



DocuWorld 2022

Company hosts event May 16-20 in Orlando

by: Elizabeth Marvel, Office Technology Magazine

Hosting its first in-person event since 2019, DocuWare end users and partners gathered May 16-20 at the Hyatt Regency Grand Cypress in Orlando, Florida, for DocuWorld 2022. The event drew 400 attendees from across the Americas, including 270 DocuWare Partners. The event's theme — “Adapt. Automate. Innovate.” — was emphasized in the May 18 keynote presentation by DocuWare President Jim Roberts.

“Adapt, automate, innovate — three simple words that describe what we do,” Roberts said during his presentation. “When we think about adapting, we think about two things ... We think about the effect of the market on our society, the changes we have to work with — big picture changes. But we also think about adapting through the lens of our customers' eyes. What do our customers need to do to adapt, to change ... to implement DocuWare, to implement business process automation?”

“The pandemic also created an instantaneous demand for cloud solutions — customers demanded to be able to enable and access information from anywhere, anytime and on any device,” Roberts continued. “... We create value for our customers by automating, saving time and money.”

“The third element of our theme is ‘innovate,’” he said. “Innovation is a way of thinking ... We have to think about innovation as the result — a new product, a new feature that opens up new possibilities. In the past two years I've witnessed innovation taking place all over our ecosystem ... We all have been learning the most effective ways to keep our businesses open — functioning remotely, interacting remotely, and selling, servicing and reporting remotely. This was the case where there were many small innovations that, eventually, over time, added up into a big productivity improvement. It took a lot of innovative thinking and doing, and, overall, for everyone in this room that had a part in it, we'd like to say, ‘Job well done.’”

During his May 18 keynote presentation, DocuWare President Max Ertl shared the company's recent successes. “Last year was a record year again,” Ertl said. “We have been able to acquire 2,962 new customers, which is a growth of 62%. You can see with our on-premise version, we acquired 35% more new customers than the year before, and with 75% growth we acquired 2,216 new cloud customers. And I can tell you — no other ECM/DMS vendor in the world sold more systems than we did in the last year.”

DocuWare President Dr. Michael Berger laid out the top four benefits of the company's software for businesses that are adapting, automating and innovating during his keynote presentation on May 18. A summary from his slides:



Left to right: DocuWare Presidents Dr. Michael Berger, Max Ertl and Jim Roberts at DocuWorld 2022.

(1) DocuWare is powerful. It has functional extensions of its core modules; it can support many document types; and there are new opportunities that can be found by using its Pre-configured Solutions.

(2) DocuWare is flexible. It has seamless integrations with the main business applications used by today's companies; it has language competence for worldwide use; and it has proven functionality on a new foundation.

(3) DocuWare is easy to use and configure. It has a highly intuitive web user interface; it can be completely configured in the web; and, today, it is easier to install and deploy than ever before.

(4) DocuWare is accessible everywhere. It has the architecture for stability, scalability and performance; it operates 24/7 on global data centers; and it has the highest security and standard compliance.

During the event, executives also announced DocuWare's newest features: improvements to the mobile app, including the ability to store documents directly to the file cabinet and clip documents together; improvements to the functionality of data tables and data entry into forms; integrations with other applications (including Microsoft Teams); and the introduction of iPaaS (integration platforms as a service), which are third-party, cloud-native services that enable API-type connections between applications with less programming. ■

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