

November 9, 2007

The Forrester Wave™: Enterprise Content Management Suites, Q4 2007

by Kyle McNabb

for Information & Knowledge Management Professionals



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EMC, IBM, And Oracle Lead, With Open Text Leading Pure Plays

by **Kyle McNabb**

with Connie Moore and Diana Levitt

EXECUTIVE SUMMARY

Forrester evaluated 11 enterprise content management (ECM) suite vendors across approximately 60 criteria and found that IBM, EMC, and Oracle lead thanks to suite breadth and a focus on enterprise information management needs. Open Text leads all pure plays with a strong core suite of ECM tools. Interwoven, Hyland, and Vignette, all Strong Performers, focus more attention on supporting content-centric applications than providing an ECM platform. Microsoft, another Strong Performer, misses some important features, but it has a bright future in ECM. Finally, Contenders SAP, Xerox, and Alfresco Software lack breadth and depth but show promise in ECM as alternatives to ECM's four horsemen: EMC, IBM, Microsoft, and Oracle.

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Forrester conducted product evaluations in June and July 2007 and interviewed 11 vendor and 22 user companies including: Alfresco, EMC, Hyland Software, IBM, Interwoven, Microsoft, Open Text, Oracle, SAP, Vignette, and Xerox.

Related Research Documents

"The Top Five Technology Trends That Impact Your Enterprise Content Management Strategy"
October 4, 2007

"The Dynamic Business Applications Imperative"
September 24, 2007

"Transactional, Business, And Persuasive Content: A Better Way To Look At Enterprise Content"
December 21, 2005

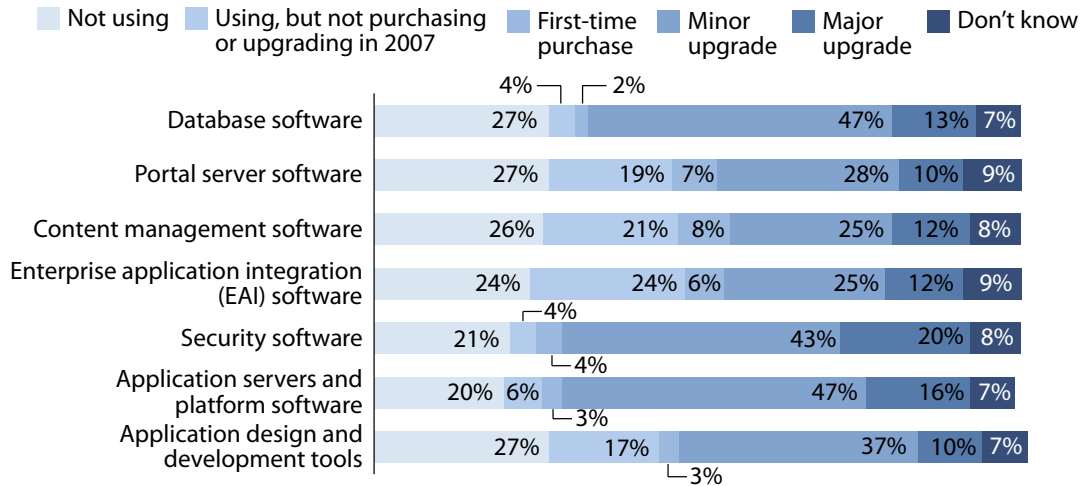
WANTED: ECM SUITES TO BRING ORDER TO CONTENT CHAOS

Enterprise content management (ECM) exists as a major technology category because of the pervasive need to manage unstructured information — documents, scanned images, rich media, Web content, corporate records, emails, and other content. Investment in ECM remains a platform and software infrastructure priority, with 8% of respondents to Forrester's Business Technographics® September 2006 North American And European Enterprise Software Survey identifying plans to make new purchases and another 37% planning on upgrades (see Figure 1). Information and knowledge management (I&KM) professionals that drive ECM evaluations want five key items from their ECM suites:

- **A single vendor that provides ECM tool breadth.** To help manage the enterprise's diverse range of content, I&KM pros want their ECM suites to be broad. Document management, document imaging, records management, and content archival support sit at the top of most wish lists, followed closely by Web content management (WCM) and digital asset management support.
- **An ECM platform they can build an IT skill set around.** I&KM pros recognize that their application development and enterprise architect peers need a platform that builds on the existing enterprise architecture and supports development tools commonly used in the enterprise. This often requires comprehensive extensibility support and integration with leading integrated development environments such as Eclipse and Microsoft Visual Studio .NET.
- **A low-cost way to make content management available to everyone.** I&KM pros regularly identify ECM problems — such as the frequent use of email to share and manage content rather than keeping content in a repository and sending links, or the reliance on file systems — and the versioning, redundancy, storage, and risk problems they present. These problems have many I&KM pros seeking ECM tools they feel comfortable deploying to large groups of people.
- **One place to go to mitigate content-related risks.** “We can't afford to buy a new tool each time we find a risk issue with our content,” stated a senior IT architect at a North American utility company. Many I&KM pros express the same sentiment and seek a single platform with strengths in document management, document imaging, content archiving, and records management that can support the management, retention, and disposition of their enterprise content. Recognizing that they likely cannot decommission every content repository in their enterprise, I&KM pros want to leverage content integration technology to federate retention policies into existing content sources.¹
- **A way to put content into context for people.** Simply capturing, managing, processing, and storing different types of content doesn't help I&KM pros understand how the content gets used by business processes and people. Those that spend the time to understand how content gets used can segment their ECM needs into transactional, business, and persuasive content areas, each of which can be supported by a mix of technologies (see Figure 2).²

Figure 1 ECM Leads New Software Infrastructure Investment Purchases

“In 2007, will your company make any of the following platform and infrastructure software purchases?”



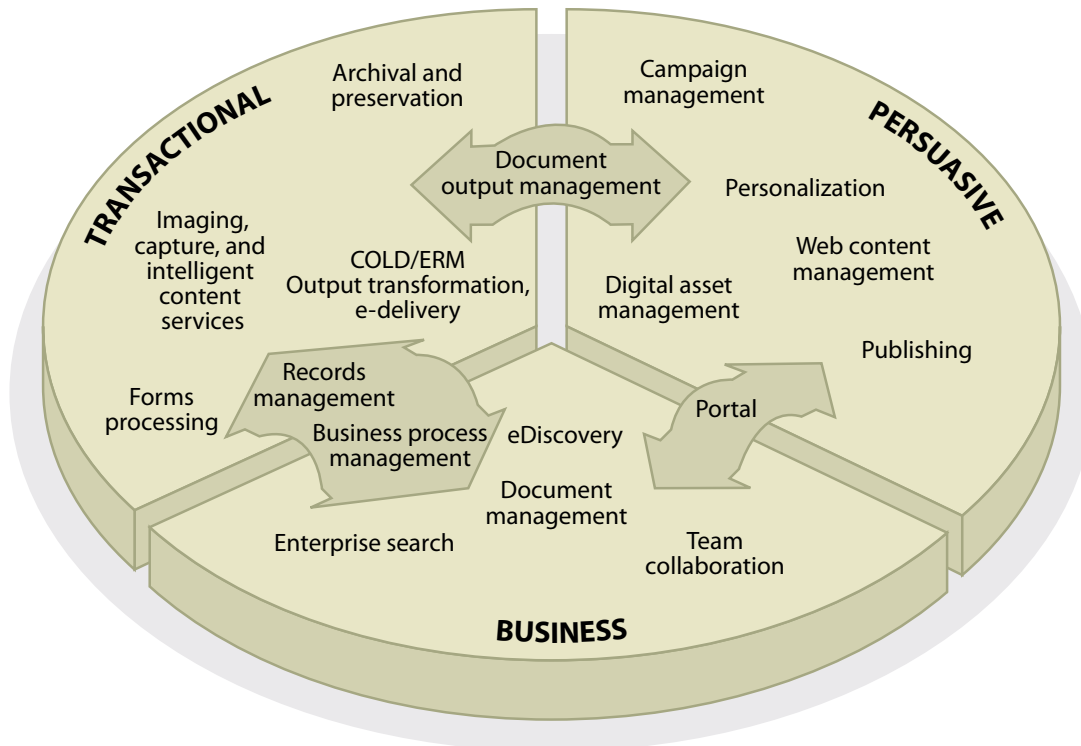
Base: 712 IT decision-makers at North American and European enterprises (percentages may not total 100 because of rounding)

Source: Forrester's Business Technographics® September 2006 North American And European Enterprise Software Survey

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Source: Forrester Research, Inc.

Figure 2 Content Has Transactional, Business, And Persuasive Context



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Source: Forrester Research, Inc.

Buyers Must Pay Attention To Five Important Trends As They Evaluate Their ECM Options

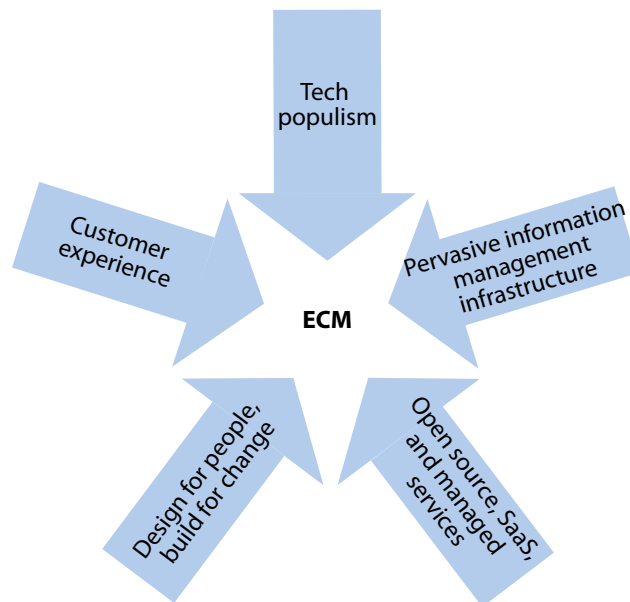
Developing a strategy for enterprise content is tough enough for I&KM pros who have to prioritize IT consolidation needs, content risk concerns, and the transactional, business, and persuasive content needs of the enterprise. We've spoken with many I&KM pros who state that their lack of insight into important technology trends makes strategy definition and vendor selection even more difficult.³ These important trends include (see Figure 3):

- **Tech populism driving ECM technology innovation.** The technology that people use at work — such as office productivity tools — increasingly finds its ways into people's daily lives. And the technology people use at home — such as online services like Google Mail and Google Calendar — will find their way into the workplace. With little control over what their employees use to get their jobs done, I&KM pros will be asked to find solutions that can extend the secure management of content beyond content repositories. I&KM pros will also push their enterprises to adopt new Web 2.0 tools such as wikis and blogs to be a part of the overall ECM portfolio.
- **IT complexities pushing ECM into information management infrastructure.** IT organizations have made ECM investments a priority, which will lead to upgrades of existing infrastructure to help manage content chaos. I&KM pros also recognize that they have many data problems to solve, as well. Tackling content problems and data problems independently of one another will eventually give way to the realization that both technologies are related and strategic investments should focus on information management infrastructures.⁴ For example, product information management requires an investment in both product data and unstructured content — such as photos, product descriptions, warranties, documentation, and training materials. And getting a complete view of customer information requires access to both customer data from transactional systems and the mountains of correspondences, statement, and collateral content exchanged with customers. They'll also take close looks at and favor vendors with rich ecosystems of independent software vendors (ISVs) and integrators.
- **Consumer experience needs creating friction.** Improving the customer experience through the use of content will throw a nasty curveball to most enterprise's ECM strategies.⁵ I&KM pros will often find themselves abandoning single-vendor ECM suite strategies to support customer experience demands.⁶ We've seen numerous examples from clients that have made substantial investments in IBM and EMC — both vendors with strong core ECM technologies — that were rejected by marketing organizations that required greater WCM support for their customer Web sites. And increasing focus on multichannel needs will turn I&KM pro's attention from the Web site to other channels, including direct mail and other print channels, driving interest in document output management by both enterprises and ECM vendors.
- **New go-to-market models giving I&KM pros more choice.** Open source and software-as-a-service (SaaS) will affect ECM.⁷ Open source's impact on ECM will be to drive vendors to adopt open-source-like project communities and collaboration models in an attempt to get closer to

their customers and partners. SaaS will lead ECM vendors to offer hosted solutions for areas such as content archiving, lightweight document management, and accounts payable invoice processing — following in the footsteps of SpringCM and Archive Systems. I&KM pros that want to outsource a content operation — such as eDiscovery or the assembly and production of customer documents — will be able to do so as managed service providers such as Xerox Global Services and Pitney Bowes add greater ECM support to their portfolios.

- **Design for people, build for change elevating content in the enterprise.** As stated by Don Norman, author of *The Design Of Everyday Things*, and *Things That Make Us Smart*, “Many a deployment fails not because the product itself is not good, but because it fails to account for the way work is actually done.”⁸ I&KM pros placing an emphasis on how work gets done will see content’s central role to many business processes and tasks and will move their ECM evaluations from how content can be managed to how content can be put to use. The result will be content seen as a first-class entity — just like data — within the enterprise.

Figure 3 The Five Most Influential ECM Trends



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Source: Forrester Research, Inc.

ECM SUITES EVALUATION OVERVIEW

To assess the state of the ECM suites market and see how the vendors stack up against each other, Forrester evaluated the strengths and weaknesses of top ECM suites vendors.

Evaluation Criteria: Current Offering, Strategy, And Market Presence

After examining past research, user need assessments, and vendor and expert interviews, we developed a comprehensive set of evaluation criteria (see Figure 4). We evaluated vendors against approximately 60 criteria, which we grouped into three high-level buckets:

- **Current offering.** We focused on ECM tool breadth and extended capabilities for putting content to work in business processes, employee collaboration, and customer experiences.
- **Strategy.** ECM suite vendors need strong strategies supporting an enterprise's broader information management needs and must have broad ecosystems of systems integrators and ISVs to help ease implementations. We investigated vendors' product road maps, corporate strategy, and partnership activity.
- **Market presence.** We evaluated vendors' current installed bases and the size of the ECM product revenue. We also looked at each vendor's overall revenue and geographic presence.

Vendors Selected For ECM Breadth And Enterprise Interest

Forrester included 11 vendors in the assessment: Alfresco, EMC, Hyland Software, IBM, Interwoven, Microsoft, Open Text, Oracle, SAP, Vignette, and Xerox. Each of these vendors has a combination of any two of the following (see Figure 5):

- **Core ECM functionality breadth.** The suite offers, at minimum, document management, document imaging, and records management, or Web content management, document management, and records management.
- **Leadership in information management.** The vendor's a leading provider of information management technology including RDBMS, BI, portal, and collaboration, and it has a road map — that has been shared with Forrester — addressing investments in core ECM functionality.
- **Enterprise interest.** Finally, we selected vendors that were frequently mentioned or inquired about by enterprises in the context of ECM.

Figure 4 Evaluation Criteria

CURRENT OFFERING	
Core ECM capability breadth	How broad is the vendor's current core set of ECM capabilities?
Platform readiness	Is the vendor's core set of ECM capabilities part of a common platform, or does it consist of different, independent products?
Additional ECM capabilities	What other additional, and important, ECM capabilities does the vendor provide?
Extended capabilities	What extended, yet related, ECM capabilities does the vendor provide?
Core capability architecture	What's the vendor's core ECM capability architecture to support enterprise IT environments?
Miscellaneous	What's the vendor's training, documentation, and internationalization support?
STRATEGY	
Product strategy	How does the vendor's product strategy align with current and future enterprise IT ECM needs?
Whole solution strategy	Has the vendor complemented their product with systems integrators, implementation partners, and technology solutions to streamline implementations?
Licensing and pricing	How does the vendor license its products?
MARKET PRESENCE	
Company financials	What's the vendor's overall and ECM product revenue?
ECM customer base	What's the vendor's ECM market presence?
Geographic presence	How broad is the vendor's sales, service, and R&D presence?

Source: Forrester Research, Inc.

THE FOUR HORSEMEN OF ECM CAST A BIG SHADOW OVER ALL OTHERS

The evaluation uncovered a market in which (see Figure 6):

- **EMC, IBM, and Oracle lead with breadth and a focus on information management.** These vendors don't just have ECM breadth, they also have a broad range of information management tools helping I&KM pros manage, secure, and retain data and content. Their portfolios include a mix of data management, business intelligence, broad integration support (including content integration), storage management, and security technologies aimed at improving how information is managed.
- **Microsoft and SAP need greater ECM suite breadth and depth.** These two software giants have relevant ECM support, but they lack depth in areas such as document imaging, content archiving, and proven content integration support to meet many I&KM pro needs. Microsoft's

extensive collaboration footprint helps keep them at the forefront of I&KM pros' ECM evaluations. And SAP's use of ECM tools — such as document management and records management — within their business applications and NetWeaver middleware makes them a vendor to consider, but not take too seriously for enterprisewide ECM initiatives.

- **Open Text leads ECM suite pure plays but follows Oracle, IBM, and EMC.** Open Text has core ECM breadth to compete with platform vendors EMC, IBM FileNet, and Oracle, making it the leading ECM pure-play vendor. But its pure-play focus limits Open Text's appeal to I&KM pros that view ECM as a piece of a broader information management platform. Open Text hopes to improve on its appeal to I&KM pros through investments in content-centric applications that help put content to use — and it has taken aggressive steps to make this real via partnerships with Microsoft and Oracle in which Open Text is committed to building out ECM solutions using both vendors' technologies (Microsoft Office and SharePoint, and Oracle Fusion Middleware, respectively).
- **Interwoven and Vignette de-emphasize the suite in favor of content-centric solutions.** Both vendors, historically strong in WCM and having bought their ways into ECM suites, now focus more on content-centric solutions leveraging their ECM tools. Both vendors use their historical strengths in WCM to deliver persuasive content-centric solutions to enterprises wanting to improve upon the customer experience. And Interwoven has built upon its collaboration, document management, and records management support to tackle the business content-centric needs of legal departments and professional services organizations.
- **Hyland and Xerox provide competitive offerings.** Hyland offers competitive alternatives to both EMC and IBM for I&KM pros that want strong document imaging and content archiving that leverages Microsoft platform investments. Xerox offers a competitively priced solution with DocuShare and differentiates itself from the pack through Xerox Global Services' use of DocuShare to support numerous ECM-related managed services such as human resources records management.
- **Alfresco presents a credible open source challenge.** Open source has a player in ECM: Alfresco. Having the benefit of building an ECM suite from scratch, Alfresco offers a fresh perspective on how I&KM pros can implement and use ECM in their enterprises. Even so, the vendor's lack of breadth and depth beyond document management, document imaging, and WCM will overshadow its low-cost open source appeal.

This evaluation of the ECM suites market is intended to be a starting point only. Readers are encouraged to view detailed product evaluations and adapt the criteria weightings to fit their individual needs through the Forrester Wave Excel-based vendor comparison tool.

Figure 5 Evaluated Vendors: Product Information And Selection Criteria

Vendor	Product evaluated	Product version evaluated	Version release date
Alfresco Software	Alfresco Enterprise Network	2.0	February 2007
EMC	EMC Documentum	5.3	March 2007
Hyland Software	OnBase	6.4	May 2007
IBM	FileNet P8	4.0	February 2007
Interwoven	WorkSite MP	5.0	March 2007
Microsoft	Microsoft Office SharePoint Server 2007	V3	November 2006
Open Text	Livelink ECM	10	November 2006
Oracle	Oracle Universal Content Management	10g R3	April 2007
SAP	SAP NetWeaver	7 (2004s)	May 2007
Vignette	Content Management	7.3	February 2007
Xerox	Xerox DocuShare, Xerox DocuShare CPX	6.0	April 2007

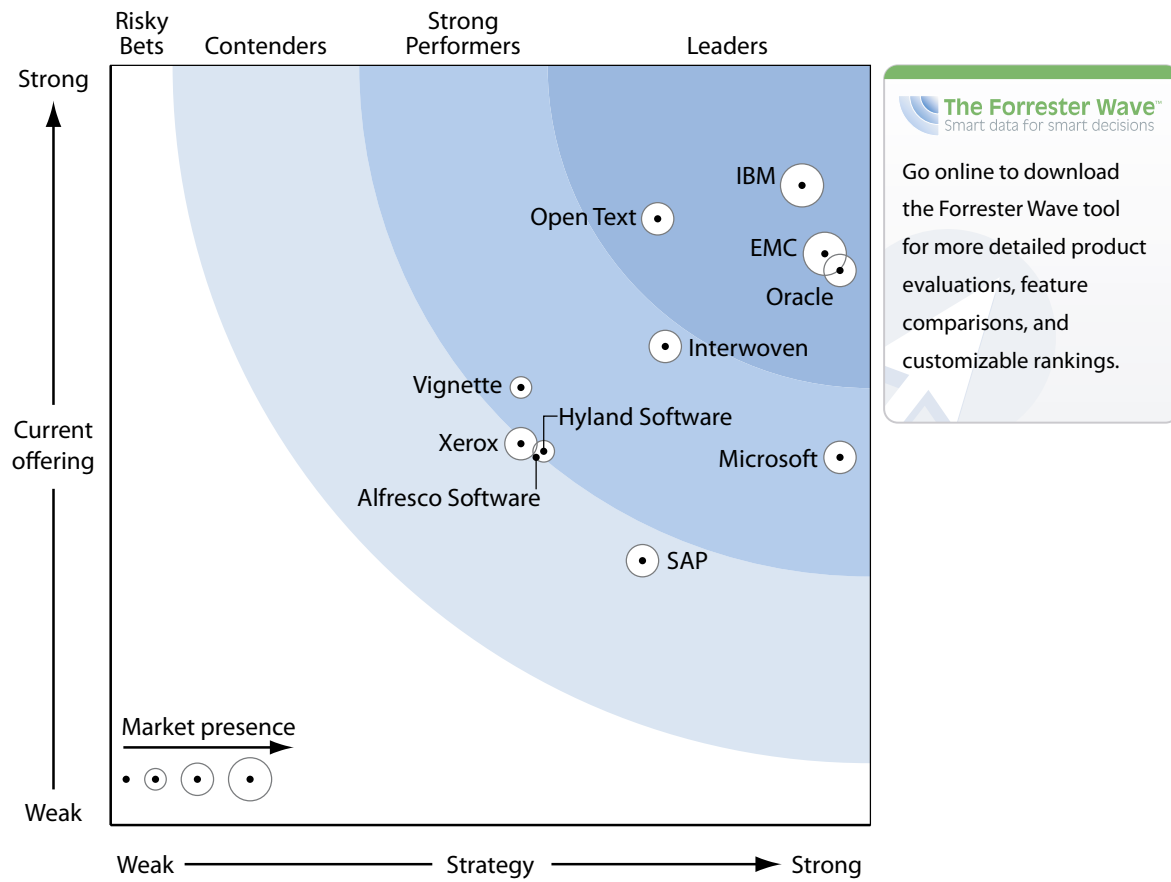
Vendor qualification criteria

The vendor generated an annual revenue of at least \$50 million and meets one of the two criteria:

- The vendor's ECM offering includes, at minimum, document imaging, document management, and records management capabilities, or document management, records management, and Web content management capabilities.
- The vendor is a leading software infrastructure vendor marketing document management and records management capabilities.

Source: Forrester Research, Inc.

Figure 6 Forrester Wave™: ECM Suites, Q4 '07



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Source: Forrester Research, Inc.

Figure 6 Forrester Wave™: ECM Suites, Q4 '07 (Cont.)

	Forrester's Weighting	Alfresco Software	EMC	Hyland Software	IBM	Interwoven	Microsoft	Open Text	Oracle	SAP	Vignette	Xerox
CURRENT OFFERING	50%	2.42	3.76	2.46	4.21	3.15	2.42	3.99	3.65	1.74	2.88	2.51
Core ECM capability breadth	40%	2.40	4.40	2.90	5.00	3.00	1.35	4.60	3.70	1.35	3.70	2.80
Platform readiness	5%	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	2.00	1.00	5.00
Additional ECM capabilities	20%	1.40	2.60	0.70	2.20	3.80	2.00	3.70	3.40	0.60	2.40	1.60
Extended capabilities	20%	1.05	2.80	1.40	3.85	1.50	2.90	2.45	2.85	1.75	1.35	0.90
Core capability architecture	10%	4.70	4.20	3.80	5.00	3.90	4.00	4.20	4.20	3.80	4.20	3.90
Miscellaneous	5%	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	3.68	5.00
STRATEGY	50%	2.80	4.70	2.85	4.55	3.65	4.80	3.60	4.80	3.50	2.70	2.70
Product strategy	50%	3.00	4.80	3.50	4.50	3.50	5.00	3.00	5.00	3.80	3.00	3.00
Whole solution strategy	50%	2.60	4.60	2.20	4.60	3.80	4.60	4.20	4.60	3.20	2.40	2.40
Licensing and pricing	0%	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
MARKET PRESENCE	0%	0.88	4.84	2.36	5.00	3.12	3.48	3.72	3.48	3.08	2.80	3.08
Company financials	60%	0.00	5.00	1.00	5.00	2.00	2.60	3.00	2.60	1.80	2.00	1.80
ECM customer base	40%	2.20	4.60	4.40	5.00	4.80	4.80	4.80	4.80	5.00	4.00	5.00
Geographic presence	0%	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

All scores are based on a scale of 0 (weak) to 5 (strong).

Source: Forrester Research, Inc.

VENDOR PROFILES

Leaders Showcase Breadth And Depth

- **IBM.** This vendor's ECM breadth got a boost with its 2006 acquisition of FileNet. The IBM FileNet P8 product provides comprehensive document imaging, document management, records management, and business process management (BPM) support complementing the existing IBM Content Management and Discovery products. Throw in IBM Lotus, and I&KM pros can address the intersection of collaboration and content using IBM. And IBM's substantial information management portfolio adds to its clout as an ECM Leader.⁹
- **Oracle.** Oracle boosted its ECM suite relevance with its 2007 acquisition of Stellent. Oracle Universal Content Management offers a well-rounded suite with strengths in document management, records management, and WCM. The suite's also a part of Oracle's broader Fusion Middleware, giving I&KM pros access to BPM, collaboration, and integration tools to support ECM implementations. Oracle also offers Content DB (not included in this evaluation) that takes a database approach to managing content.¹⁰

- **EMC.** This vendor's ECM breadth continues to make it an ECM suite Leader. Strengths in document management, document imaging, and content archiving have been complemented with significant improvements in BPM.¹¹ EMC's security, storage, virtualization, and resource management software bolster the vendor's ECM leadership position.¹²
- **Open Text.** This vendor's strong document management, document imaging, content archiving, and records management technology help make it the only ECM pure-play Leader. Partnership investments with Microsoft and Oracle, plus investments into delivering content-centric applications, show plenty of promise.¹³

Strong Performers Demonstrate Differentiation

- **Microsoft.** Microsoft Office SharePoint Server 2007 doesn't address every ECM need, but it does provide I&KM pros with a strong foundation for addressing collaboration and content management issues. Microsoft's strengths rest in its single-platform approach to ECM and strong integration with Microsoft Office desktop applications and SharePoint's collaboration support. SharePoint's lack of imaging, archiving, and BPM support limits its appeal to I&KM professionals with transactional-content-centric needs.¹⁴
- **Interwoven.** Delivering I&KM pros with market-leading WCM and good document management helps make Interwoven an ECM suite Strong Performer. I&KM pros can look to Interwoven to address their business- and persuasive-content-centric needs, areas where this vendor continues to invest its R&D to differentiate from other ECM suite vendors.¹⁵
- **Vignette.** Multiple products make up Vignette's ECM suite, but the combination of strong document imaging, records management, and WCM support make this vendor a Strong Performer. Vignette lacks extended capabilities such as BPM, enterprise search, and collaboration found in larger platform vendors. Expect Vignette to aggressively invest into content-centric application areas that leverage its imaging, records management, and WCM products.¹⁶
- **Hyland.** This vendor's ECM suite targets I&KM pros with extensive document imaging and content archiving needs. Hyland is aggressively investing in building on its core ECM tools to address the needs of healthcare, public sector, financial services, manufacturing, insurance, and education market segments. The vendor's Microsoft support and content-centric application focus help differentiate it from its J2EE peers, IBM, and EMC.¹⁷

Contenders Have Room To Improve

- **SAP.** I&KM pros in enterprises using SAP need to take SAP into consideration for their ECM needs. However, SAP lacks ECM breadth and offers multiple independent products to tackle document management needs. I&KM pros should instead look to SAP as the application

environment people will use to access content, but not as the primary repository environment for the management and retention of content.¹⁸

- **Xerox.** This vendor's DocuShare product shows great promise for I&KM pros wanting alternative solutions to EMC, IBM FileNet, Oracle, and Microsoft to address departmental ECM needs. Improvements to content archival support will help I&KM pros look more favorably upon DocuShare. But Xerox differentiates from the pack by offering numerous managed services — such as imaging and workflow, litigation services, and document outsourcing and customer communication services — that give I&KM pros ECM outsourcing alternatives.¹⁹
- **Alfresco.** Open source upstart Alfresco shows a great deal of promise as an ECM suite alternative. Starting from scratch, the Alfresco team's been able to build and deliver a single platform for managing enterprise content that appeals to many I&KM pros. However a lack of depth in content archiving, records management, content integration, and WCM will limit Alfresco's ECM suite appeal. And its lack of comprehensive BPM, collaboration, and enterprise search support will keep deployments focused on departmental initiatives. Still, I&KM pros must take this open source alternative seriously as it continues to build momentum with IT pros and implementation partners.²⁰

SUPPLEMENTAL MATERIAL

Online Resource

The online version of Figure 6 is an Excel-based vendor comparison tool that provides detailed product evaluations and customizable rankings.

Data Sources Used In This Forrester Wave

Forrester used a combination of two data sources to assess the strengths and weaknesses of each solution:

- **Vendor surveys.** Forrester surveyed vendors on their capabilities as they relate to the evaluation criteria. Once we analyzed the completed vendor surveys, we conducted vendor calls where necessary to gather details of vendor qualifications.
- **Customer reference calls.** To validate product and vendor qualifications, Forrester also conducted reference calls with two of each vendor's current customers.

The Forrester Wave Methodology

We conduct primary research to develop a list of vendors that meet our criteria to be evaluated in this market. From that initial pool of vendors, we then narrow our final list. We choose these vendors based on: 1) product fit; 2) customer success; and 3) Forrester client demand. We eliminate vendors that have limited customer references and products that don't fit the scope of our evaluation.

After examining past research, user need assessments, and vendor and expert interviews, we develop the initial evaluation criteria. To evaluate the vendors and their products against our set of criteria, we gather details of product qualifications through a combination of lab evaluations, questionnaires, demos, and/or discussions with client references. We send evaluations to the vendors for their review, and we adjust the evaluations to provide the most accurate view of vendor offerings and strategies.

We set default weightings to reflect our analysis of the needs of large user companies — and/or other scenarios as outlined in the Forrester Wave document — and then score the vendors based on a clearly defined scale. These default weightings are intended only as a starting point, and readers are encouraged to adapt the weightings to fit their individual needs through the Excel-based tool. The final scores generate the graphical depiction of the market based on current offering, strategy, and market presence. Forrester intends to update vendor evaluations regularly as product capabilities and vendor strategies evolve.

ENDNOTES

- ¹ Content integration is a critical component of ECM strategies that cannot be overlooked when developing strategies and evaluating ECM suites. See the March 26, 2004, “[The Content Integration Imperative](#)” report.
- ² Looking at enterprise content management from the perspective of capturing, managing, and retaining, it falls short of understanding how content is used to drive business value. Content drives transactional processes, is used to support the work of business people, and is essential to helping improve upon customer experiences. See the December 21, 2005, “[Transactional, Business, And Persuasive Content: A Better Way To Look At Enterprise Content](#)” report.
- ³ Forrester has identified five important technology trends that will impact most strategies for ECM. See the October 4, 2007, “[The Top Five Technology Trends That Affect Your Enterprise Content Management Strategy](#)” report.
- ⁴ Historically, enterprises have looked at content and data separately; however, the increasing trend is to look at both as a part of a broader information management strategy. See the January 3, 2006, “[Information Management 101](#)” report.
- ⁵ Poor content management operations, and incorrect technology selections, contribute to customer experience pains that prompt many organizations to revisit technology decisions. See the December 7, 2006, “[Use Persuasive Content To Improve The Customer Experience](#)” report.
- ⁶ Forrester evaluated 11 leading WCM vendors across 190 external site content management criteria and found Tridion, FatWire, and Interwoven to be Leaders. See the July 16, 2007, “[The Forrester Wave™: Web Content Management For External Sites, Q3 2007](#)” report.
- ⁷ ECM is not immune to the four horsemen of software commoditization: SOA, open source, SaaS, and offshore development. See the June 29, 2006, “[The Future Of Enterprise Software](#)” report.

- ⁸ Most business applications are just too inflexible to keep pace with business and business people. IT's primary goal over the next few years should be to invent a new class of applications that adapt to and evolve with business and work. See the September 24, 2007, "[The Dynamic Business Applications Imperative](#)" report.
- ⁹ Most business applications are just too inflexible to keep pace with business and business people. IT's primary goal over the next few years should be to invent a new class of applications that adapt to and evolve with business and work. See the September 24, 2007, "[The Dynamic Business Applications Imperative](#)" report.
- ¹⁰ View the vendor summary for more detailed analysis on how IBM fared in this evaluation. See the November 9, 2007, "[IBM Leads ECM Suites With The Market's Strongest Platform](#)" report.
- ¹¹ EMC offers leading business process management technology in support of document-centric business processes. See the July 9, 2007, "[The Forrester Wave™: Business Process Management For Document Processes, Q3 2007](#)" report.
- ¹² View the vendor summary for more detailed analysis on how EMC fared in this evaluation. See the November 9, 2007, "[EMC Leads ECM Suites With A Focus On Breadth And Depth](#)" report.
- ¹³ View the vendor summary for more detailed analysis on how Open Text fared in this evaluation. See the November 9, 2007, "[Open Text Leads ECM Suite Pure Plays](#)" report.
- ¹⁴ View the vendor summary for more detailed analysis on how Microsoft fared in this evaluation. See the November 9, 2007, "[Microsoft Ranks Among The Strong Performers In ECM Suites](#)" report.
- ¹⁵ View the vendor summary for more detailed analysis on how Interwoven fared in this evaluation. See the November 9, 2007, "[Interwoven Delivers A Strong Performer ECM Suite](#)" report.
- ¹⁶ View the vendor summary for more detailed analysis on how Vignette fared in this evaluation. See the November 9, 2007, "[Vignette Is An ECM Suite Strong Performer](#)" report.
- ¹⁷ View the vendor summary for more detailed analysis on how Hyland fared in this evaluation. See the November 9, 2007, "[Hyland Software Is An ECM Suite Strong Performer](#)" report.
- ¹⁸ View the vendor summary for more detailed analysis on how SAP fared in this evaluation. See the November 9, 2007, "[SAP Does Just Enough To Be An ECM Suite Contender](#)" report.
- ¹⁹ View the vendor summary for more detailed analysis on how Xerox fared in this evaluation. See the November 9, 2007, "[Xerox Makes Its ECM Suite Entry As A Real Contender](#)" report.
- ²⁰ View the vendor summary for more detailed analysis on how Alfresco Software fared in this evaluation. See the November 9, 2007, "[Alfresco Offers An Open Source ECM Suite Contender](#)" report.

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