



NUCLEUS
RESEARCH

M-FILES DELIVERS VALUE WITH IIM

ANALYST

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THE BOTTOM LINE

M-Files is a content services (CS) vendor that brings Intelligent Information Management (IIM) driven by artificial intelligence (AI) text analytics, multi-deployment options (including hybrid), process automation, and General Data Protection Regulation (GDPR) grade security. M-Files is repository agnostic with external connectors. Nucleus interviewed M-Files users and found that they noted that the solutions are very reliable, easy to deploy, and deliver ongoing innovation. As the CS market continues to grow, vendors who successfully leverage AI and provide dependable client service will distinguish themselves in the CS market.

OVERVIEW

The evolution from traditional monolithic content management to modern content services is almost complete. This transition acknowledges the value of content as an asset that requires safety and security, in addition to the outmoded concept that content management is a process and not a solution. The most critical use case for content services is improved productivity with greater efficiencies to support a business that needs to deal with growing content, data, and document needs. CS is about agility and flexibility that can resolve real business content and data challenges.

M-Files' IIM approach focuses on functionality such as repository neutrality, open architecture, and AI-driven metadata that organizes content based on 'what' it is rather than 'where' it is located.

Given that depth of capabilities, Nucleus was surprised to find users most frequently noted usability as the primary driver of the decision to purchase M-Files. Users also noted the high rate of adoption experienced by M-Files customers. Nucleus found that during M-Files deployment and training, C-Suite executives are more cognizant of the value software brings when it is 'used' across the enterprise to meet compliance/regulatory requirements while remaining cost-effective.

BENEFITS

The two main benefits that Nucleus believes organizations can achieve with M-Files are cost savings and improved user productivity. Nucleus surveys found that the cost savings are the result of reduced time required to complete projects and improved workflows. M-Files automation and integrations are driving improved productivity with greater efficiencies and easier access to information.

COST SAVINGS

With an M-Files implementation, elimination of a legacy CS platform and reduced IT support expenses are two factors that directly reduce operating costs. Re-deployed staff also impact cost savings, with one company reporting that it saved more than \$100,000 in fully loaded costs the first year it deployed M-Files.

INCREASED PRODUCTIVITY

Users reported that ease of use along with minimal training time required for proficiency led to increased adoptability. One company reported that its users were saving an average of

45 minutes per user per day using M-Files with the more efficient search capabilities. An intuitive user interface and automation also contributed to higher productivity, as well as improved collaboration.

CUSTOMER PROFILES

To see how the vendor's solution for CS performed, Nucleus interviewed several M-Files users. Nucleus analyzed the experiences of those users and outlined their responses below.

COMMUNITY-BASED HEALTHCARE

This user is a community-based healthcare provider with five hospitals, multiple primary care locations, and imaging centers. In addition to primary and specialty care, it also offers diagnostic testing, rehabilitation, senior care, skilled nursing facilities, and home care services. The organization has strong community ties and an extensive outreach program.

The institution needed to replace a legacy program that managed its policy procedures but had issues with excessive downtime, poor records management, and inadequate search functionality. The health care facility used a consultant to identify potential vendors that could 'mimic' its legacy program without the problems it presented. They ultimately selected M-Files because of its usability and functionality.

The deployment took less than six months without any reported issues. The institution is now able to visualize all versions of policy development, in chronological order, even if they are inactive. M-Files reliability and stability has evidenced that in eight months, there has been no downtime.

"M-Files is so user-friendly – the implementation was so smooth, and we now have exactly what we need."

ENERGY COMPANY

This user is an independent international exploration and production company for oil and natural gas. The leadership team operates in a carefully planned strategic manner to ensure the company is successful and sustainable. Its advanced technical capabilities enable the company to execute projects efficiently, deploy existing technologies in new ways, reduce downtime, and maximize production.

The company required tools for its engineering management team to utilize, including improved workflow processing, a secure repository, and improved search capabilities with metadata – in a highly regulated environment.

"The company has avoided compliance issues and associated costs with its use of M-Files."

The company achieved significant benefits, including regulatory compliance and improved productivity, decreased search time and easier access to information.

AUTOMOTIVE COMPANY

This company is an American multinational automaker. It designs and manufactures passenger cars, trucks, and tractors as well as automotive parts and accessories. Since product development is so data-intense, the company needed a content services platform that could accommodate the data volume, support manufacturing collaboration across global locations, and was easy to use to ensure adoption. Additionally, security is a significant consideration, especially during the development process.

Cost savings include the elimination of a legacy solution that cost more than \$100,000 per quarter and delivered less functionality and support than the M-Files product. The desire for improved productivity and out-of-the-box functionality, along with the opportunity to avoid IT hires needed to support the legacy product were key in the decision to transition to M-Files. The benefits received by using M-Files were reported shortly after deployment. The company achieved cost savings from the reduced time needed to share schematics and complete projects.

LOOKING AHEAD

In a crowded and competitive content services market, M-Files continues to grow and innovate. Two years ago, Nucleus predicted that the factors that enable seamless integrations and eliminate the need for data migration (S28 –*M-Files 2018 Intelligent Metadata* – January 2018) would drive a company's success. Nucleus believes that M-Files' continued focus on functionality, such as data searches based on context rather than location, broad deployment options, mobile access, and integrations with leading vendors in addition to its demonstrated usability, will support long term success.