



NUCLEUS  
RESEARCH

# CONTENT MANAGEMENT TECHNOLOGY VALUE MATRIX 2020

## ANALYSTS

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## THE BOTTOM LINE

The Covid-19 pandemic has forced the acceleration of content management improvements, including functionality and ease of use, making it more essential and valuable than ever. Remote workers require access to data, with security and risk management assurance, and a collaboration tool that is a 'single source of truth' for all information across an organization. Last year's Value Matrix user feedback led with AI and ML automation, integration, capture, and collaboration. This year, users reported similar priorities but with a greater focus on straightforward integrations with core business applications and scalability as value drivers.



## MARKET OVERVIEW

The shift to remote work has strained the limits of traditional, monolithic Content Management (CM) solutions, forcing companies to focus on defining a strategy to deal with the growth of volume in content, data, and document needs, rather than traditional document storage. Content management is one of the oldest and most mature technologies in the software market but is needed to modernize its offerings in response to the 'new normal'. Innovative vendors will continue to devise solutions that redefine the way CM technology will maximize efficiency, productivity, and direct value to the users.

When looking for a CM solution, either as a replacement for a legacy platform or a new investment, users reported that they are investing in consulting services to not only define the company's needs, but also assist with deployments and ensure that the buyer is prepared for future needs. Some clients Nucleus interviewed also stated that any solution under consideration must have a well-designed user experience (UX), a minimal 'learning curve' to be fully operational, and must include low-or no-code integrations with existing core business applications. Robotic process automation (RPA) to handle high-volume, repeatable tasks that previously required humans to perform is also reported as critical by reducing manual tasks to increase productivity and add value. Users reported that their selection of a CM vendor is now based on the following:

- Content integration into core business processes
- Comprehensive security and records management
- Flexible and hybrid deployments
- Automated taxonomy.

Not long ago, remote work was considered inefficient and costly since remote workers could not be directly managed as well as in-house staff. That paradigm is no longer valid – as stated in the previous Value Matrix, output and accuracy are more accurate and compelling measurements of value delivered by a software solution.

Nucleus believes that major changes to CM delivery are coming in the near future and predicts that single-purpose vendors and those without the ability to integrate with existing business software, will be either acquired by full suite companies or cease to exist. Some best-of-breed CM providers may continue to serve small and mid-sized businesses (SMBs) or a specific niche but cannot compete with vendors that offer a full range of options to meet all of an organization's needs. In other words, standalone CM platforms will begin to disappear. Look for increased mergers and acquisitions over the next 18 months.

## LEADERS

Leaders in the Value Matrix include Alfresco, Box, Epicor DocStar, Laserfiche, and M-Files.

### ALFRESCO

Alfresco is an Open Source Content Services and Solutions Provider that is well-suited for enterprises with large volumes of unstructured content. Alfresco's modern, cloud-native Digital Business Platform enables organizations to collect, manage, and govern enterprise content and build robust content apps that enhance user experience. It streamlines user

interaction and collaboration and allows organizations to quickly and securely respond to threats, opportunities, and circumstances. The solution can be deployed on-premises or in the cloud, with a modular approach to content services management that is scalable in both environments.

The Alfresco Cloud is hosted in Amazon Web Services through a Platform-as-a-Service (PaaS) delivery model. This approach provides a stable environment for developing and deploying new apps and services without the costs and complexity of managing an on-premises solution. Alfresco differentiates itself with quick deployment, ease of customization, and contextual search capabilities. Additionally, the vendor's content services capabilities can be integrated with other Alfresco offerings, although they do require separate licensure.

Recent updates and announcements include:

- Alfresco Enterprise Viewer. A secure tool that enables users to securely view content (documents, images, audio, and video), and collaborate in real-time on annotations and redactions using editing tools and chat windows.
- Alfresco Claims Management as a Service. Allows organizations to access content faster using a no-code, configurable user interface to modernize their claims processes and create a single digital claims file with all relevant content and with built-in annotation and redaction capabilities.
- Alfresco Policy and Procedures as a Service. Enables organizations to build process and content intensive apps (using a no code approach) without the cost and complexity of deploying, managing, and updating the platform themselves.
- New Federation Services. Helps enterprises manage, connect and protect their important information across multiple, disparate content applications, network file shares, and email systems.
- In October, Alfresco acquired SAP Integration Specialist, Pernexas. This has allowed for integration of Alfresco Digital business Platform and SAP NetWeaver, SAP S/4 HANA, and SAP Fiori.
- In March, the vendor acquired Technology Services Group (TSG). TSG is a provider of services and solutions including strategic advisory, application development, software engineering, and software products (e.g., case management, enterprise viewer, massive scale options leveraging NoSQL approaches).

## BOX

Box is a comprehensive cloud content management platform (CCM) that includes functionality for collaboration, workflow, security, governance, and compliance. With Box,

users can work across a variety of content types, devices, apps, and services at any time, both on-site and remotely. The vendor has an integrations network of more than 1,500 providers, allowing employees to increase productivity through familiar applications while maintaining Box as a central content core. The vendor has also released Box Skills Kit, which simplifies the integration of machine learning (ML) services with content. Skills are pieces of code that automatically run when content events take place, such as uploading files, moving, and sharing to extract metadata that users can see and interact with in the Box platform. Metadata-driven retention through the platform allows organizations to set retention policies at the folder or file level to securely retain unstructured data and better meet data regulation requirements. When speaking with customers, Nucleus found that usability, customer support, and integrations with existing solutions are among the key reasons for deploying Box.

Recent updates and announcements include:

- All-New Box, Collections and Annotations. In response to the unprecedented shift to remote work, Box announced the All-New Box experience to drive increased productivity and collaboration. The announcements include Collections, a simple way to organize files and folders around the topics and work streams important to the user, the ability to add annotations to more than 100 file types directly in Box Preview, an enhanced Zoom integration which allows users to create or join a Zoom meeting directly from content in Box, all with a redesigned UI.
- Box Shield. In April, the vendor made updates to its advanced cloud security solution, Box Shield. At its launch in October 2019, Box Shield was focused on solving two main problems: solving accidental data leakage by providing granular security controls and access policies and preventing malicious attacks by identifying suspicious user behavior. With the newest enhancements, Box Shield is now also able to alert end-users of malware risk and restrict the downloading and sharing of suspicious files, all while enabling secure preview and editing via the online modalities to ensure users can get still their work done.
- Box Relay. Last year, Box announced the release of its new workflow solution Box Relay, which features an updated workflow engine, improved user experience, and menu of triggers, conditions, and outcomes, built to simplify and drive greater efficiency in business processes across an organization. Since its launch in June 2019, Box has added several new enhancements to Relay, including manual start workflows that enable users to begin their own workflow directly within Box folders, and an integration with Box Shield that allows workflows to be initiated by a Shield security classification policy, or that applies a security classification as an outcome to a workflow. Additionally, Box released File Request, which enables users to request

files and metadata from anyone – even those without a Box account. Submissions can then be routed through a Relay workflow based on the form submission values.

## EPICOR DOCSTAR

Epicor's DocStar offers an enterprise content management platform for document management, accounts payable automation, and sales order automation. The vendor's content management solution provides users with a content management and business automation platform that is entirely browser-based. The platform also offers functionality for smart data capture, electronic forms, and disaster recovery. Leveraging its relationship with Epicor allows the vendor to provide users with integrations, analytics, and mobile capabilities. DocStar customers can gain better control over documents, improve retention, and increase efficiency through the vendor's platform. The vendor also serves organizations of any size, making its appeal widespread.

Recent updates and announcements include:

- DocStar ECM Forms 2.0. Last October, DocStar released its DocStar ECM Forms 2.0 update that includes new features such as form sets, form signatures, and field validations.
- DocStar ECM is available in Spanish for Latin American and Caribbean countries.
- DocStar ValiDate. The vendor released ValiDate to increase content integrity assurance by adding encrypted codes to documents as they are added and changed. This allows organizations to better identify unauthorized modifications.
- DocStar ECM 20.1 Update. In June, DocStar announced the newest release of the DocStar ECM solution. Features and enhancements include an updated user interface, as well as capabilities to aid with identity provider integration (IDP) and multifactor authentication (MFA) to create more secure logins.

## LASERFICHE

Laserfiche provides users with functionality for content management, business process automation, and data analytics, primarily serving organizations in finance and wealth management, health care, education, manufacturing, and the public sector. The platform can be SaaS-delivered, as well as deployed on-premises, and in hybrid and private cloud environments. Laserfiche assists organizations with compliance regulations such as GDPR by facilitating data subject requests, classifying and managing personally identifiable information (PII), enabling access controls, and applying retention policies. The vendor continues to make investments in functionality for automation and cybersecurity. For

example, Laserfiche leverages machine learning to advance business processing and robotic process functionality and deliver data-driven insights.

Recent updates and announcements include:

- **Laserfiche Vault.** Designed for the financial services industry, Laserfiche Vault is a solution package of services and cloud-based features that provides a secure and accurate system of record to support broker-dealers in complying with SEC Rule 17a-4(f) policies, including strict WORM (write once, read many) standards for retaining electronic records and FINRA audit requirements.
- **Workflow Bots.** Workflow bots launched to allow organizations to take advantage of expanded robotic process automation (RPA) capabilities in the Laserfiche platform. Workflow bots are a no-code solution to automating repeatable clicks and data entry actions across applications, enabling seamless integrations and the ability to build end-to-end solutions.
- **Smart Invoice Capture.** Smart Invoice Capture uses machine learning technology to automatically capture information from any invoice, in any format. Applied as part of accounts payable solutions, smart invoice capture will help organizations boost efficiency, improve cash flow and prevent fraud.
- **Direct Share.** Direct Share is a more secure way for users to share files stored in Laserfiche outside of their organization. Direct share enables the option for password protection, document link expiration, and to manually disable any links shared externally. Audit management controls also enable organizations to manage who is sharing files and what is being shared.
- **Enhanced Integrations.** Laserfiche has announced the availability of new direct integrations with major software platforms, including Salesforce, and recently expanded integrations with Microsoft Office 365 and Dynamics 365.

## M-FILES

M-Files' intelligent information management solution is metadata-based and repository-neutral, allowing users to manage and search for data based on what it is rather than where it is stored. This allows for better access and editing-in-place as opposed to migrating content to the user's location. M-Files leverages artificial intelligence, specifically machine learning and natural language understanding, to automate document classification and metadata entity extraction. The vendor's licensure for cloud deployments is the same as that of on-premises, allowing more organizations to take advantage of the opportunity to move to the cloud gradually.

M-Files offers data security features including access control and permissions, automated audit trails, federated authentication, file encryption in transit and at rest, intrusion detection, and data loss prevention. The vendor uses its metadata-driven automatic permissions to manage access control by content rather than by folder and ensures that access control policies are enforced. M-Files offers its customers frequent, automatic system updates that do not require extra support from an organization's IT department.

Recent updates and announcements include:

- **Smart Metadata.** In May, M-Files released Smart Metadata, a tool that automatically learns to extract information from documents so that they can be indexed and located more efficiently. The solution can search for information such as significant dates, key organizations, and names of key people.
- **M-Files Discovery.** In November 2019, M-Files released Discovery to identify business-critical documents, such as contracts in M-Files and in any connected external repository based on PII data extraction and document classification.
- **M-Files Ground Link.** In May, M-Files released Ground Link to allow a secure and highly reliable network connection from M-Files Cloud to customer's local data repositories, such as network folders and SQL databases.
- **Co-authoring.** In September 2019, M-Files announced the enablement of co-authoring for Microsoft Office 365 and Google Docs, Sheets, and Slides to expand access to collaborative documents.
- **Duplicate Document Detection.** In March, the vendor announced the release of duplicate document detection functionality. When a user adds a document, the solution can alert them if there is duplicate content already stored in the system.

## FACILITATORS

Facilitators in the Value Matrix include IBM, Nuxeo, Salesforce Quip, and Zoho WorkDrive.

### IBM

IBM FileNet Content Manager offers a full-breadth of content management capabilities and a content-services architecture that is optimized for scalable enterprise content management. The solution can be deployed in the cloud, on-premises, or in hybrid cloud environments and offers features such as low-code developer tools, GraphQL APIs, an AI-powered business context engine, and unified content governance. The platform leverages

machine learning capabilities to enable analytics to work with all managed content and offers robust, enterprise-grade functionality.

Recent updates and announcements include:

- In January, a new AWS Quick Start was released, set to deploy IBM FileNet Content Manager into a virtual private cloud that spans several availability zones.
- Capability enhancements to FileNet Content Manager V5.5.4. Updates include document storage support for Google Cloud Storage, API's for integrating content management into third-party applications, automation, mobile capture, external collaboration enhancements, and the release of IBM FileNet Content Manager Connector for Salesforce.

## NUXEO

Nuxeo offers a content services platform (CSP) that allows organizations to manage content while putting it to work. The Nuxeo Platform is an open-source, subscription-based CSP that can be deployed in the cloud, on-premises, or in hybrid environments. The platform connects to other enterprise content management tools and several workplace productivity applications. The platform also manages traditional content formats such as scanned documents and PDFs, as well as audio, video, images, and 3D files. It uses a metadata model to describe assets and promote top-level sorting and analytics. Additionally, Nuxeo offers integrations with Office 365 and Adobe Creative Cloud to expand access through the Nuxeo Web UI, allowing users to leverage capabilities of the respective services in Nuxeo. The vendor's offering continues to serve as an attractive option for global enterprises, as it can handle high volumes of content and data.

Recent updates and announcements include:

- Nuxeo Insight. In June 2019, the vendor announced the availability of Nuxeo Insight, an AI-powered enterprise offering that allows non-technical users to train machine learning models on their own data sets. The solution automatically generates business-specific metadata values in order to enrich content, increase understanding of information, and drive workflows. In July 2020, the vendor announced a new low-code user interface (UI) for Nuxeo Insight that offers a simple "point-and-click" experience.
- In June, Nuxeo announced that Nuxeo Content Cloud validated its compliance with the records requirements of SEC Rule 17a-4(f) with Amazon Simple Storage Service (Amazon S3) Object Lock.
- Nuxeo Transformation. In 2019, the vendor released Nuxeo Transformation, a cloud microservice that offloads resource computing requirements to the cloud, speeding

up and simplifying bulk transformations and conversions to items such as thumbnails, images, and video renditions. Additional features include closed captioning and optical character recognition (OCR) capabilities.

## SALESFORCE QUIP

Quip is a web-based tool for collaboration and productivity. The solution enables users to share, view, and co-edit documents, spreadsheets, chat, and slides in real-time. Built-in chat is integrated inside each document type for additional collaboration. Quip integrates with Salesforce, allowing users to collaborate on projects and connect Quip documents to any standard or custom Salesforce objects such as accounts and opportunities. Additionally, any Salesforce data can be brought directly into a Quip document to discuss and collaborate on. Users can leverage Live Apps for Quip, such as Einstein Analytics, Smartsheet Box.com Files Viewer, and draw.io, to combine workflows and applications needed for a specific project in a single Quip document to eliminate time spent toggling between screens. The apps are available within Quip or for download on the Salesforce AppExchange, and customers can configure them to better manage custom projects and workflows.

Recent updates and announcements include:

- Quip now embeds directly into Salesforce's Sales and Customer Service clouds.
- Quip Shield. In September 2019, the vendor released Quip Shield, which delivers four services. Enterprise Key Management allows customers to create, manage, and control access to their own encryption keys. Event monitoring affords users real-time event logging that can be leveraged by Security Information and Event Monitoring (SIEM) systems and Cloud Access Security Brokers (CASB). Automatic antivirus scanning of all files uploaded to quip is also included. Governance provides the ability to define, manage, and report on data retention policies and data holds to adhere to corporate standards and comply with industry regulations.
- Quip is compliant with HIPAA (the Health Insurance Portability and Accountability Act of 1996), opening it up to further opportunities in the health sector.

## ZOHO WORKDRIVE

Zoho WorkDrive is Zoho's cloud-based file management and collaboration platform that can be accessed on the web, as well as through mobile apps for iOS and Android devices. Features include collaboration, document archiving, assembly, and indexing, file recovery and conversion, version control, access permissions, electronic signature, messaging, and real-time synchronization. The platform also has secure storage. Two-way synchronization

allows users to work on desktop files online or offline, syncing changes on all devices when the platform is back online. The solution offers encryption in transit, which encrypts files with an RSA-based 2048-bit key that is created through Perfect Forward Secrecy (PFS) and backed by a Transport Layer Security (TLS) protocol. The files are also encrypted at rest with 256-bit Advance Encryption Standard (AES). Zoho WorkDrive is a module in the greater sphere of Zoho products, and integrates with the Zoho Office Suite, which includes solutions such as Zoho Writer, Sheet, and Show to extend collaboration to spreadsheets and presentations.

Recent updates and announcements include:

- In January, Zoho added updates to the solution, including enhancements in WorkDrive Picker, and the ability to manage Zoho Forms, Zoho Books, Zoho Invoice and Zoho Subscription attachments in WorkDrive, share access to files, and organize folder permissions.
- March platform updates include Optical Character Recognition (OCR) for searches, data templates in WorkDrive Business to classify files and folders with custom properties, and object detection that can search for image files based on the objects depicted.
- The storage limit has increased for various plans.
- TrueSync. In May, Zoho released the beta version of the TrueSync App for Windows and Mac, which allows users to access files in place, without having to download them, thus saving storage space.

## CORE PROVIDERS

Core Providers in the Value Matrix include AODocs, Microsoft Sharepoint, OpenText EIM, and Oracle.

### AODOCS

The AODocs platform is cloud-delivered, enterprise-ready, and scalable. The solution includes functionality for collaboration, compliance tracking, OCR, version control, and document archiving, indexing, and retention. Additional capabilities include electronic signature, file recovery, file type conversion, and offline access. The platform automates various processes to allow users to streamline their workflow. Knowledge Management is also offered through the platform, leveraging AI to view content and ensure that users have access to the correct versions. Additionally, AODocs can integrate with Salesforce and

DocuSign and is the only business process platform that is tightly integrated with Google Drive. The vendor primarily serves industries such as financial services, government, and manufacturing but has customers of all business sizes.

Recent updates and announcements include:

- AODocs for Life Sciences. Last October, the vendor released the AODocs for Life Sciences Quality Management System (QMS) to help life sciences organizations manage FDA and GxP compliance.
- COVID-19 Crisis Outreach App. In April, the vendor released the COVID-19 Crisis Outreach App and COVID-19 Customer Care Program to help organizations meet OSHA reporting requirements.

## MICROSOFT SHAREPOINT

Microsoft offers SharePoint as its collaboration, document storage, and content management platform. While the solution was once built for on-premises storage purposes, it can now be deployed in the cloud and hybrid cloud environments. Because the solution primarily runs on Microsoft's cloud infrastructure and global support operations, customers are able to enable regional data residency and remain compliant with privacy regulations such as GDPR. SharePoint is scalable and able to integrate seamlessly with other Microsoft products, including OneDrive for Business, Microsoft Teams, and Flow. The vendor's content services are a part of its intelligent content services layer, designed to facilitate access, creation, sharing, management, and security of content across an enterprise.

Recent updates and announcements include:

- In May, Microsoft announced that Microsoft Lists data will be stored in SharePoint, giving users expanded formatting options. Additionally, the vendor released updates to the SharePoint Migration Tool.
- In June, the vendor released Multilingual Publishing for SharePoint Online. The workflow allows users to translate SharePoint pages in multiple languages. The vendor also announced the global availability of SharePoint Online sites.

## OPENTEXT EIM

OpenText Enterprise Information Management (EIM) delivers an end-to-end platform for lifecycle content and information management with out-of-the-box functionality, an intuitive user interface, and integrations with other OpenText products and third-party enterprise applications. The solution can be easily deployed and scaled, with industry-specific verticals across horizontal applications. The vendor's ECM capabilities connect content management

to business processes that drive user productivity, secure records management and enterprise governance, AI-driven analytics, and reporting.

Recent updates and announcements include:

- In March, OpenText acquired XMedius, a provider of solutions for secure information exchange to expand security capabilities. XMedius brings decades of experience and patented technologies, with functionality that enables organizations to move more workloads to the cloud and unlock information.
- In April, the OpenText announced a global strategic collaboration agreement with Amazon Web Services (AWS), allowing the vendor to provide customers with more options for the deployment of information management solutions. In the same month, the vendor announced the launch of the new OpenText Trading Grid, a cloud integration services platform. The launches combine multi-enterprise integration capabilities with a modern, microservices architecture as well as industry-leading data visualization from OpenText ALLOY.

OpenText has seen slowed organic growth, consistent with their strategy of acquiring companies to fill a need. While the vendor presents and markets itself as a software provider, in reality, it is a private equity firm and should be valued as such.

## ORACLE

Oracle Content and Experience Cloud (OCE) offers customers a single repository for ECM and web content management (WCM) content. The platform is cloud-delivered and can also be accessed through apps for iOS and Android. Features include full text search and the ability to store video content. When speaking with customers, Nucleus found that there are some gaps in the platform's functionality, such as lack of a built-in email client, limited document management, poor records management, and average data capture options. There is also a steep learning curve associated with the solution. However, users note that the user experience is solid and 'friendly' overall. OCE supports the midsized enterprise market but is not yet "enterprise-ready".

Recent updates and announcements include:

- Last September, OCE announced a collaboration with Box, allowing users to connect their cloud and on-premises Oracle and third-party applications with Box with Oracle Integration. IT teams will be required to automate workflows across the two platforms, but the connector simplifies the process of integrating everyday content-driven business processes.

While there don't appear to be many announcements, Nucleus believes that OCE will be in the Oracle roadmap for the next 3 to 5 years as content services becomes more critical.

## EXPERTS

Experts in the Value Matrix include Digitech Systems, DocuWare, Micro Focus, and OnBase.

### DIGITECH SYSTEMS

Digitech Systems provides customers with an end-to-end solution encapsulating automated data capture, content management and collaboration, secure content storage, and automated business processes. The system can be deployed both on-premises (PaperVision) and in the cloud (ImageSilo) and is also offered as a hybrid solution for organizations with strict regulatory requirements or that want to begin transitioning to the cloud. The vendor delivers its solutions through independent software vendors (ISV) in order to focus more on R&D than sales and marketing. Digitech's use of patented, AI-driven algorithms to differentiate and classify data serves as a key differentiator from others in the space.

Recent updates and announcements include:

- In March, Digitech announced the general availability of PaperVision.com, a cloud-based service which includes features such as process automation, integration, and e-forms. The web interface allows more businesses to take advantage of the vendor's cloud content management capabilities.
- PaperVision ScanPro. In May, the vendor released the document digitization and upload tool that secures data during transfer and allows users to create metadata during scanning to enable quick keyword searches.

### DOCUWARE

DocuWare's content services platform offerings include DocuWare for document capture and management, DocuWare Workflow for business processing, and DocuWare Intelligent Indexing for metadata management and content indexing. The global company also provides both on-premises and cloud-based ECM solutions. DocuWare's platform distinguishes itself from other solutions by offering disaster recovery capabilities as an optional add-on for users. The solution is ideal for small and mid-sized businesses looking to automate processes in finance, human resources, and other areas of business, and has robust functionality for information indexing, content capture, document management, workflow intelligence. Complete integration capabilities are also offered through the solution. The vendor offers pre-configured solutions for invoice processing and employee management and is able to continually provide sophisticated enterprise-grade document management solutions through its expansive partner network.

Recent updates and announcements include:

- Version 7.3 release. Updates to the platform include New features for remote users across the globe including two new languages (Turkish & Finnish), secure single sign-on, faster web client services, expanded email archiving and configurations
- Last December, the vendor partnered with Validated ID to offer customers a new electronic signature service and other features such as E-stamps, e-invoice display, and streamlined configurations and integrations.

DocuWare was acquired by Ricoh Company Ltd. in August 2019, a logical move financially as the two companies can leverage their partnership to connect people to information faster and more conveniently, improving communication and creativity. DocuWare still operates as an independent subsidiary of Ricoh.

## MICRO FOCUS

The Micro Focus Secure Content Management (SCM) Suite includes three different product offerings. Control Point and Structured Data Manager allow end-users to access, analyze, and classify structured and unstructured data, and Content Manager manages information throughout its lifecycle based on policy. All three solutions are built with advanced analytics and governance capabilities. The vendor's recently updated user-strategy organizes business into four areas, Enterprise DevOps, Hybrid IT, Predictive Analytics, and Security Risk Governance (SRG). Additionally, the vendor has made enhancements to its business model by including a more holistic and integrated approach to product development and customer service while continuing to focus heavily on security.

Recent updates and announcements include:

- Voltage SmartCipher. In January, Micro Focus released the Voltage SmartCipher, which includes Transparent File Encryption technology to prevent unauthorized access to individual files and the data within them. Capabilities through the solution allow organizations to increase visibility and control while improving compliance. SmartCipher can be deployed in stages, reducing disruptions to the organization during implementation.
- File Analysis Suite. In May, the vendor introduced the File Analysis Suite to help reduce risk associated with GDPR compliance. The suite offers comprehensive data lifecycle management and can handle and secure sensitive information across an enterprise.

## ONBASE

OnBase is Hyland's ECM and process management suite. OnBase software is a good choice for enterprise users looking to combine traditional content management capabilities with

end-to-end content processing apps. The vendor also offers easy API-based integrations and high-quality third-party integrations. OnBase is built on a single end-to-end architecture, available to users on-premises or in the cloud. The suite includes functionality for ECM, case management, business process management, secure records management, capture on a single database, codebase, and content repository. Capture is made simple through the solution, with multi-channel and intelligent capture solutions to ensure content is captured into the solution and content storage is organized. Additionally, the vendor offers solutions that are tailored for specific industries, including healthcare, insurance, higher education, financial services, and government.

Recent updates and announcements include:

- OnBase Loan Document Tracking. Released last June, this single application assists lenders with automation of the lending process by managing the document requirements involved with the entirety of the lending lifecycle.
- Last September, Hyland announced integrations with Duck Creek Claims, extending the provider's functionality for data management into OnBase. Additionally, the vendor announced a partnership with Blue Prism, a provider of Robotic Process Automation (RPA) software. OnBase now sells Blue Prism's Digital Workforce Platform.
- In January, Hyland released the OnBase Foundation Enhancement Pack 2 (EP2) and Perceptive Content Foundation, which include responsive UI components, support for key compliance requirements, and the first in a series of new public REST APIs. New features in Perceptive Experience Content apps enable users to change or create new document, folder, and workflow view filters, while additions to the action toolbar allow key functions to be performed based on user security privileges.
- In February, Hyland acquired Learning Machine, a blockchain-based digital credentialing solution. The vendor also acquired Streamline Health's ECM business. The acquisition aids Hyland in its positioning as a content services provider and furthers the vendor's mission for healthcare organizations.