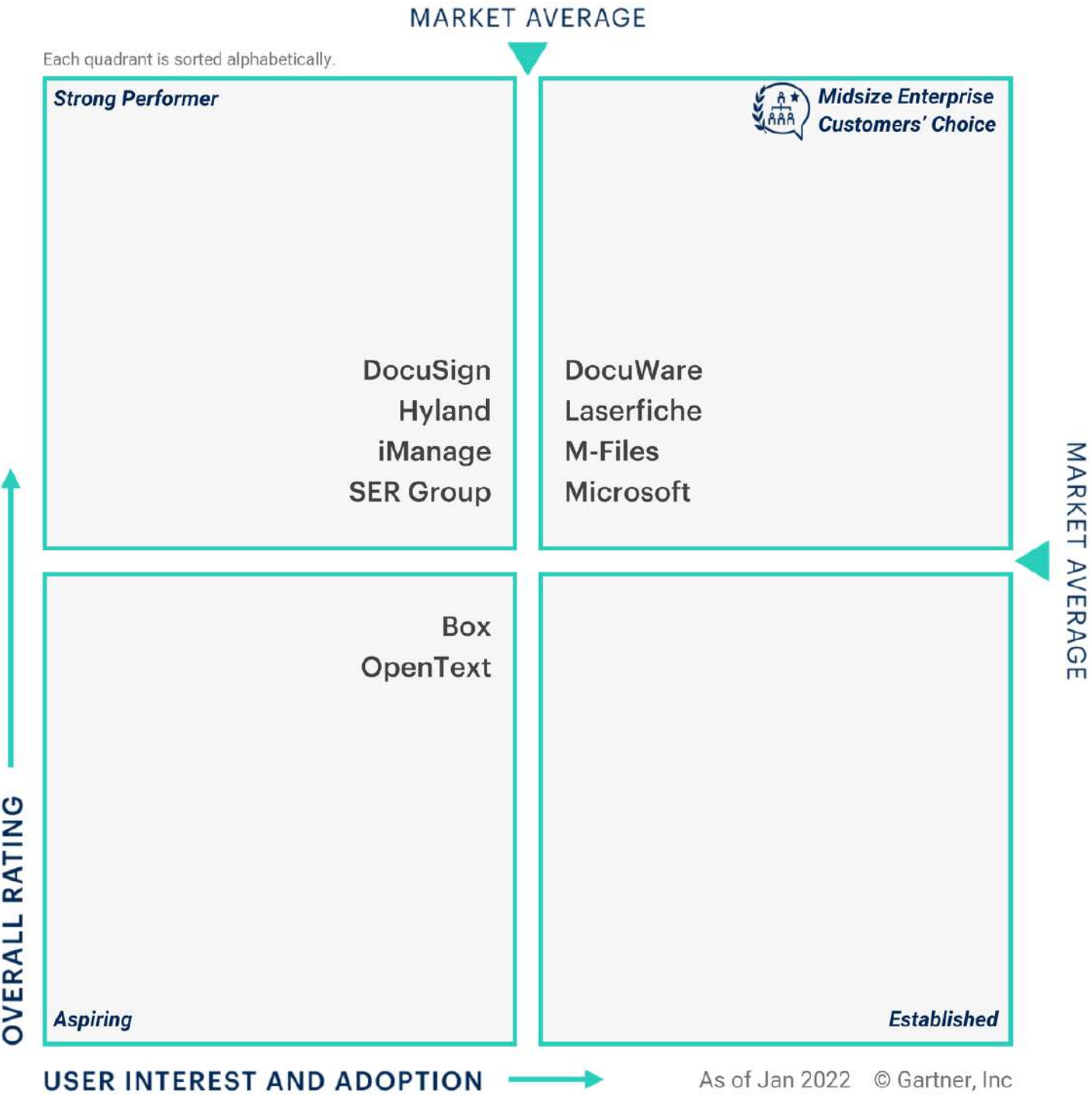
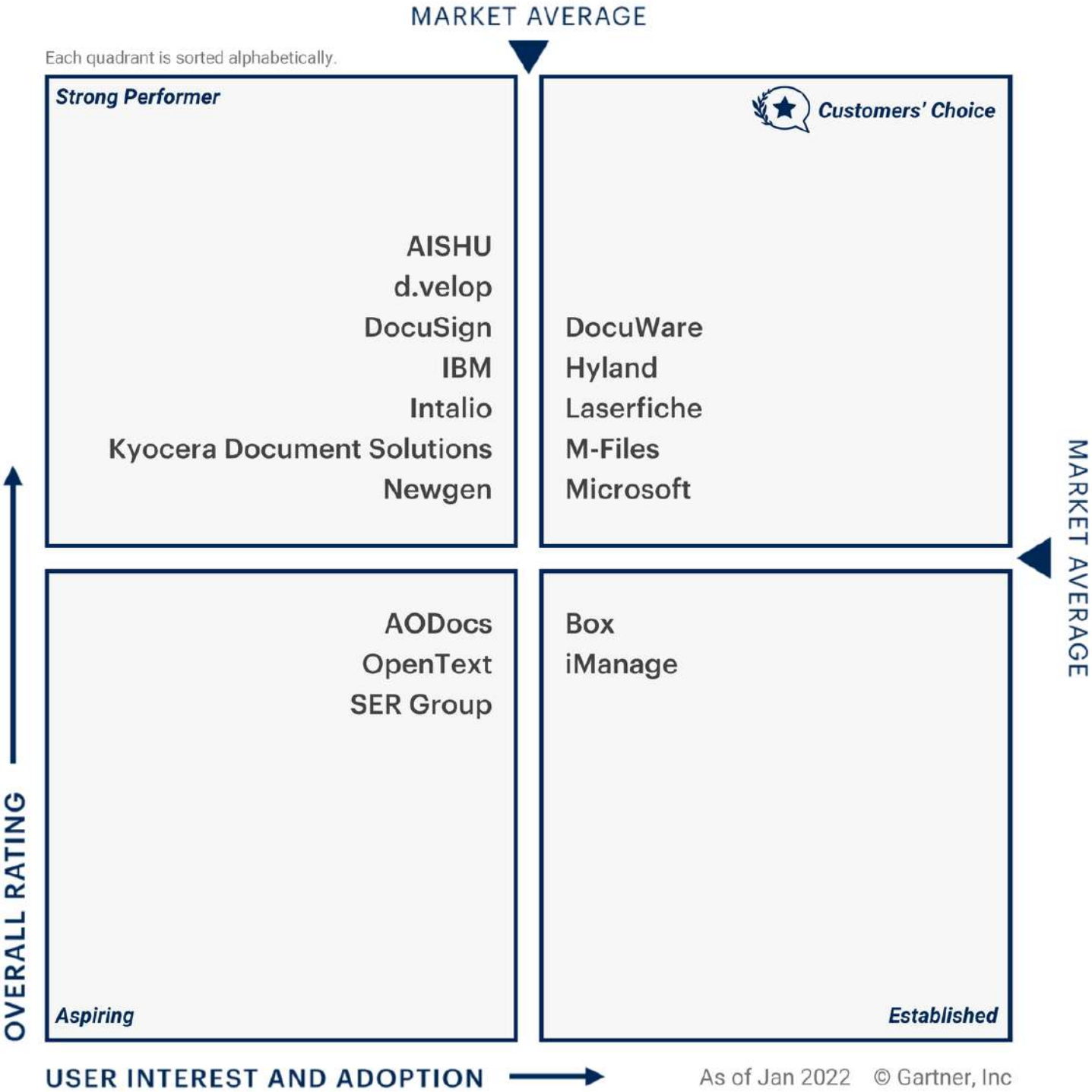


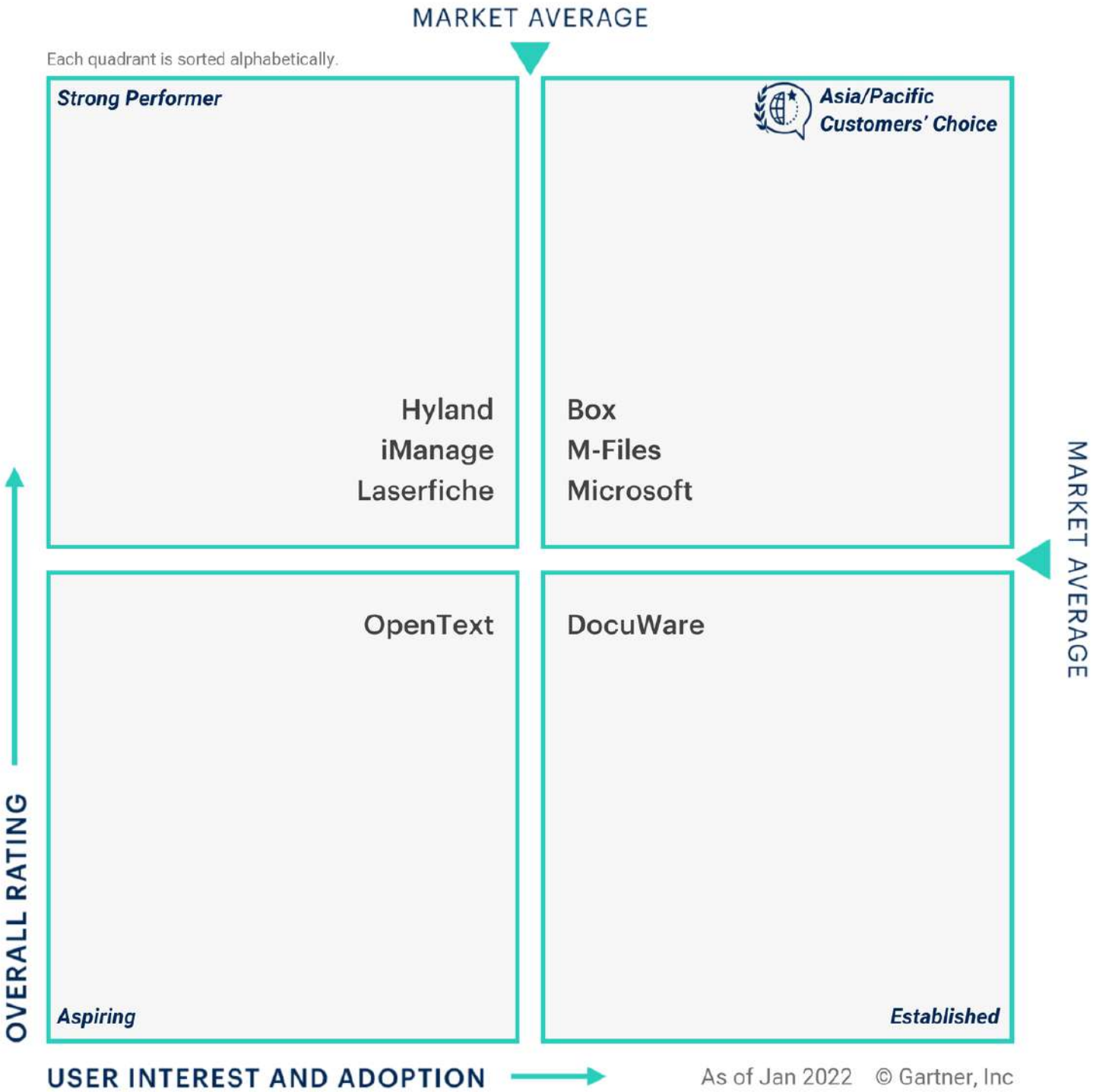
Gartner Peer Insights “Voice of the Customer” Company Size Segment  
Content Services Platforms



Gartner Peer Insights “Voice of the Customer”  
Content Services Platforms

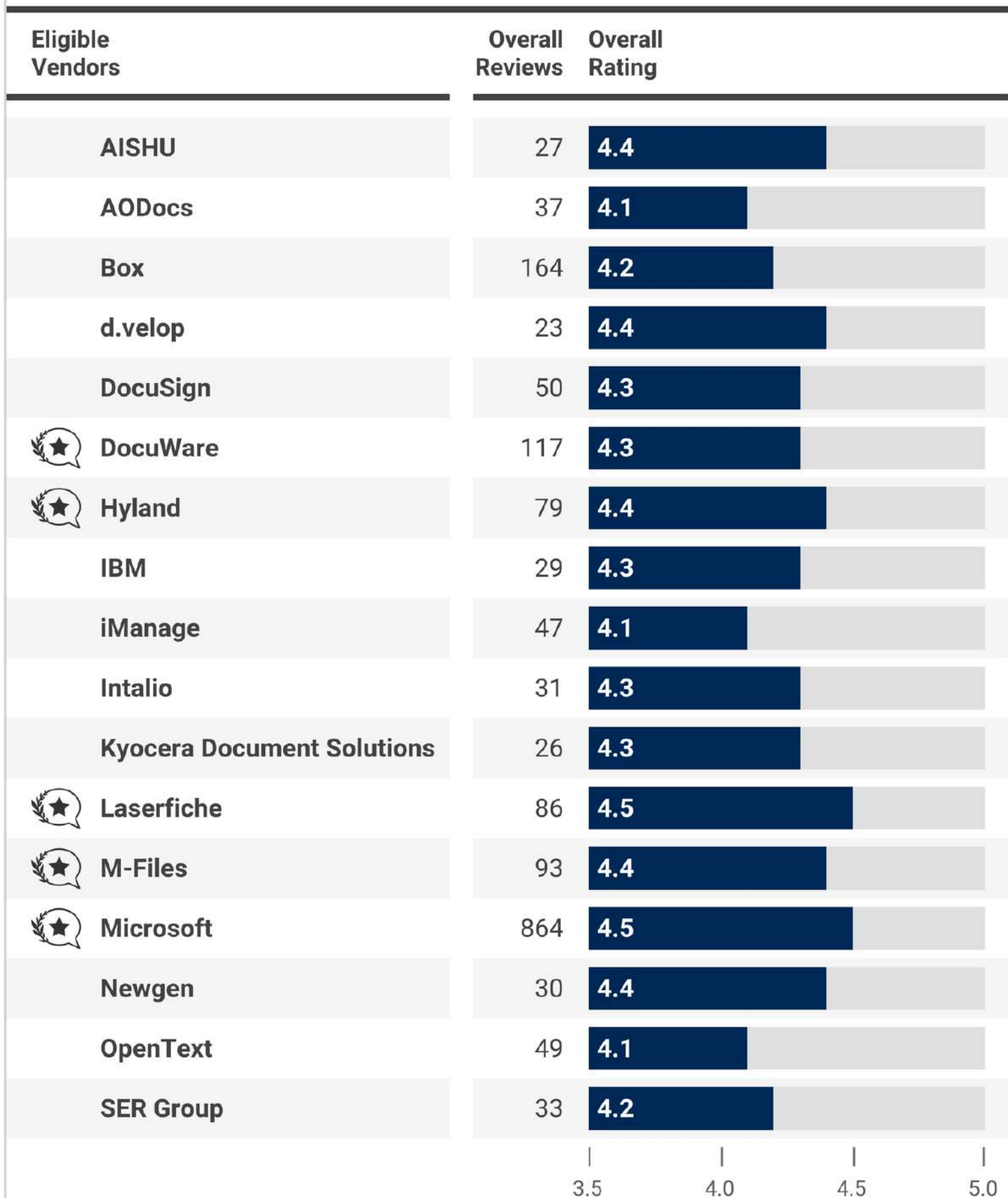


Gartner Peer Insights “Voice of the Customer” Region Segment  
Content Services Platforms



# Gartner Peer Insights "Voice of the Customer"

## Content Services Platforms

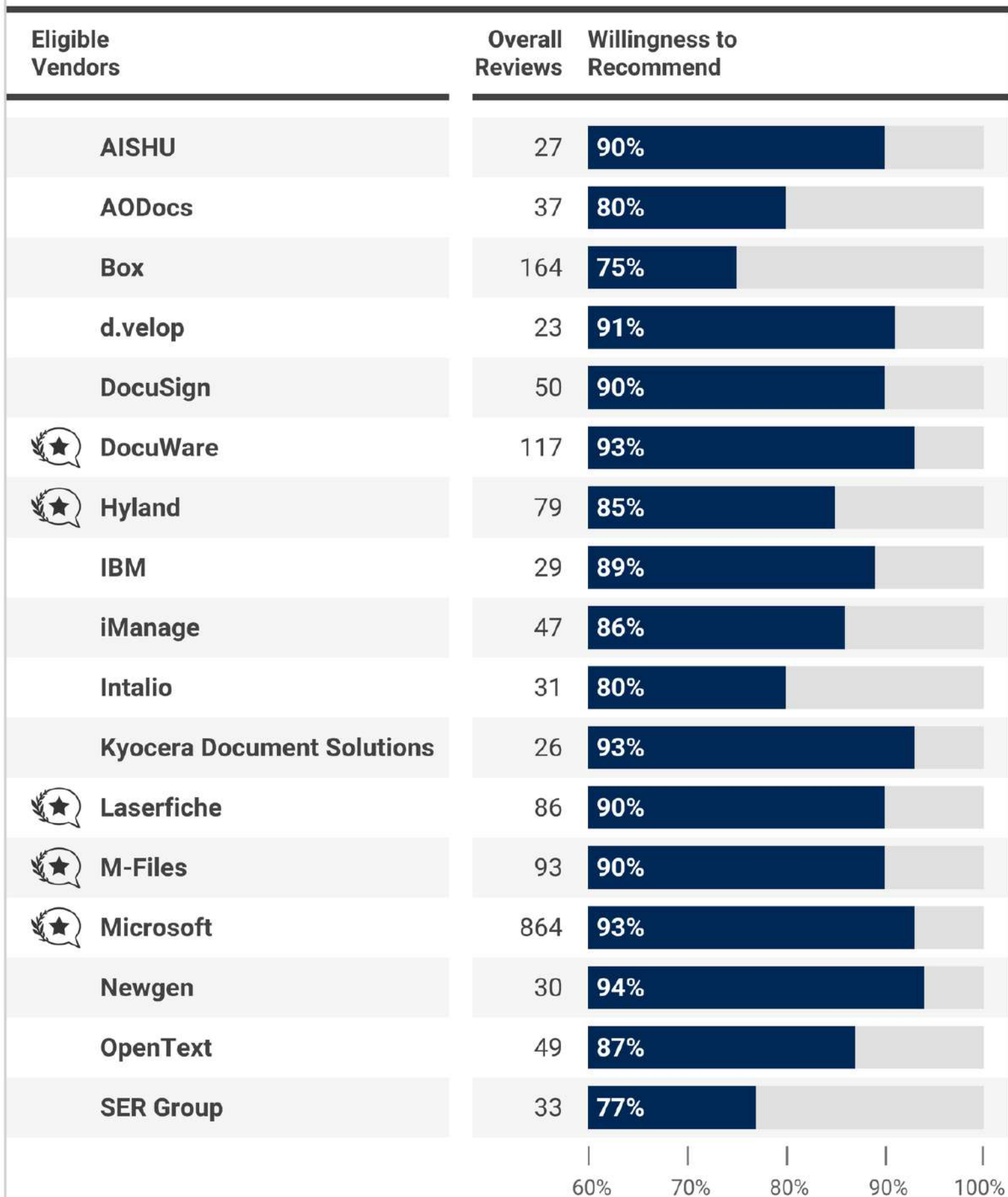


Sorted alphabetically

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# Gartner Peer Insights "Voice of the Customer"

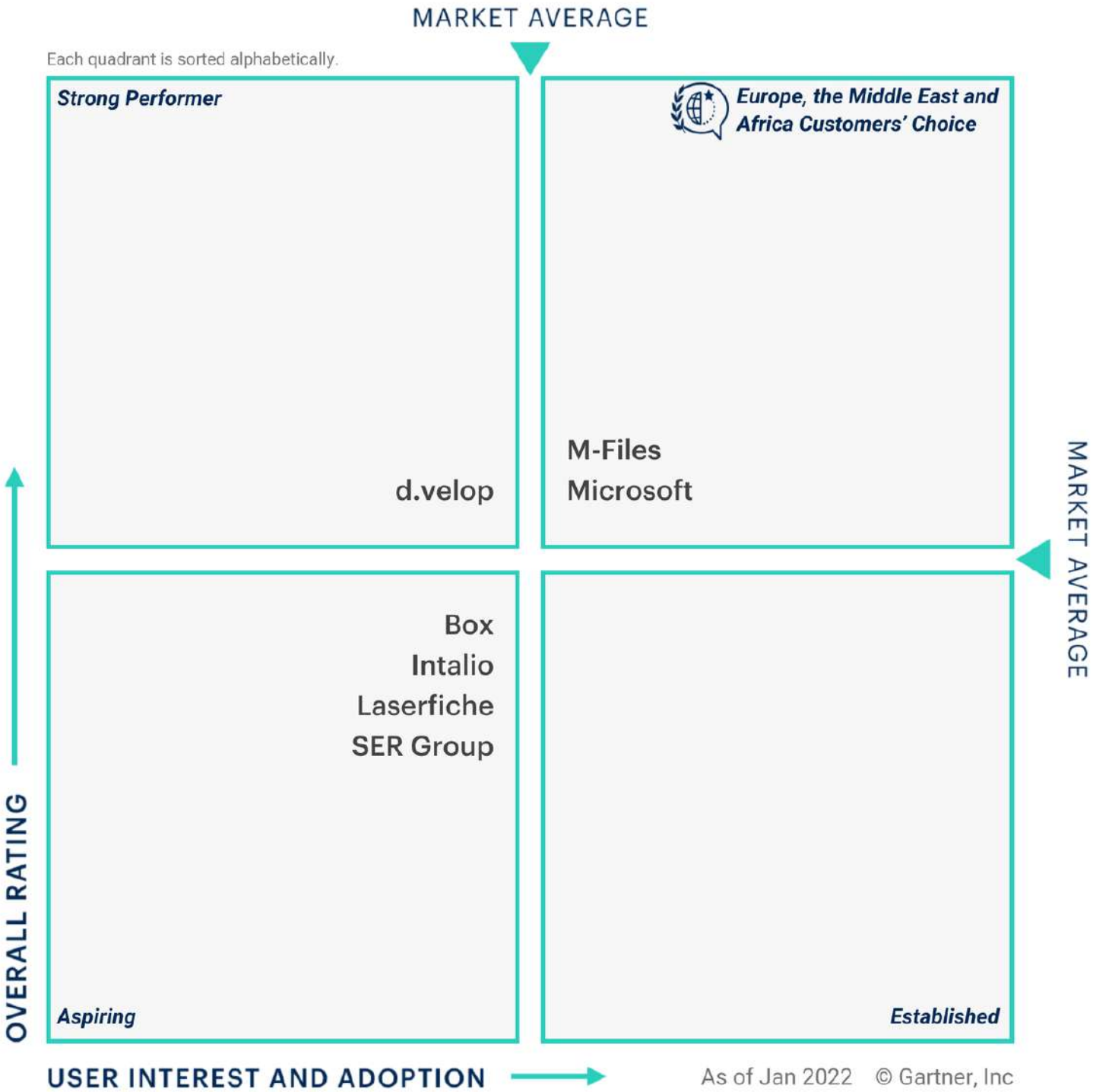
## Content Services Platforms



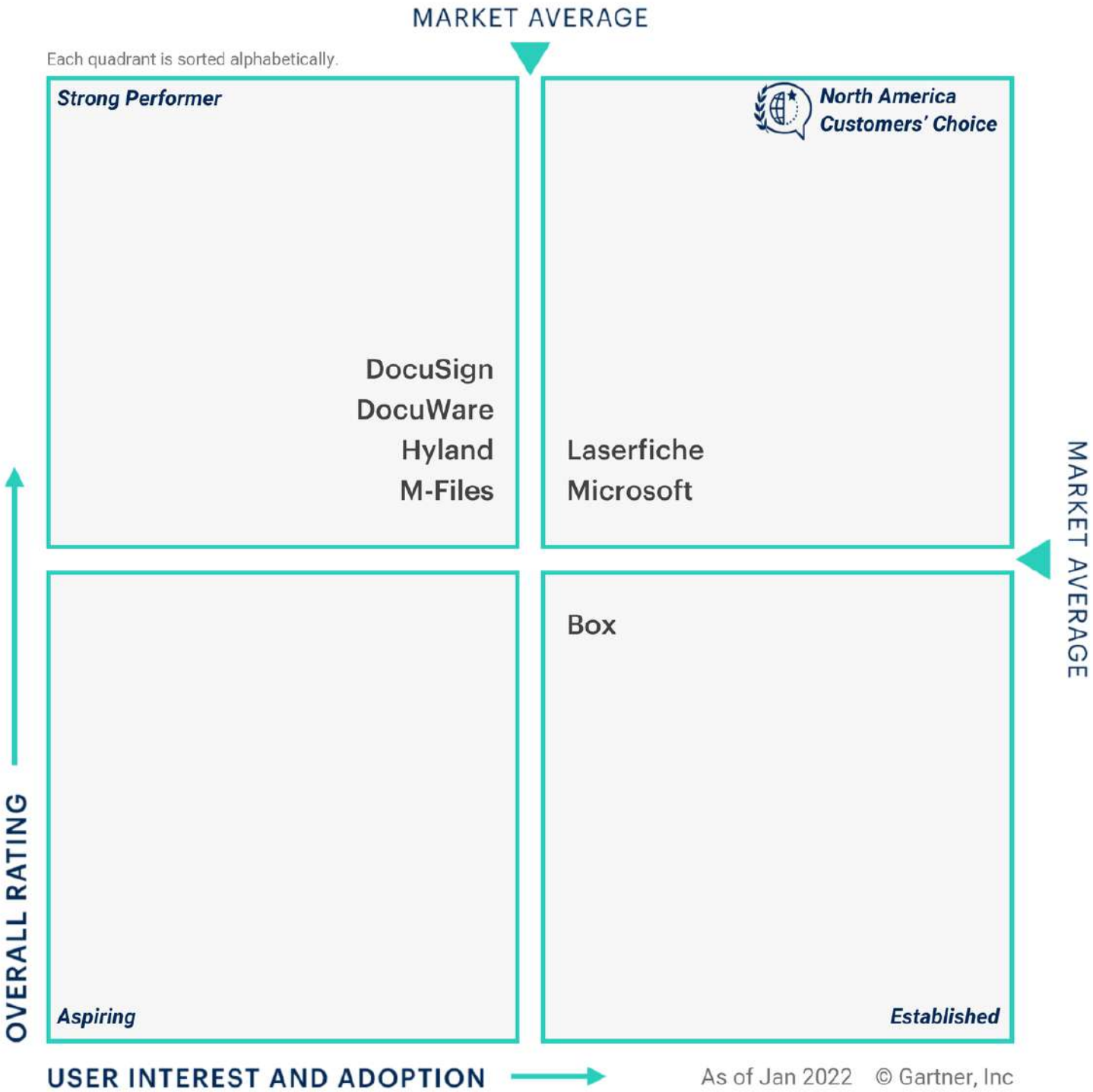
Sorted alphabetically

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Gartner Peer Insights “Voice of the Customer” Region Segment  
Content Services Platforms




Gartner Peer Insights “Voice of the Customer” Region Segment  
Content Services Platforms





## AODocs

4.1 ★ ★ ★ ★ ☆ (37)

**Willingness to Recommend**  **80%**

Rating Histogram			Rating by Category		Number of Responses
5 Star	<div><div></div></div>	30%	Product Capabilities	4.5	37
4 Star	<div><div></div></div>	57%	Sales Experience	4.2	34
3 Star	<div><div></div></div>	14%	Deployment Experience	4.2	35
2 Star	<div><div></div></div>	0%	Support Experience	4.4	36
1 Star	<div><div></div></div>	0%			

Company Size		Industry		Deployment Region	
Overall Reviews = 37		Overall Reviews = 37		Number of Responses = 37	
10B+ USD	24%	Services	24%	North America	32%
1B - 10B USD	32%	Manufacturing	22%	Europe, Middle	14%
50M - 1B USD	38%	Finance	16%	East and Africa	
Public Sector, Gov't, Edu	5%	Healthcare	8%	Asia/Pacific	49%
		Other	30%	Latin America	5%


Note: Percent distributions may not add up to 100% due to rounding.

As of Jan 2022

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Box  
4.2 ★★★★★ (164)


Willingness to   
Recommend 75%



Company Size	Industry	Deployment Region
Overall Reviews = 164	Overall Reviews = 164	Number of Responses = 191
10B+ USD	Services	North America
1B - 10B USD	Manufacturing	Europe, Middle
50M - 1B USD	Media	East and Africa
Public Sector, Gov't, Edu	Finance	Asia/Pacific
	Other	Latin America

Note: Percent distributions may not add up to 100% due to rounding. As of Jan 2022 © Gartner, Inc

d.velop  
4.4 ★★★★★ (23)


Willingness to   
Recommend 91%



Company Size		Industry		Deployment Region	
Overall Reviews = 23		Overall Reviews = 23		Number of Responses = 26	
10B+ USD	0%	Manufacturing	26%	North America	4%
1B - 10B USD	22%	Services	22%	Europe, Middle	81%
50M - 1B USD	61%	Government	13%	East and Africa	
Public Sector, Gov't, Edu	17%	Construction	9%	Asia/Pacific	12%
		Other	30%	Latin America	4%

Note: Percent distributions may not add up to 100% due to rounding. As of Jan 2022 © Gartner, Inc

DocuSign  
4.3 ★★★★★ (50)

Willingness to   
Recommend 90%



Company Size		Industry		Deployment Region	
Overall Reviews = 50		Overall Reviews = 50		Number of Responses = 54	
10B+ USD	18%	Services	36%	North America	50%
1B - 10B USD	28%	Manufacturing	18%	Europe, Middle	19%
50M - 1B USD	50%	Finance	8%	East and Africa	
Public Sector, Gov't, Edu	4%	Miscellaneous	8%	Asia/Pacific	28%
		Other	30%	Latin America	4%

Note: Percent distributions may not add up to 100% due to rounding. As of Jan 2022 © Gartner, Inc

DocuWare  
4.3 ★★★★★ (117)


Willingness to   
Recommend 93%



Company Size	Industry	Deployment Region
Overall Reviews = 117	Overall Reviews = 117	Number of Responses = 135
10B+ USD	Services	North America
1B - 10B USD	Healthcare	Europe, Middle
50M - 1B USD	Finance	East and Africa
Public Sector, Gov't, Edu	Miscellaneous	Asia/Pacific
	Other	Latin America

Note: Percent distributions may not add up to 100% due to rounding. As of Jan 2022 © Gartner, Inc

Hyland  
4.4 ★★★★★ (79)

Willingness to  
Recommend  85%



Company Size	Industry	Deployment Region
Overall Reviews = 79	Overall Reviews = 79	Number of Responses = 84
10B+ USD	Healthcare	North America
1B - 10B USD	Services	Europe, Middle
50M - 1B USD	Finance	East and Africa
Public Sector, Gov't, Edu	Manufacturing	Asia/Pacific
	Other	Latin America

IBM  
4.3 ★★★★★ (29)

Willingness to   
Recommend 89%



Company Size	Industry	Deployment Region
Overall Reviews = 29	Overall Reviews = 29	Number of Responses = 31
10B+ USD	Finance	North America
1B - 10B USD	Services	Europe, Middle
50M - 1B USD	Manufacturing	East and Africa
Public Sector, Gov't, Edu	Education	Asia/Pacific
	Other	Latin America

Note: Percent distributions may not add up to 100% due to rounding. As of Jan 2022 © Gartner, Inc



iManage  
4.1 ★★★★★ (47)

Willingness to   
Recommend 86%



Company Size		Industry		Deployment Region	
Overall Reviews = 47		Overall Reviews = 47		Number of Responses = 49	
10B+ USD	17%	Services	32%	North America	37%
1B - 10B USD	21%	Finance	19%	Europe, Middle	16%
50M - 1B USD	57%	Manufacturing	15%	East and Africa	
Public Sector, Gov't, Edu	4%	Healthcare	9%	Asia/Pacific	45%
		Other	26%	Latin America	2%

Note: Percent distributions may not add up to 100% due to rounding. As of Jan 2022 © Gartner, Inc



Intalio  
4.3 ★★★★★ (31)


Willingness to   
Recommend 80%



Company Size		Industry		Deployment Region	
Overall Reviews = 31		Overall Reviews = 31		Number of Responses = 33	
10B+ USD	0%	Government	45%	North America	9%
1B - 10B USD	10%	Education	13%	Europe, Middle	79%
50M - 1B USD	32%	Finance	10%	East and Africa	
Public Sector, Gov't, Edu	58%	Media	10%	Asia/Pacific	9%
		Other	23%	Latin America	3%

Note: Percent distributions may not add up to 100% due to rounding. As of Jan 2022 © Gartner, Inc

Kyocera Document Solutions  
4.3 ★★★★★ (26)

Willingness to   
Recommend 93%



Company Size		Industry		Deployment Region	
Overall Reviews = 26		Overall Reviews = 26		Number of Responses = 28	
10B+ USD	15%	Services	35%	North America	25%
1B - 10B USD	31%	Healthcare	31%	Europe, Middle East and Africa	11%
50M - 1B USD	46%	Finance	12%	Asia/Pacific	50%
Public Sector, Gov't, Edu	8%	Education	8%	Latin America	14%
		Other	15%		

Laserfiche  
4.5 ★★★★★ (86)

Willingness to   
Recommend 90%



Company Size		Industry		Deployment Region	
Overall Reviews = 86		Overall Reviews = 86		Number of Responses = 90	
10B+ USD	10%	Government	26%	North America	51%
1B - 10B USD	10%	Services	20%	Europe, Middle	24%
50M - 1B USD	43%	Finance	14%	East and Africa	
Public Sector, Gov't, Edu	36%	Education	12%	Asia/Pacific	24%
		Other	29%	Latin America	0%

Note: Percent distributions may not add up to 100% due to rounding. As of Jan 2022 © Gartner, Inc

M-Files  
4.4 ★★★★★ (93)


Willingness to   
Recommend 90%



Company Size		Industry		Deployment Region	
Overall Reviews = 93		Overall Reviews = 93		Number of Responses = 108	
10B+ USD	15%	Services	39%	North America	27%
1B - 10B USD	25%	Manufacturing	19%	Europe, Middle	33%
50M - 1B USD	49%	Energy and Utilities	10%	East and Africa	
Public Sector, Gov't, Edu	11%	Healthcare	9%	Asia/Pacific	36%
		Other	24%	Latin America	4%

Note: Percent distributions may not add up to 100% due to rounding. As of Jan 2022 © Gartner, Inc

Microsoft  
4.5 ★★★★★ (864)

Willingness to   
Recommend 93%



Company Size	Industry	Deployment Region
Overall Reviews = 864	Overall Reviews = 864	Number of Responses = 985
10B+ USD13%	Services25%	North America33%
1B - 10B USD31%	Finance16%	Europe, Middle22%
50M - 1B USD47%	Manufacturing15%	East and Africa
Public Sector, Gov't, Edu9%	Education9%	Asia/Pacific41%
	Other35%	Latin America4%

Note: Percent distributions may not add up to 100% due to rounding. As of Jan 2022 © Gartner, Inc

Newgen  
4.4 ★★★★★ (30)

Willingness to   
Recommend 94%




Company Size	Industry	Deployment Region
Overall Reviews = 30	Overall Reviews = 30	Number of Responses = 30
10B+ USD	Services	North America
1B - 10B USD	Finance	Europe, Middle
50M - 1B USD	Manufacturing	East and Africa
Public Sector, Gov't, Edu	Healthcare	Asia/Pacific
	Other	Latin America

Note: Percent distributions may not add up to 100% due to rounding. As of Jan 2022 © Gartner, Inc



OpenText  
4.1 ★★★★★ (49)

Willingness to   
Recommend 87%




Company Size	Industry	Deployment Region
Overall Reviews = 49	Overall Reviews = 49	Number of Responses = 58
10B+ USD	Manufacturing	North America
1B - 10B USD	Services	Europe, Middle
50M - 1B USD	Healthcare	East and Africa
Public Sector, Gov't, Edu	Finance	Asia/Pacific
	Other	Latin America

Note: Percent distributions may not add up to 100% due to rounding. As of Jan 2022 © Gartner, Inc



SER Group  
4.2 ★★★★★ (33)

Willingness to   
Recommend 77%



Company Size	Industry	Deployment Region
Overall Reviews = 33	Overall Reviews = 33	Number of Responses = 36
10B+ USD	Finance	North America
1B - 10B USD	Manufacturing	Europe, Middle
50M - 1B USD	Government	East and Africa
Public Sector, Gov't, Edu	Retail	Asia/Pacific
	Other	Latin America

AISHU  
4.4 ★★★★★ (27)

Willingness to   
Recommend 90%



Company Size		Industry		Deployment Region	
Overall Reviews = 27		Overall Reviews = 27		Number of Responses = 27	
10B+ USD	0%	Manufacturing	26%	North America	19%
1B - 10B USD	22%	Services	22%	Europe, Middle	7%
50M - 1B USD	63%	Education	15%	East and Africa	
Public Sector, Gov't, Edu	15%	Media	11%	Asia/Pacific	70%
		Other	26%	Latin America	4%