Guide du marché pour les plateformes de services de contenu

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La technologie des services de contenu est fondamentale pour les opérations commerciales et les scénarios de travail à distance/hybride. Les responsables d'applications responsables de l'espace de travail numérique devraient utiliser cette recherche pour identifier les solutions potentielles de gestion des documents d'entreprise et de services de contenu au niveau de la plate-forme.

Aperçu

Principales constatations

- Les stratégies de service de contenu multilatéral sont rares, car les solutions pertinentes ont toujours été déployées pour des cas d'utilisation étroits (par exemple, le routage des enregistrements et le suivi des approbations) ou des objectifs trop généraux (par exemple, le stockage de fichiers de bureau en nuage).

- Les entreprises qui se concentrent uniquement sur la productivité générale et la collaboration sont confrontées à davantage de redondances et d'étalement des CSP, ce qui complique la gouvernance et la protection du contenu.

- Sur les 67 fournisseurs qui apparaîtront sur les différentes itérations des Magic Quadrants, 33 restent indépendants. Seuls quelques-uns se sont transformés en nouvelles architectures de plate-forme SaaS.

Recommandations

Les responsables d'applications responsables de l'espace de travail numérique doivent :

- Établissez une vue de base de votre écosystème actuel de services de contenu en engageant des parties prenantes interfonctionnelles ayant une connaissance diversifiée des exigences centrées sur l'entreprise et des cas d'utilisation des employés.

- Déterminez les plus grandes lacunes et redondances en mettant en correspondance les outils de services communautaires à la valeur commerciale.

- Différenciez les fournisseurs en évaluant les capacités d'intégration avec les applications métier ou la spécialisation verticale, car la plupart des solutions CSP ont mûri à un point standardisé.

Définition du marché

Lesplates-formes de services communautaires (CSP) sont fondamentales pour la gestion et l'utilisation du contenu au sein d'une organisation. Les technologies CSP permettent aux employés de récupérer et de travailler avec du contenu de manière moderne et transparente au-delà des appareils et des frontières organisationnelles. Les fonctionnalités CSP de base comprennent la capture, la création, la consolidation, le traitement et la rétention de contenu pour prendre en charge les opérations commerciales personnelles, d'équipe, départementales et d'entreprise.

Description du marché

Lesplates-formes de services C ontent fournissent un ensemble d'outils de base pour stocker, indexer et gérer le contenu dans le but qu'il puisse être édité et versionné. Ils servent de point d'accès par défaut pour le contenu interne des organisations et permettent d'intégrer du contenu dans d'autres applications de gestion des documents et des enregistrements connexes (par exemple, planification des ressources de l'entreprise, gestion des ressources clients, solution de gestion du capital humain).

CSPs also provide a way to create consolidated content governance and increase efficiencies with records retention, data residence and sovereignty, document security and document audit trails (see Figure 1).

Figure 1: What Is Content Services?

What Is Content Services?
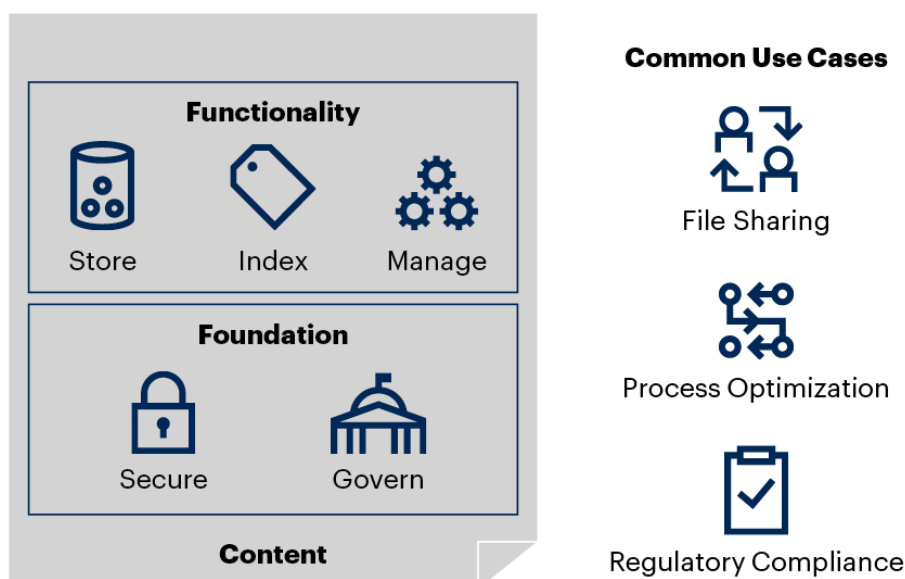
Source: Gartner

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Additional security intelligence capabilities and other targeted domain features can be layered onto CSPs or enabled by separate content service applications to satisfy more business-centric requirements, such as contract life cycle management or engineering drawing management.

Artificial intelligence, machine learning and deep learning advancements in specialized content services applications are improving content productivity use cases for simplifying usability and process optimization (e.g., authoring integrations, collaboration suggestions, automatic document processing). Application innovations are also advancing content classification use cases for content federation and findability (e.g., document identification, metadata extraction, related records discovery, entity detection).

Yet when asked about the rationale for deploying a content service platform specifically, IT leaders cite more foundational document management use cases. As shown in Figure 1, the primary reasons for CSP utilization include:

- **File Sharing**: Employee-centric requirements to distribute significant amounts of content with other individuals and entities within and outside the organization. This can also include sharing reports for legacy applications or digitized paper documents. This is commonly used as a centralized replacement for desktop or network file sharing.

- **Process Optimization**: Operations-centric requirements to streamline review or approval processes when creating or distributing content. One example is reducing the time required to find common business documents such as contracts or employee-related documents.

- **Regulatory Compliance**: Governance-centric requirements to ensure content is maintained or destroyed in an auditable and compliant way. One example is compliance with financial or employment-related documents, SEC compliance, or the handling of personally identifiable information (PII) or health information.

Market Direction

The content services platform market is mature with many vendors maintaining a presence for over 30 years. As such, market change has been gradual and not revolutionary. Illustrative trends defining the current state include:

- **Slow market growth:** The content services market overall (including content collaboration tools) grew 10.8% in 2021 as organizations responded to COVID-19-related issues. Content services platforms saw growth of 7.5% (see Market Share Analysis: Content Services, Worldwide, 2021). But content services underperformed the overall application software market by 5.2 percentage points.

- **Continued vendor consolidation:** Gartner has observed a steady pace of consolidation and acquisition in the CSP market since introducing market coverage in 2001. Since its introduction, 67 vendors have been represented in Gartner's Magic Quadrant coverage on

content services. Of these, 33 vendors remain, while 16 vendors have merged with OpenText and five have merged with Hyland.

- **Increased standardization of Microsoft 365**: Microsoft 365 is now a standard productivity suite with Microsoft Teams being leveraged for broad collaboration and SharePoint serving as many organizations' underlying content repository and their foundational content services platform. SharePoint is accessible as a stand-alone application or via Teams and, to an extent, OneDrive. Yet many organizations still utilize a range of digital workplace solutions for content services serving domain-specific business needs, such as legal documents or accounts payable invoice processing.

- **Minimal functional differentiation**: Instead of niche or highly differentiated solutions, most content service platforms have similar capabilities with relatively little functional distinctions. New developments are more often occuring at the applications level. At the platform level, the most notable evolution is a steady-state shift where most CSP vendors are becoming true SaaS platforms, either multitenant or single-tenant.

While incremental innovations are occurring in this market, as demonstrated by Hyland Alfresco's in-place records management or M-Files and Objective's federation capabilities, these advancements are occurring in isolation. Such new features are available from only a handful of vendors in the CSP marketplace. No one CSP provider has shown significant innovation across multiple new functionalities (e.g., process automation, content intelligence, productivity intelligence, security intelligence) in a single platform.

Content services for common business documents and generalized industry use cases is moving away from user-built custom solutions developed on CSPs to include more specialist vendors. Solutions such as regulatory document management dominated by CSPs only a decade ago are now led by specialized vendors like Veeva Systems. To learn more about the increasing range of solutions providers, read [Document Management's Use Cases Are Served by Many Research Areas](#).

Additionally, there continue to be applications that provide content services functionality but only support a single content type, such as Adobe Document Cloud or document image libraries. While they often provide advanced features required by those specific content types, such solutions would not be considered a content services platform.

Gartner identifies the following factors that will continue to direct or disrupt the CSP marketplace:

- **Diversification and innovation at the applications level**: Smaller customized applications built for business-specific needs and intelligence advancements in content productivity and classification solutions will increase, as seen in adjacent markets such as document processing solutions (see [Market Guide for Intelligent Document Processing Solutions](#)).

- **Line of business integration and vertical specialization**: Integration capabilities across a broader set of line-of-business applications (e.g., Salesforce, SAP, ServiceNow, SAP SuccessFactors, Workday) are already standard. Longer-term platform differentiation is more

likely in geographic customizations and vertical specialization in industries such as insurance and healthcare.

- **Information governance:** CSP use cases related to managing content access and control will remain a top utilization factor. Though investments in adjacent information governance technologies like PII and information protection are increasing, content service platforms will still serve as a secure corporate repository for most documents and records management compliance needs.

- **Holistic content experience:** Organizations are rethinking the importance of and implications for a holistic experience strategy with content collaboration and content operations. Read Innovation Insight for Operational Experience to learn more.

- **Questioned cost savings through Microsoft 365:** As organizations consolidate overlapping and redundant technologies for productivity and collaboration solutions, the question of "Is SharePoint enough?" will persist. As long as SharePoint provides a baseline set of content service functionalities, other vendors will be expected to exceed those capabilities and justify the incremental costs.

- **Lack of content intelligence or machine language advancements:** As organizations look to find new ways of leveraging existing content or improve business processes using content intelligence, they are finding these advancements are mostly available in business-specific content applications not built on CSP. Many contract life cycle management (CLM) applications provide the ability to analyze contract terms against the organization's standards, commonly called a playbook. CLM also provides the ability to generate new contracts from a library of prewritten clauses. Organizations are looking for this same functionality for other documents such as employee offer letters or location-specific standard operating procedures.

- **Niche low-code capabilities:** Content services platforms are providing low-code capabilities for solutions that address content within their stack, but the capabilities rarely provide access to data or services outside the CSP. Organizations are looking for ways to use their chosen low-code application platform (LCAP) to work with not only their data but also other content. This often requires the organization to develop its own integrations between the LCAP and CSP.

Market Analysis

Content service platform functionality can be categorized by three capability clusters (see Figure 2):

- **Full-Suite Content Services:** Content services is the base platform for many other types of content services use cases that have very distinctive requirements. For example, extracting documents from a mainframe, digitizing paper and generating mass mailing such as statements.

- **Core Content Services:** This is the core set of functionality required to support official business content such as version control and information governance.

- **Content Collaboration:** This refers to the base functionality of centralized file sharing and storage. It is typically for work in progress documents used by individuals or teams. While it may be used for official business content, it is often not the best as it lacks even the most basic information governance capabilities.

Three Categories of Functionality in Content Services Platforms
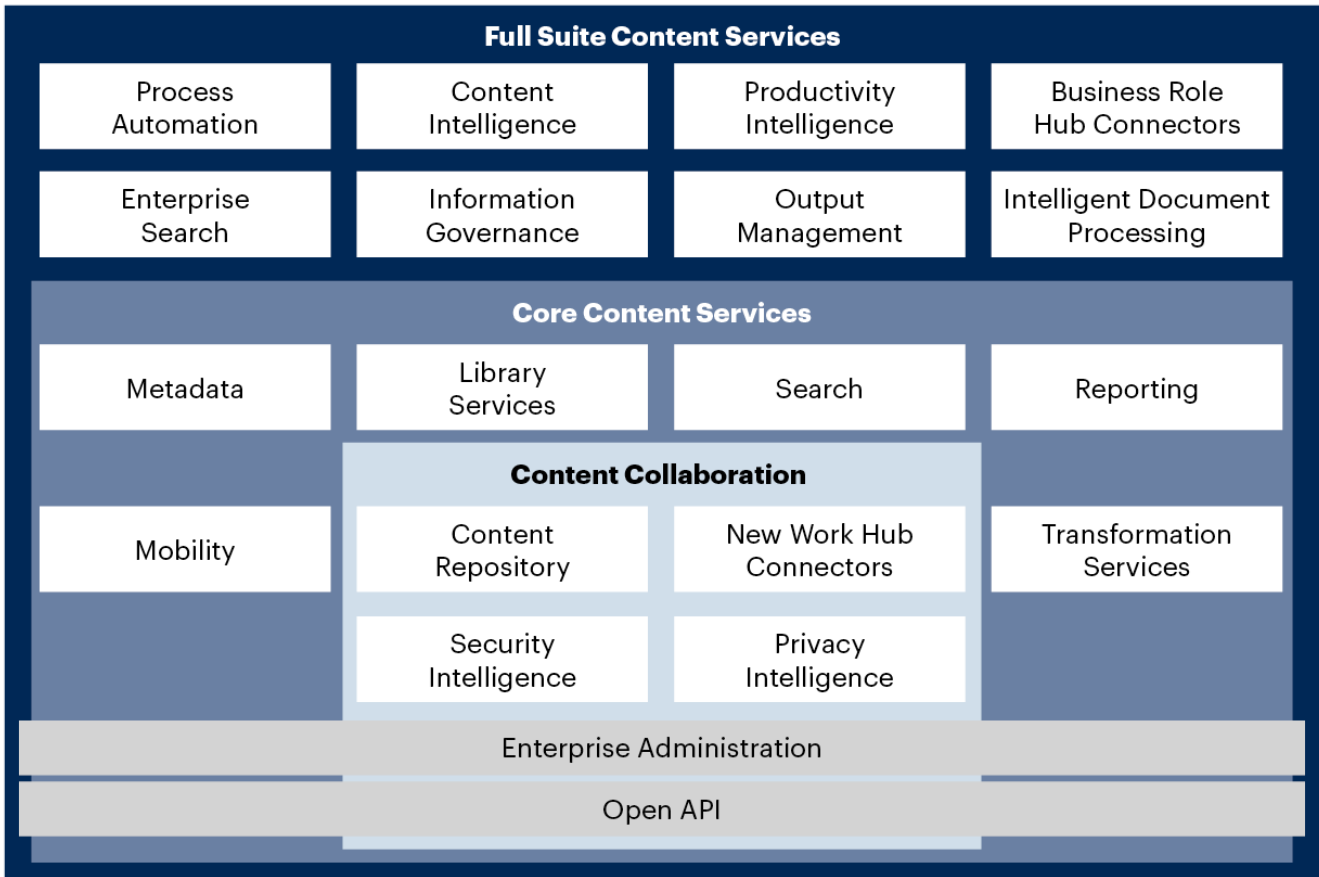
Source: Gartner
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Gartner

To fulfill Gartner's definition of a baseline CSP technology, a CSP solution should have support for the core capabilities as well as those of content collaboration tools (see Table 1). Most CSP vendors will have similar capabilities when it comes to these features.

Table 1: Core Content Service Capabilities in a CSP

Capability	Description

Content repository	Large-scale content repository capable of storing tens of millions to billions of content objects and related metadata in a single customer instance. Repositories should natively store all content types, regardless of format. Other functionality at the repository level is encryption and data sovereignty.
New work hub connectors	Most CSPs provide integration to standard office suites applications such as word processes, spreadsheet and presentation tools as well as to email. The most common digital workplace solution suites supported are Microsoft and Google. Many platforms will also support Microsoft Teams. A few solutions will provide email management with predictive indexing. To learn more, see Quick Answer: What Is the "New Work Hub"?
Security intelligence	Standard security controls enable the organization to provide role-based access at varying levels across all endpoints at either a file level or metadata-based model. Advanced capabilities proactively identify, classify and control sensitive content and data loss prevention.
Privacy intelligence	Privacy controls enable the organization to store content and metadata in appropriate locations based on the information contained in the content. These are often deployed to maintain data sovereignty and residency requirements.
Metadata	Ability to define and apply metadata models for specific content types beyond the traditional file systems metadata. Metadata can be text, numeric, date and boolean data and either singular or repeating values. Metadata can enforce different controls on completion, including look-ups from predefined lists and making certain metadata mandatory. Metadata can also be ad hoc.
Library services	Ability to upload content and create new content from within the platform. Library services provide facilities to check content in/out, create new versions, and track and maintain version history. Advanced features include the ability to provision templates for the creation of new content or folder structures.
Search	Ability for end users to perform metadata or a full text search for text that might occur anywhere within content stored in the system. Many systems will also provide faceted search, the ability to set additional filters based on metadata to further reduce the results presented.

Reporting	Ability to define and run reports that describe system usage as well as reports that list content that meet certain metadata criteria.
Mobility	A mobile client available on both iOS and Android platforms that provides access to basic document management capabilities such as read, search or index.
Transformation services	Ability to transform content types to other formats. The most common of which is transformation of new work hub content such as Word documents into PDF. Other content transformations include formats such as images or engineering documents. Some platforms will address this using viewers, which do not render a new document format.
Content collaboration	Ability to synchronize content with a local device for accessing remotely and while offline. Ability to share content with internal and external recipients from the UI.
Enterprise administration	A unified administration console that allows administrators to manage users, groups, roles, and general system performance and capability parameters. CSP usually integrates with enterprise directory information services for user/group/role/security management and provides support for single sign-on (SSO).
Open APIs	Most CSPs provide a REST-based API available to the customers that provides access to the majority of core product features. At a minimum, a CSP should provide an API that will allow a customer to retrieve, write or delete both content objects and metadata.

Source: Gartner (January 2023)

Additional functionality can be found in many full-suite CSPs. Yet not all CSPs will support the additional functionality nor support them the same way. The major differences between CSPs can be found in the capabilities listed in Table 2.

Table 2: Full-Suite Content Service Capabilities in a CSP

Capability	Description

Process automation (or application development)	The most basic form of process automation provided by a CSP is typically a workflow that provides ad hoc task assignment for approval-type processes. More advanced CSPs provide automation through a series of synchronous or asynchronous tasks that are either performed by humans or automated means. These processes can operate both inside and outside the organization and take advantage of user task queues or email. Functionality is focused on documents or content activities, such as metadata extraction or document comparisons.
	Processes that rely on data outside the CSP often use a third-party robotic process automation (RPA), business process automation (BPA) or LCAP. A few vendors are also partnering to address these types of processes. To learn more about these emerging technologies, see Gartner's Magic Quadrant for Robotic Process Automation, Market Guide for Business Process Automation Tools and Magic Quadrant for Enterprise Low-Code Application Platforms.
Content intelligence	The most common content intelligence capabilities enable content classification and metadata augmentation, using computer vision and natural language processing to provide content understanding without requiring manual intervention. Content intelligence also includes functionality to understand how the content has been consumed by the audience.
Productivity intelligence	Productivity intelligence is focused on anticipating the needs of users and prompting them to take the next best action. This is enabled by task management and graph technology across a platform used to identify similar work patterns and suggest or push content to users proactively. Advanced capabilities enable the ability to link content without human intervention across files, sites and conversations based on common themes or entities.
Business role hub connectors	Often, content is supporting material for business processes that have their own applications that serve as the single source of truth for that business data. For years, organizations developed their own integrations to key business applications; however, in a SaaS-dominant world, custom integrations break if upgrades are not followed regularly. Organizations are looking for vendors to provide integrations of their various core business applications.
	Most vendors provide integrations with five key platforms; SAP, Salesforce, ServiceNow, SuccessFactors and Workday, as well as industry solutions. We also see common integration with industry solutions such as Epic in healthcare and Duck Creek Technologies and Guidewire in insurance. These are not the only integrations provided by vendors.

Enterprise search (or federations)	The most common use case supported is enterprise search, enabling users to find content located within many various repositories and file storage locations. Federations further extend this by providing the ability to edit or delete content stored in those other repositories or file storage locations. These capabilities are provided by prebuilt connectors to those systems that adhere to permissions in the source systems. See Magic Quadrant for Insight Engines for details on additional functionality in this space, such as external search.
Information governance (or records management)	Most mature CSPs will provide some level of records management primarily to support disposition rules at the file level. Some systems may still only support folder-based retention, but this can be difficult with organizations that have complex retention policies. Each CSP approaches records retention in its own way, which can be a challenge to organizations that deploy several systems. Some CSPs and third-party record solutions provide the capability to manage objects as records in another CSP, content collaboration tool (CCT) or even the file system. In addition to records management, organizations are looking to address other information governance needs, such as PII. While only a few CSPs will identify potential PII in content objects, most will allow for the tagging of content containing PII and limiting access to the information.
Output management	Documents created through robotic authoring, customer communications management (CCM) or reporting tools are archived for compliance and customer services needs using output management. Archiving and e-presentment use cases can be demanding for CSPs because they require scaling of the platform to high volumes of documents being ingested into the system. Portals that expose output like customer communications to consumers must be able to scale to these workloads.
Intelligent document processing	Intelligent document processing (IDP) solutions extract data to support automation of high-volume and repetitive document processing tasks. IDP uses natural language technologies and computer vision to extract data from structured and unstructured content, especially from documents, to support automation and augmentation. In CS, IDP usually includes the ability to start with transforming paper to images. Market Guide for Intelligent Document Processing Solutions addresses additional functionality, such as computer vision of noncharacter images and using results for analysis insight.

Source: Gartner (January 2023)

Representative Vendors

The vendors listed in this Market Guide do not imply an exhaustive list. This section is intended to provide more understanding of the market and its offerings.

Market Introduction

Content service platform solutions is a long-established market with many well-known vendors and few niche players. New entrants do continue to emerge but many do not meet the breadth of core capabilities considered foundational for CSP vendors. See Table 3 for a representative list of CSP vendors with such core capabilities.

Table 3: Representative Vendors for Content Service Platforms

Vendor	Product Name
AODocs	AODocs
Box	Box Content Cloud
DocuWare	DocuWare
Dropbox	Dropbox
Egnyte	Egnyte
Hyland	Alfresco Digital Business Platform OnBase Nuxeo Platform Perceptive Content
IBM	Cloud Pak for Business Automation
ISIS Papyrus	Papyrus Enterprise Content Manager WebArchive

Kyocera Document Solutions	enaio
	IG Suite
	Kyocera Enterprise Information Manager
	nscale
	yuuvis
Laserfiche	Laserfiche
	Laserfiche Cloud
M-Files	M-Files Hubshare
	M-Files Online
Microsoft	Microsoft 365
	OneDrive
	SharePoint
	Teams
	SharePoint Server Subscription Edition
Newgen	OmniDocs Contextual Content Services Platform
Objective	Objective ECM
	Objective Nexus
OpenText	OpenText Content Cloud, including: • Extended ECM • Core Content • Documentum • eDocs
Rocket Software	Mobius

SER Group	Doxis Intelligent Content Automation
	Doxis Cloud
Systemware	Systemware

Vendor Profiles

AODocs

AODocs is headquartered in Atlanta, Georgia, U.S., with operations primarily in Europe and North America. Its CSP is called AODocs and is a multitenant SaaS platform. In addition to core CSP functionality, the system provides:

- Process automation and application development

- Content intelligence

- New work hub connectors

- Business role hub connectors

- Intelligent document processing

- Content collaboration

- Information governance/records management

- Robotic authoring

Box

Box is headquartered in Redwood City, California, U.S., with operations primarily in North America, with a growing presence in Europe and Asia. Its CSP is called the Box Content Cloud platform, and it is a multitenant SaaS platform. It provides CSP capabilities in its Enterprise Plus edition. In addition to core CSP functionality the system provides:

- Process automation and application development

- Content intelligence

- Productivity intelligence

- New work hub connectors

- Business role hub connectors

- Intelligent document processing

- Content collaboration

- Information governance/records management

DocuWare

DocuWare is headquartered in Germering, Germany, and Beacon, New York, U.S., with operations in Europe and North America. Its CSP product is DocuWare, and it is available for self-hosted or multitenant SaaS deployments. Various other components round out its content services capabilities, like DocuWare iPaas Connectors. In addition to core CSP functionality, the system provides:

- Process automation and application development

- Content intelligence

- New work hub connectors

- Business role hub connectors

- Intelligent document processing

- Content collaboration

- Information governance/records management

Dropbox

Dropbox is headquartered in San Francisco, California, U.S., with operations primarily in North America and Europe, and a growing presence in Australia, Israel and Japan. Its CSP is called Dropbox, and it is a multitenant SaaS platform. In addition to core CSP functionality, the system provides:

- Content intelligence

- New work hub connectors

- Business role hub connectors

- Intelligent document processing

- Content collaboration

- Information governance/records management

Egnyte

Egnyte is headquartered in Mountain View, California, U.S., with additional operations in Europe and India. Its CSP is also called Egnyte, and it is a multitenant SaaS platform. In addition to core CSP functionality, the system provides:

- Process automation and application development

- Content intelligence

- New work hub connectors

- Business role hub connectors

- Enterprise search and federation

- Intelligent document processing

- Content collaboration

- Information governance/records management

- Robotic authoring

Hyland

Hyland is headquartered in Westlake, Ohio, U.S., with global operations. It currently markets four CSPs — Alfresco Digital Business Platform, Nuxeo Platform, OnBase and Perceptive Content — these are available as single-tenant or self-hosted options. Various other components round out the content services capabilities such as AnyDoc, Brainware, Content Composer, Enterprise Search, Hyland Experience Capture, Hyland RPA and ShareBase. In addition to core CSP functionality, the system provides:

- Process automation and application development

- Content intelligence

- Productivity intelligence

- New work hub connectors

- Business role hub connectors

- Enterprise search and federation

- Intelligent document processing

- Content collaboration

- Information governance/records management

- Output management

- Robotic authoring

IBM

IBM is headquartered in Armonk, New York, U.S., with global operations. Its CSP is part of IBM Cloud Pak for Business Automation. The primary component for CSP is IBM FileNet Content Manager, and it is offered as a cloud-hosted or self-hosted model. IBM continues to provide support for IBM Content Manager. Various other components round out the content services capabilities such as IBM Enterprise Records, IBM Business Automation Workflow, IBM Business Automation Insights, IBM Business Automation Document Processing, IBM Content Manager OnDemand and IBM Datacap. In addition to core CSP functionality, the system provides:

- Process automation and application development

- Content intelligence

- Productivity intelligence

- New work hub connectors

- Business role hub connectors

- Enterprise search and federation

- Intelligent document processing

- Content collaboration

- Information governance/records management

- Output management

- Robotic authoring

ISIS Papyrus

ISIS Papyrus is headquartered in Vienna, Austria; Dallas, Texas; U.S.; and Singapore with additional operations in Europe. Its CSP is Papyrus Enterprise Content Manager and WebArchive, and it is offered in a self-hosted model. Various other components round out its content services capabilities such as Papyrus Converse, Papyrus Document Capture and Papyrus Document System. In addition to core CSP functionality, the system provides:

- Process automation and application development

- Content intelligence

- Productivity intelligence

- New work hub connectors

- Business role hub connectors

- Intelligent document processing

- Content collaboration

- Information governance/records management

- Output management

- Robotic authoring

Kyocera Document Solutions

Kyocera Document Solutions is headquartered in Osaka, Japan with global operations. Its CSP products include enaio, IG Suite, Kyocera Enterprise Information Manager, nscale and yuuvis. In addition to core CSP functionality, the system provides:

- Process automation and application development

- Content intelligence

- Productivity intelligence

- New work hub connectors

- Business role hub connectors

- Enterprise search and federation

- Intelligent document processing

- Content collaboration

- Information governance/records management

- Output management

Laserfiche

Laserfiche is headquartered in Long Beach, California, U.S., with operations in North America and presences in Europe, Latin America and Asia/Pacific. Laserfiche's primary go to market is through its global partner channel with some direct sales. Its CSPs are Laserfiche Cloud, a multitenant SaaS offering, and Laserfiche, a self-hosted offering. In addition to core CSP functionality, the system provides:

- Process automation and application development

- Content intelligence

- New work hub connectors

- Business role hub connectors

- Enterprise search and federation

- Intelligent document processing

- Content collaboration

- Information governance/records management

- Output management

M-Files

M-Files is headquartered in Austin, Texas, U.S., with operations in North America and Europe, and a growing presence in Australia and New Zealand. Its CSPs are M-Files Online and M-Files Hubshare, and they are available for self-hosted or multitenant SaaS deployments. In addition to core CSP functionality, the system provides:

- Process automation and application development

- Content intelligence

- Productivity intelligence

- New work hub connectors

- Business role hub connectors

- Enterprise search and federation

- Intelligent document processing

- Content collaboration

- Information governance/records management

- Robotic authoring

Microsoft

Microsoft is headquartered in Redmond, Washington, U.S., with global operations. Its CSP is part of Microsoft 365. The primary component for CSP is SharePoint, which is also exposed through OneDrive and Teams. It also offers an on-premises CSP, SharePoint Server Subscription Edition. Various other components round out the content services capabilities such as Microsoft Graph,

Microsoft Search, Microsoft Viva, Power BI and Microsoft Syntex. In addition to core CSP functionality, the system provides:

- Process automation and application development

- Content intelligence

- Productivity intelligence

- New work hub connectors

- Business role hub connectors

- Enterprise search and federation

- Intelligent document processing

- Content collaboration

- Information governance/records management

- Output management

- Robotic authoring

Newgen

Newgen is headquartered in New Delhi, India with operations in APAC, the Middle East, Africa and North America. Its CSP product is OmniDocs Contextual Content Services Platform. Various other components round out the content services capabilities such as iBPS, Intelligent Document Classifier, OmniOMS, OmniXtract and records management system. In addition to core CSP functionality, the system provides:

- Process automation and application development

- Content intelligence

- Productivity intelligence

- New work hub connectors

- Business role hub connectors

- Enterprise search and federation

- Intelligent document processing

- Content collaboration

- Information governance/records management

- Output management

- Robotic authoring

Objective

Objective is headquartered in Sydney, Australia with operations in Australia and New Zealand, with a presence in EMEA. Its CSP products are Objective ECM and Objective Nexus, and they are available for self-hosted or multitenant SaaS deployments. Various other components round out its content services capabilities such as Objective 3Sixty, Objective GoV365, Objective Integrate, Objective Keystone and Objective Perform. In addition to core CSP functionality, the system provides:

- Process automation and application development

- Content intelligence

- Productivity intelligence

- New work hub connectors

- Business role hub connectors

- Enterprise search and federation

- Intelligent document processing

- Content collaboration

- Information governance/records management

- Robotic authoring

OpenText

OpenText is headquartered in Waterloo, Ontario, Canada with global operations. Its CSP platform is OpenText Content Cloud, and it includes three CSP products: Extended ECM, Documentum and Core Content. OpenText continues to develop eDocs. In addition to core CSP functionality, the system provides:

- Process automation and application development

- Content intelligence

- Productivity intelligence

- New work hub connectors

- Business role hub connectors

- Enterprise search and federation

- Intelligent document processing

- Content collaboration

- Information governance/records management

- Output management

- Robotic authoring

Rocket Software

Rocket Software is headquartered in Waltham, Massachusetts, U.S., with global operations. Its CSP product is Mobius. Various other components round out its content services capabilities, like Cypress. In addition to core CSP functionality, the system provides:

- Process automation and application development

- Content intelligence

- New work hub connectors

- Business role hub connectors

- Enterprise search and federation

- Intelligent document processing

- Content collaboration

- Information governance/records management

- Output management

- Robotic authoring

SER Group

SER Group is headquartered in Bonn, Germany with operations in Europe and a growing presence in the Middle East and North America. Its CSP products are Doxis Intelligent Content Automation and Doxis Cloud Intelligent Content Automation. Various other components round out its content services capabilities such as; Doxis AutoML, Doxis classification and extraction as as service, Doxis content understanding, Doxis iRoom, and Doxis SmartBridges. In addition to core CSP functionality, the system provides:

- Process automation and application development

- Content intelligence

- Productivity intelligence

- New work hub connectors

- Business role hub connectors

- Enterprise search and federation

- Intelligent document processing

- Content collaboration

- Information governance/records management

- Output management

- Robotic authoring

Systemware

Systemware is headquartered in Addison, Texas, U.S., with operations in North America. Its CSP product is Content Cloud, and it is available for on-site or hosted deployments. In addition to core CSP functionality, the system provides:

- Process automation and application development

- Content intelligence

- New work hub connectors

- Business role hub connectors

- Enterprise search and federation

- Intelligent document processing

- Content collaboration

- Information governance/records management

- Output management

- Robotic authoring

Market Recommendations

- Choose a foundational content services platform by leveraging the broadest set of capabilities listed in this Market Guide per your organization's requirements.

- Ensure use cases considered go beyond content collaboration, as every organization has some level of need for information governance.

- Include content services application vendors as options when line-of-business use cases require advanced capabilities by reviewing content-application-focused Market Guides and Magic Quadrants.

Evidence

[1] **The 2022 Gartner Applications Document Management Survey** was conducted online from 18 August through 5 September 2022 to understand document management services, primarily from platforms and domain-specific solutions. In total, 68 IT and business leaders Research Circle members* participated. Members from North America (n = 40), EMEA Region (n = 20) Asia/Pacific (n = 6) and Latin America (n = 2) responded to the survey.

Disclaimer: Results of this survey do not represent global findings or the market as a whole but reflect the sentiments of the respondents and companies surveyed.

Note 1
Representative Vendor Selection

The vendors listed in this Market Guide do not imply an exhaustive list. This section is intended to provide more understanding of the market and its offerings.

Note 2
Gartner's Initial Market Coverage

This Market Guide provides Gartner's initial coverage of the market and focuses on the market definition, rationale for the market and market dynamics.

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