Enterprise Content Management Software Category

WINTER 2023
Customer Success Report
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

**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.
2023 Customer Success Awards

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

Companies listed in alphabetical order

**MARKET LEADER**

2023 ENTERPRISE CONTENT MANAGEMENT SOFTWARE

**TOP PERFORMER**

2023 ENTERPRISE CONTENT MANAGEMENT SOFTWARE

**RISING STAR**

2023 ENTERPRISE CONTENT MANAGEMENT SOFTWARE

* Companies listed in alphabetical order
2023 ENTERPRISE CONTENT MANAGEMENT SOFTWARE MARKET LEADER
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.

432 TOTAL CUSTOMER REFERENCES

FEATURED TESTIMONIALS

“In a number of ways, Box has really simplified file sharing for us. It has secured file sharing with external peers and has given us governance and control over our content. And not having to worry about file size has also been a huge benefit.”

EDIMA ELINEWINGA
EXECUTIVE DIRECTOR OF INFORMATION TECHNOLOGIES, UN FOUNDATION

“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

“The transition from our legacy content management system to Box was easy. With about thirty minutes of training, most of our professionals became proficient with Box. The process was very intuitive.”

KYLE YOUNG
INFORMATION TECHNOLOGY MANAGER, SCHELLMAN & COMPANY, LLC

“Moving to a cloud technology like Box allows us to centralize all of our content and provides more efficiency, speed, and simplicity for our employees.”

JAMIE MILLER
CFO, GENERAL ELECTRIC

TRUSTED BY

AstraZeneca  Lilly  Barney's New York  Broadcom  Olympus
ABOUT CROWNPEAK

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...

114 TOTAL CUSTOMER REFERENCES

FEATURED TESTIMONIALS

“I would recommend Crownpeak DQM to anyone managing the content and build of a large website. With such a rapid flow-through of content all of which needs to be checked and optimized we’ve come to rely on DQM every day to help us prioritize our work. It’s easy to use and intuitive because it takes a rapid and hugely complicated workflow for our team and breaks it down into digestible chunks.”

REGAN NORTON
MARKETING WEB DEVELOPER, JOBVITE

“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

“Crownpeak gave us the ability to create a standard look and feel, and then replicate it across all business units with the ability to provide regional based content.”

DARIAN O’REILLY
DIGITAL MARKETING SPECIALIST, MERIDIAN HEALTH

TRUSTED BY

Enterprise Content Management Software Category
ABOUT DOCUWARE

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 100+ countries, DocuWare serves over 15,000 customers as well as a global network of over 800 partners.

484 TOTAL CUSTOMER REFERENCES

FEATURED TESTIMONIALS

“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

“I love the way DocuWare learns to auto plug information into our index fields, and if it misses something, all we have to do is click on the missing information which eliminates data-entry mistakes and speeds indexing. The best part of the new solution is that after the system has seen an invoice a few times, indexing is automatic.”

SUZANNE WITHERELL
COORDINATOR, MENGALI ACCOUNTANCY

“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

“I love the way DocuWare learns to auto plug information into our index fields, and if it misses something, all we have to do is click on the missing information which eliminates data-entry mistakes and speeds indexing. The best part of the new solution is that after the system has seen an invoice a few times, indexing is automatic.”

SUZANNE WITHERELL
COORDINATOR, MENGALI ACCOUNTANCY

“By using the DMS, we were able to streamline, accelerate and make more secure a great number of administrative processes. Thanks to digitization, we’ve been able to navigate the Corona crisis and enable a large portion of our administrative staff to work flexibly from home.”

MICHAEL SCHIEBEN
MANAGING DIRECTOR, ALFRED REXROTH GMBH & CO. KG

“We love how the CONTENT-FOLDER module directs our workflow. When a document appears in my folder I can process it, electronically stamp it, and it’s on its way. It has really streamlined my job.”

DARRYL BLACK
CUSTOMER SERVICE CLAIMS ADJUSTER, MPP COMPANY

TRUSTED BY

HARIBO  IKEA  TOSHIBA  LEVI'S  SMITHFIELD
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.

660 TOTAL CUSTOMER REFERENCES

FEATURED TESTIMONIALS

“Your 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

“When building a new product, it’s easy to get lost in the amount of content being generated. But clients can come on that journey with us because Dropbox Business keeps everything organized.”

BEN SCHIPPERS
CO-FOUNDER, HAPPYFUNCORP

“Sharing large files like pictures is big for us and uploading that kind of information to Dropbox Business is so much faster than with the other options out there.”

SIÂN BISHOP
CONTENT & BRAND MANAGER, GELATO MESSINA

TRUSTED BY
Hyland provides industry-leading technology foundations that empower its customers to create better human connections. Trusted by thousands of organizations worldwide, including more than half of the Fortune 100, Hyland’s intelligent solutions seamlessly integrate content, data and processes to improve each interaction.

469 TOTAL CUSTOMER REFERENCES

FEATURED TESTIMONIALS

“There’s so much more to OnBase than making the documents electronic. The solution has provided so many opportunities for us, and the reporting mechanism has been fabulous.”

ELLY BRENNER
ASSISTANT DEAN OF FIRST YEAR STUDIES, UNIVERSITY OF NOTRE DAME

“In total, CHFA saves $1 million every year with OnBase. We save on document retrieval and office space, and our employees are three times more productive.”

BRIAN MUELLER
ECM PROGRAM MANAGER, COLORADO HOUSING AND FINANCE AUTHORITY

“We chose OnBase because of its ease of use, reasonable cost and its ability to integrate with our existing business applications.”

CARRIE HERTZFELD
DIRECTOR OF HARDWARE, INFRASTRUCTURE AND SUPPORT, HYLANT GROUP

“The accessibility and availability of records and documents using OnBase ECM has reduced the review period from weeks to days.”

LEO S AIDNAWEY
IT MANAGER, MASSHOUSING

TRUSTED BY

SIEMENS USDA Yale NewHaven Health omeda Liverpool Heart and Chest Hospital NHS Foundation Trust

Enterprise Content Management Software Category // WINTER 2023 CUSTOMER SUCCESS REPORT
ABOUT M-FILES

M-Files is the leading platform for knowledge work automation. With the M-Files platform, knowledge workers can find information faster, work smarter, and achieve more. M-Files features an innovative metadata-driven architecture, embedded workflow engine, and advanced artificial intelligence. This enables customers to eliminate information chaos, improve process efficiency, and automate security and compliance. For more information, visit www.m-files.com.

252 TOTAL CUSTOMER REFERENCES

FEATURED TESTIMONIALS

“We conducted a thorough search of the ECM market, but the simplicity, flexibility and configurability of M-Files was what really set it apart from the competition. Many of our employees have been with us a long time, 20+ years in some cases, and have never used an ECM system before. The familiar and intuitive user interface in M-Files should allow everyone to get up to speed quickly, which will be crucial for user adoption.”

TOM SNEDDON
HEAD OF BUSINESS GOVERNANCE, WALTER SCOTT & PARTNERS LIMITED

“We did not want a complex ECM system that our employees would not use, and this is why we selected M-Files. M-Files is not only very easy to use, but it’s also easy to configure and administer in a manner that enables us to comply with strict regulatory requirements.”

FLORIAN NEUBÖCK
SENIOR PROJECT MANAGER, OMV

“M-Files has considerably improved the manageability of our documents, and people can now find the precise information they’re looking for much faster. The system has enabled everyone at TAKK to become more efficient and productive.”

ILKKA NISKANEN
INFORMATION SERVICE MANAGER, TAKK INFORMATION

“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

TRUSTED BY

Crowe
Stearns Bank
SAFRAN
BERGGREN
Nutiva

Enterprise Content Management Software Category
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.

**1940 TOTAL CUSTOMER REFERENCES**

**FEATURED TESTIMONIALS**

**“Installing OpenText ECM, and integrating it with the SAP solution set has allowed us to put a very unified solution in place for the call center agent or the revenue management staff. All content is stored in a way that can be accessed through SAP in a very seamless manner to give quick access to customer information. The technical architecture behind it supports what to them is a click of a button.”**

BETH COBB
SENIOR ANALYST, TXU ENERGY

**“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

**“The most significant business benefits resulting from the implementation of OpenText ECM Suite for SAP Solutions are the speed at which an invoice is approved (minutes vs. days) and the improved ability to view documents and track invoices in the approval process. We can now also easily summarize our un-posted liabilities. These benefits were anticipated and achieved.”**

BRUNSON WHITE
CHIEF INFORMATION OFFICER, ENERGEN

**“OpenText are the leaders in the ECM space and are very innovative. We wanted to be part of an organization that is always thinking years ahead of the competition in how to make ECM that much simpler for businesses.”**

ANDREW GALL
VICE PRESIDENT CORPORATE SERVICES, CERTIFIED MANAGEMENT ACCOUNTANTS OF ONTARIO

**TRUSTED BY**

- Johnson Controls
- Unilever
- Frontier Airlines
- Hyatt
- CSC
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...

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.

TODD CHRISTY
U.S. AIRWAYS

We selected the Systemware solution due to its ease of migration from our current mainframe content storage to an open systems solution.

BRAD KOWAL
SHANDS HEALTHCARE

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.

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

7-ELEVEN
2023 ENTERPRISE CONTENT MANAGEMENT SOFTWARE TOP PERFORMER
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.

63 TOTAL CUSTOMER REFERENCES

FEATURED TESTIMONIALS

“"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

“"Brightspot does not operate in isolation; it’s very much part of an ecosystem of content management systems. We have five core CMSes in total and they all feed into each other, which means we need Brightspot to publish data but also to take feeds from our structured databases, as well as draw on a number of other APIs to feed things in like metadata and document IDs.”

JANES

“"Brightspot was the best option to go with in terms of functionality and design. It works the way you want it to. It’s flexible, you can change the way things look very easily, add new things, remove things—and it doesn’t have a bunch of dev work attached to it.”

SARA ROY
DIGITAL PARTNERSHIP PROJECT MANAGER, NBC SPORTS

“"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 CRIBBS
VICE PRESIDENT OF TECHNOLOGY, ARIZENT

TRUSTED BY

MattressFirm  National Geographic  Newell Brands  Walmart  Sotheby’s

Enterprise Content Management Software Category
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...

132 TOTAL CUSTOMER REFERENCES

FEATURED TESTIMONIALS

“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

“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

“Moving to Contentstack was a very welcome transition for our content team. The best part was that the new platform is customizable to meet all of our content team’s needs, without requiring highly complex development.”

MATTHEW JAFARIAN
VICE PRESIDENT, DIGITAL STRATEGY & INNOVATION,
MIAMI HEAT

“The ability to deliver content to our user-base quickly and in the method of their choosing is a business-critical issue for us. Contentstack has enabled us to realize goals of both agility and speed whilst we improve how we serve our market.”

INDU GOPINATH
IT & OUTSOURCING DIRECTOR, AXELOS

TRUSTED BY

Enterprise Content Management Software Category

// WINTER 2023 CUSTOMER SUCCESS REPORT
Kentico is an award-winning provider of digital experience platforms that enable businesses to drive better outcomes with fewer resources by delivering multichannel digital experiences using a hybrid headless approach. Its digital experience platform (DXP), Xperience by Kentico, minimizes overhead by focusing on real customer needs. With a wide set of capabilities, it empowers teams to deliver better customer experiences through multiple channels faster.

1448 TOTAL CUSTOMER REFERENCES

FEATURED TESTIMONIALS

“We have been using the Kentico CMS for over a year now in developing Websites for our clients. Kentico offers the best of both worlds by offering the source code to customize the CMS as well as a host of built in functionalities. We had evaluated Kentico CMS with leading players in this space and Kentico was a leader hands down on various parameters. Being a Software...”

JACOB WILLIAMS
ASST. GENERAL MANAGER - TECHNOLOGY, ASENTECH LLC

“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...”

VINCENT W. MAYFIELD
CEO, BIT-WIZARDS

“Having already used Kentico to implement our public web site, at Lime’s recommendation, we were already familiar with the advantages of the CMS. This has become even more apparent in the intranet. All of the Kentico CMS functionality that we are using works really well. It is also very intuitive and easy to use - with very little training, staff can start using the system. They also remember how to use it afterwards.”

ALISON BAXTER
COMMUNICATIONS MANAGER, ALCS

“Kentico CMS is the perfect fit for our customized workflows and has the flexibility to change as they do. The back-end is so easy to learn and use, that our authoring team were up and running in no time. Kentico CMS has given us a really solid foundation to build on, and their delivery partner is very supportive and responsive. It’s simply a great product to work with.”

STEVE FUERY
WEB COMMUNICATIONS OFFICER, BASS COAST SHIRE COUNCIL

TRUSTED BY

Axa
Allergan
SapientNitro
Datacom
Blackboard
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...

607 TOTAL CUSTOMER REFERENCES

FEATURED TESTIMONIALS

““When we were searching for these new systems, we made it a mandatory requirement that they would all be able to integrate with Laserfiche. Laserfiche is our enterprise solution for content management. We’re not going to move forward with any system that is incompatible with it.”

BILL MCINTYRE
DIVISION MANAGER OF ENTERPRISE IT, LOUDOUN COUNTY, VA

“We immediately realized tremendous benefits from Laserfiche. Documents that used to take days to find became available with the click of a button. It used to take hours to find specific text within meeting minutes that were hundreds of pages long, but with Laserfiche it only took seconds.”

JEAN BYERS
DEPUTY CHIEF CLERK, FRANKLIN COUNTY

“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

“We are fairly new on the journey, but we are very excited about what we can do here. Automating our internal business processes using Laserfiche electronic forms and workflow is part of our technology transformation that enables our mission in fighting hunger and poverty.”

BOB BLOOM
CHIEF FINANCIAL OFFICER, HEIFER INTERNATIONAL

TRUSTED BY

AVIS Fleet Services
AREVA
OAKLAND COUNTY MICHIGAN
City of Rochester, NY
Symbria

Enterprise Content Management Software Category

// WINTER 2023 CUSTOMER SUCCESS REPORT
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...

FEATURED TESTIMONIALS

“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

“We needed a device synchronisation and collaboration solution that would allow for offline access across devices, ensuring that content remains secure, compliant and in sync with the firm’s central repository. ndSync offered by NetDocuments delivered on all fronts and is included in the cloud-based DMS platform.”

MAURICE TUNNEY
IT DIRECTOR, KEYSTONE LAW

“Overall, it was an excellent experience working with NetDocuments. This software has many features available in which integrating with Salesforce and Drawloop apps are one of the key features. The folder view, file managing is brilliantly handled. The support is very helpful and supportive.”

SANTOOSH BAJJURI
THE LAW OFFICES OF HILDA SIBRIAN

“NetDocuments gives us the agility and simplicity we require to keep pace with evolving technology and client demand. Its scalability and security fit our needs.”

MIKE GREEN
CHEIF INFORMATION OFFICER, NIXON PEABODY LLP

TRUSTED BY

BLUM
THE BLUM FIRM, P.C.

FOLEY
FOLEY & LARDNER LLP

Deutsche Bank

Shulmans™

WOMBLE BOND DICKINSON

Enterprise Content Management Software Category // WINTER 2023 CUSTOMER SUCCESS REPORT
ABOUT NEWGEN SOFTWARE

Newgen is the leading provider of a unified digital transformation platform with native process automation, content services, and communication management capabilities. Globally, successful enterprises rely on Newgen's industry-recognized low code application platform to develop and deploy complex, content-driven, and customer-engaging business applications on the cloud. From onboarding to service requests, lending to underwriting, and for many more use cases across industries. Newgen unlocks simple with speed and agility.

193 TOTAL CUSTOMER REFERENCES

FEATURED TESTIMONIALS

<table>
<thead>
<tr>
<th>Testimonial</th>
<th>Company Name</th>
</tr>
</thead>
</table>
| "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. |
| "Newgen has supported us in delivering on our customer promise, helped us to innovate and foster thought leadership. And most importantly it has supported us in our growth." | SEPTIMUS BLAKE  
CHIEF EXECUTIVE OFFICER, NATIONAL COMMERCIAL BANK JAMAICA LIMITED |
| "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 [the] 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. INFOMEDIA NUSANTARA |
| "By leveraging Newgen’s solutions, we have significantly minimized our turnaround time, digitized paper-based manual operations, and eliminated process bottlenecks." | BRAC BANK |

TRUSTED BY

Enterprise Content Management Software Category
### ABOUT XEROX DOCUSHARE

**xerox DocuShare®**

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.

---

### FEATURED TESTIMONIALS

**“We were surprised how easy it was to use, my team and I never used a Content Management solution before, yet each and every one of us was able to start using it to our benefit extremely quickly. Its capability, digitizing and retrieving documents, takes seconds, a huge time saver for us. Advanced searching allows us to narrow down search terms, so we locate the exact file almost as quick! The account team goes deeper with DocuShare® and uses some of its automation capability, something we are keen to explore further with e-Cervo.”**

ANTHONY ORSONNEAU  
ARBET AMÉNAGEMENT

---

**“DocuShare has allowed us to consolidate and classify source documents, marketing documents, everything related to labeling, technical data sheets, safety data sheets and more. Document access is now limited and dependent on the permissions we assign to individuals. Everything has become organized, controlled and extremely convenient for all departments to host and access the files they need.”**

LAURENT GIRARD  
MARKETING DIRECTOR, CTH GROUPE

---

**“With Xerox Docushare, we saved a lot of time and our processes became more efficient, secure and easy to use. We were delighted with the service provided by Xerox.”**

AMMAR AL KHASHRAM  
DIRECTOR OF TECHNICAL AFFAIRS, SURVEY & LAND REGISTRATION BUREAU

---

**“DocuShare is a very cool way to share needed information—quickly, easily, and effectively! And it’s accessible anywhere, anytime.”**

GEORGE ZIMMERMAN  
INTERNET ADMINISTRATOR, ST. PETERS HEALTH CARE SERVICES

---

**TRUSTED BY**

[pennsylvania department of human services]  
[Honeywell]  
[Dillard's]  
[FUJIFILM]  
[MIZUHO]
2023 ENTERPRISE CONTENT MANAGEMENT SOFTWARE

RISING STAR

featured customers
ABOUT AODOCX

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...

54 TOTAL CUSTOMER REFERENCES

FEATURED TESTIMONIALS

“The structure and control AODocs brings to Google Drive is fundamental for true enterprise document management. We are very happy with our AODocs implementation— their support organization is fantastic and always there to help if you ever need it. In fact every team member I’ve interacted with has been extremely knowledgeable.”

MIKE CACHINE
INTERNATIONAL CENTRE FOR MISSING AND EXPLOITED CHILDREN

“We have confidentiality needs related to HIPAA and Massachusetts law around storing personal information. AODocs has allowed us to comfortably use a cloud solution to store our information while complying with those regulations.”

DAVID DOHERTY
DIRECTOR OF INFORMATION TECHNOLOGY, PERKINS SCHOOL FOR THE BLIND

“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

“One of the greatest parts about AODocs is that once somebody creates a document and uploads it, it’s no longer owned by them individually—it becomes the company’s document.”

WILLIAM FREUD
OWNER, GBS GLOBAL

TRUSTED BY
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.

154 TOTAL CUSTOMER REFERENCES

FEATURED TESTIMONIALS

“We are completely dependent on DocStar ECM. Everyone loves it. Our President loves it. He can pull anything he wants in just a minute without having to call anyone to pull the file. Any piece of paper anyone gets, they put into the system. Even our auditors are impressed with the system. In our business, audits can take months. But the auditors are almost no intrusion to our daily operations. All we do is sit them at a terminal and off they go.”

JACKIE KITCHEN
CONTROLLER, ALLISON MARINE CONTRACTORS

“We love it, DocStar ECM is accessible from anywhere. Our sales people literally had to drive hours to our headquarters after meeting with clients to input their notes and get new deals approved. This is now done in moments through a tablet. As a result, they’ve been freed to spend far more time generating new business.”

KATHLEEN FLANAGAN
SENIOR FINANCIAL AND PROJECT ACCOUNTANT, STERLING ENERGY

“We are completely dependent on DocStar ECM. Everyone loves it. Our President loves it. He can pull anything he wants in just a minute without having to call anyone to pull the file. Any piece of paper anyone gets, they put into the system. Even our auditors are impressed with the system. In our business, audits can take months. But the auditors are almost no intrusion to our daily operations. All we do is sit them at a terminal and off they go.”

JACKIE KITCHEN
CONTROLLER, ALLISON MARINE CONTRACTORS

“We love it, DocStar ECM is accessible from anywhere. Our sales people literally had to drive hours to our headquarters after meeting with clients to input their notes and get new deals approved. This is now done in moments through a tablet. As a result, they’ve been freed to spend far more time generating new business.”

KATHLEEN FLANAGAN
SENIOR FINANCIAL AND PROJECT ACCOUNTANT, STERLING ENERGY

“DocStar ECM has worked the way it should from the very beginning, and to this day, there hasn’t been a problem DocStar couldn’t solve. We had a very positive experience. In a land of software vendors over-promising and under-delivering, DocStar delivered everything they promised and more.”

NEIL BAIER
VICE PRESIDENT OF FINANCE, CRESCENT CROWN DISTRIBUTING

“We love it, DocStar ECM is accessible from anywhere. Our sales people literally had to drive hours to our headquarters after meeting with clients to input their notes and get new deals approved. This is now done in moments through a tablet. As a result, they’ve been freed to spend far more time generating new business.”

KATHLEEN FLANAGAN
SENIOR FINANCIAL AND PROJECT ACCOUNTANT, STERLING ENERGY

“DocStar ECM has worked the way it should from the very beginning, and to this day, there hasn’t been a problem DocStar couldn’t solve. We had a very positive experience. In a land of software vendors over-promising and under-delivering, DocStar delivered everything they promised and more.”

NEIL BAIER
VICE PRESIDENT OF FINANCE, CRESCENT CROWN DISTRIBUTING

“DocStar ECM has done exactly what I wanted it to do, and I love that we’re just able to easily expand into so many different areas. We keep finding more material we’re going to be able to put into the system. It’s just amazing.”

KIM COOPER
ACCREDITATION COORDINATOR, BOONE DRUGS

“DocStar ECM has done exactly what I wanted it to do, and I love that we’re just able to easily expand into so many different areas. We keep finding more material we’re going to be able to put into the system. It’s just amazing.”

KIM COOPER
ACCREDITATION COORDINATOR, BOONE DRUGS
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.

The elcomCMS solution has been very positively received by School Leadership and the parent community. The Elcom team are very professional and worked closely with us to ensure all of our outcomes were met. Their experience in designing and building online content meant they were able to advise and guide us as we developed the medical portal.

ELIZABETH WESTLEY
DIRECTOR OF TECHNOLOGY, RAVENSWOOD SCHOOL FOR GIRLS

By and large, for a website CMS and company that can help us – Elcom has been a very good fit for us and we’ve grown with Elcom too. They have the ability to customise our website and make it look exactly the way we want, with a team of experts to support you during and beyond the project.

TYRON KROST
DIRECTOR, KROST BUSINESS FURNITURE

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

We needed a flexible and user friendly solution for a complex, multi-faceted website elcomCMS ticked all the boxes.

BRENDAN MCALOON
MARKETING AND COMMUNICATIONS MANAGER, GEELONG GRAMMAR SCHOOL
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,…

“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 BENELOW
CHIEF EXECUTIVE OFFICER, MINCRON

“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

“Our goal has always been to provide the rental industry with tools that will enable them to become more productive and improve customer service. Having one partner for all our document management and distribution needs is critical.”
MIKE STILWAGNER
VP OF SALES AND MARKETING, WYNNE SYSTEMS

“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.
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...

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...

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...

GREGORY FORTIN
CHIEF INFORMATION OFFICER, ISABELLA GERIATRIC CENTER

DRC made the switch to Vasion software two years ago to replace selected legacy document management systems for its clients. DRC is now moving ahead with plans to replace all legacy systems with Vasion software to support customer document archiving requirements and key service bureau back-office workflow functions.

BARRY BRAUN
VICE PRESIDENT BUSINESS DEVELOPMENT, DATA REPRO COM LTD (DRC)

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

Enterprise Content Management Software Category // WINTER 2023 CUSTOMER SUCCESS REPORT