Vendor Landscape: Process-Generated Content Management (PGCM)

Every process generates content; manage the content to maximize the value of those processes.

INFO~TECH
RESEARCH GROUP

Introduction

Process-generated content management solutions are moving beyond just transactional workflows. Many provide full BPM engines for complex process modeling.

This Research Is Designed For:

✓ Enterprises seeking to select a solution for content management, specifically for managing process-generated content.

✓ Their ECM use case may include:

- Bring user processes to mobile workers

- Case management in a system of engagement solution

- Manage compliance and legal obligations in a system of record processes solution

- Build an enterprise-wide single ECM system

This Research Will Help You:

✓ Understand what's new in the PGCM market.

✓ Evaluate PGCM vendors and products for your enterprise needs.

✓ Determine which products are most appropriate for particular use cases and scenarios.

Executive Summary

Info-Tech evaluated eight competitors in the PGCM market, including the following notable performers:

Champions:

- **OpenText,** one of the most complete vendors in the ECM market.
- **EMC,** a complete information management platform.
- **Perceptive,** offering superior data visualizations and practical analytics packages.
- **Laserfiche,** a complete end-to-end PGCM solution.

Value Award:

- **Laserfiche's** flexibility and new features can provide great value for the long term.

Trend Setter Award:

- **HP.** Now that the Autonomy messaging is being clarified, Records Manager brings strong control and unparalleled findability.

Info-Tech Insight

1. **Beware the "case management" buzzwords:**

   Vendors are keen on capturing the burgeoning "case management" market. All of the vendors can manage cases, but most require in-depth customization.

2. **Convergence of BPM and ECM is here:**

   All of the champions in this space contain full BPM engines for extending the ECM out of just workflow and into real business process management.

3. **Mobile PGCM is rapidly maturing:**

   The rise of mobile workers has forced vendors to offer solutions for all aspects of working out of the office.

Market Overview

How it got here

- ECM started as a series of disparate but related technologies serving specific industries. The first solutions managed paper records.

- The market was characterized by small regional vendors for specific industries. Industry mergers and acquisitions have resulted in a relatively small number of very large vendors with diverse product offerings. Local markets are served by niche products and local consultants that resell the major products.

- PGCM is the transactional oriented version of ECM, including capture, records management, workflow management, and document output.

- There is considerable vendor overlap between ECM for process workers and ECM for knowledge workers. The largest vendors do both. A small subset of vendors address the specific needs of process workers.

- Cost and complexity remain key factors in determining which vendor to choose.

Where it's going

- The largest current disruptive factor to ECM is the continued growth of Microsoft SharePoint. It has ECM capability but is an incomplete solution. Specifically, it lacks effective tools for capture or records management. It has been omitted from this report, but other vendors are scrambling to provide integration options.

- The ECM space is fragmenting. Vendors are focusing on verticals or expanding to provide a horizontal solution aimed at single departments.

- The larger vendors will continue to move towards a consolidated information management platform that reaches into storage management to impose rules and retention policies across storage.

- The biggest hurdle for most ECM implementations isn't technology related; it's about the formulation of – and compliance with – internal policy.

Info-Tech Insight

As the market evolves, capabilities that were once cutting edge become default and new functionality becomes differentiating. Capture has become a Table Stakes capability and should no longer be used to differentiate solutions. Instead, focus on application integration and integration support to get the best fit for your requirements.

PGCM Vendor Landscape selection/knock-out criteria: Market share and mind share

- ECM vendors that focus on process-generated content provide controls for ingesting, moving, and publishing information. These solutions provide strong workflow and access controls to manage content.

- These eight vendors represent the top solutions in the field. Any of these products can solve your problems. The key differentiator that separates these vendors from the rest is versatility. All these vendors can handle most vertical specific problems.
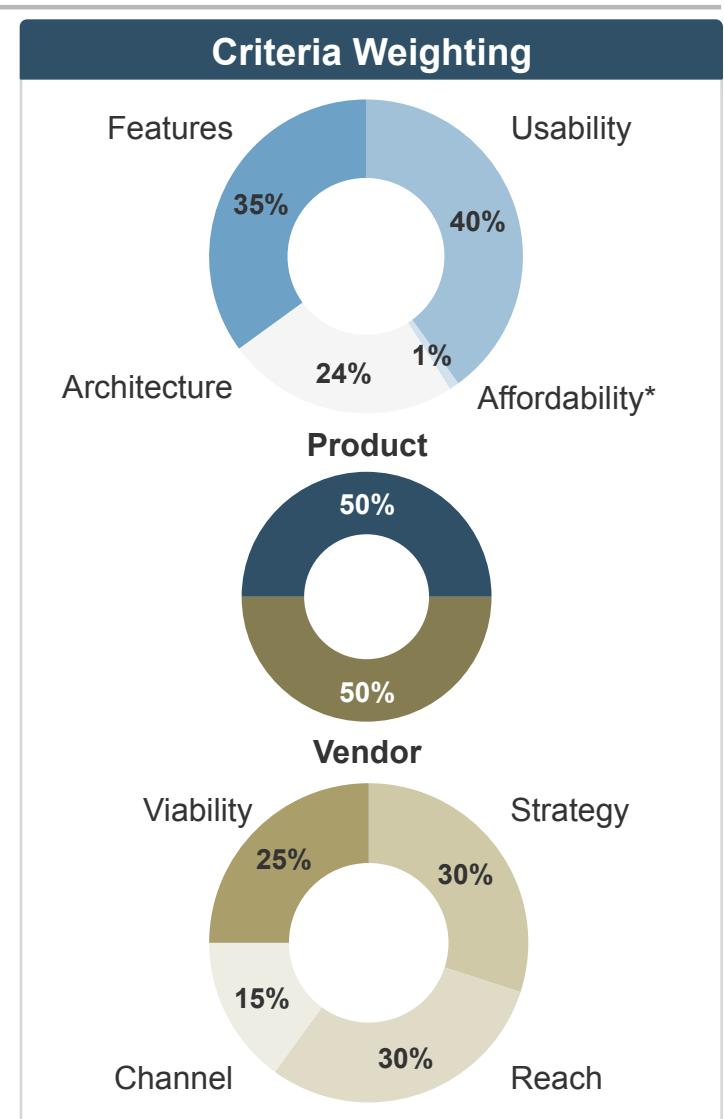
Included in the Vendor Landscape:
• **EMC Documentum.** The long-standing innovator that is expanding its functional footprint into new areas.
• **HP Records Manager.** The consolidation of HP's large records management portfolio. Records Manager provides a key part of its Information Governance platform.
• **Hyland Software.** A veteran that is growing through a mix of direct, reseller, and OEM sales channels.
• **IBM FileNet.** A platform that continues to expand its offerings via acquisition.
• **Laserfiche Rio.** A stalwart that is exploiting the new capabilities of emerging technology.
• **OpenText Content Suite.** The deepest technology portfolio in the Vendor Landscape.
• **Oracle UCM.** A complete ECM stack that is integrated with the rest of the Oracle infrastructure.
• **Perceptive Software.** An SME solution that addresses the complexities of integration.

PGCM criteria & weighting factors

Product Evaluation Criteria

Features	The solution provides basic and advanced feature/functionality.
Usability	The end-user and administrative interfaces are intuitive and offer streamlined workflow.
Affordability	The three year cost of licenses and maintenance.
Architecture	Multiple deployment options and extensive integration capabilities are available.

Vendor Evaluation Criteria

Viability	Vendor is profitable, knowledgeable, and will be around for the long term.
Strategy	Vendor is committed to the space and has a future product and portfolio roadmap.
Reach	Vendor offers global coverage and is able to sell and provide post-sales support.
Channel	Vendor channel strategy is appropriate and the channels themselves are strong.

*The true cost is not product cost but professional services. Focus on providing detailed requirements rather than license costs.

Criteria Weighting

Features 35%
Usability 40%
Architecture 24%
Affordability* 1%
Product

50%
50%
Vendor

Viability 25%
Strategy 30%
Reach 30%
Channel 15%

The Info-Tech PGCM Vendor Landscape
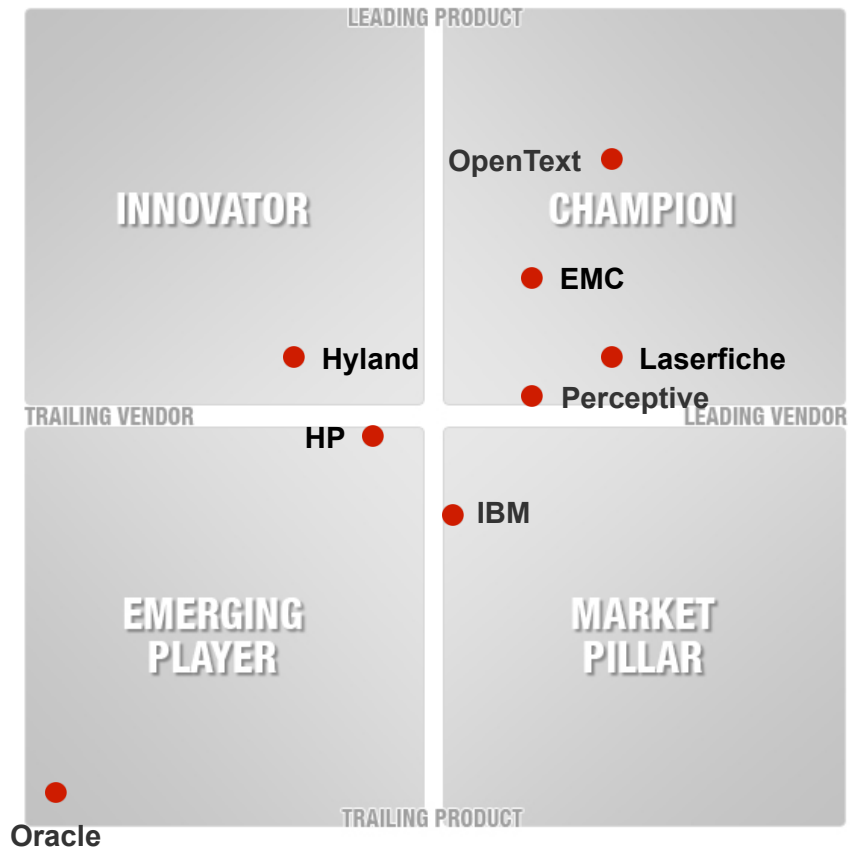
The zones of the Landscape

Champions receive high scores for most evaluation criteria and offer excellent value. They have a strong market presence and are usually the trend setters for the industry.

Market Pillars are established players with very strong vendor credentials, but with more average product scores.

Innovators have demonstrated innovative product strengths that act as their competitive advantage in appealing to niche segments of the market.

Emerging Players are comparatively newer vendors who are starting to gain a foothold in the marketplace. They balance product and vendor attributes, though score lower relative to market Champions.

The Info-Tech PGCM Vendor Landscape

LEADING PRODUCT

INNOVATOR

CHAMPION

OpenText ●

● EMC

● Hyland

● Laserfiche

TRAILING VENDOR

● Perceptive

LEADING VENDOR

HP ●

● IBM

EMERGING PLAYER

MARKET PILLAR

●

Oracle

TRAILING PRODUCT

For an explanation of how the Info-Tech Vendor Landscape is created, see Information Presentation – Vendor Landscape in the Appendix.

Balance individual strengths to find the best fit for the enterprise

	Product					Vendor				
	Overall	Features	Usability	Afford.	Arch.	Overall	Viability	Strategy	Reach	Channel
EMC*	3	4	3	0	3	3	3	3	3	3
HP*	3	3	3	0	3	3	3	3	3	3
Hyland	3	3	3	1	3	2	3	2	3	3
Laserfiche	3	4	3	4	3	3	4	3	3	4
IBM*	3	3	3	0	3	3	3	2	3	3
OpenText*	4	4	4	0	4	3	3	3	3	3
Oracle	2	2	2	1	3	2	3	1	2	2
Perceptive	3	3	3	4	3	3	4	3	3	3

Legend	⬤ =Exemplary	◕ =Good	◑ =Adequate	◔ =Inadequate	○ =Poor

*The vendor declined to provide pricing and publically available pricing could not be found.

For an explanation of how the Info-Tech Harvey Balls are calculated, see Information Presentation – Criteria Scores (Harvey Balls) in the Appendix.

The Info-Tech PGCM Value Index

What is a Value Score?

The Value Score indexes each vendor's product offering and business strength **relative to its price point.** It **does not** indicate vendor ranking.

Vendors that score high offer more **bang-for-the-buck** (e.g. features, usability, stability, etc.) than the average vendor, while the inverse is true for those that score lower.

Price-conscious enterprises may wish to give the Value Score more consideration than those who are more focused on specific vendor/ product attributes.

*The vendor declined to provide pricing and publically available pricing could not be found.

■ Champion
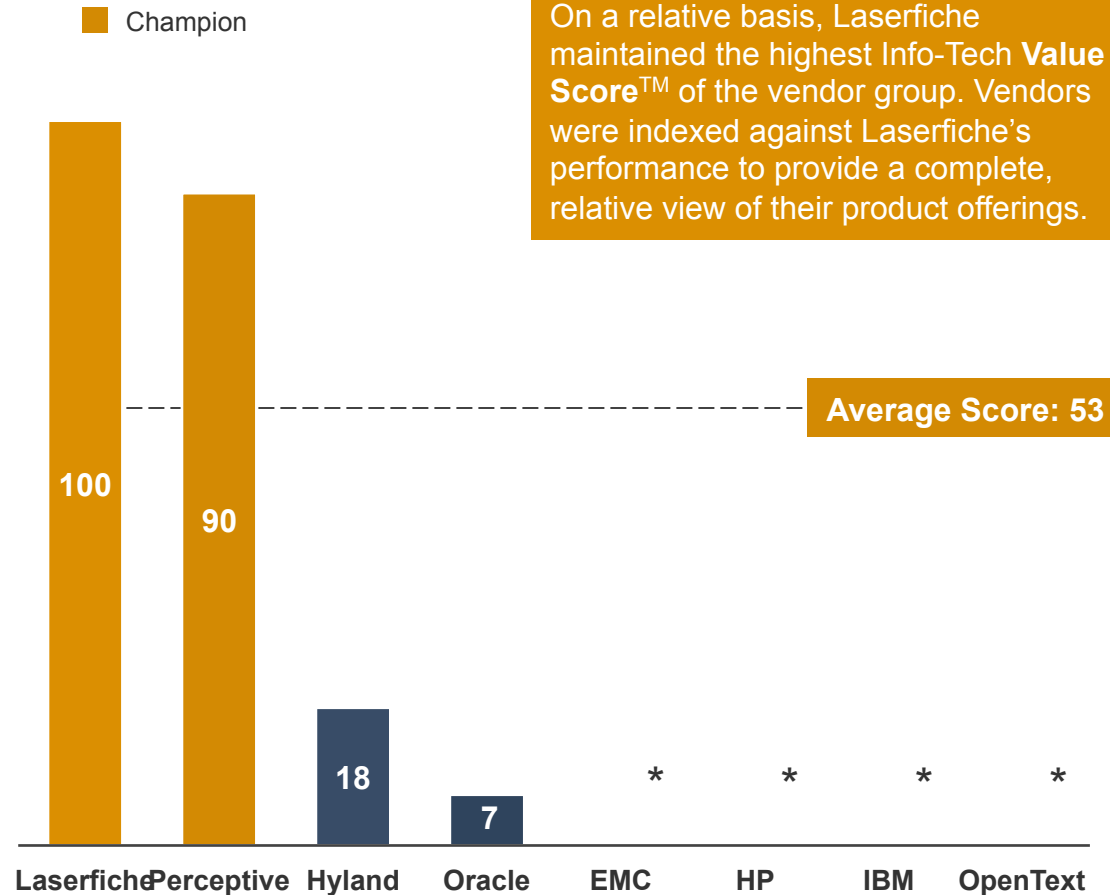
On a relative basis, Laserfiche maintained the highest Info-Tech **Value Score**TM of the vendor group. Vendors were indexed against Laserfiche's performance to provide a complete, relative view of their product offerings.

Average Score: 53

Laserfiche	Perceptive	Hyland	Oracle	EMC	HP	IBM	OpenText
100	90	18	7	*	*	*	*

For an explanation of how Price is determined, see Information Presentation – Price Evaluation in the Appendix.

For an explanation of how the Info-Tech Value Index is calculated, see Information Presentation – Value Index in the Appendix.

Table Stakes represent the minimum standard; without these, a product doesn't even get reviewed

The Table Stakes

Feature	What it is:
Capture	Capture of documents from either paper sources (e.g. OCR, OMR, etc.) or from existing transactional systems (e.g. ERP, CRM, etc.).
Records management	Support for records management (e.g. ISO 15489) including retention, disposition, lifecycle management, and adherence to file plans.
Audit trails	Ability to monitor who has accessed specific documents and records.
Granular access control	Capability to limit access to specific groups of users or individuals.
Search	Tools that enable users to find relevant information based on metadata.
Workflow tools	Administrative tools to allow IT to build workflows within the system.

What Does This Mean?

The products assessed in this Vendor Landscape™ meet, at the very least, the requirements outlined as Table Stakes.

Many of the vendors go above and beyond the outlined Table Stakes, some even do so in multiple categories. This section aims to highlight the products' capabilities **in excess** of the criteria listed here.

Info-Tech Insight

If Table Stakes are all you need from your process-generated content management solution, the only true differentiator for the organization is usability.

Advanced Features are the capabilities that allow for granular market differentiation

Scoring Methodology

Info-Tech scored each vendor's features offering as a summation of its individual scores across the listed advanced features. Vendors were given one point for each feature the product inherently provided. Some categories were scored on a more granular scale with vendors receiving half points.

Advanced Features

Feature	What we looked for:
App integration	Ability to integrate and connect with multiple applications normally associated with process
Exception handling	Tools of exception to transactional processes e.g. email, IM, or in-app collaboration tool
Capture tools	Ability to automate data capture through OCR, e-forms, and bar codes
End-user workflow	Tools that can be used by end users to manage process and adapt workflows
Integration with other ECM	Ability to share classification, application integration and security based controls.
Auto class	Managing content including lifecycle, sharing, and role-based security broken down by type
Mobile app	Optimized viewing and creation of content and tasks on mobile devices
Mobile workflow	Ability to enable and manage workflow across deployment and user devices
Partner links	Ability to share access to content with partners without additional licences
Document output	In addition to templates, tools for dashboard or web-optimized formats

For an explanation of how Advanced Features are determined, see Information Presentation – Feature Ranks (Stoplights) in the Appendix.

Each vendor offers a different feature set; concentrate on what the organization needs

Evaluated Features									
App integration	Exception handling	Capture tools	End-user workflow	Integration with other ECM	Auto-class	Mobile application	Mobile workflow	Partner links	Document output
EMC 4	4	4	4	4	4	4	4	4	4
HP 4	4	4	4	4	4	4	4	4	4
Hyland 4	4	4	4	4	4	4	4	4	4
Laserfiche 4	4	4	4	4	4	4	4	4	4
IBM 4	4	4	4	4	4	4	4	4	4
OpenText 4	4	4	4	4	4	4	4	4	4
Oracle 4	4	4	4	4	4	4	4	4	4
Perceptive 4	4	4	4	4	4	4	4	4	4

Legend ⬤ =Feature fully present ⬤ =Feature partially present/pending ⬤ =Feature absent

For an explanation of how Advanced Features are determined, see Information Presentation – Feature Ranks (Stoplights) in the Appendix.

A PGCM platform needs to handle information and the processes and applications where the process lives

Define what application will be the home for the process to determine which vendors to start your shortlisting process with.

1 **Information type**

2

3

Why Scenarios?

In reviewing the products included in each Vendor Landscape™, certain use cases come to the forefront. Whether those use cases are defined by applicability in certain locations, relevance for certain industries, or as strengths in delivering a specific capability, Info-Tech recognizes those use cases as Scenarios, and calls attention to them where they exist.

Starting point for ERP-centric shops

OPENTEXT   ORACLE®   IBM

Starting point for CRM-centric shops

hp   ORACLE®

Starting point for building processes that reside in the ECM

hp   Laserfiche®   HYLAND SOFTWARE

EMC²

For an explanation of how Scenarios are determined, see Information Presentation – Scenarios in the Appendix.

These systems are designed for BAs and management to own the process management

Define the day-to-day ownership of the system and who will be expected to write and maintain the process mapping.

1

2 System and process ownership

3

Why Scenarios?

In reviewing the products included in each Vendor Landscape™, certain use cases come to the forefront. Whether those use cases are defined by applicability in certain locations, relevance for certain industries, or as strengths in delivering a specific capability, Info-Tech recognizes those use cases as Scenarios, and calls attention to them where they exist.

Start your selection with these vendors

OPENTEXT

The deep integration and role-based customizations will allow IT to leave the day-to-day running and modification of processes to trained users.

HYLAND SOFTWARE

The ability to build tutorials and SOPs from within the system is key to enabling department-level ownership of Hyland long term.

perceptive

The unique process analysis tool for building optimized processes enables departments to reconsider how processes perform based on real data rather than political considerations.

For an explanation of how Scenarios are determined, see Information Presentation – Scenarios in the Appendix.

Many PGCM implementations are designed to solve a key departmental problem

All vendors can meet the demands of any process when customized. These vendors are best out of the box for specific horizontal problems.

1

2

3 **Single department implementation**

Why Scenarios?

In reviewing the products included in each Vendor Landscape™, certain use cases come to the forefront. Whether those use cases are defined by applicability in certain locations, relevance for certain industries, or as strengths in delivering a specific capability, Info-Tech recognizes those use cases as Scenarios, and calls attention to them where they exist.

Best out of the box for finance or legal

hp   **OPENTEXT**

Best out of the box for healthcare

HYLAND SOFTWARE   **perceptive**

Best out of the box for account management

Laserfiche®   **HYLAND SOFTWARE**

For an explanation of how Scenarios are determined, see Information Presentation – Scenarios in the Appendix.

A diverse functional footprint takes OpenText to the top

Champion

Product: Content Suite
Employees: ~8,000
Headquarters: Waterloo, ON
Website: opentext.com
Founded: 1991
Presence: NASDAQ: OTEX; TSX: OTC

OPENTEXT

The vendor declined to provide pricing, and publically available pricing could not be found

Overview

- OpenText has a consolidated suite for all Enterprise Information Management needs.
- OpenText's Process Suite can easily extend the features and process abilities beyond Content Suite.

Strengths

- The move to javascript on a single underlying app-dev platform (AppWorks) eases LOB and OpenText integration.
- OpenText's vertical solutions for regulated industries readily address specific problems.
- The case management capabilities are very granular and can be modified or added to other OpenText products such as Content Server.
- The strength of the content management for knowledge workers offering means that OpenText can handle all types of content.

Challenges

- OpenText is a complex offering that will require dedication to it as a platform for information management and exchange.
- OpenText has challenges in reconciling its growing apps portfolio. It has detailed roadmaps, and prospects must review them as part of the selection process.
- OpenText offers a horizontal solution for case management, but this solution lacks the execution demonstrated by competitors.

Content Suite has the best usability for end users of all products

Vendor Landscape

Value Index

N/A

The vendor declined to provide pricing, and publically available pricing could not be found

Product					Vendor				
Overall	Features	Usability	Afford.	Arch.	Overall	Viability	Strategy	Reach	Channel
4	4	4	0	4	3	3	3	3	3

Role in Information Management

- ☐ Public
- ☐ Private
- ☐ Vendor

Features

App integration	Exception handling	Capture tools	End-user workflow	Integ. with other ECM	Auto-class	Mobile application	Mobile workflow	Partner links	Document output
4	4	4	4	4	4	4	4	4	4

Info-Tech Recommends:

Organizations with Oracle EBS or SAP ERP systems will see immediate value. All others will need to adapt the relevant processes to OpenText.

Documentum with xCP is a solid PGCM platform but lacks the focus of some of its competitors

Champion

Product: Documentum7 (with xCP)
Employees: 48,500
Headquarters: Hopkinton, MA
Website: emc.com
Founded: 1979
Presence: NYSE: EMC

The vendor declined to provide pricing, and publically available pricing could not be found

Overview

- EMC offers a variety of ECM solutions spanning all areas of ECM. Its core process module is xCP, a product augmented by other acquired offerings including Captiva and Document Sciences, all of which are on top of the Documentum 7 platform.
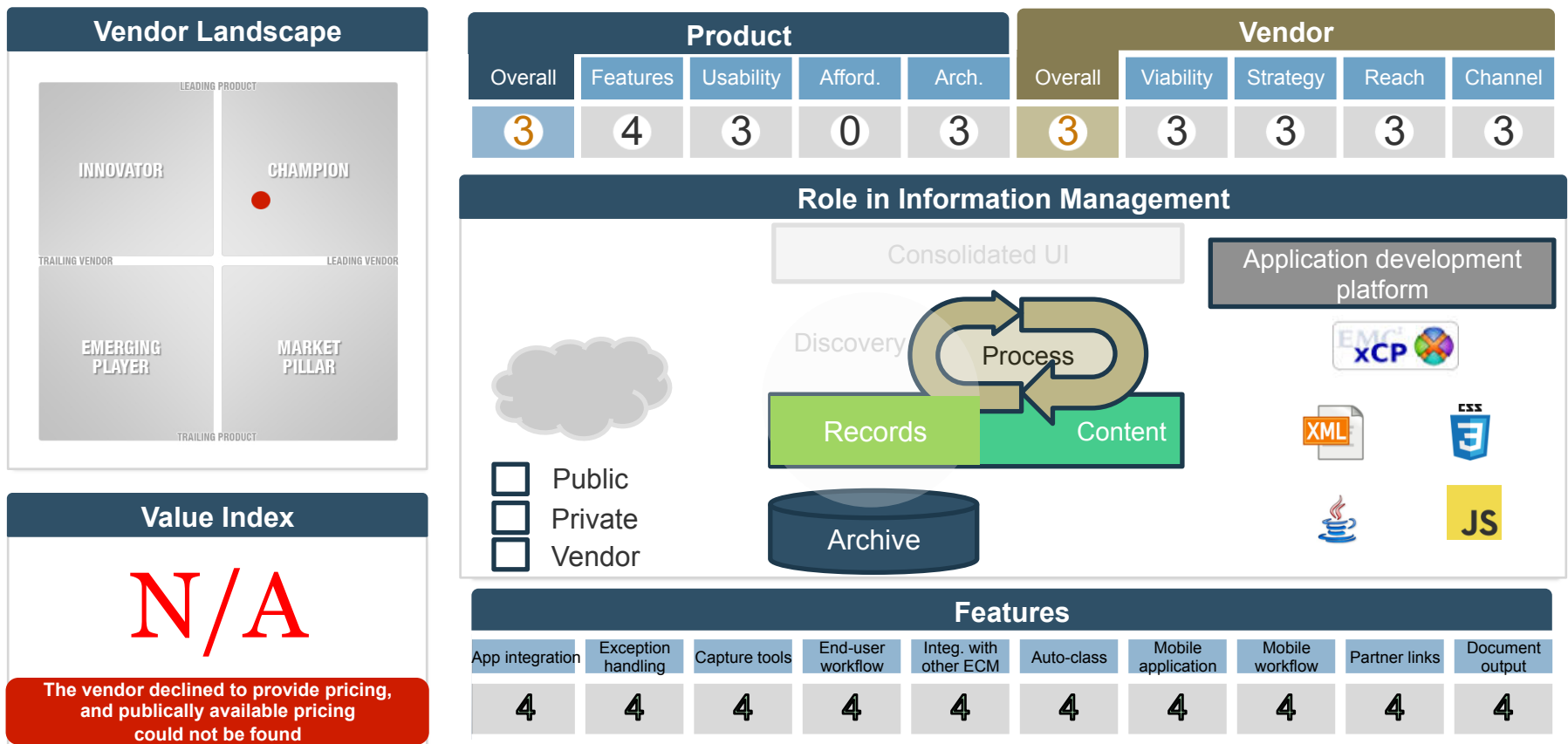
Strengths

- EMC can address all areas of the content creation stack.
- The ability to build and validate processes across applications and databases is excellent and very user friendly.
- Mobile technologies like Syncplicity and Documentum Mobile bring strong rights management while ensuring ease of use to mobile processes.
- The integration of Captiva, Document Science, and Greenplum gives the Documentum platform a granular approach to process automation.

Challenges

- EMC's xCP is for mid to large enterprise. Smaller companies may find their value proposition unappealing.
- The process build though xCP is still an IT tool, it does not have a platform for managers or business analysts to take ownership of the build process.
- xCP may not provide the level of process automation of competitors without adding Content Intelligence Services or other related modules.

Documentum offers a complete platform for managing content from any input point

Vendor Landscape

Value Index

N/A

The vendor declined to provide pricing, and publically available pricing could not be found

Product						Vendor				
Overall	Features	Usability	Afford.	Arch.		Overall	Viability	Strategy	Reach	Channel
3	4	3	0	3		3	3	3	3	3

Role in Information Management

Consolidated UI

Application development platform

Discovery — Process

Records — Content

Archive

☐ Public
☐ Private
☐ Vendor

Features

App integration	Exception handling	Capture tools	End-user workflow	Integ. with other ECM	Auto-class	Mobile application	Mobile workflow	Partner links	Document output
4	4	4	4	4	4	4	4	4	4

Info-Tech Recommends:

Documentum is a complete technical platform but requires customization for organizations to get full value from their purchase.

Laserfiche has the base capability and channel strength to meet any process need
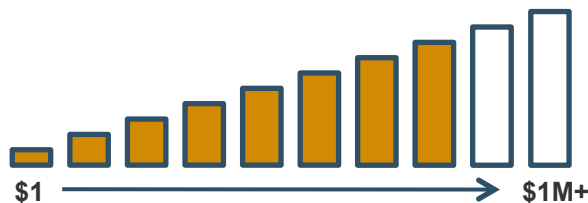
Champion

Product: Laserfiche Rio
Employees: 250
Headquarters: Long Beach, CA
Website: laserfiche.com
Founded: 1976
Presence: Private

3 year TCO for this solution falls into pricing tier 8, between $250,000 and $500,000

$1 ⟶ $1M+

Pricing provided by vendor

Overview

- Laserfiche has been serving process-centric content for decades. It is available in two flavors: Rio for enterprise deployments and Avante for SMEs.
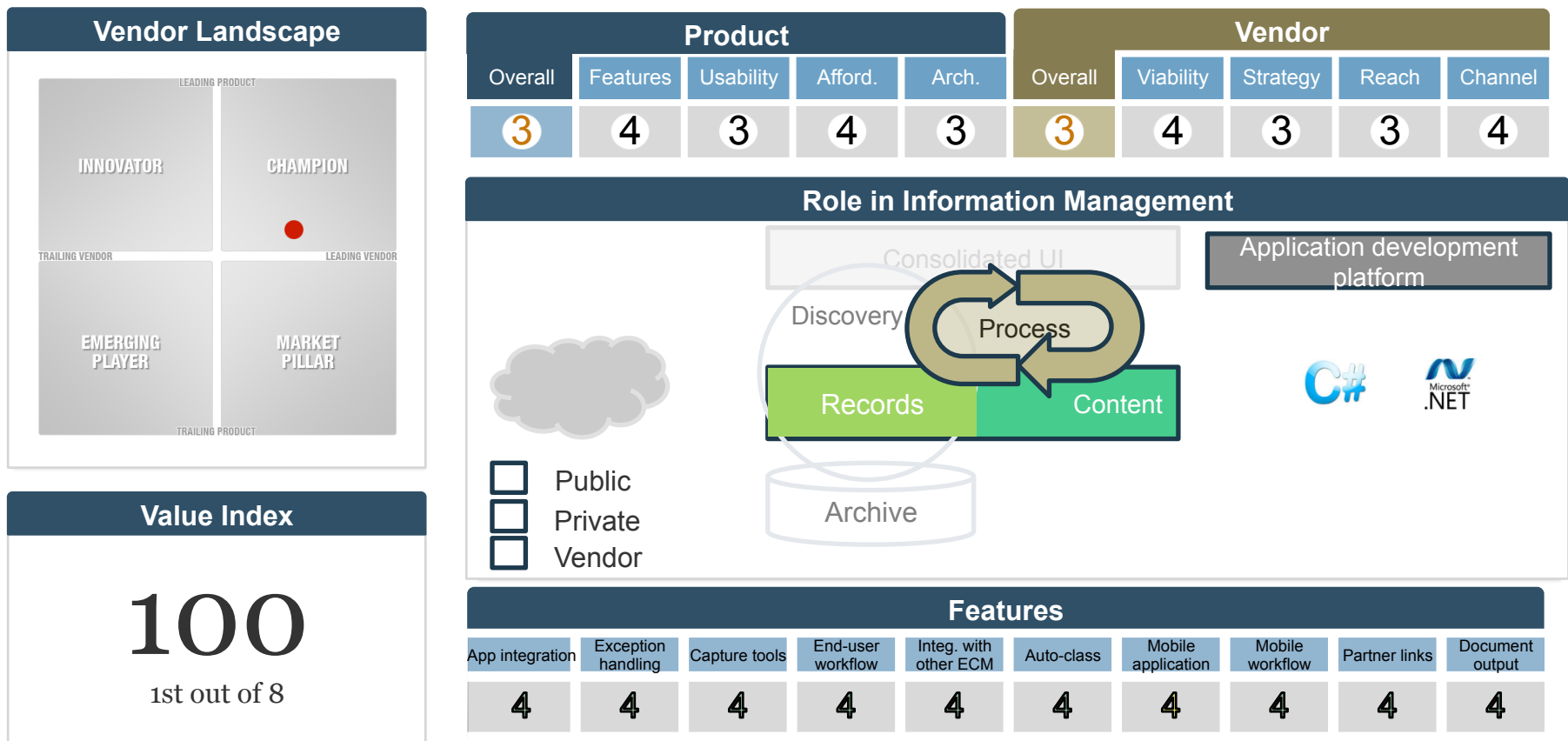
Strengths

- Has an innovative iPhone app that allows for remote scanning using the iPhone camera. Includes OCR, and image correction technologies.
- The move to an HTML5-based UI will ease many of the user critiques.
- Has one of the clearest and most logical out-of-the-box workflow building engines.
- Well developed channel to service mid-market demands.

Challenges

- While template design in Laserfiche is simple, there is a lack of pre-built templates for standard processes.
- Laserfiche has a weak cloud strategy when compared to competitors.
- It must further develop its integration with collaboration and messaging tools.
- Mobile content control and output still lags behind its competitors.

Success with Laserfiche is dependent on the quality of the organization's local VAR

Vendor Landscape

LEADING PRODUCT

INNOVATOR

CHAMPION

TRAILING VENDOR

LEADING VENDOR

EMERGING PLAYER

MARKET PILLAR

TRAILING PRODUCT

Value Index

100

1st out of 8

Product

Overall	Features	Usability	Afford.	Arch.
3	4	3	4	3

Vendor

Overall	Viability	Strategy	Reach	Channel
3	4	3	3	4

Role in Information Management

Consolidated UI

Application development platform

Discovery

Process

Records   Content

Archive

C#   .NET

☐ Public
☐ Private
☐ Vendor

Features

App integration	Exception handling	Capture tools	End-user workflow	Integ. with other ECM	Auto-class	Mobile application	Mobile workflow	Partner links	Document output
4	4	4	4	4	4	4	4	4	4

Info-Tech Recommends:

Organizations that have defined processes that live in the ECM should look at Laserfiche before to moving to other vendors.

Perceptive Software provides an effective tool to enable process-based workflows
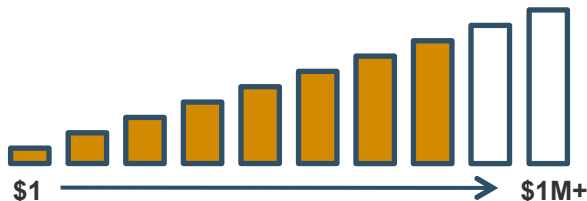
Champion

Product: ImageNow 6.6
Employees: ~1,500
Headquarters: Shawnee, KS
Website: perceptivesoftware.com
Founded: 1995
Presence: Private

perceptivesoftware

3 year TCO for this solution falls into pricing tier 8, between $250,000 and $500,000

$1 ——————→ $1M+

Pricing provided by vendor

Overview

- Perceptive was acquired by Lexmark in June 2010, but it continues to operate independently.
- Its flagship product is ImageNow, a document imaging and management tool that is part of its ECM offerings.
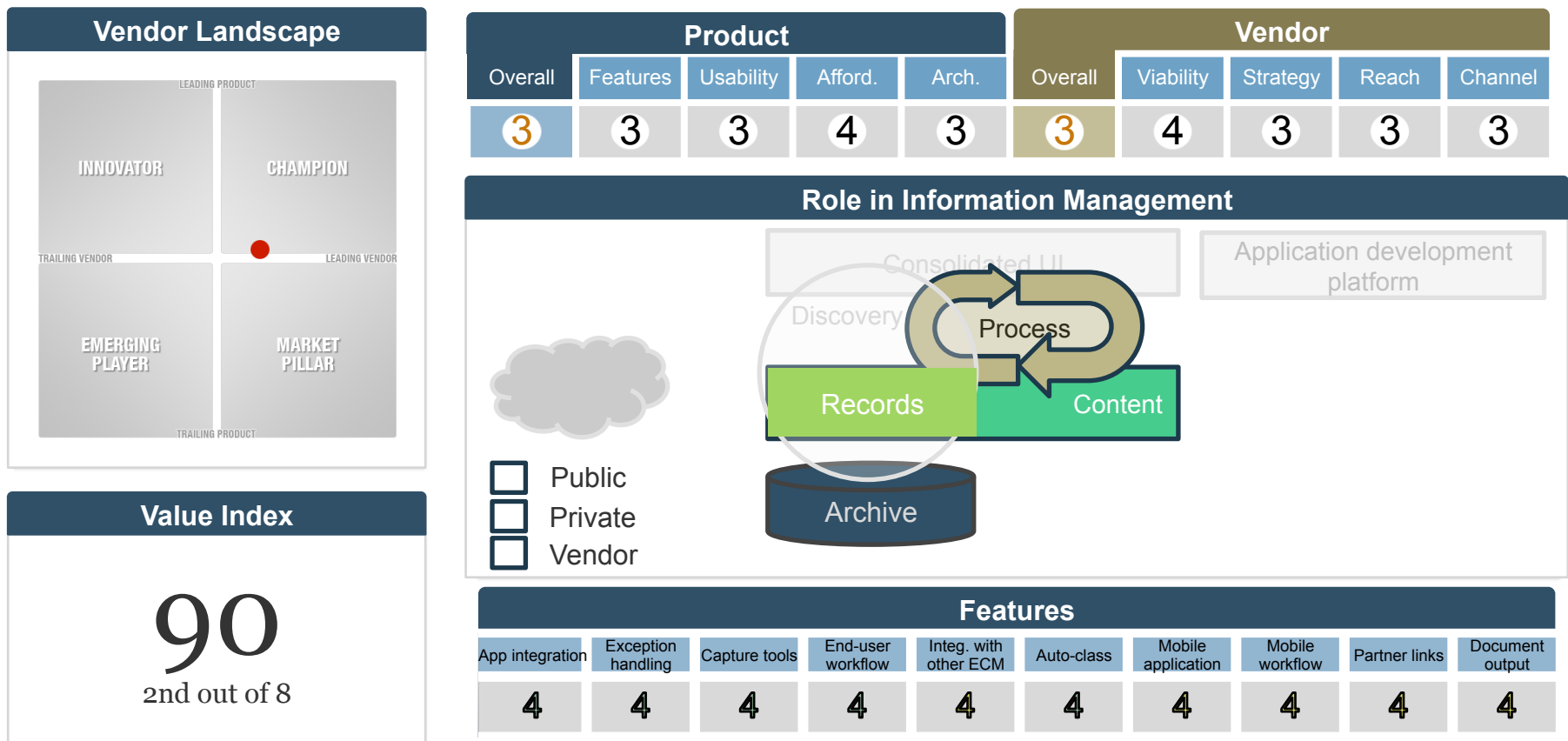
Strengths

- The clear and simple visualizations and predicative search will ease the learning curve of frontline users of the system.
- The analytics available for administrators is best of breed.
- The ISYS search engine provides strong predicative search capabilities.
- Offers a method that greatly facilitates integration with line-of-business applications.

Challenges

- Perceptive Software's primary challenges come from the relative shallowness of the offering. It's good at what it does, but lacks many of the advanced features of its competitors.
- The variety of document outputs is relatively small but is expected to grow with the incorporation of recent acquisitions.

ImageNow has one of the most comprehensive set of analytics available in this landscape

Vendor Landscape

	LEADING PRODUCT	
INNOVATOR		CHAMPION
TRAILING VENDOR		LEADING VENDOR
EMERGING PLAYER		MARKET PILLAR
	TRAILING PRODUCT	

Value Index

90
2nd out of 8

Product					Vendor				
Overall	Features	Usability	Afford.	Arch.	Overall	Viability	Strategy	Reach	Channel
3	3	3	4	3	3	4	3	3	3

Role in Information Management

☐ Public
☐ Private
☐ Vendor

Features

App integration	Exception handling	Capture tools	End-user workflow	Integ. with other ECM	Auto-class	Mobile application	Mobile workflow	Partner links	Document output
4	4	4	4	4	4	4	4	4	4

Info-Tech Recommends:

Verticals that rely on complex workflows, such as healthcare and insurance, will find value in Perceptive's process analytics.
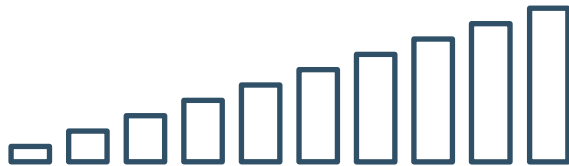
IBM offers a wealth of functionality and a fully developed vision for ECM

Market Pillar

Product: FileNet Content Manager
Employees: 826,751
Headquarters: Armonk, NY
Website: ibm.com
Founded: 1911
Presence: NYSE: IBM

The vendor declined to provide pricing, and publically available pricing could not be found

Overview

- IBM's acquisition of FileNet has sharpened its focus on ECM.
- Traditionally, IBM has been process-centric, but it has been expanding into information governance and content analytics.

Strengths

- IBM offers an incredibly broad set of functionality. There's very little that IBM can't deliver.
- IBM's solutions are particularly appropriate for large enterprises that have concerns related to content discovery, auditing, and proactive management.
- The IBM platform provides all of the tools that a large enterprise may need for content and storage management.
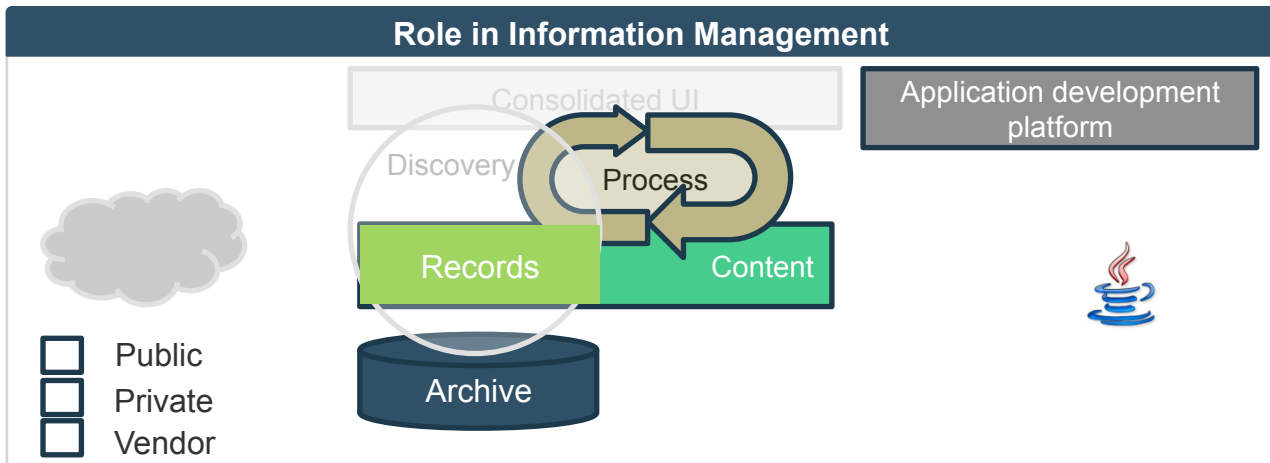
Challenges

- The marketing surrounding the new cloud content offering confuses the use case for FileNet. IBM centric-organizations should consider the social cloud offerings instead of FileNet.
- The functional breadth of IBM's ECM offering involves complicated licensing.
- IBM is firmly focused on large enterprise, and its products may deliver more functionality than a prospect needs or is willing to pay for.

IBM has re-focused on cloud and social to enable business productivity

Vendor Landscape

Quadrant chart:
- INNOVATOR (top-left)
- CHAMPION (top-right)
- EMERGING PLAYER (bottom-left)
- MARKET PILLAR (bottom-right)
- Axes: LEADING PRODUCT (top), TRAILING PRODUCT (bottom), TRAILING VENDOR (left), LEADING VENDOR (right)

Value Index

N/A

The vendor declined to provide pricing, and publically available pricing could not be found

Product

Overall	Features	Usability	Afford.	Arch.
3	3	3	0	3

Vendor

Overall	Viability	Strategy	Reach	Channel
3	3	2	3	3

Role in Information Management

Consolidated UI
Discovery
Process
Records | Content
Archive

Application development platform

- ☐ Public
- ☐ Private
- ☐ Vendor

Features

App integration	Exception handling	Capture tools	End-user workflow	Integ. with other ECM	Auto-class	Mobile application	Mobile workflow	Partner links	Document output
4	4	4	4	4	4	4	4	4	4

Info-Tech Recommends:

FileNet can provide a platform for most use cases if IT is capable of developing the customizations.
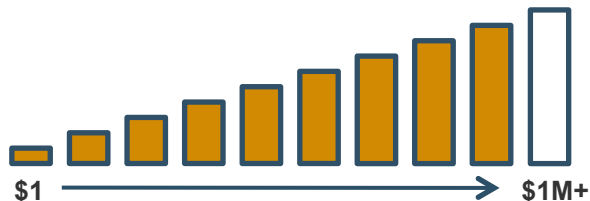
Hyland Software is a leader at imaging and workflow for specific verticals

Innovator

Product:	OnBase13
Employees:	1,200
Headquarters:	Westlake, OH
Website:	hyland.com
Founded:	1991
Presence:	Private

HYLAND SOFTWARE

3 year TCO for this solution falls into pricing tier 9, between $500,000 and $1,000,000

$1 ———————————→ $1M+

Pricing provided by vendor

Overview

- Established in 1991, Hyland Software is a successful vendor in the mid-market ECM space. Its flagship offering OnBase provides imaging and BPM capabilities widely used in transaction and case-driven business processes.

Strengths

- OnBase has exceptional mobile support, with workflow applications for Android, BlackBerry, iPad, iPhone, and Windows phones.
- Hyland Software excels at solutions for specific industry verticals, particularly healthcare, finance, and government.
- Imaging and workflow capabilities are fully developed.
- The ability to bring full templates to mobile workers through either Office or Google Apps eases document input issues for many organizations.

Challenges

- Hyland Software is primarily a US vendor.
- Unlike many of its competitors, Hyland has not moved to increase the social tools available within OnBase.
- Hyland can enable mobile workers through the Unit briefcase or direct access through a mobile browser. Unfortunately these do not take advantage of Hyland's cloud offering for real-time collaboration.

Hyland provides a very user-friendly experience UI and workflow building process

Vendor Landscape

INNOVATOR	CHAMPION
EMERGING PLAYER	MARKET PILLAR

LEADING PRODUCT
TRAILING VENDOR — LEADING VENDOR
TRAILING PRODUCT

Value Index

18

3rd out of 100

Product

Overall	Features	Usability	Afford.	Arch.
3	3	3	1	3

Vendor

Overall	Viability	Strategy	Reach	Channel
2	3	2	3	3

Role in Information Management

Consolidated UI

Application development platform

Discovery

Process

Records

Content

Archive

☐ Public
☐ Private
☐ Vendor

Features

App integration	Exception handling	Capture tools	End-user workflow	Integ. with other ECM	Auto-class	Mobile application	Mobile workflow	Partner links	Document output
4	4	4	4	4	4	4	4	4	4

Info-Tech Recommends:

Healthcare organizations looking to standardize billing and coding will see gains from Hyland.

Records Manager is designed for content lifecycle management and process control

Emerging Player

Product: Records Manager
Employees: 324,600
Headquarters: Palo Alto, CA
Website: hp.com
Founded: 1939
Presence: NYSE: HPQ

The vendor declined to provide pricing, and publically available pricing could not be found

Overview

- HP Records Manager is the consolidation of several RM products: HP TRIM, Merdio, and Autonomy Records Manager.
- This represents a new single naming convention to the HP and Autonomy content management products.

Strengths

- HP Records Manager features strong integration with SharePoint and other Microsoft products including Office and Outlook. This makes Records Manager a compelling choice for Microsoft shops.
- It addresses most of the base requirements for process-oriented ECM including records management and workflow capability.
- HP Records Manager can be integrated with many HP products including Application Information Optimizer, ControlPoint, IDOL, and WorkSite.

Challenges

- ECM is only a small part of HP's software strategy.
- HP lags in developing a mobile application strategy for Records Manager.
- Attaining full process worker capability may require additional software components from other vendors.

The consolidation of the records-related products into a single application provides a powerful home for secure processes

Vendor Landscape

Value Index

N/A

The vendor declined to provide pricing, and publically available pricing could not be found

Product					Vendor				
Overall	Features	Usability	Afford.	Arch.	Overall	Viability	Strategy	Reach	Channel
3	3	3	0	3	3	3	3	3	3

Role in Information Management

Application development platform

IDOL

- ☐ Public
- ☐ Private
- ☐ Vendor

Features

App integration	Exception handling	Capture tools	End-user workflow	Integ. with other ECM	Auto-class	Mobile application	Mobile workflow	Partner links	Document output
4	4	4	4	4	4	4	4	4	4

Info-Tech Recommends:

Organizations with complex records management rules and processes will find high value in Records Manager.

Oracle offers solid functionality for Oracle shops

Emerging Player

Product: Oracle WebCenter
Employees: 108,429
Headquarters: Redwood Shores, CA
Website: oracle.com
Founded: 1977
Presence: NASDAQ: ORCL

ORACLE®

3 year TCO for this solution falls into pricing tier 8, between $250,000 and $500,000

$1 ⟶ $1M+
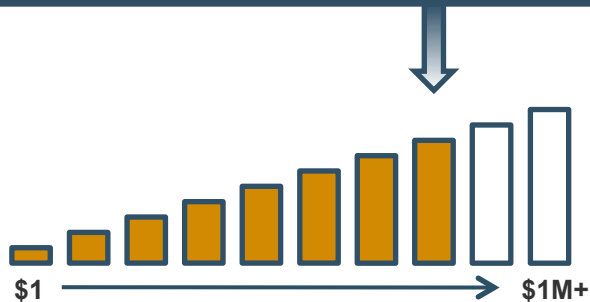
Pricing solicited from public sources

Overview

- Oracle's WebCenter is a component of Oracle's Fusion architecture.
- It includes adapters to collect unstructured information from Oracle's ERP systems, and is a natural choice for Oracle shops.

Strengths

- A complete ECM platform featuring solutions for records management, document management, information rights management, and capture.
- Focused on a single technology stack, offers an alternative approach to "roll up" vendors like OpenText and EMC.

Challenges

- WebCenter as a stand alone offering is expensive for the relative feature set.
- This product is designed to be part of a larger Oracle-based ecosystem, not as a fully integrated offering.
- ECM is becoming diminishingly important within Oracle's rapidly expanding solution footprint.

The move of WebCenter into Fusion reduces use cases for adopting WebCenter

Vendor Landscape

LEADING PRODUCT

INNOVATOR | CHAMPION

TRAILING VENDOR | LEADING VENDOR

EMERGING PLAYER | MARKET PILLAR

TRAILING PRODUCT

Value Index

7
4th out of 8

Product					Vendor				
Overall	Features	Usability	Afford.	Arch.	Overall	Viability	Strategy	Reach	Channel
2	2	2	1	3	2	3	1	2	2

Role in Information Management

Consolidated UI

Discovery

Process

Records | Content

Archive

XML

Application development platform

- ☐ Public
- ☐ Private
- ☐ Vendor

Features

App integration	Exception handling	Capture tools	End-user workflow	Integ. with other ECM	Auto-class	Mobile application	Mobile workflow	Partner links	Document output
4	4	4	4	4	4	4	4	4	4

Info-Tech Recommends:

WebCenter is primarily for those organizations invested in ERP and infrastructure from Oracle.

Contract Review and Negotiation Tactics

Arrange a call now: email GuidedImplementations@InfoTech.com or call 1-888-670-8889 and ask for the Guided Implementation Coordinator.

Prior to the Guided Implementation	During the Guided Implementation	Value & Outcome
1. Bring final contracts received from vendors on shortlist.	**An Info-Tech Consulting Analyst will discuss with you:** • Reviewing your contracts to ensure the contract is fair and in line with industry standards. • The best negotiation tactics to get the best value for your purchase.	**At the conclusion of the Guided Implementation call, you will have:** • Tactics on how to get a better price on your solution. • Confidence in the solution you are purchasing.

Identify leading candidates with the *PGCM Vendor Shortlist & Detailed Feature Analysis Tool*

The Info-Tech *PGCM Vendor Shortlist & Detailed Feature Analysis Tool* is designed to generate a customized shortlist of vendors based on *your* key priorities.

This tool offers the ability to modify:

Overall Vendor vs. Product Weightings

- Individual product criteria weightings:
  - ✓ Features
  - ✓ Usability
  - ✓ Affordability
  - ✓ Architecture

- Individual vendor criteria weightings:
  - ✓ Viability
  - ✓ Strategy
  - ✓ Reach
  - ✓ Channel

INFO~TECH research group | PRACTICAL IT RESEARCH THAT DRIVES MEASURABLE RESULTS

Custom Vendor Landscape™ and Vendor Shortlist

Your customized Vendor Shortlist is sorted based on the priorities identified on the Data Entry tab. Scores are calculated using the Client Weightings and the assigned Info-Tech Vendor Landscape scores. Vendors are ranked based on the computed Average Score. The Average Score is the average of the weighted average Vendor Score and the weighted average Product Score. A custom Vendor Landscape™ has been generated as well, plotting the weighted average Vendor Score against the weighted average Product Score.

Custom Vendor Landscape™ for [Enterprise Name Here]
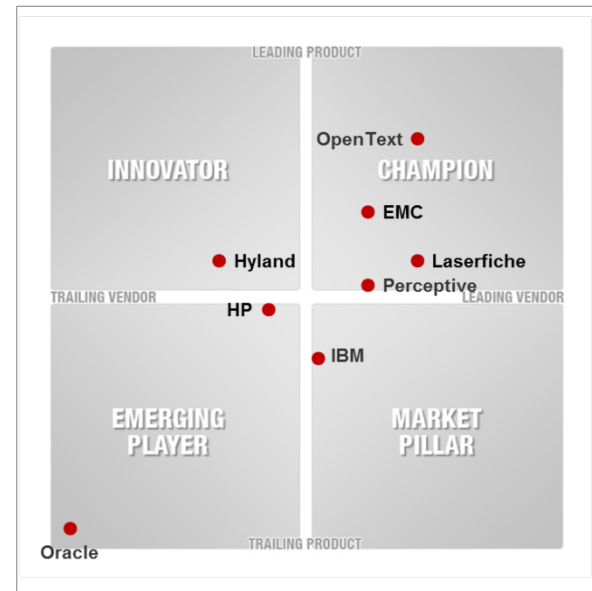
Appendix

1. Vendor Landscape Methodology: Overview

2. Vendor Landscape Methodology: Product Selection & Information Gathering

3. Vendor Landscape Methodology: Scoring

4. Vendor Landscape Methodology: Information Presentation

5. Vendor Landscape Methodology: Fact Check & Publication

6. Description of Information Management Image

7. Product Pricing Scenario

Vendor Landscape Methodology: Overview

Info-Tech's Vendor Landscapes are research materials that review a particular IT market space, evaluating the strengths and abilities of both the products available in that space, as well as the vendors of those products. These materials are created by a team of dedicated analysts operating under the direction of a senior subject matter expert over a period of six weeks.

Evaluations weigh selected vendors and their products (collectively "solutions") on the following eight criteria to determine overall standing:
- Features: The presence of advanced and market-differentiating capabilities.
- Usability: The intuitiveness, power, and integrated nature of administrative consoles and client software components.
- Affordability: The three-year total cost of ownership of the solution.
- Architecture: The degree of integration with the vendor's other tools, flexibility of deployment, and breadth of platform applicability.
- Viability: The stability of the company as measured by its history in the market, the size of its client base, and its financial performance.
- Strategy: The commitment to both the market-space, as well as to the various sized clients (small, mid-sized, and enterprise clients).
- Reach: The ability of the vendor to support its products on a global scale.
- Channel: The measure of the size of the vendor's channel partner program, as well as any channel strengthening strategies.

Evaluated solutions are plotted on a standard two by two matrix:
- Champions: Both the product and the vendor receive scores that are above the average score for the evaluated group.
- Innovators: The product receives a score that is above the average score for the evaluated group, but the vendor receives a score that is below the average score for the evaluated group.
- Market Pillars: The product receives a score that is below the average score for the evaluated group, but the vendor receives a score that is above the average score for the evaluated group.
- Emerging Players: Both the product and the vendor receive scores that are below the average score for the evaluated group.

Info-Tech's Vendor Landscapes are researched and produced according to a strictly adhered to process that includes the following steps:
- Vendor/product selection
- Information gathering
- Vendor/product scoring
- Information presentation
- Fact checking
- Publication

This document outlines how each of these steps is conducted.

Vendor Landscape Methodology: Vendor/Product Selection & Information Gathering

Info-Tech works closely with its client base to solicit guidance in terms of understanding the vendors with whom clients wish to work and the products that they wish evaluated; this demand pool forms the basis of the vendor selection process for Vendor Landscapes. Balancing this demand, Info-Tech also relies upon the deep subject matter expertise and market awareness of its Senior, Lead, and Principle Research Analysts to ensure that appropriate solutions are included in the evaluation. As an aspect of that expertise and awareness, Info-Tech's analysts may, at their discretion, determine the specific capabilities that are required of the products under evaluation, and include in the Vendor Landscape only those solutions that meet all specified requirements.

Information on vendors and products is gathered in a number of ways via a number of channels.

Initially, a request package is submitted to vendors to solicit information on a broad range of topics. The request package includes:
- A detailed survey.
- A pricing scenario (see Vendor Landscape Methodology: Price Evaluation and Pricing Scenario, below).
- A request for reference clients.
- A request for a briefing and, where applicable, guided product demonstration.

These request packages are distributed approximately twelve weeks prior to the initiation of the actual research project to allow vendors ample time to consolidate the required information and schedule appropriate resources.

During the course of the research project, briefings and demonstrations are scheduled (generally for one hour each session, though more time is scheduled as required) to allow the analyst team to discuss the information provided in the survey, validate vendor claims, and gain direct exposure to the evaluated products. Additionally, an end-user survey is circulated to Info-Tech's client base and vendor-supplied reference accounts are interviewed to solicit their feedback on their experiences with the evaluated solutions and with the vendors of those solutions.

These materials are supplemented by a thorough review of all product briefs, technical manuals, and publicly available marketing materials about the product, as well as about the vendor itself.

Refusal by a vendor to supply completed surveys or submit to participation in briefings and demonstrations does not eliminate a vendor from inclusion in the evaluation. Where analyst and client input has determined that a vendor belongs in a particular evaluation, it will be evaluated as best as possible based on publicly available materials only. As these materials are not as comprehensive as a survey, briefing, and demonstration, the possibility exists that the evaluation may not be as thorough or accurate. Since Info-Tech includes vendors regardless of vendor participation, it is always in the vendor's best interest to participate fully.

All information is recorded and catalogued, as required, to facilitate scoring and for future reference.

Vendor Landscape Methodology: Scoring

Once all information has been gathered and evaluated for all vendors and products, the analyst team moves to scoring. All scoring is performed at the same time so as to ensure as much consistency as possible. Each criterion is scored on a ten point scale, though the manner of scoring for criteria differs slightly:

- Features is scored via **Cumulative Scoring**
- Affordability is scored via **Scalar Scoring**
- All other criteria are scored via **Base5 Scoring**

In Cumulative Scoring, a single point is assigned to each evaluated feature that is regarded as being fully present, partial points to each feature that is partially present, and zero points to features that are deemed to be absent or unsatisfactory. The assigned points are summed and normalized to a value out of ten. For example, if a particular Vendor Landscape evaluates eight specific features in the Feature Criteria, the summed score out of eight for each evaluated product would be multiplied by 1.25 to yield a value out of ten.

In Scalar Scoring, a score of ten is assigned to the lowest cost solution, and a score of one is assigned to the highest cost solution. All other solutions are assigned a mathematically determined score based on their proximity to / distance from these two endpoints. For example, in an evaluation of three solutions, where the middle cost solution is closer to the low end of the pricing scale it will receive a higher score, and where it is closer to the high end of the pricing scale it will receive a lower score; depending on proximity to the high or low price it is entirely possible that it could receive either ten points (if it is very close to the lowest price) or one point (if it is very close to the highest price). Where pricing cannot be determined (vendor does not supply price and public sources do not exist), a score of 0 is automatically assigned.

In Base5 scoring a number of sub-criteria are specified for each criterion (for example, Longevity, Market Presence, and Financials are sub-criteria of the Viability criterion), and each one is scored on the following scale:

5 - The product/vendor is exemplary in this area (nothing could be done to improve the status).
4 - The product/vendor is good in this area (small changes could be made that would move things to the next level).
3 - The product/vendor is adequate in this area (small changes would make it good, more significant changes required to be exemplary).
2 - The product/vendor is poor in this area (this is a notable weakness and significant work is required).
1 - The product/vendor is terrible/fails in this area (this is a glaring oversight and a serious impediment to adoption).

The assigned points are summed and normalized to a value out of ten as explained in Cumulative Scoring above.

Scores out of ten, known as Raw scores, are transposed as-is into Info-Tech's Vendor Landscape Shortlist Tool, which automatically determines Vendor Landscape positioning (see Vendor Landscape Methodology: Information Presentation - Vendor Landscape, below), Criteria Score (see Vendor Landscape Methodology: Information Presentation - Criteria Score, below), and Value Index (see Vendor Landscape Methodology: Information Presentation - Value Index, below).
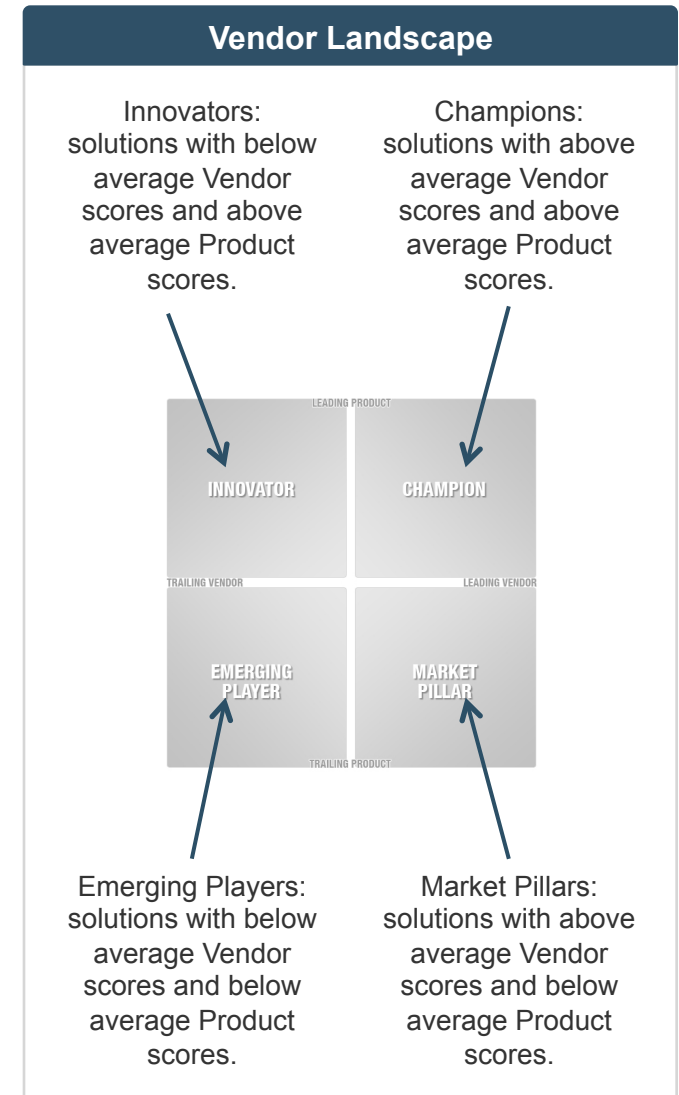
Vendor Landscape Methodology:
Information Presentation – Vendor Landscape

Info-Tech's Vendor Landscape is a two-by-two matrix that plots solutions based on the combination of Product score and Vendor score. Placement is not determined by absolute score, but instead by relative score. Relative scores are used to ensure a consistent view of information and to minimize dispersion in nascent markets, while enhancing dispersion in commodity markets to allow for quick visual analysis by clients.

Relative scores are calculated as follows:

1. Raw scores are transposed into the Info-Tech Vendor Landscape Shortlist Tool (for information on how Raw scores are determined, see Vendor Landscape Methodology: Scoring, above).

2. Each individual criterion Raw score is multiplied by the pre-assigned weighting factor for the Vendor Landscape in question. Weighting factors are determined prior to the evaluation process to eliminate any possibility of bias. Weighting factors are expressed as a percentage such that the sum of the weighting factors for the Vendor criteria (Viability, Strategy, Reach, Channel) is 100% and the sum of the Product criteria (Features, Usability, Affordability, Architecture) is 100%.

3. A sum-product of the weighted Vendor criteria scores and of the weighted Product criteria scores is calculated to yield an overall Vendor score and an overall Product score.

4. Overall Vendor scores are then normalized to a 20 point scale by calculating the arithmetic mean and standard deviation of the pool of Vendor scores. Vendors for whom their overall Vendor score is higher than the arithmetic mean will receive a normalized Vendor score of 11-20 (exact value determined by how much higher than the arithmetic mean their overall Vendor score is), while vendors for whom their overall Vendor score is lower than the arithmetic mean will receive a normalized Vendor score of between one and ten (exact value determined by how much lower than the arithmetic mean their overall Vendor score is).

5. Overall Product score is normalized to a 20 point scale according to the same process.

6. Normalized scores are plotted on the matrix, with Vendor score being used as the x-axis, and Product score being used as the y-axis.

Vendor Landscape

Innovators: solutions with below average Vendor scores and above average Product scores.

Champions: solutions with above average Vendor scores and above average Product scores.

Emerging Players: solutions with below average Vendor scores and below average Product scores.

Market Pillars: solutions with above average Vendor scores and below average Product scores.

Vendor Landscape Methodology:
Information Presentation – Criteria Scores (Harvey Balls)

Info-Tech's criteria scores are visual representations of the absolute score assigned to each individual criterion, as well as of the calculated overall vendor and product scores. The visual representation used is Harvey Balls.

Harvey Balls are calculated as follows:

1. Raw scores are transposed into the Info-Tech Vendor Landscape Shortlist Tool (for information on how raw scores are determined, see Vendor Landscape Methodology: Scoring, above).

2. Each individual criterion raw score is multiplied by a pre-assigned weighting factor for the Vendor Landscape in question. Weighting factors are determined prior to the evaluation process, based on the expertise of the Senior or Lead Research Analyst, to eliminate any possibility of bias. Weighting factors are expressed as a percentage, such that the sum of the weighting factors for the vendor criteria (Viability, Strategy, Reach, Channel) is 100%, and the sum of the product criteria (Features, Usability, Affordability, Architecture) is 100%.

3. A sum-product of the weighted vendor criteria scores and of the weighted product criteria scores is calculated to yield an overall vendor score and an overall product score.

4. Both overall vendor score / overall product score, as well as individual criterion raw scores are converted from a scale of one to ten to Harvey Ball scores on a scale of zero to four, where exceptional performance results in a score of four and poor performance results in a score of zero.

5. Harvey Ball scores are converted to Harvey Balls as follows:
   - A score of four becomes a full Harvey Ball.
   - A score of three becomes a three-quarter full Harvey Ball.
   - A score of two becomes a half-full Harvey Ball.
   - A score of one becomes a one-quarter full Harvey Ball.
   - A score of zero becomes an empty Harvey Ball.

6. Harvey Balls are plotted by solution in a chart where rows represent individual solutions and columns represent overall vendor / overall product, as well as individual criteria. Solutions are ordered in the chart alphabetically by vendor name.

Harvey Balls									
Product					**Vendor**				
Overall	Features	Usability	Afford.	Arch.	Overall	Viability	Strategy	Reach	Channel
2	3	2	0	2	3	3	4	3	2

Overall Harvey Balls represent weighted aggregates.

Criteria Harvey Balls represent individual raw scores.
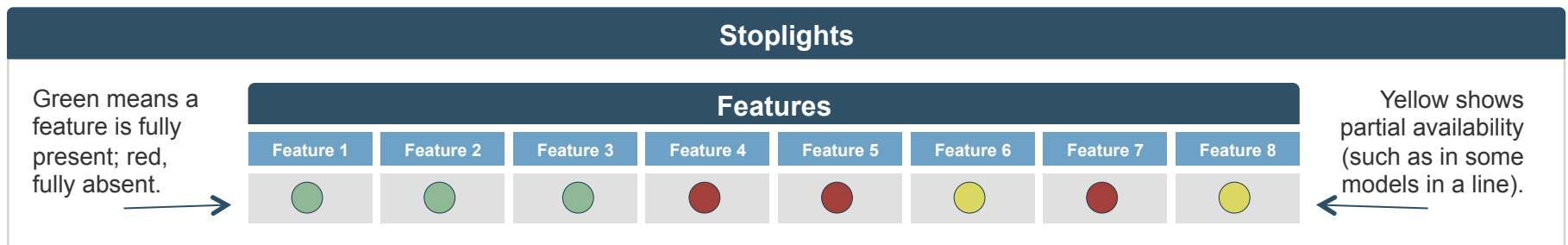
Vendor Landscape Methodology:
Information Presentation – Feature Ranks (Stoplights)

Info-Tech's Feature Ranks are visual representations of the presence/availability of individual features that collectively comprise the Features' criteria. The visual representation used is stoplights.

Stoplights are determined as follows:

1. A single point is assigned to each evaluated feature that is regarded as being fully present, partial points to each feature that is partially present, and zero points to features that are deemed to be fully absent or unsatisfactory.
   - Fully present means all aspects and capabilities of the feature as described are in evidence.
   - Fully absent means all aspects and capabilities of the feature as described are missing or lacking.
   - Partially present means some, but not all, aspects and capabilities of the feature as described are in evidence, **OR** all aspects and capabilities of the feature as described are in evidence, but only for some models in a line.

2. Feature scores are converted to stoplights as follows:
   - Full points become a green light.
   - Partial points become a yellow light.
   - Zero points become a red light.

3. Stoplights are plotted by solution in a chart where rows represent individual solutions and columns represent individual features. Solutions are ordered in the chart alphabetically by vendor name.

For example, a set of applications is being reviewed and a feature of "*Integration with Mobile Devices*" that is defined as "*availability of dedicated mobile device applications for iOS, Android, and BlackBerry devices*" is specified. Solution A provides such apps for all listed platforms and scores "green," solution B provides apps for iOS and Android only and scores "yellow," while solution C provides mobile device functionality through browser extensions, has no dedicated apps, and so scores "red."

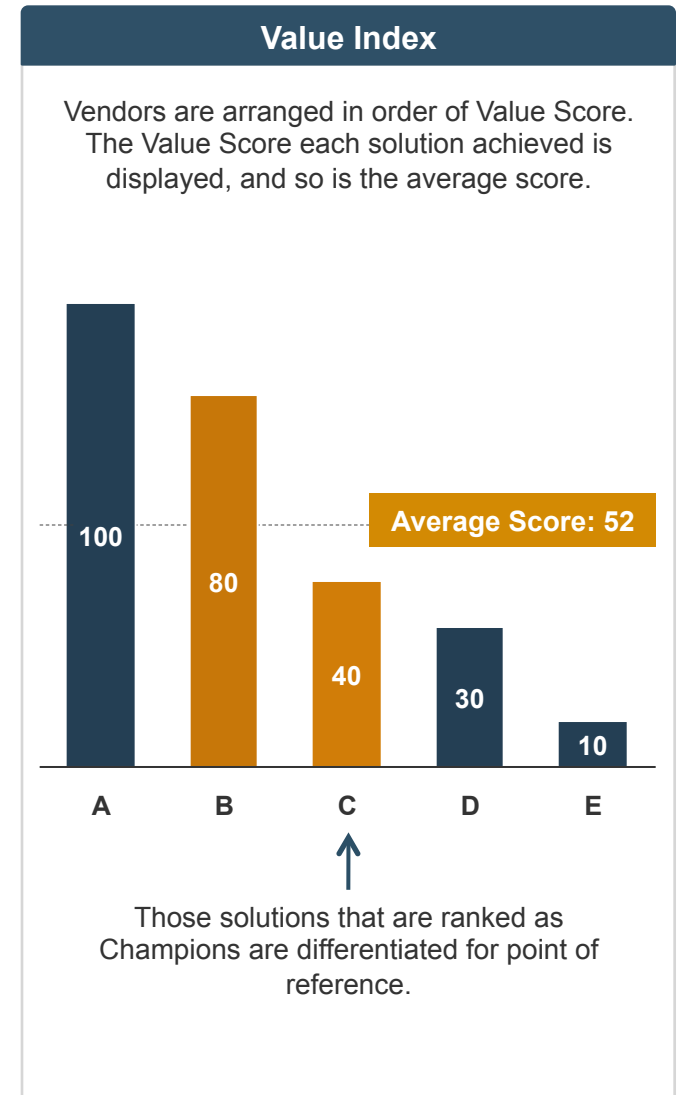| Stoplights									
Green means a feature is fully present; red, fully absent.	**Features**								Yellow shows partial availability (such as in some models in a line).
	Feature 1	Feature 2	Feature 3	Feature 4	Feature 5	Feature 6	Feature 7	Feature 8	
	🟢	🟢	🟢	🔴	🔴	🟡	🔴	🟡	

Vendor Landscape Methodology: Information Presentation – Value Index

Info-Tech's Value Index is an indexed ranking of solution value per dollar as determined by the raw scores assigned to each criteria (for information on how raw scores are determined, see Vendor Landscape Methodology: Scoring, above).

Value scores are calculated as follows:

1. The Affordability criterion is removed from the overall product score and the remaining product score criteria (Features, Usability, Architecture) are reweighted so as to retain the same weightings relative to one another, while still summing to 100%. For example, if all four product criteria were assigned base weightings of 25%, for the determination of the Value Score, Features, Usability, and Architecture would be reweighted to 33.3% each to retain the same relative weightings while still summing to 100%.

2. A sum-product of the weighted vendor criteria scores and of the reweighted product criteria scores is calculated to yield an overall vendor score and a reweighted overall Product score.

3. The overall vendor score and the reweighted overall product score are then summed, and this sum is multiplied by the Affordability raw score to yield an interim Value Score for each solution.

4. All interim Value Scores are then indexed to the highest performing solution by dividing each interim Value Score by the highest interim Value Score. This results in a Value Score of 100 for the top solution and an indexed Value Score relative to the 100 for each alternate solution.

5. Solutions are plotted according to Value Score, with the highest score plotted first, and all remaining scores plotted in descending numerical order.

Where pricing is not provided by the vendor and public sources of information cannot be found, an Affordability raw score of zero is assigned. Since multiplication by zero results in a product of zero, those solutions for which pricing cannot be determined receive a Value Score of zero. Since Info-Tech assigns a score of zero where pricing is not available, it is always in the vendor's best interest to provide accurate and up to date pricing. In the event that insufficient pricing is available to accurately calculate a Value Index, Info-Tech will omit it from the Vendor Landscape.

Value Index

Vendors are arranged in order of Value Score. The Value Score each solution achieved is displayed, and so is the average score.

Average Score: 52

| 100 | 80 | 40 | 30 | 10 |
| A | B | C | D | E |

Those solutions that are ranked as Champions are differentiated for point of reference.

Vendor Landscape Methodology: Information Presentation – Price Evaluation: Small Enterprise

Info-Tech's Price Evaluation is a tiered representation of the three-year Total Cost of Ownership (TCO) of a proposed solution. Info-Tech uses this method of communicating pricing information to provide high-level budgetary guidance to its end-user clients while respecting the privacy of the vendors with whom it works. The solution TCO is calculated and then represented as belonging to one of ten pricing tiers.

Pricing tiers are as follows:

1. Between $1 and $2,500
2. Between $2,500 and $5,000
3. Between $5,000 and $10,000
4. Between $10,000 and $25,000
5. Between $25,000 and $50,000
6. Between $50,000 and $100,000
7. Between $100,000 and $250,000
8. Between $250,000 and $500,000
9. Between $500,000 and $1,000,000
10. Greater than $1,000,000

Where pricing is not provided, Info-Tech makes use of publicly available sources of information to determine a price. As these sources are not official price lists, the possibility exists that they may be inaccurate or outdated, and so the source of the pricing information is provided. Since Info-Tech publishes pricing information regardless of vendor participation, it is always in the vendor's best interest to supply accurate and up to date information.

Info-Tech's Price Evaluations are based on pre-defined pricing scenarios (see Product Pricing Scenario, below) to ensure a comparison that is as close as possible between evaluated solutions. Pricing scenarios describe a sample business and solicit guidance as to the appropriate product/service mix required to deliver the specified functionality, the list price for those tools/services, as well as three full years of maintenance and support.

Price Evaluation

Call-out bubble indicates within which price tier the three-year TCO for the solution falls, provides the brackets of that price tier, and links to the graphical representation.

3 year TCO for this solution falls into pricing tier 6, between $50,000 and $100,000

$1 ⟶ $1M+

Pricing solicited from public sources

Scale along the bottom indicates that the graphic as a whole represents a price scale with a range of $1 to $1M+, while the notation indicates whether the pricing was supplied by the vendor or derived from public sources.

Vendor Landscape Methodology: Information Presentation – Scenarios

Info-Tech's Scenarios highlight specific use cases for the evaluated solution to provide as complete (when taken in conjunction with the individual written review, Vendor Landscape, Criteria Scores, Feature Ranks, and Value Index) a basis for comparison by end-user clients as possible.

Scenarios are designed to reflect tiered capability in a particular set of circumstances. Determination of the Scenarios in question is at the discretion of the analyst team assigned to the research project. Where possible, Scenarios are designed to be mutually exclusive and collectively exhaustive, or at the very least, hierarchical such that the tiers within the Scenario represent a progressively greater or broader capability.

Scenario ranking is determined as follows:

1. The analyst team determines an appropriate use case.
   For example:

   • Clients that have multinational presence and require vendors to provide four-hour onsite support.

2. The analyst team establishes the various tiers of capability.
   For example:
   • Presence in Americas
   • Presence in EMEA
   • Presence in APAC

3. The analyst team reviews all evaluated solutions and determines which ones meet which tiers of capability.
   For example:
   • Presence in Americas   – Vendor A, Vendor C, Vendor E
   • Presence in EMEA   – Vendor A, Vendor B, Vendor C
   • Presence in APAC   – Vendor B, Vendor D, Vendor E

4. Solutions are plotted on a grid alphabetically by vendor by tier. Where one vendor is deemed to be stronger in a tier than other vendors in the same tier, they may be plotted non-alphabetically.
   For example:
   • Vendor C is able to provide four-hour onsite support to 12 countries in EMEA while Vendors A and B are only able to provide four-hour onsite support to eight countries in EMEA; Vendor C would be plotted first, followed by Vendor A, then Vendor B.

Analysts may also elect to list only the most Exemplary Performers for a given use case. One to three vendors will appear for each of these purchasing scenarios with a brief explanation as to why we selected them as top-of-class.

Vendor Landscape Methodology: Information Presentation – Vendor Awards

At the conclusion of all analyses, Info-Tech presents awards to exceptional solutions in three distinct categories. Award presentation is discretionary; not all awards are extended subsequent to each Vendor Landscape and it is entirely possible, though unlikely, that no awards may be presented.

Awards categories are as follows:

- **Champion Awards** are presented to those solutions, and only those solutions, that land in the Champion zone of the Info-Tech Vendor Landscape (see Vendor Landscape Methodology: Information Presentation - Vendor Landscape, above). If no solutions land in the Champion zone, no Champion Awards are presented. Similarly, if multiple solutions land in the Champion zone, multiple Champion Awards are presented.

- **Trend Setter Awards** are presented to those solutions, and only those solutions, that are deemed to include the most original/inventive product/service, or the most original/inventive feature/capability of a product/service. If no solution is deemed to be markedly or sufficiently original/inventive, either as a product/service on the whole or by feature/capability specifically, no Trend Setter Award is presented. Only one Trend Setter Award is available for each Vendor Landscape.

- **Best Overall Value Awards** are presented to those solutions, and only those solutions, that are ranked highest on the Info-Tech Value Index (see Vendor Landscape Methodology: Information Presentation – Value Index, above). If insufficient pricing information is made available for the evaluated solutions, such that a Value Index cannot be calculated, no Best Overall Value Award will be presented. Only one Best Overall Value Award is available for each Vendor Landscape.

Vendor Awards

Info-Tech's **Champion Award** is presented to solutions in the Champion zone of the Vendor Landscape.

Info-Tech's **Trend Setter Award** is presented to the most original/inventive solution evaluated.

Info-Tech's **Best Overall Value Award** is presented to the solution with the highest Value Index score.

Vendor Landscape Methodology: Fact Check & Publication

Info-Tech takes the factual accuracy of its Vendor Landscapes, and indeed of all of its published content, very seriously. To ensure the utmost accuracy in its Vendor Landscapes, we invite all vendors of evaluated solutions (whether the vendor elected to provide a survey and/or participate in a briefing or not) to participate in a process of fact check.

Once the research project is complete and the materials are deemed to be in a publication ready state, excerpts of the material specific to each vendor's solution are provided to the vendor. Info-Tech only provides material specific to the individual vendor's solution for review encompassing the following:
- All written review materials of the vendor and the vendor's product that comprise the evaluated solution.
- Info-Tech's Criteria Scores / Harvey Balls detailing the individual and overall vendor / product scores assigned.
- Info-Tech's Feature Rank / stoplights detailing the individual feature scores of the evaluated product.
- Info-Tech's Raw Pricing for the vendor either as received from the vendor or as collected from publicly available sources.
- Info-Tech's Scenario ranking for all considered scenarios for the evaluated solution.
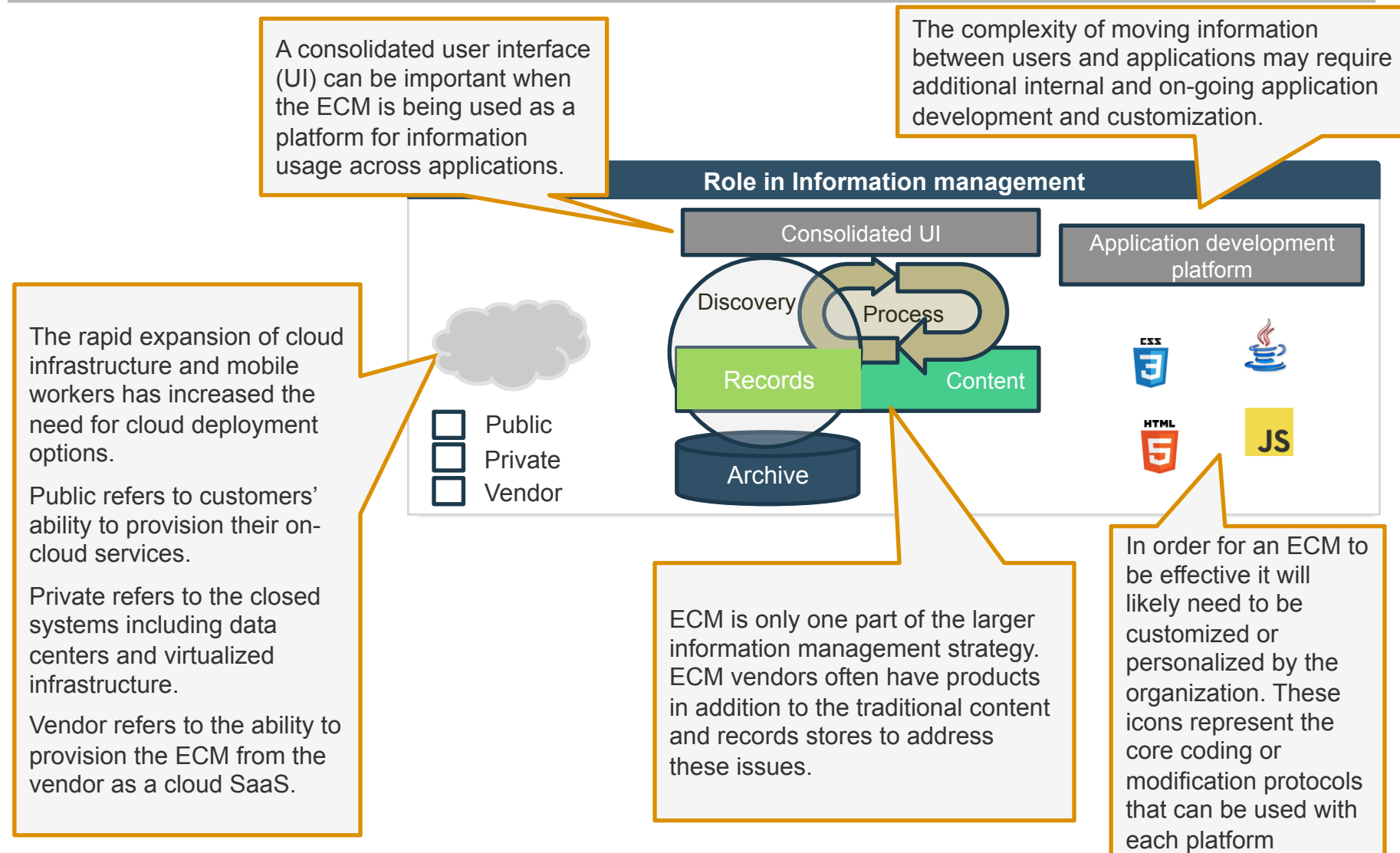
Info-Tech does not provide the following:
- Info-Tech's Vendor Landscape placement of the evaluated solution.
- Info-Tech's Value Score for the evaluated solution.
- End-user feedback gathered during the research project.
- Info-Tech's overall recommendation in regard to the evaluated solution.

Info-Tech provides a one-week window for each vendor to provide written feedback. Feedback must be corroborated (be provided with supporting evidence), and where it does, feedback that addresses factual errors or omissions is adopted fully, while feedback that addresses opinions is taken under consideration. The assigned analyst team makes all appropriate edits and supplies an edited copy of the materials to the vendor within one week for final review.

Should a vendor still have concerns or objections at that time, they are invited to a conversation, initially via email, but as required and deemed appropriate by Info-Tech, subsequently via telephone, to ensure common understanding of the concerns. Where concerns relate to ongoing factual errors or omissions, they are corrected under the supervision of Info-Tech's Vendor Relations personnel. Where concerns relate to ongoing differences of opinion, they are again taken under consideration with neither explicit not implicit indication of adoption.

Publication of materials is scheduled to occur within the six weeks immediately following the completion of the research project, but does not occur until the fact check process has come to conclusion, and under no circumstances are "pre-publication" copies of any materials made available to any client.

Description of Information Management Image

A consolidated user interface (UI) can be important when the ECM is being used as a platform for information usage across applications.

The complexity of moving information between users and applications may require additional internal and on-going application development and customization.

Role in Information management

Consolidated UI

Application development platform

Discovery

Process

Records

Content

Public
Private
Vendor

Archive

The rapid expansion of cloud infrastructure and mobile workers has increased the need for cloud deployment options.

Public refers to customers' ability to provision their on-cloud services.

Private refers to the closed systems including data centers and virtualized infrastructure.

Vendor refers to the ability to provision the ECM from the vendor as a cloud SaaS.

ECM is only one part of the larger information management strategy. ECM vendors often have products in addition to the traditional content and records stores to address these issues.

In order for an ECM to be effective it will likely need to be customized or personalized by the organization. These icons represent the core coding or modification protocols that can be used with each platform

Product Pricing Scenario

- A three-site professional services organization with 2,200 employees located at a US head office facility, a second US satellite office, and a European satellite office. IT functions are located primarily at the US head office, with a small proportion of IT staff and systems located at the European site, which also acts as a DR facility.

- The firm is interested in improving the efficiency of its 200 transactional workers working primarily in the accounting and customer service departments. They process inbound paper-based documents and need those to be captured into an electronic system.

The expected solution capabilities are as follows:

- The solution is expected to improve the overall efficiency of the workers and to facilitate the overall records management process within the enterprise.
  - At a minimum, the solution is expected to be capable of applying retention rules to any document.
  - The solution should be capable of automating simple information-based workflows.
  - At a minimum, the solution is expected to use active directory field or LDAP groups as a metadata property for classification of documents.

- Vendors are asked to provide *list* costs for ECM software licensing to address the needs of a reference organization described in the pricing scenario. Please price out the **lowest possible** three-year Total Cost of Ownership (TCO) including list prices for software and licensing fees to meet the requirements of the following scenario.