

HYPERION MARKETVIEW™ REPORT

LEGAL MARKET INTELLIGENCE

OpenText – eDocs DM

AS FEATURED IN THE
HYPERION MARKETVIEW™ RESEARCH PROGRAM

Enterprise Content Management Systems for Legal

May 2015



HYPERION GP
RESEARCH

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OPENTEXT™

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Introduction

Enterprise Content Management (ECM) systems have become critical enterprise-technology components of law firms and corporate law departments. As legal professionals increasingly adopt new and more advanced technologies, the market for legal-capable ECM continues to mature. With the demand for advanced content management on the rise, features such as workflow, business intelligence, Cloud computing and mobility are increasingly attractive and in demand.

This MarketView™ Report provides a comprehensive review of the ECM market for legal organizations. The focus is primarily on core content management capabilities, but the report also provides a view of the broader context that clients seek from solutions that address the array of specialized content management needs, including structured and unstructured content. In studying and assessing the solution landscape, we encourage clients to use this MarketView™ Report to gain a perspective on the market and develop an informed starting point for evaluating their specific and unique solution options.

Comprised of over 90 pages, the report covers the following areas:

- Trends and emerging paradigms in the solution market
- Key Solution Components expected from leading solutions
- Identification of vendors in the solution landscape
- Review and assessment of Advanced Solution providers
- Guiding principles for selecting and implementing solutions

For additional information about this report, please contact us at info@hyperiongp.com.

Our Research Process and Evaluation Methodology

Our research process uses a structured approach that includes both primary and secondary sources. We use publicly available information, as well as proprietary research developed through our work with corporate law departments, law firms, software vendors and industry thought leaders. These resources are used to both develop our perspectives on the market and to evaluate vendors.

Our market research starts with a comprehensive market survey to identify all vendors in the solution area. The initial vendor pool is constructed from market research, including our vendor database, Internet-based research, industry trade surveys, our own market experience and our clients. All identified vendors are initially screened for inclusion based on their fit to our project objectives.

Based on our initial screening, vendors then are assigned to either the *Market Participant* group or the *Advanced Solution* group according to the following criteria:

- A **Market Participant** vendor provides capabilities in the solution area, with a focus on specific aspects of the solution or that serve a sub-section of the market; the vendor may be a relatively new entry to the market or have not yet established a significant market position relative to the solution capabilities expected.
- An **Advanced Solution** vendor demonstrates significant strength in both product functionality and overall solution capabilities; meets or exceeds all Key Solution Components; has a strong record of client satisfaction and market share; provides a consistent flow of valuable enhancements; has a highly regarded management team and organization; and has demonstrated financial stability.

For each advanced vendor, we engage in a more in-depth and detailed evaluation using our proprietary methodology – the VendorView™ Evaluation (see table, below). We collect information both directly from the vendor and from secondary sources. This includes publicly available marketing materials, presentations and other information. We also offer vendors an opportunity to provide us directly with information about their company, products and services through our Vendor Briefing Process. Vendors submit answers to a written questionnaire and provide our analysts with a live presentation including product demonstrations. We independently verify and corroborate vendor information wherever possible.

Customer reference calls are an important part of our process. We interview reference clients to gain perspective on use of the system and experience in working with the vendor, including the ability to meet requirements, project complexity, vendor responsiveness to support issues and other perceived strengths. In addition, we discuss with the references why they selected a vendor over other options during their competitive selection processes.

With regard to confidential information, while we may receive or be privy to confidential or proprietary information about vendors or their clients, we do not include or otherwise disclose such information in our MarketView™ or briefings.

To maintain objectivity, vendors do not directly contribute or have review rights to their evaluation or the evaluations of their peers.

Based on our collected information, we rate each vendor. Our rating considers both the capabilities of the products and of the vendors themselves in eight (8) key areas, using a 10-point scale in each category.

VENDORVIEW™ EVALUATION

RATING CATEGORY	CRITERIA
PRODUCT FEATURES	<ul style="list-style-type: none"> ▪ Support for Key Solution Components ▪ Perceived quality and refinement of features ▪ Differentiated feature(s)
PRODUCT USABILITY	<ul style="list-style-type: none"> ▪ The “look and feel” and adherence to common UI design ▪ Efficiency of navigation
PRODUCT MATURITY	<ul style="list-style-type: none"> ▪ Maturity and completeness of features ▪ Stability and robustness of application ▪ Enhancement roadmap and history
TECHNOLOGY	<ul style="list-style-type: none"> ▪ Technology platform standards ▪ Flexibility ▪ Robustness, scalability ▪ Development methodology
IMPLEMENTATION	<ul style="list-style-type: none"> ▪ Implementation approach and credentials ▪ Implementation costs ▪ Hosting infrastructure (technology, security, process)
MAINTENANCE AND SUPPORT	<ul style="list-style-type: none"> ▪ Maintenance approach ▪ Maintenance costs
COMPANY VISIBILITY	<ul style="list-style-type: none"> ▪ Market position / size ▪ Business model ▪ Organization size ▪ Financial position
MARKET VISION	<ul style="list-style-type: none"> ▪ Demonstrated thought leadership ▪ Industry participation ▪ Competitive differentiation

We base the product-related aspects of our VendorView™ evaluation on a standard set of features and capabilities identified as Key Solution Components (“KSCs”). We develop our KSCs based on a set of use cases, and on best practice features and capabilities expected from leading software products. The KSCs provide a consistent set of functional criteria by which we evaluate and compare vendors. The KSCs also provide a starting point for clients to develop their own requirements and selection criteria.

The VendorView™ evaluation also provides our perspectives and opinions about each Advanced Solution vendor in the marketplace. This includes our views on the important points of consideration that clients should explore in evaluating a vendor. Strengths or cautions are not necessarily considered positive or negative, but may represent areas where companies would be advised to explore and understand the vendor’s capabilities and fit.

To assist our clients to understand areas we consider of particular interest for a vendor, we may identify certain notable capabilities or features as *Market Leader* or *Highly Innovative*:



The **MARKET LEADER** designation recognizes capabilities that are particularly differentiated in the market, and that clients have reported surpass expectations in delivering a high value solution. The Market Leader designation applies to truly superior features that are well established and proven, and which are considered “game changers” in the value of the solution.



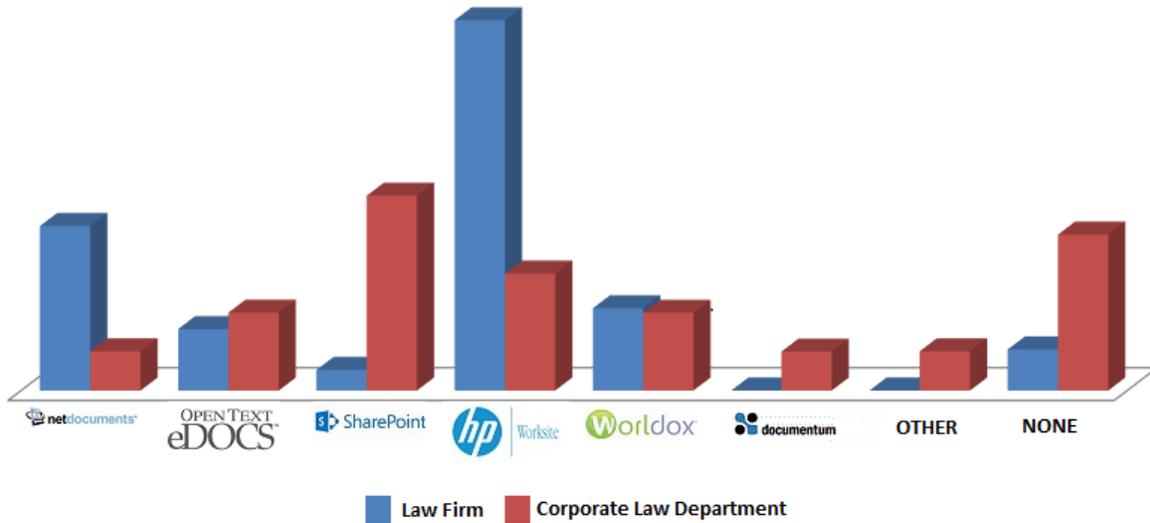
The **HIGHLY INNOVATIVE** designation recognizes capabilities that are significantly novel in the solutions market. A Highly Innovative feature is one of a kind in its design, approach and/or utility; often it has been recently introduced to the market and is likely to be followed by competitors. A Highly Innovative feature may be specialized in a narrow or specific use, or may be a broad approach that spans the solution (e.g., user interface design).

Finally, for each vendor evaluation, our findings and opinions are based on market expectations and the vendor’s relative capabilities in the overall peer group of solutions being evaluated. Importantly, our evaluation looks at general, cross-industry capabilities, as well as giving special consideration to a solution’s specific capabilities in the legal industry. Clients should consider their own particular needs and requirements when evaluating their solution options, whether a given vendor is identified as a Market Participant or an Advanced Solution. Also, some vendors may be covered in other research segments and reports, and their evaluations may be significantly different in those contexts.

The Vendor Landscape for Document Management Systems

The ECM vendor landscape is diverse, offering legal organizations a range of solution options. Our market research in the legal-capable ECM segment has found that a core group of solution providers predominate. For law firms, HP ECM’s WorkSite (commonly known as iManage) and NetDocuments are most often cited; while corporations identify SharePoint, iManage, and the more enterprise-oriented EMC² Documentum as the most widely deployed.

Fig. 15 – Document Management Systems in Legal



As the DMS solution market matures, several distinct solution approaches have emerged, each with its own set of characteristics. Traditional products, represented most notably by HP Autonomy, OpenText and Worldox, provide proprietary applications. These products generally provide solutions that have been optimized for legal, and have attained comparatively broad market adoption. SharePoint-based products, which include Epona and Macroview, are solutions built on the Microsoft SharePoint platform. By taking a platform-based approach, these solutions benefit from Microsoft’s continued investment in SharePoint, including tight integration to the Microsoft technology architecture. A new market entrant for 2015, ZIA’s Adhere for Legal represents a platform-based solution – enterprise-class Alfresco, which differentiates itself with sophisticated integration, workflow, and automated classification capabilities. Finally, Software-as-a-Service (SaaS) and Cloud-based DMS is a nascent but growing category of solutions. These include “pure-play” solution providers such as NetDocuments, as well as hosted “hybrid Cloud” offerings from traditional product vendors. As firms and corporate law departments become increasingly comfortable with the external solution models, the SaaS and Cloud-based solutions are considered well-positioned.

For the objectives of this *MarketView™* report, we focused our analysis on in excess of more than 30 products. Of these, 17 were considered to meet a limited set of the Key Solution Component (KSC) criteria. These products and vendors are identified as Market Participants, and listed below with a short

description. While not covered in depth here, we may cover a Market Participant vendor in our other research projects.

Another six (6) products met our project definition and the KSC criteria to a higher degree, and were further reviewed as Advanced Solution Providers using our *VendorView™* evaluation process.

Market Participant Vendors

Market Participant products meet our project parameters and are considered to provide basic capabilities spanning our Key Solution Components. These solution providers may be considered viable solutions for special or niche uses.

The following solution providers have been identified as Market Participants:

COMPANY	PRODUCT
COLLIGO NETWORKS INC.	EMAIL MANAGER BRIEFCASE ENTERPRISE
DOCSTAR DOCUMENT MANAGEMENT SOFTWARE	DOCSTAR
EMC CORPORATION	DOCUMENTUM
FIRST TO FILE, CPA GLOBAL SUBSIDIARY	ELECTRONIC FILE ROOM
HANDSHAKE SOFTWARE, INC.	DM DIRECTOR EMAIL DIRECTOR
HARMON.IE	CONNECT FOR SHAREPOINT
KNOWLEDGELAKE, INC.	CONNECT FOR SHAREPOINT
LASERFICHE	AVANTE RIO
LEGAL SOFTWARE SYSTEMS, INC.	LSSE64
M-FILES CORPORATION	M-FILES
MACROVIEW BUSINESS TECHNOLOGY PTY LTD	DMF
SPRINGCM	SPRINGCM
SWORD GROUP, INC.	EXCALIBUR
XEROX CORPORATION	DOCUSHARE

Advanced Solution Vendors

Of the 23 products included in this Hyperion MarketView™, we determined that six products merited coverage as Advanced Solutions, based on their strength across our eight VendorView™ criteria and capabilities across our Key Solution Components. The Advanced Solutions are each credible, market-leading solutions for legal document management. We encourage clients to consider their specific needs and requirements when planning their vendor evaluation process.

The following vendors have been identified as Advanced Solutions in the area of Enterprise Content Management Systems for 2015 (listed alphabetically).

COMPANY	PRODUCT
EPONA SOFTWARE BV	DMSFORLEGAL
HP ECM	WORKSITE
NETVOYAGE CORPORATION	NETDOCUMENTS
OPENTEXT	EDOCS DM
WORLD SOFTWARE CORPORATION	WORLDQX
ZIA CONSULTING	ADHERE LEGAL FOR ALFRESCO

OPENTEXT – eDOCS DM™

OpenText is a provider of enterprise information management solutions, with a broad set of content management, business process management and collaboration products. Within the legal market, OpenText has particularly focused on document management, workflow and electronic discovery. OpenText’s current legal content management software is eDOCS DM, a broad-based content management solution with a core document-management system and a portfolio of available additional modules.

The eDOCS DM solution’s features include document management, e-mail filing and management, records management, archiving, business process management, wireless document management, SharePoint integration, secure managed file transfer for the exchange of large files, business intelligence and information governance.

OpenText reports that roughly 3,500 legal clients use the eDOCS DM software. The company also cites 90 percent of the AMLaw 200 as users of one or more its legal solutions, including non-DM products. The OpenText client base includes Fortune 500 corporations, government agencies and law firms of all sizes.

Company Background

AREA	DESCRIPTION
COMPANY NAME	OpenText
ADDRESS / PHONE / WEBSITE	275 Frank Tompa Drive, Waterloo Ontario Canada N2L 0A1 North America: +1-800-499-6544 International: +800-4996-5440 www.opentext.com
OFFICE LOCATIONS – INDICATE HQ AND OTHER(S)	OpenText Corporate Headquarters 275 Frank Tompa Drive, Waterloo Ontario Canada N2L 0A1 North America: +1-800-499-6544 International: +800-4996-5440 Dozens of other offices located throughout Asia-Pacific, Canada, EMEA, Latin America and the U.S.
PRODUCT DEVELOPMENT LOCATION(S) – INDICATE PRIMARY AND OTHER(S)	The primary product development site for eDOCS DM is located in Tallahassee, FL. Other major R&D sites are located in the following locations: <ul style="list-style-type: none"> ▪ Canada: Waterloo, ON; Ottawa; Richmond Hill, ON ▪ United States: Austin; Bellevue, WA; Burlington, MA; Irvine, CA; Gaithersburg, MD; Tampa, FL ▪ Germany: Grasbrunn ▪ India: Hyderabad ▪ Sweden: Stockholm

AREA	DESCRIPTION
EMPLOYEES – TOTAL SOFTWARE BUSINESS	8,500 (Number includes the recent acquisition of Actuate and Informative Graphics in January 2015).
EMPLOYEES – SOFTWARE DEVELOPMENT	1,900
EMPLOYEES – CUSTOMER SUPPORT	700
EMPLOYEES – IMPLEMENTATION / CONSULTING SERVICES	1,000 in professional services, and 2,000 in Cloud services
SOFTWARE CLIENTS - TOTAL	Over 100,000 customers use OpenText solutions; 3,500 legal clients

Product and Technology Background

AREA	DESCRIPTION
PRODUCT NAME – VERSION	OpenText Document Management, eDOCS Edition (eDOCS DM 10)
RELEASE HISTORY (LAST 2 YEARS)	<p>eDOCS DM 10 – September 2014</p> <p>New and updated features include:</p> <ul style="list-style-type: none"> • Enhanced eDOCS DM 10 Webtop • eDOCS DM 10 Extensions Refresh • Enhanced Form Rendering • Enhanced User Search Experience • eDOCS DM Management Studio • Support for Microsoft Office 2013/365 – 32/64 bit <p>eDOCS DM 5.3.1 Office 2013/365 Integration Version 2.0 – January 2014</p> <p>eDOCS DM 5.3.1 Office 2013/365 Integration Version 1.0 – November 2013</p>
NEXT PLANNED RELEASE	<p>The next product release is eDOCS DM 10.1, which is scheduled for Q4 2015 with the following key new features:</p> <ul style="list-style-type: none"> • DM Lookup Security (providing native support for ethical walls) • DM Management Studio (support for system configuration within DM libraries) <p>OpenText Core, a Cloud-based multi-tenant SaaS-based offering,</p>
PRODUCT DEVELOPMENT APPROACH	OpenText follows an Iterative Development Process (IDP) based on the <u>SCRUM</u> and <u>Lean</u> software engineering practices. The underlying concept is for self-organizing teams to deliver valuable functionality – incrementally and iteratively with quality – while at the same time being able to incorporate timely feedback.

AREA	DESCRIPTION
<p>MODULES AND CORE FUNCTIONS</p>	<ul style="list-style-type: none"> • OpenText Document Management, eDOCS Edition (eDOCS DM) • OpenText Records Management, eDOCS Edition (eDOCS RM) • OpenText Email Filing, eDOCS Edition • OpenText Wireless DMS for eDOCS (supports Blackberry, Blackberry Playbook, iPad, iPhone, Android) • OpenText eDOCS Integration for SharePoint • OpenText Business Intelligence • OpenText Archiving for eDOCS • OpenText Email Archiving for Microsoft Exchange • OpenText RightFax integration • OpenText MBPM Integration for eDOCS • OpenText Conflicts Management, LegalKEY Edition • OpenText Image Crawler for eDOCS (supports OCR capture for image documents) • OpenText Secure Mail • OpenText Secure Managed File Transfer • OpenText InfoFusion
<p>DESCRIBE TECHNOLOGY “STACK”</p>	<p>The eDOCS DM Repository consists of:</p> <ul style="list-style-type: none"> • A SQL database containing the DM library metadata • A file store containing one or more document servers • A full-text index of the stored documents <p>Multi-tiered architecture: Fully supports On-Premises or Private Cloud deployments.</p> <p>Uses Microsoft Windows servers: The eDOCS DM Failover and Load Balancing feature enables clusters of DM servers to distribute client requests to improve performance and ensure redundancy for system fault tolerance.</p> <p>Metadata: Stored in SQL databases that can reside on multiple platforms (Microsoft SQL Server and Oracle.)</p> <p>Content: Stored on DM document servers that support Microsoft Windows servers, Novell NetWare, SAN, NAS, EMC Centera, OpenText Enterprise Library. The documents are stored in native format and can reside on software – or hardware – encrypted storage devices to meet HIPAA requirements.</p> <p>eDOCS DM Interfaces and Integration Options</p> <ul style="list-style-type: none"> • The DM desktop extensions are written in Microsoft Visual C++, C#, VBA extensions, MS COM Automation, VSTO and ODMA in application integration routines. • The development of new features in the user interface is based on the .NET framework and the Windows Presentation Foundation. • The DM Classic Webtop interface utilizes a mixture of ASP and JavaScript, with support for ActiveX controls.

AREA	DESCRIPTION
	<ul style="list-style-type: none"> • The eDOCS DM 10 Webtop is written in ASP .NET with MVC4. There is also JavaScript and JQuery involved, but no Java applets. It does not require JAVA to be installed on the browser client. • The DM API is based on the Component Object Model (COM). Developers using the DM API use COM-enabled languages, such as Visual Basics, Visual C++, C#, VSTO and ASP, to create their applications. • eDOCS DM WebObjects are ASP files used for the various manipulations of DM Webtop. • eDOCS DM server supports SOAP-based Web Services API. <p>Communication Protocols</p> <ul style="list-style-type: none"> • DCOM • wsHTTP • Packet form the client/server has MAX encrypted • Message encryption (256-bit) • Header encryption (256-bit) • NeTCP • Package form the client/server is encrypted • Message encryption (128-bit) • HTTP with no encryption for internal use • HTTPS with 256-bit encryption with Digital Certificates
SYSTEM LOCATION	The eDOCS DM software can be deployed on-premises or as a private Cloud-based solution within the OpenText Cloud infrastructure.
INTERFACES	<p>The eDOCS interfaces are compliant with the United States Rehabilitation Act Section 508 – Electronic and Information Technology Accessibility Standards.</p> <p>eDOCS DM Extensions</p> <p>DM Extensions give you the ability to access the DM repository from several Windows application including: Windows Explorer, MS Outlook, Adobe Reader/Acrobat, Lotus Notes, DM Webtop, the eDOCS DM mobile app and the wireless interface, Attaché (for offline access), and the 2007, 2010, 2013 and)365 versions of MS Office.</p>
SECURITY MODEL AND ARCHITECTURE	The eDOCS DM software and modules are Windows-based applications that utilize the operating system features for security the communications between the Windows DM Extensions and the DM Server. Active Directory, LDAP, and NDS enable the End User authentication. The passwords are stored and password strength or lockout policies are based on the features of those products.

AREA	DESCRIPTION
	<p>The eDOCS DM Webtop works within Microsoft Internet Information Server (IIS) and the configuration of the SSL feature of Internet Information Server enables secure communications.</p> <p>Multi-tiered architecture supports the distributed and virtualized environment.</p> <ul style="list-style-type: none"> • Content management server resides on Microsoft Windows Servers. Failover and Load Balancing enables clusters of content managements Servers; enterprise search • Metadata is stored in SQL databases that can reside on multiple platforms (Microsoft SQL Server, Oracle) • Content can be stored on multiple platforms (Microsoft Windows Server, Novell NetWare, SAN, NAS, OpenText Enterprise Library) • Compression and caching of content on the workstation plus Content Cache; content updates/changes are automatically synchronized between the local cache and the source repository • Content is indexed by OpenText SearchServer and stored on Index Server(s). Use multiple Index Servers to improve performance by distributing search requests, or to provide an alternate index should the primary index become unavailable. The server brokers searches across full text index stores throughout the enterprise. <p>Security</p> <ul style="list-style-type: none"> • LDAP/ADS/NDS/NTLM • Encryption at rest and in transit
<p>CERTIFICATIONS OR OTHER ACCREDITATION</p>	<ul style="list-style-type: none"> • NARA • OpenText Records Management: DoD 5015.2 v3 compliant • ITIL-certified Technical Services team • SAP Certified Enterprise Support Integration

License Model and Implementation Services

AREA	DESCRIPTION
LICENSE MODEL	Perpetual license + annual maintenance
LICENSE CALCULATION	All licenses are based on a named-user model. OpenText has a volume discount model where the price-per-user decreases as the number of users increases.
MAINTENANCE FEES	<p>OpenText combines support and maintenance into a single annual fee.</p> <p>In the first year, this is a percentage of the net perpetual license fee, based on the program level:</p> <ul style="list-style-type: none"> • “OpenText Protect” (20% of first year license) • “OpenText Protect Anytime” (24x7) (23% of first year license) • “OpenText Protect Anywhere” (25% of first year license); • “OpenText Protect Premier Anywhere” (Premier + Follow the Sun) (27% of first year license)
HOSTING – COSTS AND OPTIONS	Monthly fees for Managed Hosted Services in the OpenText Cloud.
CUSTOMER SUPPORT – COSTS AND OPTIONS	Costs vary on the maintenance support package selected (see information on maintenance fees above).
IMPLEMENTATION SERVICES	<p>As consulting engagements, Service Packages include tasks and deliverables as defined on a per-engagement basis. The implementation of these service packages can range from simple modifications to meet specific departmental needs to enterprise applications that integrate with multiple existing systems.</p> <p>Service Packages include:</p> <ul style="list-style-type: none"> ▪ Operational Modeling. ▪ Governance Assessment ▪ User Experience ▪ System Design
USER TRAINING	<p>OpenText offers classroom, Web-based and on-site training. Learning Services offers more than 80 classes in public offerings, 30 full-time trainers, and a pool of more than 40 professional services employees delivering expert classes.</p> <p>OpenText has fully equipped training facilities in Irvine, CA; Lincolnshire, IL; New York; Ottawa; Waterloo, ON; Reading, UK; Munich; Hamburg, Germany; Baden, Switzerland; and Amsterdam.</p>

VendorView™ Evaluation

For legal operations seeking a scalable, customizable content-management solution capable of handling hundreds of millions of documents and designing sophisticated matter-centric configurations, OpenText's eDocs DM product offers such an advanced solution. Over the past two years, the developers of eDOCS DM have aggressively developed new features and products that effectively offer users a "portfolio model," allowing them to choose as much or as little from an extended menu beyond the core DMS tool.

The core eDOCS DM product itself offers the expected robust set of content-management tools, along with tight integrations to Outlook and MS Office, as well as SharePoint. Uniquely, these plug-in integrations allow users to search for and retrieve documents regardless of the native application in which they are currently working. For example, a user can search for and retrieve a .pdf file from the File Open window in Microsoft Excel.

eDocs DM's emphasis on accessibility extends to e-mail, Web, mobile and Cloud-based offerings. Perhaps the most interesting of new adjunct products offered in recent months is the Managed File Transfer (MFT) tool. MFT allows its users to send very large e-mail files through Outlook—while a back-end server facilitates the transfer. The MFT product also allows senders of e-mail to track the status of e-mails, restrict access and set timelines for the eventual destruction of the e-mail. Other new eDOCS DM products include a wireless version that allows administrators to "wrap" applications and integrates with mobile device management software to ensure attorneys work safely and in accordance with firm policies. OpenText CORE is a multitenant, SaaS-based version of the system geared toward smaller firms in search of robust DM capabilities, business-continuity and collaborative document sharing. The new DM Webtop offers a Web interface designed to function with the robust capabilities of the desktop client, but without the need for local software installation. Finally, system admins are given a broad and sophisticated set of configuration tools for access control, matter-centric views and other elements of the user experience.

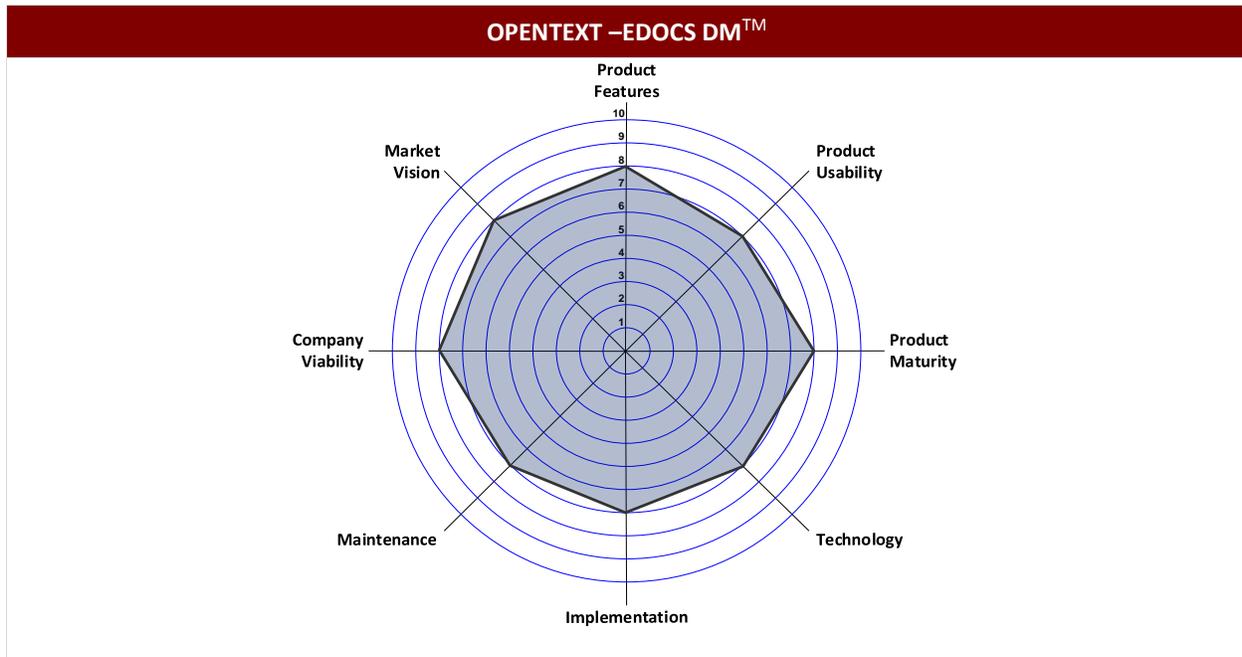
Implementation of eDOCS DM can be quite complex. To address these noted client concerns, the product team has built a multi-pronged approach to implementation services and ongoing technical support. For implementation and maintenance/support, eDOCS DM offers four levels of service that vary in price and access. Reference clients were generally positive about the quality of OpenText's relationship management and willingness to train users, even when onsite involvement is needed. Clients also saw the ability to feed and index large existing archives of documents easily into the main repository as an advantage. However, issues with qualifying reported issues as urgent and timely escalation procedures were cited.

Despite rapid attrition and loss of law firm market share in the early 2000s, OpenText today counts 3,500 legal clients, of an expansive and impressive 100,000-plus customer base. The company does report a 90 percent penetration rate of its larger suite of EIM products in AmLaw 200 law firms, which include other records, conflicts of interest, BPM and risk management products. Additionally, a recent company reorganization that increases emphasis on product development and product-team collaboration gives eDOCS DM the potential to increase its legal DMS footprint at the enterprise level. One innovative initiative underway: through an integration with OpenText's InfoFusion product, eDOCS DM hopes to develop analytics to help users better understand and leverage their stored content. Hyperion Research has previously reported on the developing trend of the increased focus of analytics in legal.

In our assessment of OpenText eDOCS DM, the following capabilities merit special recognition:

RECOGNITION	FEATURE
	<p>Accessibility: Core product is accessible across multiple platforms, devices and interfaces.</p>
	<p>Portfolio Model: Aggressive recent product development and integrations with existing OpenText EIM products offers clients opportunity to build a highly customized enterprise-wide content management program.</p>
	<p>Records Management: Robust module enables users to enforce wide-reaching information-governance policies and route secured records into the DM; company cites RM as a major driver for its e-mail management development.</p>
	<p>E-Mail Managed Secure Transfer: E-mail filing and Managed Secured Transfer tools offer innovative ways to profile, send, track and restrict the accessibility of e-mails, including very large e-mail files normally subject to FTP transfer.</p>
	<p>Mobile Device Management: Wireless access tools include the ability to “wrap” the DM environment with third-party MDM software on a user’s device to ensure documents remain secure and compliant, and can be deleted if the device is lost.</p>

The following is our review of OpenText and eDocs DM™, according to our VendorView™ criteria:



CATEGORY	RATING (1-10)	EVALUATION NOTES
PRODUCT FEATURES	8	<ul style="list-style-type: none"> ▪ Matter-centricity ▪ Extensive document management features ▪ Broad suite of access-control and e-mail security tools ▪ E-mail filing tool for advanced e-mail management ▪ MS Outlook and MS Office integrations offer universal search and retrieval ▪ Secure Managed File Transfer for the transmission and tracking of large files using back-end server technology ▪ Tight SharePoint integration
PRODUCT USABILITY	7	<ul style="list-style-type: none"> • Scalable system enables entry and indexing of very large existing archives and repositories into the DMS ▪ Customizable though more outdated UI ▪ Accessible on numerous mobile platforms, with security features available to protect and lockdown data on devices ▪ New DM Webtop offers a Web-based interface to eliminate local clients access DM ▪ Outlook and Office access-point emphasis ideal for law firms

CATEGORY	RATING (1-10)	EVALUATION NOTES
PRODUCT MATURITY	8	<ul style="list-style-type: none"> Well-established DMS capabilities Wide industry adoption by third parties Ramped-up integrations to other OpenText products (including MBPM, InfoFusion and Records Management) fosters portfolio approach Aggressive recent development of e-mail security, wireless access and Cloud-based hosting offerings after years of lagging in enhancing the solution
TECHNOLOGY	7	<ul style="list-style-type: none"> Client-based access maintains legacy deployment paradigm, though recent innovations point to a progressive deployment strategy Unicode character support Encryption at rest and in transit Supports O365 and 64-bit Office architecture Support for SOAP-based Web services API
IMPLEMENTATION	7	<ul style="list-style-type: none"> Flexible matter-centric configurations Extensive third-party integrations available Four technical support packages offer flexible range of access levels to resources Service packages offer advanced levels of implementation support Complex and previous troubled implementations have raised execution concerns
MAINTENANCE AND SUPPORT	7	<ul style="list-style-type: none"> Perpetual licensing on a tiered named-user basis for core on-premises product Four maintenance/support packages offered (charges range from 20% to 27% of first-year license fee) Live U.S. technical support Complex system maintenance required Positive relationship management and user training cited by customers Slow issue qualification and escalation also cited
COMPANY VIABILITY	8	<ul style="list-style-type: none"> OpenText products adopted in most AmLaw 200 law firms Experienced management team Large corporate ownership and resources Recent company reorganization places heightened importance on product development With a slight 3.5 percent of current client base in legal and historically diminutive attention to the legal vertical, many cite concerns about the company's dedication to the market

CATEGORY	RATING (1-10)	EVALUATION NOTES
VISION	8	<ul style="list-style-type: none">▪ OpenText is well known for advanced EIM methodologies▪ Company reorganization supports collaboration between product teams▪ Developing tie-in with InfoFusion product has management focused on developing DMS-related analytics▪ Broad availability on mobile platforms represents market opportunity▪ Strong partnerships with both Microsoft and Oracle

Selecting and Implementing Legal ECM Systems

The review and selection of vendor partners can be a complex and time-consuming task. We recommend that during the selection process, clients consider the product's features and capabilities, as well as the company's strengths. Clients should use a comprehensive set of criteria to determine their best vendor-partner fit. These criteria should include the vendor's existing features, future product roadmap, company stability, ease of deployment and user adoption success.

To assist our clients in their legal enterprise content management system selection processes, we have developed the following guiding principles:

- Start with a well-defined set of user needs and requirements - In reviewing the legal ECM system market, we encourage clients to use our Key Solution Components. These should be considered a minimum set of capabilities and a starting point for developing the client's specific list. We find that many legal document management selection projects lack the detailed understanding of business processes and requirements required for a successful vendor selection.
- Understand the vendor's licensing model and pricing - Purchasing software involves a number of important, interrelated considerations: license type, usage scope, maintenance and support, installation location, and license fee calculation, are all critical dimensions of the software purchase. We find a range of practices amongst vendors in the legal ECM market. While no model is inherently advantaged or disadvantaged, licensee-purchasers are well-advised to understand their vendor's approach and how this might impact their business objectives.
- Closely scrutinize vendor references - The legal ECM market is covered by many vendors. Company size (large or small) and market reputation (good or bad), may be considerations but should not replace direct client references. References will provide added perspective, and should allow clients to ask questions and gain a better understanding of experience in working with the vendor.
- Understand product development approach and history - While current features are important, your vendor relationship will be long term. Clients should consider the roadmap for new features and the vendor's history of new releases and on-time record. Clients should also understand the process for defining enhancements and how they are made available in order to know whether or not new enhancements are included as part of their license or support.

- Evaluate implementation capabilities and options - The success of a new system is tied closely to the success of the implementation and initial user adoption efforts. While features drive product selection, the vendor's demonstrated experience and success in implementation is a critical consideration. This includes setup, infrastructure, configuration, data conversion and training. Clients should be open to considering in-house implementation (it may be a red flag if a vendor will not allow client's internal resources for implementation) or the use of an external implementation consultant. No other category of technology is more manifest in its configuration of the processes that drive it – it is critical that implementation activities focus on the “use” of the system at least as equally as the “installation” of the system.

Ordering the Report

Our MarketView™ Reports are an excellent resource for understanding the trends, leading practices and solution options available to our clients. Our goal is to impart a solid foundation of knowledge about the market so that your organization is able to achieve success in its selection and implementation process.

In addition to the written report, our MarketView™ Report includes a 60-minute briefing session. The briefing session provides an opportunity for your team to meet with our analysts to ask questions and address their particular areas of interest.

For additional information or to order the report, visit our website (www.hgpresearch.com) or contact us at info@hgpresearch.com.

About Hyperion Research

Hyperion Research is the legal industry's premier source of independent market research and advisory services. We provide unparalleled insight to the leading trends in legal strategy, operations, and technology. We work with law departments, law firms and other legal service organizations to make intelligent, fact based decisions about how to improve their operational performance. We also work with solution providers, including software vendors, professional service groups and consultants, to better understand the latest market trends and the needs of their customers.

For more information, visit www.hgpresearch.com.

About OpenText

OpenText is the leader in Enterprise Information Management, helping customers to create a Digital-First World by simplifying, transforming, and accelerating their information needs. Over 100,000 customers already use OpenText solutions, either on premises or in our cloud.

For more information about OpenText (NASDAQ: OTEX; TSX: OTC), please visit: www.opentext.com.

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