

## BLI 2022 Document Imaging Software Line of the Year

# xerox™



Xerox's CareAR Service Experience Management platform



Xerox Corporation has claimed the prestigious Buyers Lab (BLI) 2022 Document Imaging Software Line of the Year award from Keypoint Intelligence thanks to its...

- Industry-leading portfolio of document imaging and other solutions among the OEMs studied
- Unrivaled collection of MFP apps to extend the hardware's functionality, including the unique Workflow Central platform that makes apps available beyond the MFP
- Cutting-edge CareAR remote services platform that leverages the power of XR to transform field service
- Enhanced DocuShare, XMPie, and Workplace Cloud families that can strengthen digital transformation initiatives

Going forward, almost every organization will have to accommodate a combination of on-site, hybrid, and remote workers. Moreover, solutions aimed at streamlining document-centric processes and improving access to information are at the heart of the digital transformation initiatives that are critical for tomorrow's workplace. To determine which document imaging OEM is best equipped to help organizations meet these challenges, the analysts at Keypoint Intelligence conduct an annual study that examines the software portfolios of each leading vendor. After careful evaluation, Keypoint Intelligence has named Xerox Corporation as the recipient of the BLI 2022 Document Imaging Software Line of the Year Award.

To determine the award recipient, Keypoint Intelligence's experienced analysts consider the imaging software each leading OEM officially sells and supports via its direct and independent sales channels. The vendor's own products and those from partner ISVs are accounted for in the categories Keypoint Intelligence covers

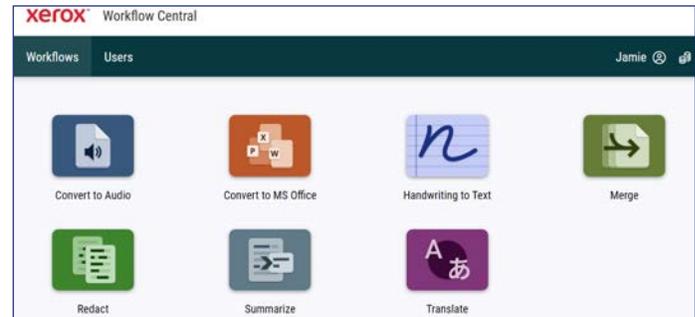
## Exceptional Portfolio

Here are some of the solutions that helped Xerox earn the BLI 2022 Document Imaging Software Line of the Year Award.

**Xerox Workflow Central:** Xerox Workflow Central brings the power and convenience of the company's App Gallery productivity apps to smartphones, tablets, and PC—no MFP required. The suite currently includes seven popular workflow apps (with more on the way) that lets user convert files to audio, convert files to Microsoft Office formats, convert handwritten notes to text, redact text strings in documents, translate documents to a host of languages, merge & summarize documents, and add merged files together to create a new master document that is shorter and more concise. These applications are each time-savers on their own and, when put together, create an impactful set of features that will boost productivity across a wide array of organizations.

**CareAR:** The CareAR service experience platform equips field technicians with remote assist and self-solve augmented reality graphical guidance. Real-time graphical direction in context over the actual device within the technician's standard Smartphone field of view makes service calls and training more effective and efficient. The platform provides numerous tools through XR, letting the remotely located expert make annotations (which are anchored in place, even if the field worker moves their screen), highlight areas for focus, and provide other visual direction. Customers can also use the solution to ask for help, with the same real-time AR-enhanced assistance delivered within an immersive visual engagement that increases remote solve rates and enhances the service experience.

**Xerox Workplace Cloud** The Xerox Workplace Cloud solution provides comprehensive authentication, accounting, and authorization features for complete cloud-based print management. But what sets it apart from most offerings is the Home Print Tracker utility, which brings print management to home-based employees by monitoring printer usage—no matter the brand of printer. This gives full visibility to the company as to the true amount of printing being done, and it enables employees to be reimbursed for prints created at home on their personal devices.



Xerox Workflow Central

**Xerox DocuShare Family** DocuShare is the company's flagship content management and collaboration platform for managing information and automating the business processes that surround it. The cloud version, DocuShare Flex, allows businesses to manage documents in the cloud and automate key business processes. During testing, Keypoint Intelligence analysts found that DocuShare Flex is superior to some other leading solutions for working with unstructured documents, such as contracts and text-heavy office documents, and where team collaboration is a key requirement. Moreover, as a cloud platform, DocuShare Flex requires no up-front investment in servers or other IT resources while also delivering fast setup and quick ROI.

**Xerox Team Availability App:** The Xerox Team Availability App simplifies and automates the attendance process for the new hybrid workplace. Using the solution's web portal or mobile app, employees report if they are feeling healthy, where they plan to work that day (or week), and if they are available to come into the workplace if necessary. Their responses feed into an easy-to-understand dashboard that maps the location and availability in real time, so team leaders and facility managers have the most up-to-date data to inform decisions in a fluid work environment.

**Xerox ConnectKey App Catalog:** Helping to propel Xerox to the front in this study is the wide variety of MFP apps and connectors that have been created both by the company and its partner developers. Some of the new highlights include:

- Xerox Note Converter: Converts handwritten notes into digital MS Word or text files and sends via email, where they can be edited and shared with others
- Xerox ID Checker: Instantly verifies critical documents such as a driver's license, passports, and country IDs for fraud
- Xerox Connect for SignNow: Integrates with SignNow eSignature workflows, allowing for users to sign documents on the user interface instead of printing out and wet signing
- Xerox Connect for XMPie: Gives instant access to over 50 professionally created templates like greeting cards and calendars, then allows for personalized information to be added on the fly by the user
- Xerox Connect for RMail: Secure scan-to-email solution that complies with HIPAA and GDPR security requirements

in bliQ Solutions Center: MFP Apps & Connectors, Capture & Workflow, Document Management/ECM, Fleet Management & MPS Tools, Output Management, and others. Another consideration is the variety of offerings in each of those categories to suit the needs of different size organizations, from small businesses to global enterprises.

In the study, Xerox improved upon its past award-winning showings thanks to introductions and acquisitions in key areas. The company and its developer partners have continued the expansion of an unrivaled portfolio of MFP apps, especially those targeted at key vertical markets such as healthcare, education, and retail. Notably, the app portfolio is supported on a wide range of Xerox A3 and A4 hardware, which means home-based can have access to the same time-saving workflows as their office colleagues. What's more, the handy Xerox Workflow Central solution extends access to select apps to PCs and mobile devices.

Adding to the company's strong showing in the study is its Xerox DocuShare family of cloud-first products that deliver class-leading, document-centric content management and collaboration abilities. In addition, the impressive XMPie suite

delivers a host of content creation and management tools for effective multichannel marketing. Also of particular note are the cutting-edge CareAR service experience management solutions, which leverage XR (extended reality) technology to help field-service personnel as well as customers keep equipment operational. And this is all in addition to solutions from the leading document imaging software developers, such as ABBYY, Kofax, and Pharos.

“The pandemic crisis and continuing hybrid work environments have meant that the majority of knowledge workers are away from their offices at least some of the time, but they still need access to critical documents and collaborative workflows to keep the organization running,” said Jamie Bsales, Director of Smart Workplace & Security Analysis at Keypoint Intelligence. “Our study revealed that Xerox can provide a seamless work experience wherever people are located thanks to its unmatched portfolio of digital-collaboration tools and process-automation solutions and services.”

“Xerox is honored to be

recognized again for our portfolio of software solutions,” said Tracey Koziol, SVP Global Offering, Xerox. “We are proud to consistently deliver flexible workflow possibilities and secure collaboration abilities for our customers. With the recent introduction of Workflow Central and standing up of CareAR, we are making it easier than ever to execute work on any device, from any location. Xerox’s innovation is focused on creating easy pathways for productivity.”



**Tracey Koziol**  
SVP Global Offering  
Xerox Corp.

## About Keypoint Intelligence

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For 60 years, clients in the digital imaging industry have relied on [Keypoint Intelligence](#) for independent hands-on testing, lab data, and extensive market research to drive their product and sales success. Keypoint Intelligence has been recognized as the industry's most trusted resource for unbiased information, analysis, and awards due to decades of analyst experience. Customers have harnessed this mission-critical knowledge for strategic decision-making, daily sales enablement, and operational excellence to improve business goals and increase bottom lines. With a central focus on clients, Keypoint Intelligence continues to evolve as the industry changes by expanding offerings and updating methods, while intimately understanding and serving manufacturers', channels', and their customers' transformation in the digital printing and imaging sector.

## About BLI Line of the Year Awards

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Line of the Year Awards salute the companies that provide a broad range of hardware or software and whose products consistently performed above average throughout testing. Much consideration is also made by Keypoint Intelligence analysts and technicians in areas such as ease of use, features, and value, across an entire portfolio for that product area, with the end result being the most prestigious Buyers Lab Awards offered.

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