2019 FALL CUSTOMER SUCCESS REPORT

ENTERPRISE CONTENT MANAGEMENT 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** is affected by:

1. Total # of vendor generated customer references (case studies, success stories, testimonials, and customer videos)
2. Customer reference rating score
3. Year-over-year change in amount of customer references on FeaturedCustomers platform
4. Total # of profile views on FeaturedCustomers platform
5. Total # of customer reference views on FeaturedCustomers platform

**Market Presence Score** is affected by:

1. Social media followers including LinkedIn, Twitter, & Facebook
2. Vendor momentum based on web traffic and search trends
3. Organic SEO key term rankings
4. Company presence including # of press mentions

**Company Score** is affected by:

1. Total # of employees (based on social media and public resources)
2. Year-over-year change in # of employees over past 12 months
3. Glassdoor ranking
4. Venture capital raised

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**Customer Success Report 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.
2019 Customer Success Awards

Check out this list of the highest rated Enterprise Content Management software based on the FeaturedCustomers Customer Success Report.
OVERALL BEST
OF ENTERPRISE CONTENT MANAGEMENT

BEST IN CATEGORY

Alfresco
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.

286
Customer references from happy Alfresco users

"We wanted an open source solution that integrated readily with our existing case management system. Alfresco fit the bill. Alfresco also met the Department of Defense’s standards for open source and document management systems, which was a bonus.”
Karl Kosydar
IT Manager, Multnomah County

"Alfresco has enabled the organization to take a major step forward in improving access to information from anywhere.”
David Southern
Director of ICT, WWF, WWF-UK

"Alfresco makes it easy for our partners to find relevant knowledge products from across the globe, which makes us stronger as an organization.”
Andrew Ho
Senior Director of Information Technology, Teach For All

"Alfresco has been simple to use, fast to learn, well structured and the functionality is ideal for collaboration. We have an excellent relationship with Alfresco and the Lutech team and are grateful for the support that has helped us get up and running so quickly and continues to help us maintain a productive platform.”
Gianluca Di Salvo
IT Manager, Lombardia Informatica
ABOUT DOCUWARE

DocuWare is one of the world’s leading document management software companies. Its solutions are available in 70 countries and 16 languages, with over 125,000 users in approximately 14,000 installations. The company, founded in 1988, operates worldwide from Germering near Munich, Germany, New Windsor, New York and from Wallingford/Connecticut, with subsidiaries in the U.K., Spain and France. Whether as a cloud solution or as an on-premise DocuWare provides all the components needed for Enterprise Content Management. DocuWare’s solutions are highly secure and scalable, flexible to integrate and use future-proof technologies.

“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

“We were interested in deploying DocuWare after hearing the positive reactions from companies of our size, but we were also attracted by a price point that was manageable for a medium-sized business like us. The solution paid for itself after only 15 months just as the cost/benefit analysis had predicted.”

Carol Smolawa
Manager of IT, BEGO Dental Company

“Our paperless court is one of our most exciting new uses of DocuWare. Initially some of our judges were a little concerned about moving toward a paperless environment, but our pilot program is quickly changing minds.”

Linda Phillips
County Clerk, Tippecanoe County

“Thanks to DocuWare, our company needs far fewer resources for the administration and storing of our documents. It’s much easier to assign access rights, which was always complicated on paper. The most important aspect, though, is that because of quick access to all our documents, we are now able to increase the speed with which we generate...”

Chris Koh
Owner, SRC Recruitment
ABOUT INFOR

Infor is fundamentally changing the way information is published and consumed in the enterprise, helping 70,000 customers in more than 200 countries and territories improve operations, drive growth, and quickly adapt to changes in business demands. Infor offers deep industry-specific applications and suites, engineered for speed, and with an innovative user experience design that is simple, transparent, and elegant. Infor provides flexible deployment options that give customers a choice to run their businesses in the cloud, on-site, or both.

“We are partnering with Infor because we want to have more ROI on the long-term.”
Christian Cooper
Vice President of IT, Dream Hotel Group

“Infor SyteLine gave us the top of the line capabilities we needed at a low total cost of ownership.”
Al Yost
President, Advanced Input Systems, Advanced Input Systems

“Infor LN is made for the automotive industry. It helps us control each step in our core business processes, brings discipline to how we run our business, and minimizes errors that can have an impact on the value proposition we provide to our customers.”
Handy Kosasih
Head of Finance Division, PT. Cipta Saksama Indonesia

770
Customer references from happy Infor users
VIEW ALL REFERENCES
ABOUT 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.

“"I've been spreading the word about Laserfiche and notifying Cities Digital about interested prospects. We’d like a majority of financial banks in Maryland to be on Laserfiche so that we can start a Laserfiche user group and exchange ideas about the software. We can’t wait to sponsor the first meeting.”"

Patsy Brizard
Assistant Vice President, Old Line Bank

“"From an IT standpoint, Laserfiche is easy to maneuver and to develop and change. You're not going back and asking the VAR for help all the time, so it won't cost you money down the road, we're already thinking about upgrading the system and adding more users.”"

Ali Mroue
Chief Operating Officer, Al Hewitt Inc

“"Laserfiche is the one tool on your desktop that actually does what it's supposed to do and what you ask it to do, It's one of my favorite parts of my job.”"

Amy Johnson
Systems administrator, Hanover County

“"Laserfiche looks after all the typical elements of what a lawyer does. That's been the biggest breakthrough for us as a practice, and the most spectacular application of it for the firm as a whole.”"

Mark Reynolds
Operations Manager, Murria Solicitors
ABOUT NEWGEN SOFTWARE

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.

“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 Taha
CITO, Bank Dhofar

“The Bank implemented Newgen Solution across all its branches present in 17 countries and automated 2 critical processesAccount Opening customer on-boarding and Retail Lending, with the bank successfully processing more than 172,000 onboarding requests and 43,000 Consumer Retail Lending requests in less than 3 years.”

Leading Bank of Caribbean
Leading Bank of Caribbean

“Newgen’s technology was compatible with our business needs. They helped us streamline our processes for efficiency while helping us keep up with changing market conditions. Their configurable solutions helped us stay prepared for the future and proved to be a competitive advantage.”

Senior Vice President Operations
Large Japanese Bank

“We have been working on this journey with Newgen for about six months now and we are excited that we are implementing technology that will enable us to have a much better control over our Commercial Loan process.”

Senior Vice President, Credit Administrator
Large New York Bank

Customer references from happy Newgen Software users
VIEW ALL REFERENCES
ABOUT NUXEO

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.

Customer references from happy Nuxeo users

“The Nuxeo Platform allowed us to provide our customer with a highly performant and secure complex case management application for the French Government.”

French Government

“The Nuxeo Platform is highly modular and extensible. Because of this, the Brazilian government can quickly adapt it to meet their content management needs. Sinax has plans to use Nuxeo as the platform for all of our projects that involve information and content management.”

Klyff Harlley
IT Manager, SINAX, Brazilian government

“We see that we can do many things with the Nuxeo Platform that go beyond traditional DAM. We’ve found what we believe to be a best in class platform that will meet our needs and allow us to service our company and clients in ways that we have not been able to do before.”

Lisa McIntyre
Digital Asset Management Librarian, GSD&M;

“We selected the Nuxeo Platform as our content management back-end because it integrates well with our development methods. We use agile development with scrum. The level of modularity offered by Nuxeo’s bundle system is essential for our incremental development processes.”

Vidal
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.

"With OnBase, things don’t fall through the cracks and we provide faster member service.”

Patti Moser
IT manager, Whatcom Educational Credit Union

"The system’s integration with Costpoint was the key reason we purchased OnBase. As soon as subcontractors submit their invoices, the data is validated directly from Costpoint tables, reducing data mistakes.”

Jim McNabb
Senior Project Manager for Finance Systems, SRA International

"We are delighted about the results we have achieved so far from using OnBase and look forward to introducing the rest of the company to the solution.”

Ian Powis
Head of IT, Contego Packaging

"Managing OnBase is very easy and allows us to develop new and better processes. There’s no major downtime caused by the OnBase system—it’s just been an overall very easy system to work with that everyone loves.”

Jeff Scissom
IT specialist, University of Alabama

540
Customer references from happy OnBase users

VIEW ALL REFERENCES
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.

"The OpenText solutions are an extension of our enterprise applications and will allow us to scale along with SAP as we continue to grow. It's highly customizable as well as extremely stable and has given us the ability to better manage the creation and delivery of customer communication across all four states that we operate in."

Ryan Esch
SAP Analyst, SourceGas

"Launching our new uBiz service with OpenText Exstream has given us a foothold in the digital space, has enabled us to fill a gap in the market and has added a valuable new strand to our business."

Gary Anderson
Digital Project Manager, Gore Mutual Insurance Company

"OpenText RM is expected to be an enterprise-wide system at Santee Cooper that will serve the information needs of our employees."

Melanie Bodiford
ECM Technical Lead, Supervisor Application Support, Santee Cooper

“Selecting OpenText Exstream as our single, enterprise CCM platform wasn’t just about the technology, which is extremely important. We have been impressed by the people too. The team at OpenText provides great service, delivers what we ask for and understands our needs.”

Halidor Skattebo
Team Leader, NAV
ABOUT SPRINGCM

SpringCM is the leader in Content Cloud Services for the enterprise. Enterprises need to do more than store and share content—they need to put content to work to accelerate business outcomes. SpringCM helps global brands and public sector agencies—Facebook, Google, NCR, Office Depot, PDI Nice-Pak and the U.S. Department of Energy, among others—solve content-related problems that stand in the way of optimizing revenues, cutting costs, mitigating risk and engaging customers and employees.

“SpringCM gives us a simple, effective, and low-cost way to collaborate and disseminate training information around the world to help people sell CNH products globally.”
Brad Stemper
CNH Commercial, Case New Holland

“The searchability is huge. One of the main problems that any document management tool has is finding information and SpringCM does a great job with that.”
Bjorn Pave
Senior Director of IT, POPSUGAR

“Before SpringCM there was no process, everything was done manually. Now, we have a process, approvals, e-signature, visibility, and security.”
Ryan Goncalves
Operations Business Analyst, MoneySuperMarket

“[SpringCM]’s integration with Salesforce and ability to provide everything we were looking for in a contract management solution was why we chose them.”
Chris Britton
Chief Operations Officer, RockDove Solutions
TOP PERFORMERS
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 to gain control over documents, improve records retention and increase operational efficiency.

“We took the time to understand our process and what we needed to make the most out of the solution. We felt like they really cared about us feeling comfortable with the solution and the way we needed it to work.”

Sandy Robb
Director of Accounting, DRA Imaging Inc.

“We’ve eliminated at least 70% of our file cabinets & are working on at least another 20%. By the time we are done, we will virtually eliminate our paper storage costs & paper-related expenses.”

Jeff Berger
VP Business Operations & Technology, Lee-Smith, Inc.

“They have been absolutely helpful with implementation. They were there when we needed them – every time we call them. They help us with any kind of new challenges we run across. The experience has been great with DocStar there is nothing I can complain about at all.”

Penn Foster
Senior Managers, Penn Foster Career School

“With the viewing rights we’ve given them in DocStar, the other departments can go in themselves and find what they need right away. We’ve actually eliminated all of our cabinetry, which opened up enough office space for us to add another, much-needed person to the department.”

Traci Smith
Accounts Payable Supervisor, Wellmont Health System
M-Files enterprise information management (EIM) solutions eliminate information silos and provide quick and easy access to the right content from any core business system and device. M-Files achieves higher levels of user adoption resulting in faster ROI with a uniquely intuitive approach to EIM that is based on managing information by “what” it is versus “where” it’s stored. With flexible on-premises, cloud and hybrid deployment options, M-Files places the power of EIM in the hands of the business user and reduces demands on IT by enabling those closest to the business need to access and control content based on their requirements. Thousands of organizations in over 100 countries use the M-Files EIM system as a single platform for managing front office and back office business operations, which improves productivity and quality while ensuring compliance with industry regulations and standards, including companies such as SAS, Elekta and NBC Universal.

“With M-Files, we have been able to organise the information processes in such a way that we are in control at all times. There is a clear authorisation structure for who can do what with which information; it is transparent and verifiable. The flexible (virtual) folder structure in M-Files has also enabled us to create a workable system for everyone.”

Juriaan Kellerman
Managing Director, Netherlands Aircraft Company

“The presentation and demonstration of M-Files by The One/GeONE at our office was the decisive factor in making our decision. Everyone was very enthusiastic.”

Yde Bleeker
Business Process Management Advisor and Project Manager, Lucas Onderwijs

“The advantages of M-Files are its flexibility and adaptability to different business needs. We can use M-Files in all of our enterprise content management development projects, as the integration with other business systems is seamless. Additionally, M-Files experts can help us resolve any issues that occur. M-Files has taken on a key position for us, both...

Lauri Vanhanen
ICT Solution Manager, Caruna

“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
Service Manager, Berggren
ABOUT NETDOCUMENTS

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.

"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
Chief Information Officer, Nixon Peabody LLP

"NetDocuments will help us adapt to the ever-changing legal technology landscape as well as meet personnel and client needs for security and usability. The NetDocuments cloud platform will enable our firm to achieve levels of mobility and security simply not possible with the traditional...
Judi Flournoy
Chief Information Officer, Kelley Drye & Warren, LLP

"NetDocuments underpins the firm’s technology focus to enhance the client and user experience.”
Doug Caddell
CIO, Foley & Lardner

"As the firm grows, I have no worries that NetDocuments will scale to the needs of our practices.”
Harry Atlas
Partner, Sherman Wells Sylvester & Stamelman LLP
ABOUT 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.

““The Xerox DocuShare/WaterWare team enabled us to come into the 21st century. It helps us to meet performance indicators—which drives our funding—and better serve our customers. It’s changed the way we do business.”

Jerry Pectol
Division Director of Unemployment Insurance, Oklahoma Employment Security Commission

“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

“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

“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
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.

“Organization is so much better. With eFileCabinet, you can find it, click on it, and go. We don’t have files missing, and we have more room to operate.”  
Swarm Building Company Number 7

“If I’m sitting in someone’s office and they have a question about a particular file or need something, I can just go on my phone and retrieve that information, which is so ideal, I can’t even tell you. It makes me look like a star!”
Yvonne Thompson  
President, AMES Recordkeeping Services

“I am absolutely blown away by how user friendly the eFileCabinet product is while still being able to handle extremely complex situations with ease. We are very happy customers.”
Rebecca Giffune  
Eagle Payroll Service, Inc.

“I was using another vendor and liked what we saw with eFC and the simplicity of use. The Mobile App is great!! And now we can access everything from one central area. It saves us at least 3-6 hours a week from going to get files out of a file cabinet.”
Brad A. Bosh  
Farm Bureau Financial Services Agent
ABOUT IMANAGE

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.

“We’ve been using iManage for eight years. The partners and the staff find it invaluable. They can find documents, trace documents, and retrieve everything very easily.”
Ben Cohen
Applications Customization and Support Manager, Richards Layton & Finger

“The iManage RAVN engine and products like iManage Extract and iManage Classify are just the next step in a journey we started long ago.”
Dene Rowe
Partner & Innovation Director, Keoghs

“A lot of other records products don't manage the retention aspect very well. iManage Records Manager, as we have been using it, does a terrific job. It's very smart in the way it can automate the process.”
Ray Moore
IT Director, Higgs Fletcher & Mack

“We continue to make strategic investments in technology designed to further protect our clients' data. iManage's Security Policy Manager and Threat Manager will deliver the functionality our clients and our internal risk and compliance teams demand without compromising attorney productivity. Combining all of these features from a single vendor is a...”
John Barney
Chief Information Officer, Thompson & Knight
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.

“Before AODocs, our employees couldn’t work with Microsoft Office. They would have to download a file, edit it, and then re-upload it to Drive. There were issues where they would open one version in Google Sheets and one in Excel and then not know which one to use.”

Nick Vasilopoulos
Common Sense

“Our improved processes in AODocs give our communications people the most accurate information possible. This will have a significant impact on the community.”

Dirk Marshall
IT Director, City of Mesquite

“AODocs is giving the small business I work for the ability to develop tools and automated processes historically only available to businesses much larger than ours. We recently increased our monthly investment in AODocs nearly 10 fold because we’re convinced that it’s going to pay serious dividends.”

Lucas Wiscons
Operations Manager, Jacobs & Schlesinger

“AODocs has improved the productivity of the team by nearly 100% while also reducing the risk of costly human errors.”

Decio Francini
IT Manager, Ceva Animal Health
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 globe. Enterprise customers include Chase, Cisco, Shell, Walmart, Express, Riot Games, IcelandAir, Morningstar, and more.

“By using Contentstack to build API-first, mobile-friendly content infrastructure, Berlitz saw total revenue grow 40% YoY, lead conversions increase by 126%, and pages that load 133% faster!”
Peter Gorman
Global Vice President of Product and Technology, Berlitz

“Before implementing Contentstack, the simplest requests took days and creating a new page took up to a week to complete. Now, changes take minutes and putting together a new page can be done within the day – without the help of a skilled developer!”
Sylvie Shimizu
Webmaster, Elastic

“With Contentstack, the Icelandair content team is able to publish content with a much higher frequency than ever before and we’ve cut the time it takes to push out promotions by over 90 percent!”
Hallur bór Halldórsson
UX Writer and Content Designer, Icelandair

“Contentstack is what we brag about all the time, from our IT department to our President. The Digital Fan Experience powered by Contentstack represents one of the most important initiatives for the Miami HEAT.”
Matthew Jafarian
Vice President, Digital Strategy & Innovation, Miami HEAT
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.

"Partnering with Elcom gave us a really good first time experience, their guidance and responsiveness was incredibly valuable. The Elcom bug tracking system was excellent and their staff’s genuine interest in delivering the best solution resulted in a streamlined and...

Adrian Jacobson
Chief Information Officer, Taking Shape

"The team at Elcom have been very responsive and provided a collaborative environment in which our immediate goals were achieved and additional functionality continues to develop. An integral part of this has been their responsiveness to our specific requirements and their...

Jennifer Sharman
Director of IT, Ascham School

“We found that Elcom team members take their expertise, and professionally, enthusiastically and sincerely apply it to our business needs and are very solution focused on behalf of their client. They are always responsive to a client’s needs and very supportive.”

Wendy Johnston
Director of Marketing & Communications, St Margaret’s Anglican Girls School

“We knew Elcom would be open and responsive to new ideas, flexible in their approach and work extremely hard to deliver a solution that supported our digital transformation strategy.”

Ellissa Nolan
Executive Manager, Digital & Projects, Holiday Coast Credit Union
ABOUT PAPERSAVE

PaperSave is a complete document management, electronic workflow and transaction (invoice and gift) automation solution, for Microsoft Dynamics, Blackbaud and Intacct. PaperSave’s unique integration provides one click access to documents related to the records within Microsoft Dynamics solutions like AX, GP, SL, CRM and Blackbaud solutions like Raiser’s Edge, Financial Edge, Educational Edge and Enterprise CRM and Intacct cloud accounting software.

“"We were looking for primarily an AP solution. When I stumbled across PaperSave what really sold it was everything else it did. It opened the doors for us to go paperless.”
Greg Dzurinda
Computer Information Systems Supervisor, The Zidian Group

“PaperSave is an easy to implement document management system and we highly recommend it to a small business.”
Kriss Hays
Director of Technology and Systems, Albrecht, Incorporated

“I guess it would be fate; PaperSave came right at our 110 percent overworked level. We had Acoppac before [but] it didn’t do the approval routing that PaperSave does. All of a sudden we’re getting a call from a vendor saying, ‘I sent you an invoice three months ago. How come you haven’t paid it.”
Robert Kubat
Senior Director of Accounting, MTN Satellite Communications

“Having PaperSave handle everything allowed us to downsize the corporate office space. The file room was about 400 square feet. Nobody is allowed to order bankers’ boxes.”
John Schissler
Chief Executive Officer, Frontier Tubular Solutions

Customer references from happy PaperSave users

VIEW ALL REFERENCES
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.

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Customer references from happy Questys users

““The people at Questys don't just say, ‘Ok, this is our product, do your business this way!’ They look at the product, the way we do our business, and the way we file our documents. They made their product fit our needs.”

Larry Halpern
President, Safe Systems

“Questys document management was the right solution for our small business. It's unquestionably user-friendly and stable.”

Kathryn Weeks
Office Manager, Century 21 Wilson Minger Agency

“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
ABOUT SYSTEMWARE

Systemware has been a pioneer in enterprise content management for nearly 40 years, helping the world’s largest and most highly regulated organizations capture content from a variety of business systems, find it wherever it is stored and deliver it in the context needed for each business line. Their content services platform, Content Cloud, helps organizations modernize their content management, interoperate with a range of repositories and systems, automate their processes, personalize their experience, and enable their content for business intelligence.

“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 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

“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
US Airways, U.S. Airways