

Document Automation Software Category



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Document automation is a procedure to automatically generate digital documents. It utilizes logic to create new documents based on existing data. This information could be a paragraph of text (such as a legal disclaimer) or facts from a database (like an individual's name and contact details). Document automation software makes it fast and easy to create complex documents, sales proposals, legal letters, and certain kinds of marketing collateral.

A big advantage of document automation software is you can swiftly update multiple files. You don't need to individually analyze each document but can update all your files at once. When you import external information and update your smart fields, the solution will dynamically update each document to display the new info. This minimizes the risk of human error and gives all team members the collateral they need fast – thereby creating a win-win scenario.



Customer Success Report Ranking Methodology

The FeaturedCustomers Customer Success ranking is based on data from our customer reference platform, market presence, web presence, & social presence as well as additional data aggregated from online sources and media properties. Our ranking engine applies an algorithm to all data collected to calculate the final Customer Success Report rankings.

The overall Customer Success ranking is a weighted average based on 3 parts:

CONTENT SCORE

- Total # of vendor generated customer references (case studies, success stories, testimonials, and customer videos)
- Customer reference rating score
- Year-over-year change in amount of customer references on FeaturedCustomers platform
- Total # of profile views on FeaturedCustomers platform
- Total # of customer reference views on FeaturedCustomers platform

MARKET PRESENCE SCORE

- Social media followers including LinkedIn, Twitter, & Facebook
- Vendor momentum based on web traffic and search trends
- Organic SEO key term rankings
- Company presence including # of press mentions

COMPANY SCORE

- Total # of employees (based on social media and public resources)
- Year-over-year change in # of employees over past 12 months
- Glassdoor ranking
- Venture capital raised

Award Levels



MARKET LEADER

Vendor on FeaturedCustomers.com with substantial customer base & market share. Leaders have the highest ratio of customer success content, content quality score, and social media presence relative to company size.



TOP PERFORMER

Vendor on FeaturedCustomers.com with significant market presence and resources and enough customer reference content to validate their vision. Top Performer's products are highly rated by its customers but have not achieved the customer base and scale of a Market Leader.



RISING STAR

Vendor on FeaturedCustomers.com that does not have the market presence of Market Leaders or Top Performers, but understands where the market is going and has disruptive technology. Rising Stars have been around long enough to establish momentum and a minimum amount of customer reference content along with a growing social presence.



2020 Customer Success Awards

Check out this list of the highest rated Document Automation Software based on the FeaturedCustomers Customer Success Report.



MARKET LEADERS



TOP PERFORMERS



RISING STARS



* Companies listed in alphabetical order





1673
Total Customer References

[VIEW ALL REFERENCES](#)

ABOUT ADOBE



Adobe is the global leader in digital marketing and digital media solutions. Adobe tools and services allow customers to create groundbreaking digital content, deploy it across media and devices, measure and optimize it over time, and achieve greater business success. Adobe help customers make, manage, measure, and monetize content across every channel and screen.

Featured Testimonials

“Adobe EchoSign completely eliminates document preparation for incredible time and cost savings. Instead of printing out 40-page contracts and shipping them to physicians, we can start the application process with a click of a button.”

MATT PENZINER
SENIOR DIRECTOR OF MANAGED CARE, UNIVERSITY PHYSICIANS NETWORK

“Automating documentation production with Adobe FrameMaker changed the entire process, which gives us faster time to market moving forward. But the time savings don't tell the whole story. The documents are much more sophisticated, so we've improved much more than the technology behind the production; we've improved the end user experience.”

THOMAS RISI
HEAD OF DOCUMENTATION CORE LAB, ROCHE DIAGNOSTICS

“Adobe Experience Cloud helped us improve our digital marketing with more automation and personalization so we can optimize every customer interaction. With a focus on personalization based on data insights, we have seen more customers buying our solutions.”

SAREN SAKURAI
DIRECTOR OF MARKETING, CYLANCE

“Adobe Sign automates document tracking and routing for complete visibility into document status. Since we can sign anywhere in the world, we're processing authorizations and forms faster than ever.”

SHERYL COVEY
ASSISTANT DEAN FOR ADMINISTRATION, SCHOOL OF PUBLIC POLICY, PEPPERDINE UNIVERSITY

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175

Total Customer References

[VIEW ALL REFERENCES](#)

ABOUT CONGA



Conga developed its suite of enterprise-grade Intelligent Document Automation solutions to help businesses optimize their CRM investments. The Conga Suite, which includes Conga Composer, Conga Contracts, Conga ActionGrid, and Conga Sign, simplifies and automates data, documents, contracts, signing, and reporting. As a Salesforce Platinum ISV Partner, Conga is committed to providing its customers with enterprise-grade infrastructure, security, and solutions. In fact, more than 650,000 users in 85 countries across all industries rely on Conga applications to fully utilize their Salesforce data, including Hilton Worldwide, Schumacher Group, and CBRE.

Featured Testimonials

“Before Conga Composer we were manually creating our proposals and contracts by using spreadsheets to calculate complex pricing. Now we use Composer to retrieve Salesforce data from multiple queries and reports to create a completed document almost instantly. The more complex our business requirements become, the more we appreciate Conga Composer.”



BASSEM SELIM
IT GENERAL MANAGER, GO ENERGY

“Conga Composer has helped us transform our entire enterprise ordering process. The seamless integration with our quote-to-cash and eSignature apps enables us to create and deliver order forms that automatically merge the correct data with just a click.”



LIOR PINELLIS
SENIOR TECHNICAL PROJECT MANAGER, MAGENTO

“With just a click of a button we can produce all of the documentation that we need. Even though we are a small firm, our system is extremely efficient and rigorous, and Conga helps us to manage everything with little effort.”



GRÉGOIRE MICHEL
FOUNDER & MANAGING PARTNER, INFICIENCES PARTNERS

“Conga has given InZone the flexibility to quickly iterate design and wording of customer documents out of Salesforce. InZone was able to transform various processes and improve its customer experience with quotes and estimates, home energy plans, rental inspection documents, and compliance documentation.”



ROSIE DAVISON
GENERAL MANAGER OF MARKETING, INZONE INDUSTRIES LTD.

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110
Total Customer References

[VIEW ALL REFERENCES](#)

ABOUT ESKER




Esker is a worldwide leader in AI-driven process automation software, helping financial and customer service departments digitally transform their purchase-to-pay (P2P) and order-to-cash (O2C) cycles. Used by more than 6,000 companies worldwide, Esker's solutions incorporate artificial intelligence (AI) technology to drive increased productivity, enhanced visibility, reduced fraud risk, and improved collaboration with customers and suppliers internally. Founded in 1985, Esker operates in North America, Latin America, Europe and Asia Pacific with global headquarters in Lyon, France, and U.S. headquarters in Madison, Wisconsin.

Featured Testimonials

“The touchless nature of the Esker solution is extremely attractive. The Esker system is able to ‘see’ the order and process it as soon as it arrives. Plus, it is teachable — you can train the system to understand each customer’s purchase orders.”

 DENISE JONES
DIRECTOR OF SALES OPERATIONS PROCESS, MEMC


“Esker has enabled us to minimize data input errors and make our team more productive. Before Esker, we were spending 45 minutes to input one of our customer’s multiple line orders, but this has been reduced to under one minute with just a couple of simple clicks of a button using the automated sales order solution.”

 VENN LUSCOMBE-MAHONEY
HEAD OF TECHNOLOGY, ENOTRIA&COE

“Our daily invoice processing productivity has improved as all invoices are processed on one platform. With full visibility, we are able to check on invoice status in real time. Esker has significantly reduced a lot of the manual work, including searching for physical documents which took up a lot of our time.”

 ASSISTANT MANAGER
STAR MEDIA GROUP

“The technology is incredibly flexible. Another example is that we can archive documents either in the Esker solution or in the SAP system. Esker can also prioritize the inbound orders according to our specifications. Esker, compared with the other solutions we considered, provides a complete document workflow platform for automation.”

 DIRECTOR OF IT
NATIONAL OFFICE FURNITURE

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ABOUT FORMSTACK



Formstack is a workplace productivity solution built to transform the way people collect information and put it to work. With its powerful data collection and process automation capabilities, Formstack reduces data chaos and solves important business problems. Founded in Indiana in 2006, Formstack is now a remote-first company with employees and users who live and work all over the world. Recognized for its continual growth and positive company culture, Formstack is a regular honoree on the Inc. 5000 list of fastest-growing U.S. companies, and it has been named a best place to work in both Indiana and Colorado. Learn more at <https://www.formstack.com>.

244

Total Customer References

VIEW ALL REFERENCES

Featured Testimonials

“Formstack is awesome! It is really user friendly, allows us to collect the data we need, store it, and we can export the data if needed. It is a tool we use every day and wouldn't be where we are today in our organization today without it. It is everything we have been looking for.”



LESLIE HANKINS
ASST DIRECTOR OF RESOURCE DEVELOPMENT, AYS KIDS

“Formstack really works for us when it comes to collecting necessary documentation during the recruitment stage. It allows candidates to easily send us the information we need and for us to keep that information well organized.”



MARK WILSON
DIRECTOR OF RECRUITMENT AND HR, USA SPORT GROUP

“Formstack gives us quicker turnaround time on data collection and allows us to get exactly what we need. We use required fields, so when data is collected, we aren't missing information it's all right there in the database, or we can download it to an Excel spreadsheet or PDF.”



LACY TURNER
EMPLOYMENT DIRECTOR, GEORGIA NATIONAL GUARD

“The Formstack app fills a void in Salesforce with great ease. You can easily set up a web form to be used by non-Salesforce users, which will create Salesforce records.”



VINCENT BARTOLOMA
LEAD SALESFORCE DEVELOPER, FIDELITY BANK

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338

Total Customer References

[VIEW ALL REFERENCES](#)

ABOUT NINTEX



Nintex is the global standard for process management and automation. Today more than 8,000 public and private sector clients across 90 countries turn to the Nintex Platform to accelerate progress on their digital transformation journeys by quickly and easily managing, automating and optimizing business processes.

Featured Testimonials

“With Nintex DocGen, we have not only created an electronic document process but many documents are also pre-populated with data in Salesforce. Everyone benefits – our internal teams as well as our teacher candidates – from not having to physically touch and fill out documents. It’s a first-class experience.”



MATT TORCASSO
SALESFORCE IMPLEMENTATION CONSULTANT, PARTICIPATE

“By providing a more streamlined experience with Nintex, we’re able to ease the documentation process for our clients. Optimum helped us to develop a digitized solution to our customer experience and documentation requirements that is aligned with the way we do business.”



SHARLENE MERCIER
OWNER AND FOUNDER, SOHO REALTY

“It was so easy to get up and going with Nintex DocGen. Within the first week, we had five document packages live and available to the Sales team. Support was also fantastic, and it quickly became clear that there were opportunities to streamline other sales and service documents.”



DAVID FIDLER
DIRECTOR OF OPERATIONS, CARTELLIGENT

“The Nintex drag-and-drop functionality has enabled our team to create workflows and get them deployed faster than we could have imagined. It’s really made a huge difference in our department’s productivity.”



JAYESH JINA
HEAD OF IT, NATIONAL METROLOGY INSTITUTE OF SOUTH AFRICA

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60

Total Customer References

[VIEW ALL REFERENCES](#)

ABOUT TEMPLAFY

Templafy

Templafy is a fast-growing B2B Software-as-a-Service company, helping over 1.5 million users improve productivity, branding, and compliance across business documents, presentations, and emails. Templafy's platform assists enterprise employees in each stage of the document creation workflow, delivering more productive, compliant and enjoyable ways of working in office applications. It's a solution that communications and compliance teams can control, IT can trust, and employees love using. Templafy brings custom company templates, brand assets, and best practice content together directly inside any office application, streamlining how users create on-brand and compliant documents, presentations, and emails. With Templafy, global businesses safeguard their brand integrity and increase productivity through a centrally governed, secure and easy to use platform.

Featured Testimonials

“The Templafy solution has meant I no longer have to spend as much time reviewing company documents and presentations for brand compliance. I can trust that employees have easy access to the most up to date templates and assets which is great.”



JESSICA DAVID
MARKETING EXECUTIVE, CONDECO

“Our administration support on templates, documents and presentations is now easier – with Templafy, we can quickly check and correct content, and then instantly make everything available to our users.”



PIA HVID TØNNESEN
DIGITAL PROJECT MANAGER, AARHUS UNIVERSITY

“We have better control over documents and presentations being sent off in terms of how it looks and brand compliance. We also have more control over what branding assets are available to S-RM employees and making sure they're applied correctly across our templates.”



MARLIE FREITAS DOS SANTOS
DESIGNER, S-RM

“With Templafy, it has become easy for Ramboll employees to directly import relevant company content into Word documents, such as reports and tenders. Furthermore, the slide library we have developed has been a huge time saver and very well received by employees. Now they are enabled to quickly create professional, on-brand slides, presentations and documents.”



ROOS NEDERVEEN
SENIOR CONSULTANT, CORPORATE BRANDING, RAMBØLL

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PANDORA

Microsoft Azure

Coloplast

BONAVA

BDO NORWAY

2020



WINTER 2020

Document Automation
Software Category

TOP PERFORMERS



109

Total Customer References

VIEW ALL REFERENCES

ABOUT ACTIVEDOCS

ActiveDocs

DOCUMENT AUTOMATION SOFTWARE

ActiveDocs is a document automation specialist. They work with you to give you total confidence in your high-value documents – with over 25 years of experience, they know what works where, and they will share their expertise with you. Their software is chosen by the world's top organizations. It's intuitive and lets you design templates for your documents, configure how and when documents are produced, and what happens to them after. Together, they can come up with a future-proof solution and deploy it thoughtfully to get it right the first time.

Featured Testimonials

“We can put documents together in well under an hour now, just going through simple, rule-driven wizard steps. Once that's done ActiveDocs builds the document. It's very quick now. It was something we would have spent one or two weeks on. Condensing that into an under-an-hour task is pretty awesome.”



JOEL FITZGERALD
SOLUTIONS ARCHITECT, TECHNOLOGYONE

“The implementation of our quality documents solution has shown that ActiveDocs Opus is a key piece of our content management puzzle. It works seamlessly with the SharePoint and Nintex products. It's been gratifying to me that it's worked so well, and this solution provides a good template for the future.”



STEWART COWEN
ENTERPRISE SYSTEMS MANAGER, SILVER FERN FARMS

“With ActiveDocs Opus, we can quickly and easily do all the content merging that creates our documents. We can run thousands of documents in a short time, versus our previous manual process that could take weeks.”



CARRIE SHOMSKY
DIRECTOR OF APPLICATION DEVELOPMENT & SUPPORT, NATIONAL RURAL ELECTRIC COOPERATIVE ASSOCIATION

“We're doing more business with the same number of people. We needed speed, volume and the flexibility to modify document creation processes to comply with regulations. We get all of that from ActiveDocs Opus.”



TROY CARLSEN
DIRECTOR OF APPLICATION DEVELOPMENT, FARM CREDIT SERVICES OF AMERICA

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Total Customer References

VIEW ALL REFERENCES

ABOUT FOXIT SOFTWARE



Foxit is a leading software provider of fast, affordable and secure PDF solutions. Businesses and consumers increase productivity by using Foxit's cost effective products to securely work with PDF documents and forms. Foxit is the #1 pre-installed PDF software, shipped on one-third of all new Windows PCs, including those from HP®, Acer, and ASUS®. Foxit's Software Development Kits (SDKs) help developers reduce costs and improve time to market by easily integrating industry leading PDF technology into application workflows. This technology shares the same underlying technology that powers Google's open-source PDFium project.

Featured Testimonials

“By implementing Rendition Server we significantly increased the performance for creating PDF documents. The creation of PDF files becomes so much easier for users and enables them to quickly and easily file in PDF format.”



ANDREAS WEINZIERL
HEAD OF THE IT CENTER, BAVARIAN STATE MINISTRY OF JUSTICE

“The Foxit SDK enables our Intelligent Vehicle Gateway customers to display high-quality PDF files and search for text within documents. The PoC with Foxit was very quick and straightforward, and we now have PDF functionality that fits seamlessly into our fleet management workflows.”



PARTH SUDAME
ENGINEER & SENIOR MANAGER, OMNITRACS

“Foxit PhantomPDF has been extremely helpful for us; it can convert thousands of pages into PDF and put stamps and bates numbers in each page of the entire document in less than 10 minutes. The alternative would be to manually stick stamps to each page, which would take too long. Foxit has definitely improved the communication and processes across our departments.”



SAMANTHA GARCIA
PARALEGAL, THE SIMONS FIRM

“As a result, users can easily access any meeting documentation, no matter if they are at the office or on the road. Without mention, they don't have to go through the hassle of carrying out loads of documents to meetings. Also, board members can now be confident that their information is highly protective and secure.”



FRANK BECKER
CTO, LOOMION

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80

Total Customer References

VIEW ALL REFERENCES

ABOUT HOTDOCS



HotDocs is the leading provider of automated document assembly technology, globally. HotDocs is a part of the AbacusNext group of companies. Their software allows organizations to transform frequently used documents and forms into intelligent templates that enable the superfast production of custom documentation. Aside from time savings, HotDocs offers reduced risk, enhanced compliance and operational efficiency when producing documents.

Featured Testimonials

“We process in excess of 350,000 security and loan documents every year. HotDocs makes the process fast, flexible and efficient, providing us with a readily maintained system.”

HEAD OF CREDIT DOCUMENTATION
ROYAL BANK OF SCOTLAND

“This company-wide deployment of a document automation solution will facilitate an increase in cost-efficiency and productivity empowering us with time to spend on legal content.”

AXEL DIPPMANN
EQUITY PARTNER AND HOTDOCS PROJECT SPONSOR, CMS GERMANY

“The result is better quality documents, customer satisfaction, and a vast improvement in the production time frame. We’ve also seen improvements in overall issue resolution and a reduction in the potential for legal challenges.”

MARK ROBINSON
DEVELOPMENT MANAGER, PROJECT AGREEMENT CONSTRUCTION TOOL, CALIFORNIA
DEPARTMENT OF TRANSPORTATION

“Time savings is the major benefit of HotDocs, but the consistency and quality of the documents we’re producing are just as important. Once we get the templates done, there are no worries in terms of compliance, and documents require minimal review.”

I.T. SYSTEMS ANALYST
BROCK & SCOTT, PLLC

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68

Total Customer References

VIEW ALL REFERENCES

ABOUT NITRO



Nitro is a document productivity company. They make it easy for business teams to convert, edit, share, sign, and analyze documents anywhere on any device. Founded in 2005 in Melbourne, Australia and headquartered in San Francisco, Nitro is used by more than 600,000 businesses, including over half of the Fortune 500.

Featured Testimonials

“The ease of handling and processing documents across our companies and operations has generated monthly time savings of about 300 hours.”

GÉRARD KORDA
HEAD OF IT SUPPORT, ZFV

“Nitro is simple to use, has great features, and is much less expensive than the competition.”

STEVE O’CONNOR
IT PROFESSIONAL, ASTON MARTIN

“Nitro is used to change file sizes, edit wording in PDFs, create PDFs, and all other PDF needs. It has taken the burden off of one person that was always editing everyone’s documents.”

JOE HEFLER
IT ADMINISTRATOR, THE CLEVELAND CLINIC FOUNDATION

“We can’t imagine a world without Nitro in our business we wouldn’t be able to do the things we need to get done with PDF documents.”

JOHN PLECKI
IT & BUSINESS PROJECT MANAGER, STOCK DEVELOPMENT

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2020



WINTER 2020

Document Automation
Software Category

RISING STARS



ABOUT WINDWARD STUDIOS



The Windward solution is an enterprise level document automation solution. It allows users to add document automation capabilities to online, desktop, SaaS or mobile products. Windward has 3-1/2 product lines. All are built around the template designer that runs in Microsoft Office. The engine product is an API you can integrate into your application. The Maestro product is a full document automation solution that fulfills all your document automation needs. Maestro also has versions that are directly integrated into Salesforce, NetSuite, Dynamics, etc. (this is the 1/2). The Solo product is a desktop document automation product for the individual user.

60

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“If you need to generate multi-page PDF documents in fractions of a second based on simply tagged word documents and some data to fill in the blanks then these are the people to talk to. Windward Reports does much more – but even for this it is worth the cost.”

JASON G
CTO, WHITE CLARKE GROUP

“We needed appropriate software that could handle document generation with an output that was visually appealing and engaging to read, and something that was fairly easy to use. AutoTag ticked all the boxes.”

ROB DAVIDSON
LEAD INFORMATION ANALYST, INTERFACE CLINICAL SERVICES

“Customers are ecstatic about the document automation solutions PSC put in place and are benefiting with rapid creation and maintenance of templates since this job responsibility has shifted from the IT development team to the business team. This reduces the turn-around time for making modifications and frees up valuable IT resources to perform other tasks. It's a win-win for everyone involved.”

HIT MISTRY
DIRECTOR OF ENGAGEMENT MANAGEMENT, PSC GROUP, LLC

“Not only did Windward meet all our criteria, such as sophisticated customization and integration features, but being able to use Microsoft Word as an editor was a big selling point.”

MARK KNUTSON
ASSISTANT DIRECTOR, IT, SOUTH SOUND 911

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ABOUT XPERTDOC



Xpertdoc is a global leader in document generation and document automation solutions. Their mission is to enable organizations to digitally transform their document-centric processes and empower business users, by simplifying, optimizing and automating the creation, generation, management, delivery, storage, and e-signature of better documents, faster.

37

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“The Word-based interface feature of Xpertdoc was a big benefit when we considered the impacts of user acceptance.”



SUSAN WELLS
IT DIRECTOR, OXFORD PROPERTIES GROUP

“The leap forward we made in terms of user productivity, document consistency and template manageability is astonishing. Not to mention the savings we realized.”



SIMONS WIT
XRM MANAGER, BRUNEL

“The productivity gain for our sales representatives is huge. With Xpertdoc for Microsoft Dynamics 365, a single tap on their tablet creates and handles all their paperwork.”



JÜRGEN NEYSENS
CHANNEL MANAGER, LUMINUS

“With Xpertdoc for Microsoft Dynamics 365, our documents are created, managed and stored centrally, which gives us far more control over the consistency of all our documents. This is key to providing the best service to our customers.”



MARK HAMMOND
BUSINESS TRANSFORMATION PROGRAMME MANAGER, L&Q

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ABOUT XPRESSDOX



XpressDox is a Document Automation Software and API for Web, Servers, Apps, and Desktop, designed to be your perfect document automation suite with customizable components created to work together seamlessly. Integrates easily with databases, web services, and other APIs. Powerful and easy to use.

7

Total Customer References

VIEW ALL REFERENCES

Featured Testimonials

“The flexibility of XpressDox opened up uses that just weren't possible with the other services we tried. We can use our existing data and put document assembly tools in front of our users and clients where they need them, not where the software is.”

NED DAZE
IT DIRECTOR, ROSEN LAW FIRM

“XpressDox was selected because of its superior speed in assembling a very complex template, its attractive and customizable user interface, the ease with which we could integrate with databases and the responsiveness of the vendor to our needs.”

DOUG SIMPSON
FOUNDER, FLEXCLAIM

“XpressDox is a very powerful tool to automate a wide variety of templates, which allowed us to significantly increase productivity and eliminate errors.”

RACHELLE THOMSON
BUSINESS SOLUTIONS MANAGER, FASKEN MARTINEAU DUMOULIN

“For me, the standout feature of XpressDox is its ability to save information from a template and reuse it in other templates at a later stage. Love it, and also love the excellent support I get!”

BEV WILLIAMS
HOGAN LOVELLS

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