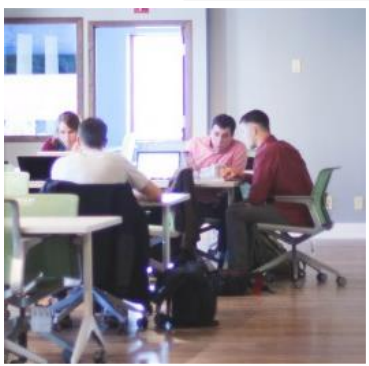**Solutions Review**

# Enterprise Content Management

# Buyer's Guide

Includes a Category Overview,
Top 10 Questions to Ask,
Plus, a Capabilities Reference of
the Leading 24 Providers for
Enterprise Content Management

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INTRODUCTION:

Paper. It is the enemy of the enterprise. Forms, applications, resumes, receipts, invoices, bills and every other printed sheet combine to resemble corporate cholesterol in your organization's arteries. It slows your most vital systems down – sales, human resources, customer service – and will eventually turn highly valuable employees into a cliché of the bureaucracy – the paper pusher.

Most modern organizations have recognized this threat and are wading through their sea of pulp to seek out an Enterprise Content Management (ECM) solution. And the ECM business is booming. Researchers estimate that over the next five years, the market for Content Management solutions will grow 20% annually to nearly $60 billion USD in 2020.

In addition to managing too much paper, there are several other reasons why an organization should consider purchasing an Enterprise Content Management solution:

1. Help with Regulatory Compliance

    A well thought-out enterprise content management (ECM) solution can enforce and monitor your information governance policies – saving you time, resources, and worry.

2. Increased Employee Productivity

    Many employee tasks involve moving paper from one person to the next. Leveraging an ECM solution can drastically cut the time it takes to get work done, freeing employees to focus on more important, revenue-generating activities.

3. Better Tracking of All Your Information

    A thoughtful ECM implementation will enable complete secure document management, from creation through destruction. Documents are centralized, searchable and, automatically linked to the appropriate account.

4. Speed Up Your Business Processes

    Turning documents into digital, streamlined, intelligent business processes can create a competitive advantage – connecting people, process and technology to improve how your organization does what it does best.

Whether you are a publicly traded corporation, a government institution or even a small to medium-sized business there is an ECM solution for everyone and our job is to help you get started evaluating providers.

Our team has spent the hours required to sift through all of information presented by the top 24 vendors and present the highlights in this straight forward summary of each solution. We have also developed a set of 10 Questions to ask both yourself and the solution providers you engage as a way to help you move further down the road to selecting the best Enterprise Content Management solution possible.

Lauren Cooke, Editor
Solutions Review

# 5 Questions You Should Ask Yourself Before Selecting an Enterprise Content Management Solution

QUESTION #1    What is my ECM vision for the organization?

Vendors in the space offer a wealth of platforms, tools and features that make small and large businesses processes easier, and more accessible. Content management allows employees to work collaboratively, to share information on the fly, and offers organizations a safety net to guard important data assets. Whatever the structure of your business or enterprise, develop a vision for the ways that enterprise content management will facilitate better business. If you're not completely comfortable with the idea of ECM adoption, or are looking to fill in the grey areas of how this technology works, it's always possible to take the product out for a spin. Many vendors allow businesses to test solutions before they commit with a 30 day trial period. This will allow you to document changes throughout the business that the ECM product has both positively, and negatively, allowing you to confidently move forward.

QUESTION #2    How will I educate my users?

Managing ECM is not about forcing new users toward advocating for this new way of managing content – It's about helping them realize how much easier the product will make their work load. Explain how it is going to make work simpler, reduce risk, and find information more easily. Illustrate how tedious tasks will be eliminated if not largely reduced, and the frustration of navigating the company's content will be put to an end. Certification in the ECM platform is not always necessary, but many ECM solution providers offer training, and training materials for professional development. Once your team embraces and plans for working with ECM, your product will settle on the road to a successful implementation.

> **"Many ECM solution providers offer training, and training materials for professional development."**

QUESTION #3    On the ground or in the cloud?

Or a Hybrid of the two? The benefit of having a Hybrid ECM cloud model is the ability to have on-premises infrastructure that can support the average workload for your business, while retaining the ability to use the public cloud for failover or extra compute when the workload exceeds the computational power of your organizations architecture. ECM in the cloud has become an increasingly attractive option for companies that need anywhere, anytime access to information. Many consider on-premises ECM solutions to be the most logical and natural approach to ECM because of the speed, security, control, and solution functionality. However, cloud ECM services are gaining on the cost factor, and a heightened urgency to ensure the security of content is quickly outperforming on-premise solutions.

QUESTION #4    What functionalities are important to you?

ECM solutions come with a variety of functionalities and it's important that you decide which features you and your IT team demand in a product. By planning ahead of time, goals that you intend to meet by implementing your new solution will be met quickly and for less money. This is important; because cloud based products in particular, increase in cost-per-feature. Narrow your functionalities to cut out the fluff. Most companies cite functionalities such as indexing and retrieval, workflow, scalability security tools and flexible deployment options as must-haves.

QUESTION #5    What is your disaster recovery plan as it applies to data restoration?

Backup frequency and storage methods are critical elements of disaster recovery and ECM. Best practices for vendors and companies that implement ECM in-house, suggest the use of multiple, fully redundant storage systems that mirror all data for easy recovery. Accidents happen, so make sure you're comfortable with how an ECM solution protects your data, or integrates with existing backup solutions. Determine how frequently your information is currently backed up, and make sure with the implementation of your new ECM, that this mirrors what your organization can afford, in an effort to anticipate any additional costs.

> "Make sure you're comfortable with how your ECM solution protects your data."

# And 5 Questions You Should Ask Your Potential Backup and Disaster Recovery Solution Provider

QUESTION #1    What auto-indexing and automation capabilities do you have?

A next-generation feature, automatic indexing, brings new meaning to fast, accurate retrieval of targeted information. Whether the content is currently online or archived, your new solution should deliver targeted results, rather than a listing of probable results that needs to be further refined. This speed and accuracy means your employees get access to exact information they need it, saving time and money. With auto-indexing, all of your regular, repeated business processes will be streamlined and automated. Your solution should provide tools to automate routine tasks and activities, and most advanced solutions offer some variety of automation capabilities.

**QUESTION #2**    We are moving towards the cloud. Is your solution suitable?

Today's cloud solutions are highly scalable, cost effective, and efficient. All cloud related outages are planned, and businesses who implement cloud solutions suffer little to no downtime without proper notice. Cloud products now offer more availability for large businesses – utilizing multiple servers, maintaining and integrating data seamlessly across an enterprise – so that if one server fails, your business' work flow will not be impacted. The way that cloud is gaining strength with enterprise grade solutions, it is imperative that your ECM solution integrate with the existing, or future cloud platforms of your business.

**QUESTION #3**    Does your solution integrate with my existing technologies?

Regardless of organization, when searching for an enterprise content management solution users, and IT teams especially, will want to be certain that the new product will integrate with all "in-house" software and hardware. Make sure to inquire about your current software, and ask for examples of integration success stories with their ECM solution. Teams want a software solution that integrates seamlessly within traditional systems.
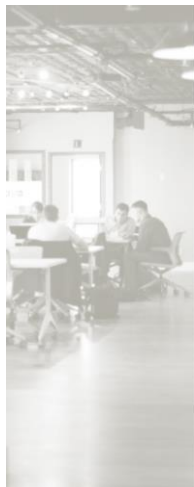
> **"Ask for examples of integration success stories with their ECM solution."**

**QUESTION #4**    Does your solution provide live, personal support on demand?

Sometimes online convenience and phone messages fall short of discussing a challenge in person, especially in the event of an emergency. Make sure your vendor's support team has a reputation for being available when they're needed. Beware of automated messages that apologize for delays due to unusually high call volumes. When you need service, those messages may translate to thousands of dollars lost in downtime.

**QUESTION #5**    Does your Product support/facilitate user collaboration?

When content plays a role within a business process, it often requires collaboration among employees. A truly comprehensive solution offers a suite of collaboration capabilities, and most ECM solutions are feeling the pressure to accommodate an increasingly collaborative workplace. As you research ECM products, if not readily advertised, ask what tools the ECM uses to facilitate sharing information across distributed workgroups. Communication and knowledge transfer improve if the solution offers wikis, blogs and collaborative workspaces. It is a next-gen necessity that an ECM offer features that enable document collaboration to help workers make informed decisions. More ECM providers are now integrating innovative features into products, realizing that collaboration isn't a trend that will be going out-of-style any time soon, as users now demand document sharing capabilities within a user-friendly environment.

# Enterprise Content Management Solution Profiles

## Alfresco

Founded in 2005, Alfresco provides enterprise content management and business process management software built on open standards that enables organizations to unlock the power of their business-critical content. Alfresco's open source technology enables organizations to collaborate more effectively across cloud, hybrid and on-premise environments. The Alfresco Enterprise Content Management platform can be customized and integrated with existing applications and processes.

1825 S Grant Street
San Mateo, CA 94402
United States
+1 (888) 317-3395
www.alfresco.com

## From the Company

*"Alfresco One is a hybrid cloud Enterprise Content Management platform that manages and synchronizes content across cloud and on-premises repositories. Alfresco open, modern architecture enables easy extension and customization, while integrated records management simplifies and strengthens information governance and compliance. Alfresco One manages more than seven billion documents for thousands of companies worldwide."*

## Key Features

**Alfresco one Enterprise-class ECM platform** – Provides high availability, customizable ECM with simplified administration. Hybrid Cloud ECM with selective content-sync to the included SaaS Alfresco in the Cloud. Wide range of modules and add-ons including content encryption, records management, and analytics.

**Alfresco in the Cloud** – SaaS ECM product that supports secure external team collaboration, full mobile access and workflow for document review and approval. With no on-premises installation required Cloud is for smaller teams with multiple offices or branches that don't want to manage servers.

**Alfresco Community Edition** – Dubbed, "ECM for tech enthusiasts" This product is intended for developers and technical enthusiasts who want the power of Alfresco in non-critical environments. Open Source platform for community-driven development and contributions.

## Bottom Line

Alfresco offers a hybrid cloud ECM system which can be deployed on-premise, in the cloud or in combination. With selective content syncing and processes that span both, secure, external collaboration is easy and is scalable as your business evolves.

## Ascend Software

Founded in 1997, Ascend's enterprise content management product enables businesses the ability to store unlimited document types and provides a flexible solution that will scale with growth. Ascend's Enterprise Content Management solution securely manages images, reports, documents, and all company-wide information. Teams have the ability to view documents and organize them in public or private folders, fix row and column headings, attach electronic sticky notes, among many other user-friendly features.

**ASCEND**
**SOFTWARE**

500 S. Kraemer Blvd.
Brea, CA 92821
United States
+1 (888) 353-7058
ascendsoftware.com

## From the Company

*"Ascend's Enterprise Content Management (ECM) solution is a robust enterprise report and document management solution that seamlessly accepts output from UNIX®, Windows®, iSeries®, and other midrange and mainframe systems. There are no host programs, scripts, or procedures required, and this system can be installed within minutes. Solve today's increasing demands for report security, archival, distribution, and convenient 100% Web viewing."*

## Key Features

**Dynamic** – Accepts reports, documents, images, and all types of information that is compatible with all operating systems.

**Non-Invasive, Seamless Integration** – No host programming, scripts, or resource-consuming proprietary agents to be purchased, installed, and maintained, saving time and money.

**Rapid Return on Investment** – By reducing or eliminating printing, handling, and distribution, oftentimes in a matter of months.

**Report Distribution** – Reports by Web Browser, E-Mail, FAX, and printing: off-the-shelf viewing solutions, no proprietary software required.

## Bottom Line

Ascend ECM requires little setup or maintenance and provides web browsing viewing to allow a user easy access to their information. In addition to managing images, Ascend ECM is capable of comprehensive report distribution. It also includes a number of administrative reports to help manage and monitor information. These reports are useful if a user wants to review a list prior to migrating or deleting the information.

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## DocSTAR

DocSTAR offers enterprise content management solutions, document management system software and accounts payable automation solutions. DocSTAR's Eclipse, is an ECM product that's built for the web and offers customers a choice of delivery. Users can install eclipse on their hardware or use DocSTAR's hosted service. Eclipse supports all popular browsers and mobile devices, delivering access anytime, anywhere. Customers are drawn towards Docstar's minimal startup investment, and the security of a disaster-proof data center.

2165 Technology Drive
Schenectady, NY, 12308
United States
+1 (888) 362-7827
www.docstar.com

## From the Company

*"When deployed on DocSTAR's hosted service, customers can enjoy the benefits of very low overhead and minimal startup investment, easy access via a web browser and the security of a redundant, disaster-proof data center. There is no specialized hardware to manage and there is no up-front capital investment. Although designed using robust enterprise architecture, eclipse is flexible and affordable to meet the needs of a small office or enterprise environments."*

## Key Features

**Security Granular Permission Settings** – Documents, inboxes, folders, workflows, and retention policies meet or exceed compliance requirements. Grant access to documents based on user permissions.
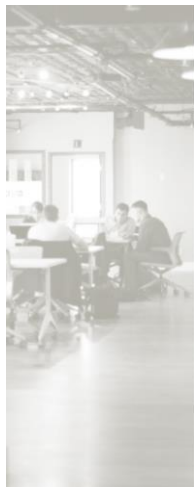
**Secure Repository** – Utilize audit trails to meet compliance requirements. Protect your data with secure encryption. Experience single sign on through active directory/LDAP integration.

**Audit Trail** – Instantly knows every time someone has viewed or changed any document and knows who performed the action, when it was done and what was done, reducing your exposure to risk.

**Data Center** – docSTAR uses a secure, state-of-the-art Data Center with Amazon Web Services that utilizes best practices for backup, maintenance and upgrades to ensure maximum performance and availability of your business critical documents.

## Bottom Line

Deployment options include cloud or on-premises/private cloud. DocSTAR provides great security, whether you use eclipse as a hosted solution, or install eclipse on your server, content is protected using state of the art security technology.

## EMC

EMC's enterprise content management solution, Documentum Platform, delivers enterprise content management for businesses to access information assets, with the capability to control all information content. With EMC's Documentum you can ensure your information is organized, preserved and easily accessible while protecting privacy and security. The Documentum platform offers an enterprise content management system with the essential capabilities to control all your information content.

**EMC²**

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United States
+1 (508) 435-1000
www.emc.com

## From the Company

"EMC Service's technical and industry expertise delivers content management service capabilities to empower and drive maximum value for your EMC software investment. Our 500+ services experts worldwide deliver end-to-end services to accelerate time-to-value, increase productivity, lower cost, and mitigate risk for today's digital enterprise."

## Key Features

**Humanize Digital Experiences** – Intuitive digital experiences drive engagement and promote customer loyalty, employee productivity, and partner collaboration.

**Interconnected Value-Chains** – Connected organizations can move fast, manage risk and avoid disruption.

**Leverage Technology & Data** – Organizations have digital transformation as a key IT mandate, the necessary tools to build a digital enterprise.

## Bottom Line

EMC Documentum platform extensions ensure high performance in enterprise content management environments with high-volume transactional storage. Documentum platform extensions include a highly scalable repository for store-and-retrieval applications that require rapid content ingestion, efficient database storage, and secure access.

**Solutions Review**

## Everteam

Everteam's ECM platform helps organizations maximize the value of their enterprise information, for confident decision making and business impact. The Everteam ECM platform can integrate digital and paper content sources as part of cohesive content strategy, providing the tools required to identify, search and retrieve that information with ease, regardless of source, format or location.

**everteam**

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Paris, Ile-de-France 75001
France
+33 (0)1 72 71 33 33
www.everteam.com

## From the Company

"Our Enterprise Content Management solutions cover the complete scope of content lifecycle, from capture to disposition, in an auditable and secure environment. Our ECM product offering is based on core solutions and extensions. With a modular and expendable architecture, available on both Microsoft SharePoint and J2EE environments, our solutions and extensions cater for organizations' advanced and more complex ECM requirements."

## Key Features

**EverSuite Capture** – Streamlines content capture, regardless of its format or source, into the central document repository.

**EverSuite Content** – A comprehensive electronic document management solution that manages the entire content lifecycle from capture to delivery.

**EverSuite Case** – Allows organizations to improve the productivity of their labor-intensive business processes, by optimizing both workload distribution and processing time.

**EverSuite Correspondence** – Automates incoming, outgoing and internal correspondences, while enhancing service quality, increasing customer satisfaction and improving overall productivity.

## Bottom Line

Everteam does not offer a cloud solution, rather it allows the clients to choose their own cloud hosting instead. EverSuite solutions allow organizations to deploy ECM projects using the combination of products and modules that meet their requirements.

## DocuWare

With a recent merger, the Westbrook product line of Fortis and FortisBlue, are now part of the DocuWare product portfolio. The now, Westbrook FortisBlue and Fortis enterprise content management product suite captures and manages information from multiple sources, integrates with other business software and automates business processes that are document intensive and compliance-centric. Docuware provides both on-premise and cloud ECM solutions.

**DocuWare**

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New Windsor, NY 12553
United States
+1(845) 563-9045
www.docuware.com

## From the Company

*"With immediate and reliable access to content and automated workflow users can efficiently retrieve the information they need to complete their daily tasks. The software stores documents and other forms of information centrally and securely for fast, efficient retrieval. Fortis provides lifecycle management for paper and electronic documents from capture, indexing and archiving to retrieval and automated purging. It automates workflow processes and facilitates collaboration by connecting people within and across departments and enabling integration with line-of-business systems."*

## Key Features

**Capture, Managing, Archiving and Retention** – Captures paper documents, e-documents, data, photos, audio and video files. Works from any point of capture integrating with your existing scanners, copiers and multifunction devices and software platforms without custom programming. Documents are searchable and easily retrieved and can be purged according to regulatory requirements.

**Workflow** – Automates document-intensive processes. Dramatically reduce operating costs by eliminating faxing or mailing paper copies, automating escalation and out-of-office delegation, and shortening cycle times. Electronic Forms: Create, deploy and archive electronic business forms. Eliminate paper form filing and data entry, and retrieving completed forms instantly.

**Disaster Recovery** – Optional module combines continuous real-time back-up, automatic failover capabilities, high availability and centralized backup. FortisBlue Disaster Recovery guarantees business continuity by restoring access to data in minutes to maintain a seamless working environment.

## Bottom Line

Fortis is a good solution for businesses and enterprises, providing lifecycle management for paper and electronic documents from capture, indexing and archiving to retrieval and automated purging. Fortis Blue automates workflow processes and facilitates collaboration by connecting people within and across departments and enabling integration with line-of-business systems.

## Fujitsu

Fujitsu's ECM product protects the value of corporate information and commercial content. ECM provides a structured approach for efficiently managing the capture, storage, delivery and secure destruction of organizational content and documents. Partnering with EMC Documentum and Adobe, Fujitsu offers specialized services for organizations and agencies operating in the areas of financial services, healthcare, government and public services, and more.

**FUJITSU**

Shiodome City Center,
Minato, Tokyo
Japan
+1 (888) 385-4878
www.fujitsu.com

## From the Company

*"Extract relevant information needed for analysis, review, and business-critical decisions. Eliminate lost documents, diminish paper-handling, and reduce paper document storage. Partnering with EMC Documentum and Adobe, Fujitsu offers specialized services for organizations and agencies operating in the areas of financial services, healthcare, government and public services, and more. Leveraging our industry-leading Macroscope® methodology and Benefits Realization techniques, Fujitsu's Enterprise Content Management solutions and experienced technology professionals will put you in control of your information—and put your content to work."*

## Key Features

**Intuitive** – Quickly locate and access important company information and media, including images, audio, video and website content.

**Cost-Effective** – Secure content access, and monitor, track, and audit content changes and modifications. Our content management services provide your organization well-defined IT structures and work processes, and improve control over vital information and document-oriented processes. Expert consultants review your existing content system, assess the gaps and help design strategies for a content framework that best suits your business requirements.

**Streamline Content** – Intensive business processes and speed online access to vital information.
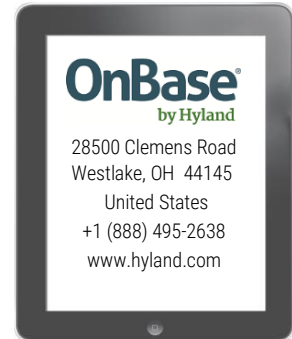
## Bottom Line

Fujitsu's ECM solution includes the planning, implementation, and maintenance of your content management system. Expert consultants review your existing content system, assess the gaps and help design strategies for a content framework that best suits your business requirements.

## Hyland

Hyland Software, Inc. is the developer of an enterprise content management and process management software suite called, OnBase. Applications of the suite are used in healthcare, financial institutions, insurance, government, higher education and manufacturing. OnBase by Hyland is a single enterprise information platform for managing content, processes and cases. OnBase has transformed thousands of organizations worldwide by empowering them to become more agile, efficient and effective.

**OnBase®**
by Hyland

28500 Clemens Road
Westlake, OH 44145
United States
+1 (888) 495-2638
www.hyland.com

## From the Company

*"When choosing OnBase to meet your ECM requirements, you will gain capabilities which far exceed standard ECM functionality. OnBase also provides case management, business process management (BPM) and capture technologies on the same platform, which can be further extended with our file sync and share solution, ShareBase. The OnBase platform can integrate with your existing environment, extend to mobile devices and be made available on premises or in the cloud."*

## Key Features

**Customized and Integrated** – With third-party applications using menu-driven configuration options already built into the software strongly appeals to customers looking for solutions that can be easily modified and upgraded. Most OnBase functionality is extended to mobile devices, allowing customers to work in the field both online and offline.

**Hyland's Cloud** – Hosted version of OnBase (OnBase Cloud) offers both perpetual license and SaaS purchasing models and is supported by eight global data centers.

**Customer Support** – Hyland has consistently received strong feedback for its customer support; strengths that have led to very satisfied customers.

## Bottom Line

OnBase also provides case management, business process management and capture technologies on the same platform, which can be further extended with the file sync and share solution, ShareBase. OnBase upgrades each solution product together to avoid challenges with multiple custom coded or point solutions.

## IBM

The IBM Content Manager OnDemand suite can automatically capture and store high volumes of outbound statements and correspondence, as well as offer powerful search and fast retrieval options with a web client solution for multiple browsers, mobile devices, and desktop environments. Create a 360 degree view of each customer and deliver that view to the right person, in the right place at the right time.

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Armonk, NY 10504
United States
+1 (800) 426-3383
www.ibm.com

## From the Company

*"ECM solutions from IBM help the world's top companies make better decisions, faster. As a marketplace leader in content, process and compliance software, IBM delivers a broad set of mission-critical ECM solutions that help solve today's most difficult challenges: managing unstructured content, optimizing business processes and helping satisfy complex compliance requirements through an integrated information infrastructure that is backed up by IBM 24x7 global support services. CMOD is optimized for superior performance and secure online e-presentment of billing documents and reports."*

## Key Features

**Content Management and Imaging** – Captures and manages content to provide access on any device for speed of execution.

**Advanced Case Management** – Activates content and incorporates it into business processes to enhance efficiency, reduce errors and improve responsiveness to customers.

**Information Lifecycle Governance** – Analyzes information and applies policy consistently across your organization to lower cost and risk while increasing the value of your data.
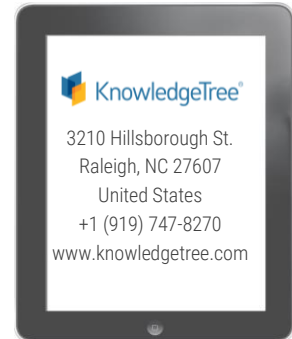
## Bottom Line

IBM's ECM product line offers Integration across product lines including social and collaboration, analytics, portal and WCM, making IBM an attractive ECM option for large organizations with complex needs. Effectively capture, preserve, manage, hold, protect and properly dispose of information assets across your organization.

**Solutions Review**

## KnowledgeTree

KnowledgeTree is an enterprise content management provider with focus on offering affordable document management software that is easily installed is a popular ECM choice among business professionals. Offering commercial SaaS and on-site editions, as well as a free, open source community edition, KnowledgeTree's features, including workflow, version control and audit trails, that help organizations manage the document lifecycle, promote collaboration, reduce paper and ensure compliance.

KnowledgeTree®

3210 Hillsborough St.
Raleigh, NC 27607
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+1 (919) 747-8270
www.knowledgetree.com

## From the Company

*"KnowledgeTree®, an Enterprise Content Management (ECM) provider focusing on affordable document management software that is easily installed and used by business professionals, today announced the release of a developer snapshot of its product that includes an implementation of the draft Content Management Interoperability Services (CMIS) specification."*

## Key Features

**Easy to Use** – One interface, clear, simple and usable. It's a product that is pretty flexible and which can contribute to collaborative tasks with documents coming from small teams.

**Intuitive Interface** – Work teams do not need to be technicians to run KT's ECM.

**Advanced Document Management Functions** – Including, Auto-classification of documents, Uploading documents to manager via e-mail, and Online pre-visualization of documents.

## Bottom Line

KnowledgeTrees ECM allows businesses to manage content projects, and control the content creation process with the solution's extensive portfolio of content management solutions, that enable teams to set goals, helps creators build content, assign tasks so teams and link projects to content for easy management.

**Solutions Review**

## Konica Minolta

Konica Minolta's ECM system is called Dokoni Suite, and is based on the Microsoft SharePoint platform. Konica Minolta offer enterprise content management products that connect enterprise information and establish a central collaboration platform. Process and workflow optimization Streamline the document flow throughout an enterprise and easily automate business processes, route tasks, and allow collaboration on documents.

**KONICA MINOLTA**

100 Williams Drive
Ramsey, NJ 07446
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United States
www.konicaminolta.com

## From the Company

"Now that you have control over your documents and workflow, your employees can better service customers.  The college financial aid office can find all the documents related to a student – at its finger-tips.  The healthcare professional can pull-up all the information on a patient and eliminate tracking down data that used to be stored in various places. Customer Service can respond to a client's billing inquiry with ease. Your workers will save time - from a now streamlined workflow - and your business operations will save money – because you have increased productivity, improved customer service and reduced costs by using less paper."

## Key Features

**Efficiency** – Execute easy keyword/tag search and find all the documents you need plus you know that you have the most recent version.

**Updates –** Users rest assured that they are working on the most recent version of solution.

**Secure Date** – Only your authorized workers know the keyword or tag to access the data.

**Managed Storage** – With one system, when retention guidelines indicate data can be destroyed, have the knowledge and control to do it.

## Bottom Line

Konika Minolta enables enterprises to integrate Dokoni Suite, and other solutions with your other applications. Intelligently link the documents and data in your ERP and legacy systems to the transactions and activities in other applications.

## Laserfiche

Laserfiche is a privately owned software development company that creates enterprise content management, business process automation, workflow, records management, document imaging and webform software. Laserfiche develops solutions for capture, workflow, forms, e-signatures and case management that help organizations drive business value and make timely, informed decisions.

**Laserfiche®**

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Long Beach, CA 90807
United States
+1 (800) 985-8533
www.laserfiche.com

## From the Company

*"Our enterprise content management support plans are designed to help you get the most from your Laserfiche ECM system. From rapid- response technical support to credited software upgrades and expedited document management support, we're here to ensure that you always have the assistance and the tools you need to promptly overcome every challenge that comes your way. If you're looking to grow your business, this solution was made for you."*

## Key Features

**Digital Repositories** – Replace unorganized file cabinets, network drives and legacy systems with accessible and searchable digital repositories.

**Clean-up** – Reclaim office space and decrease overhead costs of paper use and storage.

**Eliminate time** – consuming data entry with high-volume document capture of scanned and electronic documents.

**Simplify** – Reduce the burden of finding documents with instant search and retrieval.

**Efficient** – Increase staff efficiency by automating document filing, form filling and processing.

## Bottom Line

Laserfiche's Case management solution simplifies process optimization with the expansion of the Business Process Library, which allows users to select from an online library of common, prebuilt processes and import them directly into Laserfiche for immediate use.

## Lexmark

Based out of Lexington, Kentucky USA, Lexmark sells its products and services in more than 170 countries, and has acquired and integrated several strategic software companies since 2010, further expanding the company's breadth of offerings to include innovative software solutions. Lexmark's ECM helps enterprises achieve a more agile business environment and improve the customer experience with timely, relevant and personalized communications. Increased control makes it possible to centrally trace information for compliance purposes across business processes.

**Lexmark**

740 W. New Circle Rd.
Lexington, KY 40550
United States
+1 (859)232-2000
www.lexmark.com

## From the Company

"Our industry-leading enterprise content management software lets you direct and control the entire lifecycle of documents, video and other forms of content—whether they reside on premises or in the cloud. Our solutions can help provide you with a direct and effortless connection to the precise information you need at the moment you need it—so you can work smarter, and provide fast, omnichannel interactions that your customers expect."

## Key Features

**Rich Media Management** – Draw greater value from video content, audio and more with advanced management and delivery options on the cloud.

**Cloud-Based Document Collaboration Software** – Share files securely among devices and users, both inside and outside your organization.

**Enterprise Search-Boost Performance and Productivity** – With Enterprise Search, organizations have a straightforward and secure way of providing access to critical information from anywhere on any web-enabled device.

**Records and Information Management** – Ensure compliance and control the entire lifecycle of electronic records with DoD 5015.2 certified technology.

## Bottom Line

Lexmark sells its products and services in more than 170 countries, and is a recognized global leader by many of the technology industry's leading market analyst firms. Lexmark has also acquired and integrated several strategic software companies since 2010, further expanding the company's breadth of offerings to include innovative software solutions.

## M-Files

M-Files, A Finnish software company, provide users with a metadata-driven system for organizing and managing documents and other information. Businesses use M-Files on-premises, in the cloud or in hybrid environments to improve productivity and quality, and to ensure compliance with industry regulations and standards. M-Files enterprise information management solutions help businesses manage secure and share information with a unique metadata-driven approach that organizes and processes document and other content based on what it is, rather than where it is.

**M-Files®**

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www.m-files.com

## From the Company

*"It's typical for the enterprise to be and feel disconnected. Business content and information is spread across multiple systems in independent silos. This disconnection makes it almost impossible for employees to find what they need when they need it. The only way to solve this problem is by leveraging a modern, connected Enterprise Information Management (EIM) system like M-Files. Upgrading to M-Files, a modern ECM platform, is a much easier process than you might think since everyone can continue to work exactly how they want to."*

## Key Features

**More Speed** – Compared to M-Files 2015.1, M-Files 2015.2 file uploads and downloads are 75% faster in the cloud, replication jobs complete up to 10X faster, and views can open over 10X faster.

**Server Activity Monitor** – The Server Activity Monitor Dashboard in M-Files Admin provides a real-time view of M-Files Server activity for administrators.

**Edit Objects in Offline Mode** – Offline sync now supports editing objects in offline mode on Android and iOS devices.

**Pre-filled Metadata Cards** – The Android and iOS apps support metadata card configuration, such as tooltips, descriptions, default values and property groups.

## Bottom Line

With flexible on-premises, cloud and hybrid deployment options, M-Files places the power of ECM in the hands of the business user and reduces demands on IT by enabling those closest to the business need to access and control content based on their requirements.

## Microsoft

Microsoft's enterprise content management solution, SharePoint, has strong integration with Microsoft Office, Exchange and Windows and is a scalable solution that meets security and compliance requirements. SharePoint's unified policies are applied across every workload and every device and offers best-in-class security, with more than a decade of experience building enterprise software and online services. Businesses enjoy increased productivity, while IT departments gets the cloud security and compliance requirements they require.

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## From the Company

*"SharePoint Online delivers the powerful features of SharePoint without the associated overhead of managing the infrastructure on your own. Flexible management options ensure that you still retain the control you need to meet the compliance requirements of your organization. You can purchase SharePoint in the cloud as a standalone offering or as part of an Office 365 suite, where you can also get access to Exchange, OneDrive for Business, Skype for Business, the Office clients, and web apps."*
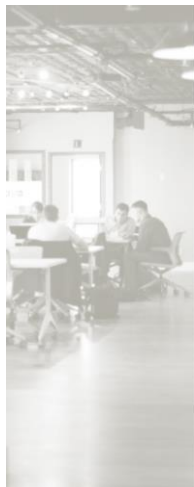
## Key Features

**Seamless Collaboration** – SharePoint Team Site acts as team's content hub in real time for creating and sharing content using familiar Microsoft Office.

**Anywhere Access** – Coming in Q2 of 2016, the new SharePoint app is like having the company's intranet in your pocket, offering anywhere access to team and organizational resources.

**Intelligence and Insights** – Office Graph allows users to stay current with all teams and projects via activity feeds and recommendations based on your associations to others and the content they're working on.

## Bottom Line

Use Sharepoint Server, or Sharepoint Online- however, SharePoint is in transition because Microsoft is strategically focused on cloud deployments using SharePoint Online in Office 365. Sharepoint is recommended for tracking documents and projects, and building a simple intranet.

## Naviant

For over 25 years, Naviant has worked to improve document management needs within organizations. Naviant understands the specific needs of industries, including: healthcare, insurance, commercial, and many others. Naviant specializes in transactional content management, the most mature segment of ECM, transactional content management demands deep functionality and domain expertise for both horizontal and industry-specific processes.

**NAVIANT®**

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www.naviant.com

## From the Company

*"If you have numerous physical documents—invoices, insurance claims, medical records, government forms, payroll, student admissions, etc.—and you need a more efficient way to capture, process, and access those documents, then you are looking for a transactional content management (TCM) solution, and Naviant can help! Naviant specializes in offering best-in-class transactional ECM solutions, one of which is OnBase by Hyland. We can go way beyond the basics as workflow solutions can automate your repeatable business processes, and use seamless integration with established core ERP applications."*

## Key Features

**Capture Documents** – In any format, including paper, email, mainframe reports, and online forms.

**Manage Content** – According to an organization's business rules and gauge the health and status of processes in real time.

**Store, Organize, and Track** – Retrieve documents easily when you need them.

**Preserve and Protect –** Secure your documents so you meet and stay in compliance with internal and external standards.

## Bottom Line

Naviant customers are provided with a dedicated toll-free number to use when calling in for support, as well as a dedicated support email address to email support inquiries. When contacting Naviant Support, the customer will be connected directly with a help desk technician, the issue will be logged into the Naviant's Support System, assigned a reference number, and the customer will receive an email confirmation for tracking purposes

## NewGen Software

Newgen Software is based in New Delhi, India. The full ECM Suite consists of four components: OmniDocs, OmniScan, OmniFlow and the Newgen Enterprise Mobility Platform. Newgen uses the cloud (Amazon and HP Cloud Maps) to deliver industry solutions and some solutions for small or midsize businesses (SMBs). Newgen's strong mobile platform and features include mobile capture and integration with business workflows.

**NEWGEN**

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## From the Company

*"The OmniDocs Enterprise Content Management Software (ECM) is the market leading solution to enable "digital transformation of your enterprise". It allows the end-to-end management of enterprise content right from capture to disposition. It delivers contextual information to business stakeholders for improved collaboration, smarter decision making and enhanced customer satisfaction."*

## Key Features

**Content in Context** – Deliver contextual, accurate and actionable content for streamlined processes

**Content Life-Cycle Management** – Creating a structured existence for enterprise content from creation to disposition.

**Smart Collaboration** – Enhance enterprise level collaboration with Social, Mobile, Analytics, Cloud capabilities.

**Social Content** – Comprehensive features to facilitate collaboration such as Discussion Forums, Q &A, Bulletin boards, Chat.

**Web Content Management & Publishing** – Integration with Drupal, Liferay and SharePoint using CMIS.

## Bottom Line

Newgen OmniDocs ECM Suite on Amazon Cloud is a cost-effective alternative to traditional document management. The cloud offering provides access to Newgen ECM capabilities, enabling lower overhead, elastic capacity management and lower CAPEX requirement. This leads to better information management, responsiveness and scalability.

## Open Text

OpenText offers a comprehensive ECM solution, Content Suite- an integrated group of products designed to help organizations complete a digital transformation. By creating a centralized, unified information grid, Content Suite connects information from across the enterprise with the people and systems that need it. Intuitive tools and user experiences increase productivity, and through full integration with lead applications such as SAP® and Microsoft®, governance and security functionality is simple. Content Suite is available on-premises, as a subscription in our cloud, or as a managed service.

**OPEN TEXT**

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www.opentext.com

## From the Company

*"By integrating ECM with the lead applications where work actually takes place, OpenText Content Suite can connect disparate business processes and information sources to share content in order to improve insight, efficiency and throughput. Personal Productivity OpenText Content Suite gives a new generation of knowledge workers access to their files anywhere, on any device, providing effortless sharing and collaboration without resorting to unsecured consumer applications."*

## Key Features

**Seamless Integration** – Out-of-the-box integration and support for major enterprise applications, such as SAP ERP, CRM, and SuccessFactors; Oracle E-Business Suite; Salesforce; Microsoft Office 365™ and SharePoint, builds a bridge that enables digital transformation within organizations.

**Speed** – A wide variety of industry-specific solution accelerators speed deployment and integration with lead applications.

**Complete Integration** – Integration between products enables an easy flow of information from one business application to another as solutions grow.

## Bottom Line

OpenText offers several ECM solutions to fit all types of business, including basic, OpenText Content Suite Platform, OpenText Content Suite Platform, Cloud Edition, and extended platforms for SAP, Microsoft, Oracle and Success factors.

## Oracle

Oracle Corporation is headquartered in Redwood City, California. The company primarily specializes in developing and marketing database software and technology, cloud engineered systems and enterprise software products. Oracle offers a complete ECM product portfolio from capture to creation and the complete life cycle management of content. Oracle offers affordable ECM with its WebCenter Content product, and provides a unified repository to house unstructured content, enabling organizations to deliver content to business users in the proper format and within the context of familiar applications that fit the way they work.

**ORACLE®**

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## From the Company

*"Oracle WebCenter helps people work together more efficiently through contextual collaboration tools that optimize connections between people, information, and applications, and ensures users have access to the right information in the context of the business process in which they are engaged."*

## Key Features

**Document Management** – Capture, secure, share and distribute digital and paper-based documents and reports. Save money and improve operational efficiencies by streamlining communications, automating routine tasks.

**Capture and Imaging** – End-to-end management of document images within enterprise business processes. Intelligent data capture provides annotation and markup of images, and automates routing and approvals.

**Digital Asset Management** – Digital asset management to store, find, and access your brand assets. Allows users to automate the creation of thumbnails and renditions, convert high-resolution assets into Web-friendly formats. Storyboard video to help you select key scenes.

## Bottom Line

Oracle WebCenter Content provides a unified repository to store a businesses structured content, which enables organizations to disperse content via familiar applications that integrate with a business unique infrastructure.

## Questys

Questys' solutions address the business needs of small to large organizations and helps reduce the time spent managing documents, projects and improves productivity by making content easier to find. The driving force behind ECM is to make people more productive. Questys enables organizations to deliver relevant content to users as well as eliminate processes that can expose an organization to regulatory compliance risks and security issues. Questys offers cost effective solutions while enabling productivity and compliance for organizations.

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Irvine, CA 92612
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+1 (877) 362-6246
www.questys.com

## From the Company

*"The Questys ECMx platform can help your organization create a paperless-environment while securing and protecting valuable information assets. Explore the rich breadth of ECM functionality that Questys ECMx can offer your organization and regain control over your valuable documents, files and business content. Learn more about the advanced capabilities of Questys ECMx and the results that you will experience within your own organization."*

## Key Features

**Document Management** – Capture, manage, store, preserve, and deliver content and documents related to organizational processes electronically.

**Agenda Management** – Streamline the legislative agenda process from start to finish. Automate the agenda process of creating staff reports, agendas, and packets; real - time roll - call, vote tabulation, meeting minutes, agenda archival, backup material, keyword search and retrieval.

**Workflow/BPM** – Automate business processes to transform documents and records centric processes to enhance collaboration and improve information delivery.
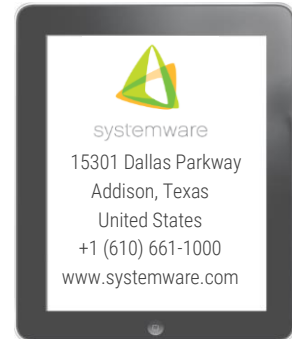
## Bottom Line

With Questys Cloud you can quickly begin using ECM, as there is no hardware to purchase or applications, data bases or servers that need to be configured. Organizations trade the capital costs associated with a hardware and software purchase for a monthly operating expense with storage capabilities that expand automatically to accommodate company growth.

## Systemware

With more than 30 years of experience in content management, Systemware offers ECM solutions with scalability and the ability to integrate with any existing software applications. In addition to providing a range of ECM software products, Systemware has developed a suite of applications intended to streamline the flow of documents and information through a variety of business processes. Based on their core technology, Systemware solutions records management to healthcare remittance processing to e-statements.

systemware
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www.systemware.com

### From the Company

*"ECM solutions from Systemware are deployed at some of the nation's largest corporations, which depend on Systemware to efficiently manage billions of documents and petabytes of content. Our high-volume ECM solutions are used to facilitate better business decisions and improve customer service."*

### Key Features

**Capture** – Collect huge volumes of information quickly and easily throughout the enterprise. That's any content, in any format, from anywhere. Need to eliminate content silos? We can retrieve content in existing repositories without the need to convert it.

**Index** – Attach unlimited numbers of indexes automatically for fast, accurate retrieval of content, regardless of where it exists. That's any repository, email system, third-party application, database or social media site. So while others search, we find.

**Integrate** – Retrieve, transform and combine content from applications, systems, and other content repositories in a way that allows all of your enterprise information to work together. All this happens even as content remains in its original application or system, eliminating the need for costly point-to-point integration.

### Bottom Line

Systemware is a turn-key solution that stores and manages documents and content from creation to disposition using a scalable and secure architecture. Systemware connects with existing hardware and applications, allowing content to be stored in one central repository. Both desktop workstations and mobile devices can access files stored on a network, and all content is guaranteed to be secure and compliant with government regulations.

## Upland Software

Based in Austin, Texas, US, Upland Software focuses on providing ECM solutions to the midmarket with its FileBound and Clickability offerings. "Capability without complexity", is FileBound's guiding principle in all aspects of solution delivery. FileBound's simplified, flexible approach to usability, configurability and licensing delivers fast results. Upland's cloud-based products are built with specific needs in mind. They work stand-alone or with each other, wherever and whenever you need them, all from one enterprise-class business partner.

upland

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www.uplandsoftware.com

## From the Company

*"FileBound is a cloud process automation application that improves the way organizations execute work by controlling documents, content and processes. An end-to-end solution, FileBound delivers all of the capabilities needed to implement automated workflows: forms, analytics, integration, capture and more. All of these capabilities can be accessed anywhere by authenticated users from any connected device, including mobile smartphones and touch-enabled tablets."*

## Key Features

**Mobile Support** – Support BYOD with a superior user experience, however and wherever you want to access FileBound, including apps for Android and iOS.

**Decision-Making Intelligence** – Turn workflow data into decision-making intelligence with analytics that deliver meaningful, timely, actionable business insights into all work processes.

**Streamlined Interface** – The FileBound Workspace provides a central location to organize, access, and act on most commonly used documents.

## Bottom Line

Upland's FileBound does not have a track record of scalability in large enterprises; it is currently better suited to midsize companies. Large clients should look for additional partnerships before installing this vendor. The product is highly flexible and works in a variety of departments. Filebound is available at an entry level price while providing functional service mid-sized businesses.

## Unisys

Unisys Enterprise Content Management solutions allow you to manage challenges of massive information growth, complex business processes, new security constraints, and competitive pressures. All this while providing better customer service, compliance, and cost scenarios. ECM enables you to get the right information, in the right format, at the right time, via the right channel, with the right security, to the right person.

**UNISYS**

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## From the Company

 *"Unisys InfoImage can easily capture, manage, store, and access any and all the content required for cases, inquiries and process-centric work, regardless of data structure or document origination, all with a single intuitive user interface. Unisys InfoImage brings together ECM, imaging, workflow, document management, Web and integration technologies to form an integrated end-to-end solution."*

## Key Features

**Mobile Work Manager** – InfoImage also supports a fully-featured Mobile Client on the Apple iPad and other mobile devices, allowing document retrieval by query search or retrieval and access from workflow queues, as well as capturing images and creating new content items.

 **InfoImage SharePoint Connector** – InfoImage is integrated with Microsoft SharePoint to both serve as a content repository and a user interface. This capability combines InfoImage transaction processing solutions with the collaboration, content, and portal functionality of a SharePoint environment.

**Open Archive Architecture** – The open archive architecture of InfoImage Storage Manager allows your file system to function as a disk archive or to interface with content addressable storage or a Hierarchical Storage Management (HSM) subsystem.

## Bottom Line

Unisys provides an ECM solution that provides the ability to manage massive information growth, complex business processes, security constraints, and competitive pressures. Unisys' ECM solutions are used to capture, manage, preserve, and deliver content related to organizational processes.

## Xerox

Xerox offers its DocuShare 7.0 product, known for its ease and flexibility, with a configurable user interface that 'works how your employees want to use it'. Teams and individuals can add personalization, graphics, and branding, and customize their view of libraries. DocuShare is cloud and mobile-friendly, with mobile apps and a responsive Web user interface so users can use business content 24/7.

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ww.xerox.com

## From the Company

*"People, paper and processes. The three intersect several times a day, and in many ways. These intersections form the lifeblood of today's work environment. And they shape our DocuShare enterprise content management offering. We designed DocuShare with usability, flexibility and convenience in mind to make you more efficient. It's like hitting green lights at every intersection."*
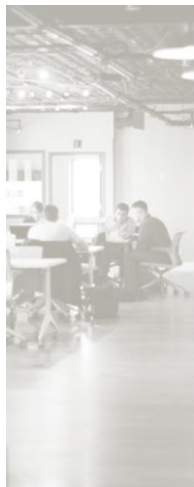
## Key Features

**Capture and Index** – Store unstructured and structured content to facilitate downstream use and automation. Categorize, organize, and manage the lifecycle of your most critical business content.

**Communication Through Content** – Level collaboration tools. Automate data-intensive business processes for efficient and accurate decision making.

**Access Business Critical Content** – Both online and offline, through desktop and mobile devices, either on-premise or in the cloud.

## Bottom Line

Also offers Xerox® DocuShare® Private Cloud Service can increase the speed, accuracy, repeatability and accountability of a business's document-centric work processes. This product is recommended for mid-sized to large companies looking for a secure, user-friendly way to manage large data files across a variety of formats. The newest features allows for content process exchange.

## About Solutions Review:

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Over the past three years, Solutions Review has launched ten tech Buyer's Guide sites in categories ranging from Cybersecurity to Wireless 802.11ac as well as Mobility Management and Business Intelligence, Data Analytics, Data Integration and Cloud Platforms.

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