oracle WebCenter	7.8/10	+88	2% NEGATIVE 90% POSITIVE	83%	83%	86%	60
10	DocuWare	7.7/10	+94	-- NEGATIVE 95% POSITIVE	86%	86%	87%	47
<b>AVERAGE SCORES</b>		<b>8.1/10</b>	<b>+89</b>	3% NEGATIVE 92% POSITIVE	<b>83%</b>	<b>84%</b>	<b>88%</b>	<b>104</b>

# 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
11	 Nuxeo	7.5/10	+90 	 3% NEGATIVE 93% POSITIVE	82%	85%	86%	36
12	 OpenText Extended ECM	7.4/10	+77 	 6% NEGATIVE 83% POSITIVE	78%	84%	85%	34
13	 OnBase	7.4/10	+82 	 5% NEGATIVE 87% POSITIVE	83%	83%	88%	38
14	 M-Files ECM	7.2/10	+82 	 5% NEGATIVE 87% POSITIVE	81%	82%	84%	28
<b>AVERAGE SCORES</b>		<b>8.1/10</b>	<b>+89</b> 	 3% NEGATIVE 92% POSITIVE	<b>83%</b>	<b>84%</b>	<b>88%</b>	<b>104</b>
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	+93 	 -- NEGATIVE 94% POSITIVE	87%	88%	89%	12
--	 Alfresco	6.8/10	+74 	 8% NEGATIVE 82% POSITIVE	76%	82%	81%	18
--	 Veeva Vault	6.7/10	+89 	 3% NEGATIVE 92% POSITIVE	76%	72%	78%	8

# Vendor Capability Summary

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

PRODUCT	OVERALL CAPABILITY SATISFACTION	BUSINESS VALUE CREATED	BREADTH OF FEATURES	QUALITY OF FEATURES	PRODUCT STRATEGY AND RATE OF IMPROVEMENT	USABILITY AND INTUITIVENESS	VENDOR SUPPORT	EASE OF DATA INTEGRATION	EASE OF ADMINISTRATION	EASE OF CUSTOMIZATION	AVAILABILITY AND QUALITY OF TRAINING	EASE OF IMPLEMENTATION
<b>Dokmee ECM</b>	<b>91%</b>	<b>90%</b>	<b>90%</b>	<b>92%</b>	<b>90%</b>	<b>90%</b>	<b>89%</b>	<b>94%</b>	<b>92%</b>	<b>88%</b>	<b>90%</b>	<b>91%</b>
<b>DocuWare</b>	<b>86%</b>	<b>86%</b>	<b>83%</b>	<b>91%</b>	<b>87%</b>	<b>84%</b>	<b>80%</b>	<b>91%</b>	<b>86%</b>	<b>84%</b>	<b>84%</b>	<b>86%</b>
<b>Canon Therefore</b>	<b>85%</b>	<b>87%</b>	<b>86%</b>	<b>86%</b>	<b>83%</b>	<b>82%</b>	<b>87%</b>	<b>86%</b>	<b>88%</b>	<b>84%</b>	<b>84%</b>	<b>86%</b>
<b>DocStar</b>	<b>85%</b>	<b>89%</b>	<b>84%</b>	<b>85%</b>	<b>85%</b>	<b>86%</b>	<b>84%</b>	<b>84%</b>	<b>85%</b>	<b>80%</b>	<b>84%</b>	<b>86%</b>
<b>FileBound</b>	<b>85%</b>	<b>87%</b>	<b>84%</b>	<b>83%</b>	<b>82%</b>	<b>84%</b>	<b>88%</b>	<b>85%</b>	<b>88%</b>	<b>83%</b>	<b>82%</b>	<b>85%</b>
<b>Laserfiche</b>	<b>84%</b>	<b>86%</b>	<b>85%</b>	<b>85%</b>	<b>83%</b>	<b>83%</b>	<b>85%</b>	<b>81%</b>	<b>83%</b>	<b>83%</b>	<b>84%</b>	<b>82%</b>
<b>OnBase</b>	<b>83%</b>	<b>87%</b>	<b>87%</b>	<b>86%</b>	<b>81%</b>	<b>84%</b>	<b>76%</b>	<b>86%</b>	<b>83%</b>	<b>82%</b>	<b>82%</b>	<b>80%</b>
<b>Oracle WebCenter Content</b>	<b>82%</b>	<b>86%</b>	<b>82%</b>	<b>83%</b>	<b>82%</b>	<b>84%</b>	<b>79%</b>	<b>86%</b>	<b>82%</b>	<b>80%</b>	<b>81%</b>	<b>81%</b>
<b>Microsoft Sharepoint</b>	<b>82%</b>	<b>85%</b>	<b>82%</b>	<b>83%</b>	<b>80%</b>	<b>82%</b>	<b>79%</b>	<b>83%</b>	<b>82%</b>	<b>82%</b>	<b>82%</b>	<b>84%</b>
<b>Nuxeo</b>	<b>82%</b>	<b>84%</b>	<b>81%</b>	<b>83%</b>	<b>79%</b>	<b>86%</b>	<b>80%</b>	<b>84%</b>	<b>83%</b>	<b>82%</b>	<b>80%</b>	<b>80%</b>
<b>CATEGORY AVERAGE</b>	<b>83%</b>	<b>86%</b>	<b>83%</b>	<b>85%</b>	<b>82%</b>	<b>83%</b>	<b>81%</b>	<b>85%</b>	<b>84%</b>	<b>81%</b>	<b>82%</b>	<b>83%</b>

# 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
<b>M-Files ECM</b>	<b>81%</b>	<b>80%</b>	<b>82%</b>	<b>85%</b>	<b>78%</b>	<b>86%</b>	<b>79%</b>	<b>84%</b>	<b>82%</b>	<b>80%</b>	<b>77%</b>	<b>80%</b>
<b>Adobe Experience Manager</b>	<b>81%</b>	<b>87%</b>	<b>83%</b>	<b>86%</b>	<b>83%</b>	<b>78%</b>	<b>75%</b>	<b>80%</b>	<b>78%</b>	<b>77%</b>	<b>84%</b>	<b>79%</b>
<b>Xerox DocuShare</b>	<b>79%</b>	<b>81%</b>	<b>79%</b>	<b>80%</b>	<b>79%</b>	<b>79%</b>	<b>78%</b>	<b>80%</b>	<b>79%</b>	<b>76%</b>	<b>76%</b>	<b>80%</b>
<b>OpenText Extended ECM</b>	<b>78%</b>	<b>83%</b>	<b>79%</b>	<b>84%</b>	<b>79%</b>	<b>78%</b>	<b>71%</b>	<b>80%</b>	<b>81%</b>	<b>76%</b>	<b>75%</b>	<b>77%</b>
<b>CATEGORY AVERAGE</b>	<b>83%</b>	<b>86%</b>	<b>83%</b>	<b>85%</b>	<b>82%</b>	<b>83%</b>	<b>81%</b>	<b>85%</b>	<b>84%</b>	<b>81%</b>	<b>82%</b>	<b>83%</b>

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS												
<b>Alfresco</b>	<b>76%</b>	<b>80%</b>	<b>84%</b>	<b>80%</b>	<b>77%</b>	<b>77%</b>	<b>64%</b>	<b>81%</b>	<b>74%</b>	<b>78%</b>	<b>67%</b>	<b>76%</b>
<b>Box ECM</b>	<b>87%</b>	<b>91%</b>	<b>94%</b>	<b>87%</b>	<b>84%</b>	<b>89%</b>	<b>87%</b>	<b>94%</b>	<b>81%</b>	<b>82%</b>	<b>81%</b>	<b>87%</b>
<b>Veeva Vault</b>	<b>76%</b>	<b>81%</b>	<b>69%</b>	<b>76%</b>	<b>85%</b>	<b>77%</b>	<b>77%</b>	<b>72%</b>	<b>78%</b>	<b>68%</b>	<b>77%</b>	<b>78%</b>
<b>Zoho WorkDrive</b>	<b>88%</b>	<b>97%</b>	<b>87%</b>	<b>93%</b>	<b>80%</b>	<b>95%</b>	<b>79%</b>	<b>87%</b>	<b>72%</b>	<b>95%</b>	<b>87%</b>	<b>93%</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.

<p><b>Business Value Created</b></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><b>Vendor Support</b></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><b>Breadth of Features</b></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><b>Ease of Data Integration</b></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><b>Quality of Features</b></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><b>Ease of Administration</b></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><b>Product Strategy and Rate of Improvement</b></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><b>Ease of Customization</b></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><b>Usability And Intuitiveness</b></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><b>Availability and Quality of Training</b></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><b>Ease of Implementation</b></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

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

2			126 REVIEWS
3			121 REVIEWS
4			38 REVIEWS
5			90 REVIEWS
6			43 REVIEWS
7			60 REVIEWS
8			47 REVIEWS
9			468 REVIEWS
10			281 REVIEWS
11			36 REVIEWS
12			34 REVIEWS
13			52 REVIEWS
14			28 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.

## 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		59%
Highly Satisfies		41%
Almost Satisfies	--	--
Disappoints	--	--



### PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--			84%	18 REVIEWS
--			94%	12 REVIEWS
--			69%	8 REVIEWS
--			87%	6 REVIEWS

2			87%	38 REVIEWS
3			86%	121 REVIEWS
4			85%	468 REVIEWS
5			84%	90 REVIEWS
6			84%	126 REVIEWS
7			83%	47 REVIEWS
8			83%	43 REVIEWS
9			82%	281 REVIEWS
10			82%	60 REVIEWS
11			82%	28 REVIEWS
12			81%	36 REVIEWS
13			79%	52 REVIEWS
14			79%	34 REVIEWS
<b>CATEGORY AVERAGE</b>			<b>83%</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.

## 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		68%
Highly Satisfies		32%
Almost Satisfies	--	--
Disappoints	--	--



### PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--	Alfresco		80%	18 REVIEWS
--	Box ECM		87%	12 REVIEWS
--	Veeva Vault		76%	8 REVIEWS
--	Zoho WorkDrive		93%	6 REVIEWS

2	DocuWare		91%	47 REVIEWS
3	Adobe Experience Manager		86%	43 REVIEWS
4	OnBase		86%	38 REVIEWS
5	Canon Therefore		86%	121 REVIEWS
6	M-Files ECM		85%	28 REVIEWS
7	Laserfiche		85%	468 REVIEWS
8	DocStar		85%	126 REVIEWS
9	OpenText Extended ECM		84%	34 REVIEWS
10	Oracle WebCenter Content		83%	60 REVIEWS
11	Microsoft Sharepoint		83%	281 REVIEWS
12	Nuxeo		83%	36 REVIEWS
13	FileBound		83%	90 REVIEWS
14	Xerox DocuShare		80%	52 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.

## 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

--			77%	18 REVIEWS
--			84%	12 REVIEWS
--			85%	8 REVIEWS
--			80%	6 REVIEWS

2			87%	47 REVIEWS
3			85%	126 REVIEWS
4			83%	121 REVIEWS
5			83%	468 REVIEWS
6			83%	43 REVIEWS
7			82%	60 REVIEWS
8			82%	90 REVIEWS
9			81%	38 REVIEWS
10			80%	281 REVIEWS
11			79%	52 REVIEWS
12			79%	36 REVIEWS
13			79%	34 REVIEWS
14			78%	28 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.

## 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

--			77%	18 REVIEWS
--			89%	12 REVIEWS
--			77%	8 REVIEWS
--			95%	6 REVIEWS

2			86%	126 REVIEWS
3			86%	28 REVIEWS
4			86%	36 REVIEWS
5			84%	90 REVIEWS
6			84%	47 REVIEWS
7			84%	60 REVIEWS
8			84%	38 REVIEWS
9			83%	468 REVIEWS
10			82%	121 REVIEWS
11			82%	281 REVIEWS
12			79%	52 REVIEWS
13			78%	43 REVIEWS
14			78%	34 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.

## 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.



### PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--			64%	18 REVIEWS
--			87%	12 REVIEWS
--			77%	8 REVIEWS
--			79%	6 REVIEWS

2			88%	90 REVIEWS
3			87%	121 REVIEWS
4			85%	468 REVIEWS
5			84%	126 REVIEWS
6			80%	36 REVIEWS
7			80%	47 REVIEWS
8			79%	60 REVIEWS
9			79%	28 REVIEWS
10			79%	281 REVIEWS
11			78%	52 REVIEWS
12			76%	38 REVIEWS
13			75%	43 REVIEWS
14			71%	34 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

--	Alfresco		81%	18 REVIEWS
--	Box ECM		94%	12 REVIEWS
--	Veeva Vault		72%	8 REVIEWS
--	Zoho WorkDrive		87%	6 REVIEWS

2	DocuWare		91%	47 REVIEWS
3	Oracle WebCenter Content		86%	60 REVIEWS
4	OnBase		86%	38 REVIEWS
5	Canon Therefore		86%	121 REVIEWS
6	FileBound		85%	90 REVIEWS
7	DocStar		84%	126 REVIEWS
8	Nuxeo		84%	36 REVIEWS
9	M-Files ECM		84%	28 REVIEWS
10	Microsoft Sharepoint		83%	281 REVIEWS
11	Laserfiche		81%	468 REVIEWS
12	OpenText Extended ECM		80%	34 REVIEWS
13	Xerox DocuShare		80%	52 REVIEWS
14	Adobe Experience Manager		80%	43 REVIEWS
<b>CATEGORY AVERAGE</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.

## 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 BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--	Alfresco		74%	18 REVIEWS
--	Box ECM		81%	12 REVIEWS
--	Veeva Vault		78%	8 REVIEWS
--	Zoho WorkDrive		72%	6 REVIEWS

2	FileBound		88%	90 REVIEWS
3	Canon Therefore		88%	121 REVIEWS
4	DocuWare		86%	47 REVIEWS
5	DocStar		85%	126 REVIEWS
6	OnBase		83%	38 REVIEWS
7	Laserfiche		83%	468 REVIEWS
8	Nuxeo		83%	36 REVIEWS
9	Oracle WebCenter Content		82%	60 REVIEWS
10	Microsoft Sharepoint		82%	281 REVIEWS
11	M-Files ECM		82%	28 REVIEWS
12	OpenText Extended ECM		81%	34 REVIEWS
13	Xerox DocuShare		79%	52 REVIEWS
14	Adobe Experience Manager		78%	43 REVIEWS
<b>CATEGORY AVERAGE</b>			<b>84%</b>	

# Vendor Capability Satisfaction

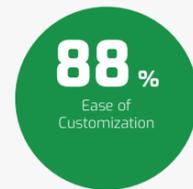
This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

## Ease of 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		57%
Highly Satisfies		40%
Almost Satisfies		3%
Disappoints		--



### PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--			78%	18 REVIEWS
--			82%	12 REVIEWS
--			68%	8 REVIEWS
--			95%	6 REVIEWS

2			84%	121 REVIEWS
3			84%	47 REVIEWS
4			83%	468 REVIEWS
5			83%	90 REVIEWS
6			82%	36 REVIEWS
7			82%	38 REVIEWS
8			82%	281 REVIEWS
9			80%	28 REVIEWS
10			80%	60 REVIEWS
11			80%	126 REVIEWS
12			77%	43 REVIEWS
13			76%	52 REVIEWS
14			76%	34 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.

## 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

--	Alfresco		67%	18 REVIEWS
--	Box ECM		81%	12 REVIEWS
--	Veeva Vault		77%	8 REVIEWS
--	Zoho WorkDrive		87%	6 REVIEWS

2	Adobe Experience Manager		84%	43 REVIEWS
3	DocuWare		84%	47 REVIEWS
4	DocStar		84%	126 REVIEWS
5	Canon Therefore		84%	121 REVIEWS
6	Laserfiche		84%	468 REVIEWS
7	OnBase		82%	38 REVIEWS
8	FileBound		82%	90 REVIEWS
9	Microsoft Sharepoint		82%	281 REVIEWS
10	Oracle WebCenter Content		81%	60 REVIEWS
11	Nuxeo		80%	36 REVIEWS
12	M-Files ECM		77%	28 REVIEWS
13	Xerox DocuShare		76%	52 REVIEWS
14	OpenText Extended ECM		75%	34 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		76%	18 REVIEWS
--	Box ECM		87%	12 REVIEWS
--	Veeva Vault		78%	8 REVIEWS
--	Zoho WorkDrive		93%	6 REVIEWS

2	DocStar		86%	126 REVIEWS
3	Canon Therefore		86%	121 REVIEWS
4	DocuWare		86%	47 REVIEWS
5	FileBound		85%	90 REVIEWS
6	Microsoft Sharepoint		84%	281 REVIEWS
7	Laserfiche		82%	468 REVIEWS
8	Oracle WebCenter Content		81%	60 REVIEWS
9	Xerox DocuShare		80%	52 REVIEWS
10	Nuxeo		80%	36 REVIEWS
11	M-Files ECM		80%	28 REVIEWS
12	OnBase		80%	38 REVIEWS
13	Adobe Experience Manager		79%	43 REVIEWS
14	OpenText Extended ECM		77%	34 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	90%	90%	90%	93%	89%	89%	89%	92%	
DocStar	89%	89%	89%	90%	89%	88%	89%	89%	
Canon Therefore	86%	85%	85%	89%	85%	86%	80%	89%	
Laserfiche	86%	87%	87%	89%	83%	90%	78%	87%	
DocuWare	86%	90%	84%	88%	87%	84%	83%	84%	
FileBound	86%	89%	87%	88%	88%	83%	75%	90%	
Nuxeo	85%	87%	86%	88%	80%	86%	80%	85%	
Xerox DocuShare	84%	82%	85%	88%	82%	85%	80%	85%	
OpenText Extended ECM	84%	88%	82%	87%	80%	79%	83%	87%	
Oracle WebCenter Content	83%	84%	82%	83%	85%	80%	78%	87%	
<b>CATEGORY AVERAGE</b>	<b>84%</b>	<b>85%</b>	<b>84%</b>	<b>87%</b>	<b>83%</b>	<b>84%</b>	<b>81%</b>	<b>86%</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>OnBase</b>	<b>83%</b>	<b>82%</b>	<b>86%</b>	<b>86%</b>	<b>78%</b>	<b>86%</b>	<b>78%</b>	<b>83%</b>
<b>M-Files ECM</b>	<b>82%</b>	<b>85%</b>	<b>78%</b>	<b>84%</b>	<b>83%</b>	<b>80%</b>	<b>85%</b>	<b>80%</b>
<b>Microsoft Sharepoint</b>	<b>82%</b>	<b>84%</b>	<b>81%</b>	<b>83%</b>	<b>81%</b>	<b>83%</b>	<b>79%</b>	<b>82%</b>
<b>Adobe Experience Manager</b>	<b>78%</b>	<b>73%</b>	<b>71%</b>	<b>78%</b>	<b>78%</b>	<b>84%</b>	<b>77%</b>	<b>84%</b>
<b>CATEGORY AVERAGE</b>	<b>84%</b>	<b>85%</b>	<b>84%</b>	<b>87%</b>	<b>83%</b>	<b>84%</b>	<b>81%</b>	<b>86%</b>

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS	OVERALL FEATURE SATISFACTION	ACCESS PERMISSIONS MANAGEMENT	CAPTURE CHANNELS	ECM DOCUMENT MANAGEMENT	FILE CONVERSION	METADATA MANAGEMENT	MOBILE	SEARCH
<b>Alfresco</b>	<b>82%</b>	<b>74%</b>	<b>81%</b>	<b>90%</b>	<b>77%</b>	<b>85%</b>	<b>84%</b>	<b>84%</b>
<b>Box ECM</b>	<b>88%</b>	<b>86%</b>	<b>94%</b>	<b>91%</b>	<b>94%</b>	<b>85%</b>	<b>83%</b>	<b>86%</b>
<b>Veeva Vault</b>	<b>72%</b>	<b>77%</b>	<b>77%</b>	<b>79%</b>	<b>40%</b>	<b>79%</b>	<b>71%</b>	<b>81%</b>
<b>Zoho WorkDrive</b>	<b>84%</b>	<b>82%</b>	<b>88%</b>	<b>79%</b>	<b>80%</b>	<b>90%</b>	<b>80%</b>	<b>88%</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
Dokmee ECM	90%	93%	89%	92%	93%
DocStar	89%	88%	90%	89%	90%
Canon Therefore	86%	87%	85%	85%	91%
Laserfiche	86%	85%	86%	84%	90%
DocuWare	86%	85%	87%	85%	85%
FileBound	86%	86%	85%	84%	90%
Nuxeo	85%	80%	80%	81%	85%
Xerox DocuShare	84%	85%	86%	87%	84%
OpenText Extended ECM	84%	83%	81%	82%	84%
Oracle WebCenter Content	83%	82%	84%	84%	82%
<b>CATEGORY AVERAGE</b>	<b>84%</b>	<b>85%</b>	<b>84%</b>	<b>84%</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>OnBase</b>	<b>83%</b>	<b>85%</b>	<b>85%</b>	<b>78%</b>	<b>84%</b>
<b>M-Files ECM</b>	<b>82%</b>	<b>82%</b>	<b>81%</b>	<b>83%</b>	<b>79%</b>
<b>Microsoft Sharepoint</b>	<b>82%</b>	<b>85%</b>	<b>82%</b>	<b>80%</b>	<b>82%</b>
<b>Adobe Experience Manager</b>	<b>78%</b>	<b>85%</b>	<b>72%</b>	<b>73%</b>	<b>77%</b>
<b>CATEGORY AVERAGE</b>	<b>84%</b>	<b>85%</b>	<b>84%</b>	<b>84%</b>	<b>85%</b>

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS					
<b>Alfresco</b>	<b>82%</b>	<b>83%</b>	<b>70%</b>	<b>73%</b>	<b>87%</b>
<b>Box ECM</b>	<b>88%</b>	<b>94%</b>	<b>93%</b>	<b>94%</b>	<b>99%</b>
<b>Veeva Vault</b>	<b>72%</b>	<b>85%</b>	<b>94%</b>	<b>77%</b>	<b>81%</b>
<b>Zoho WorkDrive</b>	<b>84%</b>	<b>97%</b>	<b>80%</b>	<b>88%</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

### Differentiating Features

#### Automatic/Template Free Invoice Processing

The ability to conduct data extraction so that pre-set templates are not required to process invoices.

#### 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

#### Case Management

The solution provides the ability to create, manage, annotate, route and close service (or other cases). Claims resolution tracking.

#### Web Forms Builder

The ability to capture information to ECM via Form which can be published on 3rd party sites.

# 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		60%
Highly Satisfies		40%
Almost Satisfies	--	--
Disappoints	--	--



### PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--	Alfresco		74%	18 REVIEWS
--	Box ECM		86%	12 REVIEWS
--	Veeva Vault		77%	8 REVIEWS
--	Zoho WorkDrive		82%	6 REVIEWS

2	DocuWare		90%	47 REVIEWS
3	DocStar		89%	126 REVIEWS
4	FileBound		89%	90 REVIEWS
5	OpenText Extended ECM		88%	34 REVIEWS
6	Laserfiche		87%	468 REVIEWS
7	Nuxeo		87%	36 REVIEWS
8	Canon Therefore		85%	121 REVIEWS
9	M-Files ECM		85%	28 REVIEWS
10	Microsoft Sharepoint		84%	281 REVIEWS
11	Oracle WebCenter Content		84%	60 REVIEWS
12	OnBase		82%	38 REVIEWS
13	Xerox DocuShare		82%	52 REVIEWS
14	Adobe Experience Manager		73%	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.

## Capture Channels

### Mandatory Feature

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



Delights		69%
Highly Satisfies		22%
Almost Satisfies		9%
Disappoints	--	--



### PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--	Alfresco		81%	18 REVIEWS
--	Box ECM		94%	12 REVIEWS
--	Veeva Vault		77%	8 REVIEWS
--	Zoho WorkDrive		88%	6 REVIEWS

2	DocStar		89%	126 REVIEWS
3	Laserfiche		87%	468 REVIEWS
4	FileBound		87%	90 REVIEWS
5	Nuxeo		86%	36 REVIEWS
6	OnBase		86%	38 REVIEWS
7	Xerox DocuShare		85%	52 REVIEWS
8	Canon Therefore		85%	121 REVIEWS
9	DocuWare		84%	47 REVIEWS
10	Oracle WebCenter Content		82%	60 REVIEWS
11	OpenText Extended ECM		82%	34 REVIEWS
12	Microsoft Sharepoint		81%	281 REVIEWS
13	M-Files ECM		78%	28 REVIEWS
14	Adobe Experience Manager		71%	43 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.

## ECM Document Management

Mandatory Feature

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



Delights		71%
Highly Satisfies		29%
Almost Satisfies		--
Disappoints		--



### PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--	Alfresco		90%	18 REVIEWS
--	Box ECM		91%	12 REVIEWS
--	Veeva Vault		79%	8 REVIEWS
--	Zoho WorkDrive		79%	6 REVIEWS

2	DocStar		90%	126 REVIEWS
3	Laserfiche		89%	468 REVIEWS
4	Canon Therefore		89%	121 REVIEWS
5	FileBound		88%	90 REVIEWS
6	Nuxeo		88%	36 REVIEWS
7	Xerox DocuShare		88%	52 REVIEWS
8	DocuWare		88%	47 REVIEWS
9	OpenText Extended ECM		87%	34 REVIEWS
10	OnBase		86%	38 REVIEWS
11	M-Files ECM		84%	28 REVIEWS
12	Oracle WebCenter Content		83%	60 REVIEWS
13	Microsoft Sharepoint		83%	281 REVIEWS
14	Adobe Experience Manager		78%	43 REVIEWS
<b>CATEGORY AVERAGE</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.

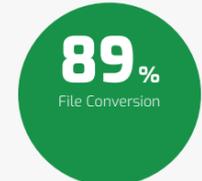
## File Conversion

**Mandatory Feature**

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



Delights		62%
Highly Satisfies		33%
Almost Satisfies		5%
Disappoints		--



### PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

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

## 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		64%
Highly Satisfies		32%
Almost Satisfies		4%
Disappoints		--



### PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--	Alfresco		85%	18 REVIEWS
--	Box ECM		85%	12 REVIEWS
--	Veeva Vault		79%	8 REVIEWS
--	Zoho WorkDrive		90%	6 REVIEWS

2	Dokmee ECM		89%	30 REVIEWS
3	DocStar		88%	126 REVIEWS
4	Canon Therefore		86%	121 REVIEWS
5	OnBase		86%	38 REVIEWS
6	Nuxeo		86%	36 REVIEWS
7	Xerox DocuShare		85%	52 REVIEWS
8	DocuWare		84%	47 REVIEWS
9	Adobe Experience Manager		84%	43 REVIEWS
10	FileBound		83%	90 REVIEWS
11	Microsoft Sharepoint		83%	281 REVIEWS
12	M-Files ECM		80%	28 REVIEWS
13	Oracle WebCenter Content		80%	60 REVIEWS
14	OpenText Extended ECM		79%	34 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		63%
Highly Satisfies		32%
Almost Satisfies		5%
Disappoints	--	--



### PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--			84%	18 REVIEWS
--			83%	12 REVIEWS
--			71%	8 REVIEWS
--			80%	6 REVIEWS

2			89%	30 REVIEWS
3			85%	28 REVIEWS
4			83%	47 REVIEWS
5			83%	34 REVIEWS
6			80%	36 REVIEWS
7			80%	121 REVIEWS
8			80%	52 REVIEWS
9			79%	281 REVIEWS
10			78%	60 REVIEWS
11			78%	38 REVIEWS
12			78%	468 REVIEWS
13			77%	43 REVIEWS
14			75%	90 REVIEWS
<b>CATEGORY AVERAGE</b>			<b>81%</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.

## Search

### Mandatory Feature

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



Delights		69%
Highly Satisfies		28%
Almost Satisfies		3%
Disappoints		--



### PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--			84%	18 REVIEWS
--			86%	12 REVIEWS
--			81%	8 REVIEWS
--			88%	6 REVIEWS

2			90%	90 REVIEWS
3			89%	126 REVIEWS
4			89%	121 REVIEWS
5			87%	60 REVIEWS
6			87%	34 REVIEWS
7			87%	468 REVIEWS
8			85%	36 REVIEWS
9			85%	52 REVIEWS
10			84%	47 REVIEWS
11			84%	43 REVIEWS
12			83%	38 REVIEWS
13			82%	281 REVIEWS
14			80%	28 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.

## Collaboration

Standard Feature

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



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



### PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--	Alfresco		83%	18 REVIEWS
--	Box ECM		94%	12 REVIEWS
--	Veeva Vault		85%	8 REVIEWS
--	Zoho WorkDrive		97%	6 REVIEWS

2	DocStar		88%	126 REVIEWS
3	Canon Therefore		87%	121 REVIEWS
4	FileBound		86%	90 REVIEWS
5	Microsoft Sharepoint		85%	281 REVIEWS
6	DocuWare		85%	47 REVIEWS
7	OnBase		85%	38 REVIEWS
8	Xerox DocuShare		85%	52 REVIEWS
9	Laserfiche		85%	468 REVIEWS
10	Adobe Experience Manager		85%	43 REVIEWS
11	OpenText Extended ECM		83%	34 REVIEWS
12	Oracle WebCenter Content		82%	60 REVIEWS
13	M-Files ECM		82%	28 REVIEWS
14	Nuxeo		80%	36 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.

## 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		67%
Highly Satisfies		27%
Almost Satisfies		4%
Disappoints		1%



### PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--			70%	18 REVIEWS
--			93%	12 REVIEWS
--			94%	8 REVIEWS
--			80%	6 REVIEWS

2			89%	30 REVIEWS
3			87%	47 REVIEWS
4			86%	468 REVIEWS
5			86%	52 REVIEWS
6			85%	121 REVIEWS
7			85%	38 REVIEWS
8			85%	90 REVIEWS
9			84%	60 REVIEWS
10			82%	281 REVIEWS
11			81%	34 REVIEWS
12			81%	28 REVIEWS
13			80%	36 REVIEWS
14			72%	43 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.

## File Approvals Esignatures

Standard Feature

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



Delights		72%
Highly Satisfies		25%
Almost Satisfies		3%
Disappoints		--



### PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--	Alfresco		73%	18 REVIEWS
--	Box ECM		94%	12 REVIEWS
--	Veeva Vault		77%	8 REVIEWS
--	Zoho WorkDrive		88%	6 REVIEWS

2	DocStar		89%	126 REVIEWS
3	Xerox DocuShare		87%	52 REVIEWS
4	Canon Therefore		85%	121 REVIEWS
5	DocuWare		85%	47 REVIEWS
6	Laserfiche		84%	468 REVIEWS
7	FileBound		84%	90 REVIEWS
8	Oracle WebCenter Content		84%	60 REVIEWS
9	M-Files ECM		83%	28 REVIEWS
10	OpenText Extended ECM		82%	34 REVIEWS
11	Nuxeo		81%	36 REVIEWS
12	Microsoft Sharepoint		80%	281 REVIEWS
13	OnBase		78%	38 REVIEWS
14	Adobe Experience Manager		73%	43 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.

## Workflow Process Automation

Standard Feature

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



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



### PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--	Alfresco		87%	18 REVIEWS
--	Box ECM		99%	12 REVIEWS
--	Veeva Vault		81%	8 REVIEWS
--	Zoho WorkDrive		87%	6 REVIEWS

2	Canon Therefore		91%	121 REVIEWS
3	FileBound		90%	90 REVIEWS
4	DocStar		90%	126 REVIEWS
5	Laserfiche		90%	468 REVIEWS
6	DocuWare		85%	47 REVIEWS
7	Nuxeo		85%	36 REVIEWS
8	OnBase		84%	38 REVIEWS
9	Xerox DocuShare		84%	52 REVIEWS
10	OpenText Extended ECM		84%	34 REVIEWS
11	Microsoft Sharepoint		82%	281 REVIEWS
12	Oracle WebCenter Content		82%	60 REVIEWS
13	M-Files ECM		79%	28 REVIEWS
14	Adobe Experience Manager		77%	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.

## Automatic/Template Free Invoice Processing

Differentiating Feature

The ability to conduct data extraction so that pre-set templates are not required to process invoices.

**Laserfiche®**  
**LASERFICHE**  
TOP PRODUCT

Delights		47%
Highly Satisfies		47%
Almost Satisfies		5%
Disappoints		--



2	 Canon Therefore		85%	121 REVIEWS
3	 Microsoft Sharepoint		83%	281 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.

## Case Management

### Differentiating Feature

The solution provides the ability to create, manage, annotate, route and close service (or other cases). Claims resolution tracking.



**CANON THEREFORE**  
TOP PRODUCT

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



2	Laserfiche		83%	468 REVIEWS
3	Microsoft Sharepoint		75%	281 REVIEWS
<b>CATEGORY AVERAGE</b>			<b>82%</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.

## Web Forms Builder

Differentiating Feature

The ability to capture information to ECM via Form which can be published on 3rd party sites.

**Laserfiche**<sup>®</sup>  
**LASERFICHE**  
 TOP PRODUCT

Delights		62%
Highly Satisfies		35%
Almost Satisfies		2%
Disappoints		--



2	 Canon Therefore		87%	121 REVIEWS
3	 Microsoft Sharepoint		83%	281 REVIEWS
<b>CATEGORY AVERAGE</b>			<b>87%</b>	