

Document Imaging Report

Business Trends on Converting Paper Processes to Electronic Format

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DocuWare 7 Improves ECM Cloud Functionality

We've written in *DIR* multiple times about **DocuWare's** success in the cloud. In 2017, the Germany-based ISV, which has its U.S. headquarters in New Windsor, NY, reported that 45% of its new customers chose its ECM cloud option, up from 29% in 2016, and that its existing cloud customers had a 96% renewal rate. For the year, its total cloud revenue was up 139%.

As we've documented, one of the reasons for this success was the company's vision early on that users would look to adopt cloud software applications. Back in 2010, we ran a story on DocuWare's earmarking 1 million Euros of development money on Web-based and SaaS initiatives [see *DIR* 2/5/10]. The DocuWare Cloud was launched in 2012, and in 2015 the cloud product's feature set reached parity with DocuWare's on premises software.

And DocuWare continues to invest in its cloud platform. There were several improvements made in the recent release of DocuWare version 7 designed to improve the performance and scalability of the DocuWare Cloud. "We continue to invest about 30% of our R&D spending on cloud-specific improvements," said Dr. Michael Berger, DocuWare's CTO. "We believe we are leading the industry in cloud adoption because of our cloud-first strategy.

"With DocuWare version 7, we have made several architectural changes to the back end. This includes separating out the repository as a content services layer. This enables it to interact directly with all other services. We are now able to separate meta data and header files from content files, which improves the performance of our database. Previously, it was all kept together in a single transaction. This has been key to improving our overall performance.

"In addition, we can now separate searches and look through the most recent file versions first because that's what people mostly want. Overall, we have been able to create a clear separation between the front- and back-end services, which improves both scalability and speed. We've seen double-digit (in terms of percentage) performance improvements across the board, and between 50% and 80% in many areas."

With DocuWare version 7, the ISV has also made improvements in the way its software can

be deployed and managed. "We've moved to state-of-the-art container deployment," said Berger.

Berger noted that although many of DocuWare version 7's improvements are focused on the cloud, on premises customers also benefit. "We rewrote our workflow engine," he said. "It was based on the Windows Workflow Foundation, but we've replaced that with our own technology. We are also shipping a new mobile client, which is completely usable offline. We've also implemented a number of new UIs to improve ease of use."



Dr. Michael Berger,
CTO, DocuWare

Improved Capture

DocuWare has also improved the capture technology in its latest version. "We've offered Intelligent Indexing since 2013; it's available as a service within our cloud," said Berger. "Our major invention, which is patent pending, means that only one or two samples are needed to 'train' this feature on a particular type of document or even to update existing templates. Users can also train as they go just by clicking on the data they want to capture for a particular field."

DocuWare was one of the first vendors we remember that could utilize capture templates across multiple customers—in a secure way where no data is shared—and it continues to offer this feature for even faster capture system training. "On premises customers can also use our Intelligent Indexing feature; overall we have more than 7,500 customers using it, processing approximately 150,000 documents per day," said Berger. "It has a pretty high adoption rate, and we are going to continue to make improvements."

Pre-configured solutions

In conjunction with DocuWare version 7, the company announced DocuWare Kinetic Solutions. These are pre-configured applications addressing specific business processes. The initial two are for invoice processing and employee management. To expedite their deployment, they are only available through the cloud.

"The SMB, where we put our focus, is trending toward smaller projects that can be deployed more rapidly," said Berger. "Deploying DocuWare Kinetic Solutions through a cloud

model allows them to be set up even quicker than if they were done on premises. An on premises consulting engagement can take weeks. With these solutions, we offer a three-day professional services engagement and that is as long as it should take to customize the configuration for an end user."

DocuWare Kinetic Solutions are being sold through the same sales channel, primarily indirect, that DocuWare has traditionally sold through. "There is no extra charge for the solutions; a user just needs to select the solution they want to utilize when they are deploying DocuWare Cloud," said Berger. "Right now, they are only being offered to new customers."

Embracing microservices

We concluded by asking Berger if he thought DocuWare's pre-configured cloud solutions approach ran counter to the current trend in the ECM industry toward microservices. He answered that DocuWare has, in fact, embraced microservices. "From my standpoint, microservices is an architecture methodology that enables ISVs to do things like develop clear APIs to connect to third-party products and split up development teams to focus on different areas," said Berger. "We have a philosophy to develop everything as services and to make them accessible through APIs; we build application services on top of this. That is how we configure DocuWare Kinetic Solutions on top of our platform. And Web services can be utilized for additional integrations. We have embraced microservices as an easier way to build applications in a stable way."

For more information:

[http://documentimagingreport.com/3237-2/;](http://documentimagingreport.com/3237-2/)

<http://bit.ly/DocuWareKinetic>