Enterprise Content Management
Software Category
Enterprise Content Management Software Category

Enterprise content management (ECM) software enables companies to manage, distribute, and organize unstructured content like web pages, emails, product information, surveys, accounting or health records, images, and documents. Organizations use this platform to store, edit, track, and collaborate on content production and other information-associated projects, while maintaining appropriate and predefined security levels. Staff at all levels of a company can use ECM software to access and share information based on role-based user privileges delegated by a system admin.

ECM applications are compatible with a range of file formats including office productivity tools (OCF, XLS, DOC), email, web standard (HTML, XML), CAD files, and image files (PNG, TIFF, JPEG). In short, ECM software functions as an enterprise solution to securely store large volumes of content, share information, develop and manage workflows, enable team collaboration, and integrate with other popular programs like ERP products.
Customer Success Report Ranking Methodology

The FeaturedCustomers Customer Success ranking is based on data from our customer reference platform, market presence, web presence, & social presence as well as additional data aggregated from online sources and media properties. Our ranking engine applies an algorithm to all data collected to calculate the final Customer Success Report rankings.

The overall Customer Success ranking is a weighted average based on 3 parts:

**CONTENT SCORE**
- Total # of vendor generated customer references (case studies, success stories, testimonials, and customer videos)
- Customer reference rating score
- Year-over-year change in amount of customer references on FeaturedCustomers platform
- Total # of profile views on FeaturedCustomers platform
- Total # of customer reference views on FeaturedCustomers platform

**MARKET PRESENCE SCORE**
- Social media followers including LinkedIn, Twitter, & Facebook
- Vendor momentum based on web traffic and search trends
- Organic SEO key term rankings
- Company presence including # of press mentions

**COMPANY SCORE**
- Total # of employees (based on social media and public resources)
- Year-over-year change in # of employees over past 12 months
- Glassdoor ranking
- Venture capital raised

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### Award Levels

**MARKET LEADER**
Vendor on FeaturedCustomers.com with substantial customer base & market share. Leaders have the highest ratio of customer success content, content quality score, and social media presence relative to company size.

**TOP PERFORMER**
Vendor on FeaturedCustomers.com with significant market presence and resources and enough customer reference content to validate their vision. Top Performer’s products are highly rated by its customers but have not achieved the customer base and scale of a Market Leader.

**RISING STAR**
Vendor on FeaturedCustomers.com that does not have the market presence of Market Leaders or Top Performers, but understands where the market is going and has disruptive technology. Rising Stars have been around long enough to establish momentum and a minimum amount of customer reference content along with a growing social presence.
2021 Customer Success Awards

Check out this list of the highest rated Enterprise Content Management Software based on the FeaturedCustomers Customer Success Report.

**MARKET LEADERS**

- Hyland
- Alfresco
- box
- crownpeak
- DocuWare
- Dropbox
- eFileCabinet
- M-Files
- Hyland
- nuxeo
- OnBase by Hyland
- opentext

**TOP PERFORMERS**

- ASCEND SOFTWARE
- BRIGHTSPOT
- CONTENTSTACK
- iManage
- Xperienc... by Hyland
- Laserfiche
- netdocuments
- NEWGEN
- xerox

**RISING STARS**

- ADOCS
- DocStar
- elcom
- IntelliChief
- QUESTYS

* Companies listed in alphabetical order
ABOUT ALFRESCO

Alfresco provides modern enterprise content management (ECM) software built on open standards that enables organizations to unlock the power of their business-critical content. With the controls that IT demands and the simplicity that end users love, Alfresco’s open source technology enables global organizations to collaborate more effectively across cloud, mobile, hybrid and on-premise environments. Innovating at the intersection of content, collaboration and business process, Alfresco’s software manages over seven billion documents, powering the daily tasks of more than 11 million users worldwide.

Featured Testimonials

“Creating and managing over 200 sites is no easy task. Alfresco allows us to manage all our Web content in one centralized place, while still giving us the flexibility to customize content and sites based on our specific client contracts. Alfresco is easy to use and allows our marketing department to control the content and sites with minimal support for the Web creative team. This is a solution that can grow with us and one we can use for many years to come.”

ROBERT W. SANSOM
HEAD OF ONLINE CREATIVE, BT

“CPG manages over $9 billion in assets and as a result generates a lot of customer documentation. Having a content platform that is secure, flexible and can integrate with our other systems is essential to our business. The Alfresco Content platform provides us with a modern architecture for managing all our content and can easily adapt to business and regulatory changes. Plus, Alfresco support is top-notch. They are committed to helping us succeed.”

ANDREW SOSA
DIRECTOR, CONTENT SOLUTIONS, CHURCH PENSION GROUP

“With Web services and Alfresco we can instantly serve up marketing content in many different places and formats such as online and mobile. This has allowed us to easily execute on our mobile strategy without requiring additional systems or development. Alfresco is also easy to use for our business users. We now have one rule—any content put into Alfresco has to be managed by business teams who know the content best. This has freed up our time to focus on other IT projects.”

AARON HEATH
PRINCIPLE APPLICATION DEVELOPER, SAKS FIFTH AVENUE

“As an OEM partner, Elixir is able to integrate Tango+ applications with Alfresco technology to govern content and automate document retention policies. Alfresco also provides an archival solution that stores files in high quality digital formats and can fetch variable data fast, and has flexible meta data applications to power hyper-speed search and retrieval for Elixir clients.”

CAROLINE CANTRELL
STRATEGIC MARKETING MANAGER, ELIXIR TECHNOLOGIES CORPORATION

TRUSTED BY

USDA
Office Depot
OfficeMax
LexisNexis
SAP Concur
abbvie

FALL 2021 CUSTOMER SUCCESS REPORT
Enterprise Content Management Software Category
ABOUT BOX

Box was founded on a simple, powerful idea: Customers should be able to access and share their content from anywhere. Box has helped more than 20 million individuals, small businesses and Fortune 500 companies do just that. They want to reinvent what businesses can do with their content through Box’s content sharing platform, made for a new kind of worker, a new kind of workplace and a new kind of IT.

328
Total Customer References

FEATURED TESTIMONIALS

“We love Box because all the files are in once place, it’s easy to use, we can share files across the country or internationally without shipping hard drives or paper. Box has saved us not only time, but money, too.”

JACKIE WAY
ELECTRONIC MEDIA COORDINATOR, FLIR

“Box will provide us a smooth, unified, way of accessing content and a brilliant collaboration platform across the Oxfam family. Being able to share precious information instantaneously across continents – from capital cities to the remotest locations – is vital for improving staff collaboration and organizational impact.”

GRANT HOLTON-PICARD
TECHNICAL INFRASTRUCTURE MANAGER, OXFAM INTERNATIONAL

“Box is our strategic content platform that allows our teams to securely collaborate and access content from any location. This is a key enabler for supporting remote work to ensure smooth business operations.”

JEFFREY SMITH
CHIEF OPERATING OFFICER, WORLD FUEL SERVICES

“We chose Box primarily for security and regulatory purposes. Not only do we have greater control of our content with Box, it has simplified access to information resulting in a significant reduction in associated time and costs.”

ABDULRAHMAN AL HOSANI
VP, BT INFRASTRUCTURE AND OPERATIONS, DUBAI AIRPORTS

TRUSTED BY

Coca-Cola
GE
Intuit
P&G
SunTrust

FALL 2021 CUSTOMER SUCCESS REPORT
Enterprise Content Management Software Category
ABOUT CROWNPEAK

Founded in 2001, Crownpeak is a privately-held corporation based in Los Angeles, California. Crownpeak has been named to EContent's 100 most influential companies list, has won eWeek's prestigious Analysts Choice Award and InfoWorld's Product of the Year Award and has been named a finalist for Best Customer Service from the American Business “Stevie” Awards multiple times. Crownpeak is the proven cloud-first, cloud-only Digital Experience Management platform that’s designed to help global companies successfully manage their hundreds of digital experiences across multiple touchpoints.

27 Total Customer References

FEATURED TESTIMONIALS

“We did not have the time or resources to pull a content management solution together internally so Crownpeak was the perfect solution for us. They solved the content management piece of the puzzle for us. There is also a great advantage having Crownpeak manage the whole system for us so we don’t have to worry about it.”

DAVE BECKWITH
SENIOR DIRECTOR OF GLOBAL WEB STORES, SKYPE

“We’re extraordinarily pleased with our new web content management process and how Crownpeak has helped us to meet our new objectives. I’m especially pleased with how we’ve been able to centralize all of our web content operations, and make it so much easier for us to contribute to the site. We now have the ability to continually improve the user experience and generate better results.”

DEB O’CONNOR
VICE PRESIDENT MARKETING, COMBINED INSURANCE

“One of the biggest benefits to using Crownpeak is that I never worry about upgrading, or whether my CMS will be capable of meeting my web marketing strategies. I’m continuously impressed that Crownpeak rolls out new features and capabilities – and helps me to make my website more effective.”

VINCE BURTON
VICE PRESIDENT, OLD NATIONAL BANK

“The SaaS Web content management market has a lot of momentum, and Crownpeak is the clear leader in the category. The company has executed well on its vision of combining web content management and web content optimization – two technology trends that are seeing tremendous market adoption.”

ANTHONY BETTENCOURT
PRESIDENT AND CEO, IMPERVA

TRUSTED BY
DocuWare provides digital document management and automated workflow solutions to organizations of any size and across all major industries from manufacturing and retail to healthcare and government. With cloud and on-premises deployments across 90 countries, DocuWare serves over 14,000 customers as well as a global network of over 650 partners.

Featured Testimonials

“Everything is now filed and is easily retrievable in one document repository. Our Customer Services team achieved a time saving of approximately 15 hours of filing per week – i.e. 1.5 hour per person x 5 days. The system has provided greater security, retrieval is simpler and faster, with all the information accessible from any location. We are continuing to work closely with our Authorized DocuWare Partner on future enhancements with other teams within our business.”

SUE BRENNA
INFORMATION SYSTEM MANAGER, SWAGELOK

“A significant benefit we’ve experienced from our use of DocuWare was the ease and flexibility of reviewing and approving documents. The ability to review and approve documents remotely has changed the working lives of some of our employees and has allowed our organization to more effectively utilize our human resources.”

JESSE G. HEREDA
FINANCE DIRECTOR, DISCIPLINARY BOARD OF THE SUPREME COURT OF PENNSYLVANIA

“DocuWare has given us peace of mind regarding the management and security of our electronic documents, alerts, and reports. Additionally, we are very happy with the integration between DocuWare and our internal systems, which allows us to quickly and easily share documents without duplicating information.”

DANIEL ARZAMENDIA
OPERATIONS AND SYSTEMS MANAGER, BACS BANCO DE CRÉDITO Y SECRITIZACIÓN S.A.

“We had worked with various ECM solutions previously, but, in each instance, our specific requirements weren’t catered to adequately. In DocuWare we finally found the complete solution that our company needed. The DocuWare Cloud functionality was configured to suit our company’s preferences and needs. It scores points in all areas – especially for all our company’s functional requirements.”

SANDRA MATTHEE
SYSTEMS MANAGER, BEACHCOMBER TOURS

TRUSTED BY

HARIBO
Smithfield
Levi’s
McBride Homes
Rawlings
ABOUT DROPBOX

Dropbox is a service that lets you bring all your photos, docs, and videos anywhere, and share them easily. Any file you save to your Dropbox will automatically save to all your computers, your phone or tablet, and the Dropbox website. Dropbox also makes it easy to share with others. And if your computer melts down, you can restore all your files from the Dropbox website with a couple clicks.

FEATURED TESTIMONIALS

“We wanted a system where we could manage authentication, control logins, determine who had access to which files, and allow our people to get to their files from multiple devices. Dropbox Business gives us all of it.”

DANIEL KUKUCKA
CHIEF TECHNOLOGY OFFICER, SERVCORP

“With Dropbox Business, we are totally in control of who is going to see what and when and for how long. Whether we’re bringing on a new employee or keeping the sales team up to date, we can provide them with the exact right knowledge, at the right place, at the right time.”

JON-ERIK ANDERSGAARD
SALES SUPPORT LEADER, ORKLA FOODS

“Our business is very content-driven, so we’re constantly exchanging music, visuals, and video files. Having the ability to access assets in Dropbox Business with just a click or two is really key. We’re always on the move, so it’s nice to have the Dropbox Business mobile app. If I’m stuck in the back of an Uber car or watching a show at a venue, I can still open files securely, send off links, and stay productive.”

ED SHOLL
LABEL MANAGER, FUTURE CLASSIC

“Being able to access and share content internationally has transformed our organisation. Having every bit of data we need consolidated in Dropbox Business has changed our potential for growth. It has removed barriers so we can grow at the pace we would if we were still working on a local scale only.”

CHRIS TURNHAM
CIO, LEAP LEGAL SOFTWARE

TRUSTED BY
ABOUT M-FILES

M-Files’ AI-powered intelligent information management solution connects all documents and information, across every platform and repository, then analyzes them to place them in context. This makes it possible to serve up the right information to the right people right when they need it—and automate information-driven business processes—while maintaining complete control and compliance. Thousands of organizations in more than 100 countries (including NBC Universal, OMV, SAS Institute, and ThyssenKrupp) use M-Files to manage their business information and processes—and give their employees A Smarter Way to Work. For more information, visit, www.m-files.com.

FEATURED TESTIMONIALS

“M-Files has become a true enterprise-class content management solution for us. We manage almost two million documents with M-Files. We have more than 1,000 users across different departments. We have saved the equivalent of 900 trees and $1.5 million by using M-Files. We chose M-Files for four reasons: the platform’s configurability, scalability, ease-of-use and low implementation cost. The efficient workflows have wiped out unnecessary paper costs, solved issues relating to lost paper-based and electronic documents, eliminated more than 13 physical handoffs of documents between people and across departments, and increased project transparency.”

MIKE FULLER
IT MANAGER, THYSSENKRUPP ELEVATOR

“M-Files offers us a comprehensive toolbox of features we can use for developing our business operations, ensuring the data security of client documentation, and managing our day-to-day tasks.”

MIKKO PIPPURI
DIGITALISATION MANAGER, BERGGREN

“M-Files application has a simple and easy to use and understand interface and fully integrated workflows. The workflows were needed to help Crowe UK push documents through reviews and approvals, obtain signatures, and ensure retention of critical information. For Crowe, the primary business issue that M-Files has solved is that the lack of collaboration across offices and functions is now a thing of the past. M-Files makes all the business’ documentation available for national collaboration. It stores documents and tags them by client and job. It updates client and work data automatically by integrating with the firm’s practice management system. Crowe UK employees can easily use the software to develop workflows.”

IAN NORMAN
NATIONAL TECHNOLOGY DIRECTOR, CROWE

“Through our four most popular workflows in M-Files, we’ve estimated savings of over $180,000 annually. We expect to save a total of over $1 million within these workflows. Also, in the accounts payable department, we’ve reduced the turnaround time to get invoices approved from two or three days to less than one day, because it’s all virtually routed versus email, printing and signing. This new process is saving our company $75,000 annually. There is a lot of competition among enterprise content management systems, but M-Files is really strong especially in metadata-based content management, workflows and reporting.”

JEN DINGMANN
IT MANAGER, STEARNS BANK

TRUSTED BY

Crowe  NBCUniversal  OMV  thyssenkrupp  WÄRTSILÄ

FALL 2021 CUSTOMER SUCCESS REPORT
Enterprise Content Management Software Category
Nuxeo, developer of the leading Content Services Platform, is reinventing enterprise content management (ECM) and digital asset management (DAM). Nuxeo is fundamentally changing how people work with data and content to realize new value from digital information. Its cloud-native platform has been deployed by large enterprises, mid-sized businesses and government agencies worldwide. Customers like Verizon, Capital One, Electronic Arts, and CVS have used Nuxeo’s technology to transform the way they do business. Founded in 2008, the company is based in New York with offices across the United States, Europe, and Asia.
ABOUT ONBASE

OnBase is a flexible enterprise content management (ECM) solution that helps organizations manage documents and data to streamline business operations. Integrating with everyday business applications, OnBase provides instant access to critical information when you need it, wherever you are. It is tailored for departments and comprehensive for the enterprise. OnBase gives you what you need today and evolves with you over time whether deployed via mobile, cloud or on-premises.

 Featured Testimonials

“With OnBase, documents are well-organized, so searching is as easy as a few clicks. It makes encounters with members convenient and efficient, especially in time-sensitive situations.”

RAMI ALACHKAR
MEMBER RELATIONSHIP REPRESENTATIVE, DFCU FINANCIAL

“The best thing about OnBase is the way it has allowed us to pull everything together in a way that’s easy for our employees to use. The flexibility of OnBase has allowed us to customize our implementation to perfectly suit our needs.”

CHRISTINE MAHBOOB
NETWORK ENGINEER, HYLAN T GROUP

“After reviewing three different ECM solutions, we chose OnBase because of its flexibility, ease of use and value for our money.”

ELAINE THICKINS
PURCHASE LEDGER OFFICER, SWINDON COLLEGE

“The benefit of OnBase is that we have hands on, immediate access to documents. We save on storage costs as we send many fewer documents into our physical storage space, and we share data countywide.”

RICK NUSS
APPLICATION MANAGER, SEDGWICK COUNTY

TRUSTED BY

[Image of logos for Del Taco, Denny's, DreamWorks, Cracker Barrel, and Bush's Best]
ABOUT OPENTEXT

OpenText provides Enterprise Information Management software that helps companies of all sizes and industries to manage, secure and leverage their unstructured business information, either in data center or in the cloud. Over 100,000 companies already use OpenText solutions to unleash the power of the information.

1814 Total Customer References

Featured Testimonials

“The biggest benefit of Enterprise Content Management (ECM) is productivity. You can now work anywhere - from your laptop, tablet or mobile phone.”

WOUTER VAN DEN HEEVER
ECM MANAGER, DISTELL

“We chose to build on our group corporate standard, OpenText Content Suite Platform, by adding Application Governance & Archiving for SharePoint. We can now provide our users a single user interface with SharePoint, with critical content being managed by a robust, scalable, and proven solution.”

TOR OVE HOLSEN
LEADER DOCUMENT AND INFORMATION MANAGEMENT, ENGIE E&P NORGE AS

“The OpenText Content Suite 16 user interface is clean, modern, easy to use, and works on any device; desktop, tablet, and mobile. We invested in Release 16 for our long-term future, but we began to benefit immediately.”

MARKOS DOLOPIKOS
PRINCIPAL OFFICER, IT, BLACK SEA TRADE AND DEVELOPMENT BANK

“The UI is much cleaner and more visually appealing to our users. We especially like the faceted browsing capability from the Content Filter panel that appears on the left side of the page. Some of our users will use that as a substitute for doing a search because it lets them quickly identify the newest documents within a set of folders, as well as who the document owners are.”

PAUL GULLAS
ECM ARCHITECT, NEW YORK STATE HOMES AND COMMUNITY RENEWAL

TRUSTED BY
Systemware helps the world's largest and most highly regulated organizations transition from silos of enterprise content to a content services environment where they can simplify IT infrastructure, reduce cost-to-serve, and meet security and compliance requirements. We help organizations break down information silos and give business lines tools to transform their digital environments enabling entire organizations to improve access to and the use of content, improve workflow efficiency, and create a better experience for users, customers, and partners. Our solution, Systemware Content Cloud, helps users find and extract data wherever it is stored and transform and deliver information in the context needed for each business line to support reporting, analysis, correspondence, and customer communications distributing large quantities of data in multiple formats, ...

Featured Testimonials

“Systemware helps us deliver better customer service by managing critical customer documents across our growing number of subsidiaries and affiliates.”

JOE REILLY
EXECUTIVE VICE PRESIDENT, ZIONS BANCORPORATION

“With the Systemware solution, critical information is stored, managed and always available without any boundaries.”

7-ELEVEN

“Systemware solutions are well-suited to the needs of large organizations like US Airways that need to manage significant amounts of information and make it rapidly available across the enterprise.”

TODD CHRISTY
U.S. AIRWAYS

“Systemware solutions gave DTCC the ability to improve operational efficiencies, lower costs, and deliver an enhanced level of service to internal and external customers while addressing compliance and regulatory requirements.”

DTCC

TRUSTED BY

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ABOUT EFILECABINET

eFileCabinet provides a SaaS document management system with a focus on automation and security. Their advanced OCR allows files to literally file themselves. They offer a file-sharing platform that allows users to send and receive encrypted documents. eFileCabinet's flagship product is Rubex, a cloud document management system that combines advanced OCR and automation tools for digital filing and secure file sharing. Rubex not only helps businesses go paperless, but it eliminates a variety of redundant tasks and administrative functions such as manual data entry.

125
Total Customer References

VIEW ALL REFERENCES

Featured Testimonials

“We’ve been using eFileCabinet for about a month and a half, and it has been an excellent transition. Not only can we drastically reduce our paper files, we can offer our clients access to their files as well from anywhere, at any time. Thank you, eFileCabinet, for your help in converting us to a paperless office.”

SHANDRA HILMAN
QBSOLUTIONS

“eFileCabinet’s new Online version has been an awesome addition to our office software. It makes accessing our files easy and convenient no matter where we are, whether in the office or out of town. The features offered really enhance our office productivity.”

BECKY LEGGETT
DARLENE S. STONE CPA PC

“eFileCabinet has been a great tool to use now that the office has decided to go paperless. It has allowed the office to search files without having to go through piles and piles of paperwork. The ease of the transition has been very painless.”

TRINA ELMER
GROENEVELD MOUNTAIN REGIONAL

“We purchased this product to save time-period. We search for files often, and now we can do that without leaving our desks. This cuts the searching time down tremendously. The fact that we’re saving money on supplies, saving maintenance on printers, and have more room because of less files is just icing on the cake! In one department alone we’ve experienced approximately a 35% savings in time.”

DUSTIN SMITH
OTR WHEEL ENGINEERING

TRUSTED BY

16
ABOUT ASCEND SOFTWARE

Ascend Software is a Business Process Automation company, delivering superior Accounts Payable automation and Enterprise Content Management (ECM) solutions for over 20 years. Their software solutions are unsurpassed in performance and functionality. Their SmartTouch™ Solutions distinguish themselves through an underlying architecture developed to accomplish more with fewer smarter touches, to efficiently service the enterprise. Because of Ascend's industry expertise, vision, dedication, and attention to detail, SmartTouch Solutions are faster to implement, easier to use and yield a quick ROI. With offices throughout the United States, Ascend’s solutions are distributed internationally in fourteen countries.

Featured Testimonials

“Ascend’s ability to understand not only our document routing and storage needs, but also the need for immediate integration with Lawson was a big part of our reason for choosing them.”

CRAIG NASH
CORPORATE CONTROLLER, WHITE LODGING SERVICES

“Our favorite features of Ascend Software’s solutions are the combination of scanning and image control and OCR, followed by the workflow which allows us to track items and force accountability.”

STEPHAN W. KELLY
DIRECTOR OF DISBURSEMENTS, PENN MEDICINE

“We have already expanded Ascend’s ECM from just accepting Lawson reports to accepting reports for Payroll, patient accounting and patient scheduling department. It also easily burst and distributed our General Ledger expense report to over 5,000.”

JIM HYMES
SR. PROGRAMMER ANALYST, MEMORIAL HERMANN HEALTH SERVICES

“Our users found significant improvements in the ability to find the exact figures they wanted on each report through the Ascend’s ECM / ReportSafe®, and they particularly liked the electronic storage capability.”

ANDREW VEGA
IT DIRECTOR, ALTADIS U.S.A.

TRUSTED BY
ABOUT BRIGHTSPOT

Brightspot is believe technology should enable content-focused teams to work smarter, faster, and more seamlessly to move businesses forward. With decades of collective experience in publishing and media, they’ve built a powerful CMS and world-class Delivery Team to help companies transform their business content and digital experiences by creating enterprise applications at scale with astonishing speed.

38
Total Customer References

Featured Testimonials

“We migrated three sites on two separate content management systems to Brightspot in 8 months and now have a powerful and flexible framework to support our organizations expansion.”

VICE PRESIDENT OF ENGINEERING
POLITICO

“Brightspot is the lego set of the CMS world and with it we have the power and flexibility to customize any part of the system to suit our exact needs.”

MATT CRIIBBS
VICE PRESIDENT OF TECHNOLOGY, ARIZENT

“We are very pleased to have the Brightspot CMS as the foundation of our technology ecosystem. We love the powerful workflow engine, and the ease of use of the Brightspot platform that supports all of our digital content experiences for our customers and users.”

MARCELO LIBERINI
VICE PRESIDENT OF DIGITAL, CARACOL TV

“We originally partnered with Brightspot to implement an enterprise CMS that delivered high-quality user experience, which was a success. Now, years later, Brightspot is still ensuring our digital properties embody vivid images, powerful search and compelling stories, and that our editorial content integrates with our auction engine to provide a seamless experience for our users.”

KIDDI HROBJARTSSON
VICE PRESIDENT OF PLATFORM AND APPLICATION STRATEGY, SOTHEBY’S

TRUSTED BY

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74 Total Customer References

Featured Testimonials

“Being able to customize a message to just certain segments of the population is key. Democratization of data. It is not just the fans engaging with content, but it is everyone in our organization tracking and further improving that engagement. This allows us to derive concrete value from the data we have about our fans. Right now, on any given day during the season, we have over 70 users actively monitoring 250 dashboards and reports and, with Contentstack, we are more efficient and can make better decisions as a result.”

EDSON CREVECOEUR
VICE PRESIDENT, BUSINESS INTELLIGENCE & STRATEGY, MIAMI HEAT

“Right now our focus is on our web and mobile platforms, but the fact that Contentstack is a headless CMS means that if we wanted to break into TV or even IoT, we can scale up quickly and easily to deliver to those channels. We don’t have to worry because we already have a solution that doesn’t need to be retrofitted to work for new platforms.”

DARREN BEUKES
SOFTWARE ARCHITECT, PHOTOBOX

“Contentstack allows us to easily develop personalized, digital experiences for our customers. We can essentially customize every word, every graphic and every interaction based on properties such as audience demographic, location and realtime behavior.”

RICH KANG
CHIEF PRODUCT OFFICER, BEYONDCURIOUS

“A CMS that allows us the flexibility we need! First and foremost we like that Contentstack is a pure SaaS headless CMS. They have taken great care to develop virtually every feature a headless CMS could need, while avoiding the siren call of developing features that would steer their product away from microservices and towards a monolith. Contentstack also has more features than the others we considered in our RFP, including Contentful, Kentico Cloud, Zesty.io, Prismic.io, ButterCMS, and Amplience.”

SOFTWARE ENGINEERING TEAM LEAD
PEPPERSTONE

ABOUT CONTENTSTACK

Contentstack combines the best of Content Management System (CMS) and Digital Experience Platform (DXP) technology. It enables enterprises to manage content across all digital channels and create inimitable digital experiences. Contentstack pioneered the headless CMS category and combines content infrastructure with the industry’s #1 integration capabilities to deliver a best-in-class Content Experience Platform (CXP).

Renowned for earning the highest customer satisfaction in the industry, Contentstack has been recognized as the leading innovator in the Dynamic Experience Management category. The Contentstack platform was designed from the ground up for large-scale, complex, and mission-critical deployments. Recently recognized as the Gartner PeerInsights Customers’ Choice for WCM, Contentstack is the preferred API-first, headless CMS for enterprises across the ...
Kentico Xperience is the award-winning digital experience platform that combines content management, digital marketing, and commerce. Available on-premises or in the cloud, Kentico Xperience is an easy-to-use solution for modern websites. It provides personalized experiences and integrates seamlessly into any technology stack. Kentico Xperience empowers companies and brands to increase customer engagement, deliver personalized content to the right audience, and optimize performance to win more clients. Its advanced capabilities, short time to value, and ease of use are backed by market-leading support and a global network of implementation partners.

Featured Testimonials

“We’ve used many content management systems over the years, and Kentico is my favorite. It’s the most intuitive and powerful platform we’ve used. Websites need to be dynamic, and Kentico makes that easy.”

MARK MITTON
PRESIDENT, CARBON8

“As NET developer, Kentico Cloud gives me the option of hosting content from a headless CMS that can be dynamically retrieved within my web applications. After taking an existing MVC application and integrating it with the Kentico Cloud technology, I can now manage my content more efficiently. I would strongly recommend using Kentico Cloud for creating web applications using content that is constantly evaluated and reviewed.”

JEFF PAITCHELL
WEB DEVELOPER, IMEDIA INC

“The greatest improvement for CST and the new website is the ease of changing content and updating information. We have thousands of items listed, and when we need to make a change- a price, or maybe correcting a description or a dimension- we can implement the change ourselves virtually immediately. The system is easy to use and well configured to the needs of both our inside staff and our customers.”

MARK DAWSON
PRESIDENT, CLEVELAND STEEL TOOL CO.

“Kentico has given us an Enterprise Content Management Platform and Framework that we can rapidly deliver CMS Managed Web Solutions to our customers. It has opened up new revenue streams and sets us heads and shoulders above our competitors. By using Kentico, our customers start with an Enterprise Platform that will grow with their business. As a software development and web design firm with core skills in .NET and SQL Server we can quickly customize the Kentico Framework to whatever our customers desire. With Kentico the sky is the limit.”

VINCENT W. MAYFIELD
CEO, BIT-WIZARDS

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ABOUT LASERFICHE

Laserfiche®

Laserfiche is the leading global provider of intelligent content management and business process automation. Through powerful workflows, electronic forms, document management and analytics, the Laserfiche® platform eliminates manual processes and automates repetitive tasks, accelerating how business gets done. Laserfiche pioneered the paperless office with enterprise content management more than 30 years ago. Today, Laserfiche is innovating with cloud, machine learning and AI to enable organizations in more than 80 countries to transform into digital businesses.

531
Total Customer References

Featured Testimonials

“The Laserfiche ECM solution allowed us to raise efficiency while lowering costs for the LBTH. I strongly feel that Laserfiche has had a profound impact on LBTH and it can continue to adapt with our Council’s evolving ECM strategy. It is truly a complete solution.”

PHILIP J. PRICE
PROJECT MANAGER, BUSINESS PROCESS CONSULTANT, LONDON BOROUGH OF TOWER HAMLETS

“Document sharing, document storage, and the ability to automate processes are important for us as we expand our program. Finding a way to operate in an efficient manner, with processes as automated as possible, was what led us down the road to adopting an ECM solution. Once we saw how Laserfiche improved efficiency and gave us access to specific data points, we decided that we would like for each department to start to operate within Laserfiche, using the program for any tasks that could be automated or would benefit from some type of workflow.”

HERMAN SANDHU
MEDICAL LIAISON, TPIRC

“With Laserfiche, we can develop and assign tasks regardless of location, share that information easily across branches and automate notifications, and know exactly where we are in the process.”

GINA HANSEN
VICE PRESIDENT OF PRODUCT DEVELOPMENT, DAKOTALAND FEDERAL CREDIT UNION

“With everything it offers, from the New World integration to the business process automation and records management, Laserfiche allows the agencies in our consortium to save money each week on clerical tasks like filing. We find more and more ways to use the software every day.”

RENEE LURA
PROFESSIONAL IT SERVICES MANAGER, RRRDC

TRUSTED BY
NetDocuments is an enterprise content management in the cloud. Small to large organizations, including many of the Am Law 100 firms, rely on NetDocuments’ modern, secure solution for intelligent and confidential document and email management. With decades of document management experience, NetDocuments continually enhances the application, providing customer firms the most innovative solution for document and email management available in the market today. By eliminating on-premises or hosted system hardware and moving into the security of the cloud, the IT burden is dramatically decreased, reducing the cost and complexity of the DMS.

**Featured Testimonials**

“I am generally very happy and impressed with the NetDocuments system. I find the search function quite user-friendly and like the different areas/types of things that you can search in. In particular, I like the key documents section and find this very helpful on certain matters for organising the file. I also find the box showing the WIP and unpaid bills for the file very useful.”

CLAIRE HANCE-LAMBIE  
SENIOR ASSOCIATE, REAL ESTATE, WINCKWORTH SHERWOOD

“NetDocuments is very easy to access from wherever you are, no matter what device you’re using. Additionally, the platform’s ability to share links and collaborate on documents has been extremely useful. There’s no point in reinventing the wheel. Using the advanced search in NetDocuments has enabled our teams to quickly locate past matter content for re-use—significantly decreasing the time they spend on new work and increasing overall accuracy for our clients.”

ANAND C. MATHEW  
PARTNER, PALMERSHEIM & MATHEW LLP

“Powerful and reliable legal-centric document and email management tool. Powerful, cloud-based document management system helps our firm effectively store, create and categorize our documents and email. Collaboration tools allow us to easily share individual documents or even entire folders securely with our clients and experts.”

DAVID MICHAEL  
BROAD AND CASSEL

“The ability to collaborate effectively from any location and on any device is the most critical thing that an infrastructure system has to provide in today’s global economy. That’s exactly what NetDocuments did and continues to do for us.”

FRANK GILLMAN  
CHIEF INFORMATION OFFICER, LEWIS BRISBOIS

TRUSTED BY
Newgen Software is a leading global provider of Business Process Management (BPM), Enterprise Content Management (ECM), Customer Communication Management (CCM) and Case Management solutions with a global footprint of 1300+ customer installations in over 61 countries with large, mission-critical solutions deployed at world’s leading Banks, Insurance firms, Healthcare Organizations, Governments, Shared Service Centers, BPO’s & Telecom Companies.

Featured Testimonials

"With Newgen’s contextual content services (ECM) product suite, we have successfully digitized our manual contracts filing. Newgen’s ECM is available to our users both in English and French, thereby making it easy for users to access the content in their preferred language. The important reasons for adopting this product was its ability to seamlessly integrate with internal systems, user friendliness, and contentious support/engagement. [The] Newgen team ensured all compliance requirements. We are happy to engage with Newgen and look forward to leveraging their products for our current and future digital requirements."

VINODANAND JHA  
SR. VICE PRESIDENT – INFORMATION TECHNOLOGY AND ADMINISTRATION, OLAM INTERNATIONAL LTD.

"We at Infomedia have been using Newgen’s BPM, ECM platforms at our Finance Shared Services platform for Telkom Indonesia Group and it has been really helpful for us during the pandemic COVID-19 situation. We’ve been able to maintain business continuity despite of WFH situation. All the documents that we require are available anywhere, anytime. With Newgen’s implementation we have been able to automate the processes and reduce the human dependency significantly."

TRI INDRA BASOEKI  
EXECUTIVE VICE PRESIDENT OF ENTERPRISE SHARED SERVICE BUSINESS, PT. INFORMEDIA NUSANTARA

"We were looking to fulfill our objective to become more customer centric and deliver superior products & services. So we entered into a strategic partnership with Newgen. Newgen’s robust BPM & ECM platform helped us in the deployment of Commercial Lending, Retail Lending, Mobility, FATCA & SWIFT Solutions, creating an automated environment at workplace."

HOWARD GORDON  
SENIOR GENERAL MANAGER GROUP OPERATIONS & TECHNOLOGY, NATIONAL COMMERCIAL BANK JAMAICA LIMITED

"Newgen has been the perfect partner for us. Its robust BPM platform and agile implementation helped us smoothly transition our loan origination and credit card processes to an automated environment."

TARIQ TAHAN  
CITO, BANK DHOFAR
Xerox DocuShare remains one of the most flexible, easy-to-use content management platforms on the market today. DocuShare is a global offering that serves millions of users from SMB to departmental and enterprise levels.

Total Customer References

Featured Testimonials

“We were in a situation where we had filing cabinets full of data that was unavailable and vulnerable – virtually useless. DocuShare was the complete turnaround to digital that we needed. We now have responsible document management practices and we're confident that we're meeting the requirements of all our stakeholders.”

JAMES A. WEAVER
ACTING CHIEF INFORMATION OFFICER, PENNSYLVANIA DEPARTMENT OF HUMAN SERVICES

“All the paper documents flowing into our department required hours of manual sorting and filing each week by our graphics team. With the Xerox DocuShare and ConnectKey solution, that’s now down to just minutes a day, and the department is virtually paperless.”

PAULA PRIOR
DEPUTY CUSTOMER SERVICE AND ADMINISTRATION MANAGER, FUJIFILM

“The continuous improvements that Xerox has made over the years to DocuShare confirm that Xerox anticipates their client’s needs. I look forward to seeing how Xerox and their DocuShare system will continue to work smarter in both the physical and on line worlds.”

RICHARD KELLEY
DIRECTOR SCRIPT DEPARTMENT, UNIVERSAL PICTURES

“Using the Xerox® DocuShare solution at Pearson for our electronic employee records created a much faster and more reliable way to manage our records operations, while also increasing our safeguards against business disruptions.”

COURTNEY S. CHATMAN
VP, GLOBAL HR OPERATIONS, PEARSON EDUCATION

TRUSTED BY

FAIRFIELD  MIZUHO  Tulane University  UNIVERSAL  Honeywell
iManage is the leading provider of Work Product Management solutions for legal, accounting and financial services firms and the corporate departments they serve worldwide. Every day iManage helps professionals streamline the creation, sharing, governance and security of their work product.

156
Total Customer References

Featured Testimonials

“Fundamentally we're using iManage Insight as an integration platform. iManage Work contains all our documents, matters, clients and people so we can easily identify the connections between content and present it in context to support our lawyers and our clients.”

JAMES KLEINIG
TECHNOLOGY AND INNOVATION MANAGER, CLAYTON UTZ

“We can even use the iManage Work app on our mobile phone or iPad (or use a web-browser from any other device) and view the information as needed. The speed of access is so much faster. It's there, it's on, and simply works.”

SIMON BROWN
IT PARTNER, MHA TAIT WALKER

“We needed a more advanced solution for managing documents and emails, and, since several of us had used iManage in the past when working at firms in Atlanta, we knew it to be a very good product. This will make a big difference in our day-to-day work, giving us quicker and easier access to vital documents and emails.”

JIMMY MILLER
PARTNER, LANGDALE VALLOTTON LLP

“After evaluating our options, we saw that iManage Share was the ideal choice for secure collaboration. It operates seamlessly with the iManage Work system our lawyers are accustomed to using, making it simple to share documents directly from Outlook. With iManage Share, our lawyers don't have to wait for us to provide credentials, so they are less likely to seek out less secure solutions. We still have control over security, but lawyers don't have to wait for us to intervene at every moment.”

TIM VAN CAEYZEELE
IT MANAGER, CLAEYS & ENGELS

TRUSTED BY

BMO
Baker McKenzie
The Abraaj Group
sky
Thermo Fisher Scientific
ABOUT AODOCs

AODocs is the first enterprise document management solution built for Google Drive. Founded in 2012, AODocs' patented technology now serves more than 4,500,000 users across the globe, supporting quality control, HR, legal services, supply chain management, marketing, and more. AODocs' unique combination of native G Suite support and document management capabilities empowers users and IT to create powerful business applications that are quick to build and easy to use. AODocs is headquartered in San Francisco and is a Google Recommended Partner Solution for G Suite.

52
Total Customer References

FEATURED TESTIMONIALS

“With AODocs, we can define controls at the domain and IT level and set specific permissions for super admins and document control specialists who manage our libraries. We can delineate security controls across all of these layers.”

HAROLD RICE
QUALITY MANAGEMENT SYSTEM MANAGER, MOTIONAL

“Migrating to the cloud allowed us to handoff file server maintenance operations and reduce the risk of data loss. Security is now unified with Google and AODocs security settings and we’re able to manage it all from one place.”

YURI IKEYA
SYSTEM ENGINEER, KDDI INFORMATION SYSTEM DEPARTMENT, KDDI AMERICA

“Our managers are often traveling and they love that they can approve the documents on their smartphones by simply reviewing notification emails and clicking on the approval links.”

IGNACIO ECEIZA
HEAD OF GLOBAL IT PROJECTS, EURALIS

“By migrating away from our legacy applications and modernizing our approach to content management with AODocs, we’re able to reduce the number of employees needed to support those legacy systems and interfaces.”

DANI BARESEL-PAVLIK
ECM DIRECTOR, PINNACOL ASSURANCE

TRUSTED BY

Ceva
Mesquite Texas
Bonduelle
PinnaCol AssurancE
Veolia
ABOUT DOCSTAR

DocStar is an award-winning developer of enterprise content management and automated accounts payable solutions for organizations of any size, supported by a highly responsive team. Available either on-premises or as a cloud hosted service, DocStar solutions allow organizations of any size gain control over documents, improve records retention and increase operational efficiency.

148 Total Customer References

VIEW ALL REFERENCES

Featured Testimonials

“With DocStar ECM, the information we need is at our fingertips. Plus, there are so many ways to cross-reference topics across multiple financial categories to get what you need instantly. Invoices are processed and paid earlier to save time and money. Audits are performed in hours instead of days. Issues are resolved with the client still on the line. We could never do these things before.”

RACHAEL GARDNER
ACCOUNTING ASSISTANT, BWF ENVIROTEC USA

“With EDI, there is no physical paper. Epicor ECM provides digital versions of invoices that help with an audit trail. If auditors need to look up something, we can have them log into the Epicor ECM system to find what they need.”

RAY ELLIOTT
CHIEF FINANCIAL OFFICER, CONTROLLED PRODUCTS SYSTEMS GROUP

“I would definitely recommend DocStar software to others. It makes it easy for our employees to access the documents they’re looking for—the retrieval and the searching. It is all very easy to use. And we love DocStar’s customer support.”

SHELLY WEIDIG
SOFTWARE DEVELOPER, MASTERS GALLERY FOODS

“The Epicor Enterprise Content Management tool is very feature-rich. Sometimes a document is requested that has sensitive information that you may not want to share. You can pull up the document, choose what you want to redact, and then send it out in a minute. It saves a lot of time.”

DEBRA INGRAM
SPHR, DIRECTOR OF HR OPERATIONS, EPICOR

TRUSTED BY
ABOUT ELCOM

Elcom is a global provider of enterprise web content management solutions. The Elcom Digital Workplace Platform delivers exceptional digital experiences through intranets, websites, portals and learning management solutions. Elcom is trusted by well-known brands including Hyundai, Kaiser Permanente, WWF and Fairfax Media, as well as several government and educational institutions including the Australian Trade and Investment Commission, Inner West Council, UTS INSEARCH, Ascham School and St Margaret’s School.

90 Total Customer References

VIEW ALL REFERENCES

Featured Testimonials

“The Elcom team delivered on providing us with a CMS that is modern and user-friendly for non-technical web authors. The Elcom CMS is a great, cost-effective product that supports the corporate communication needs of a medium sized business like CS Energy.”

LISA WHITE
MEDIA AND PUBLIC RELATIONS ADVISER, CS ENERGY

“The Elcom CMS provided a platform that enabled a seamless and efficient update to our intranet’s look, feel, and functionality, with zero downtime during the update, zero additional training required for our publishers, and enormous benefits for our team members.”

MICHAEL DI MAURO
INTERNAL COMMUNICATIONS MANAGER, VITA GROUP

“Using ElcomCMS, our teams are able to deliver superior sites that are mission critical, reliable and scalable. elcomCMS allows us to reuse and repurpose content and automate processes. As a result, we are saving resources, time and money allowing each project to be delivered on time, on budget and to scope - a win-win for all.”

BUSINESS SYSTEMS MANAGER
UTS INSEARCH

“Elcom’s mix of technical expertise and dedicated support has ensured the smooth implementation and management of the elcomCMS platform within our business. It has helped us to improve processes, personalize service and securely transact with customers on a regular basis.”

NEIL GIBSON
INFORMATION SYSTEMS MANAGER, WINE SELECTORS

TRUSTED BY

FALL 2021 CUSTOMER SUCCESS REPORT
Enterprise Content Management Software Category
ABOUT INTELLICHEF

IntelliChief ECM provides a smooth transition from costly manual document management and workflow functions. It enables users to capture documentation in any format, index contents and validate with data in their enterprise resource planning system (ERP) or line of business application, for lifecycle-managing all related documentation, and facilitating an optimized interdepartmental processes workflow. Areas of use include Accounting (both Accounts Payable and Accounts Receivable), Finance, Customer Service, Human Resources, Legal, Logistics/Distribution Operations and other paper and process-intensive departments, supporting process time and cost savings throughout organizations.

Featured Testimonials

“IntelliChief doesn’t limit Trinity to certain vendors, to certain currencies, to certain business processes, to certain anything. If you can document it and standardize it, IntelliChief can do it.”

TRINITY INDUSTRIES, INC.

“Now that we have the integration with IntelliChief, we can provide a one-vendor solution for our users’ paperless needs. This provides more cost saving options to our customers, helps them with their green initiatives, and falls in line with our commitment to satisfy the needs of our clients.”

IAN BENDELOW
CHIEF EXECUTIVE OFFICER, MINCRON

“The IntelliChief search function is very good. Whether the documents are linked to BLIS or they’re stand alone items created within IntelliChief, the system makes it very easy to search for documents and access them right away.”

JENNIFER FREEMAN
DATABASE ADMINISTRATOR, PACIFIC STEEL CASTING COMPANY

“We went from scanning every single document, email, invoice, and such, to barely scanning anything at all; in fact, IntelliChief has saved us noticeably considerable time and cost in scanning documents alone.”

DEBORAH DICKIE
CUSTOMER SERVICE MANAGER, A.T. CROSS COMPANY

TRUSTED BY
ABOUT QUESTYS

Questys Solutions® has been enabling people to be more productive in managing electronic documents in a secure and compliant way within an easy-to-use environment. Thousands of users and organizations around the world including federal, state and local government agencies and Fortune 1000 companies use Questys Solutions to streamline documents, agendas, records and business process management to drive efficiency and interoperability.

Featured Testimonials

“The implementation of Questys has greatly changed the way we manage our records. We are now completely paperless except for our permanent records. We still keep the hard copies. Hopefully we will soon be expanding to our Operations Department and Accounts Payables, budget permitting. Questys is an excellent product. Decision Management Company, Inc. is a great company to deal with, especially with its great support staff.”

MELISSA REYNARD
RECORDS COORDINATOR, CITY OF KENORA

“Questys Document Management is the best solution for our business. It is so easy to use and has eliminated the stress associated with spending hours searching for requested customer documentation. Any business that must retain and manage a vast amount of important documentation should consider this solution.”

JOHN J. FISHER
CONTROLLER, FORGITAL USA INC

“Questys Document Management requires little to no maintenance, and the adoption of the solution has been smooth. We had a room stacked floor to ceiling with books of documents that have now been scanned and are easily accessible in Questys Document Management through a quick search.”

MARCIA NOYES
SYSTEMS ADMINISTRATOR, SOUTHWEST VERMONT SUPERVISORY UNION

“The enterprise content management solutions are easy to implement, adopt, use and maintain. They are cost effective while enabling productivity and compliance for our organization. A key benefit is the level of integration with other applications.”

MUSLIM GADIWALLA
CHIEF INFORMATION OFFICER, CITY OF ST. PETERSBURG

TRUSTED BY

[Logos of trusted customers]
Vasion provides document management systems, information management systems, enterprise content management and enterprise document management solutions for the processing, distribution and control of corporate documents and other digital content. Vasion helps businesses save money, improve efficiency, increase customer satisfaction and meet regulatory compliance through industry-leading document management and workflow solutions. Vasion is an enterprise file sharing and syncing subscription service that allows you to share your corporate content safely and securely to external users. Retain complete control over the content being shared to external parties outside of your company.

Featured Testimonials

“MaxxVault LLC follows tight development guidelines to make integration simple for the users with Microsoft Outlook and Office and especially the suite of Microsoft Dynamics products. The MaxxVault integration not only gives storage capability but also the ability to index documents while keeping up the workflow tasks directly from Microsoft Office suite of products. Users can send their day-to-day documents directly from Outlook into the cloud for storage and retrieval. Several tools like scanning, searching, and document manipulation assist this entire process.”

MICHAEL FARRELL
CONTROLLER, UNITED CONSULTING

“MaxxVault has completely updated and revamped the way we store and retrieve our electronic documents. Our initial goal was to simply replace the DMS we had in place, but once that was accomplished, we started implementing more and more of the features MaxxVault offers with nothing but resounding success, bringing us functionality that we had never had before. No matter how complete or impressive a piece of software is, it is useless without solid support to back it up when questions arise. To say MaxxVault’s support is ‘good’ is simply an understatement – ‘superb’ is clearly more fitting.”

JOE POTRZEBOWSKI
DATABASE COORDINATOR, KOHN LAW FIRM S.C.

“The MaxxVault system provides greater information security as well as records management to improve documentation and records compliance. Being able to find medical information quickly during an inspection or audit helps surveyors and the clinical teams communicate more effectively and demonstrate continuity of care. That we are also able to eliminate expensive paper files and efficiently back-up patient records to prevent against catastrophic loss is an almost priceless benefit.”

GREGORY FORTIN
CHIEF INFORMATION OFFICER, ISABELLA GERIATRIC CENTER

“Vasion is the best DMS we’ve reviewed. It’s a single, easy-to-use source that maintains control for all staff, with quick and easy access whether they’re in or out of the office.”

ALAN NUSBAUM
PRESIDENT & PROJECT MANAGER, CONNECTIS