

From chaos to clarity: AI's role in ECM

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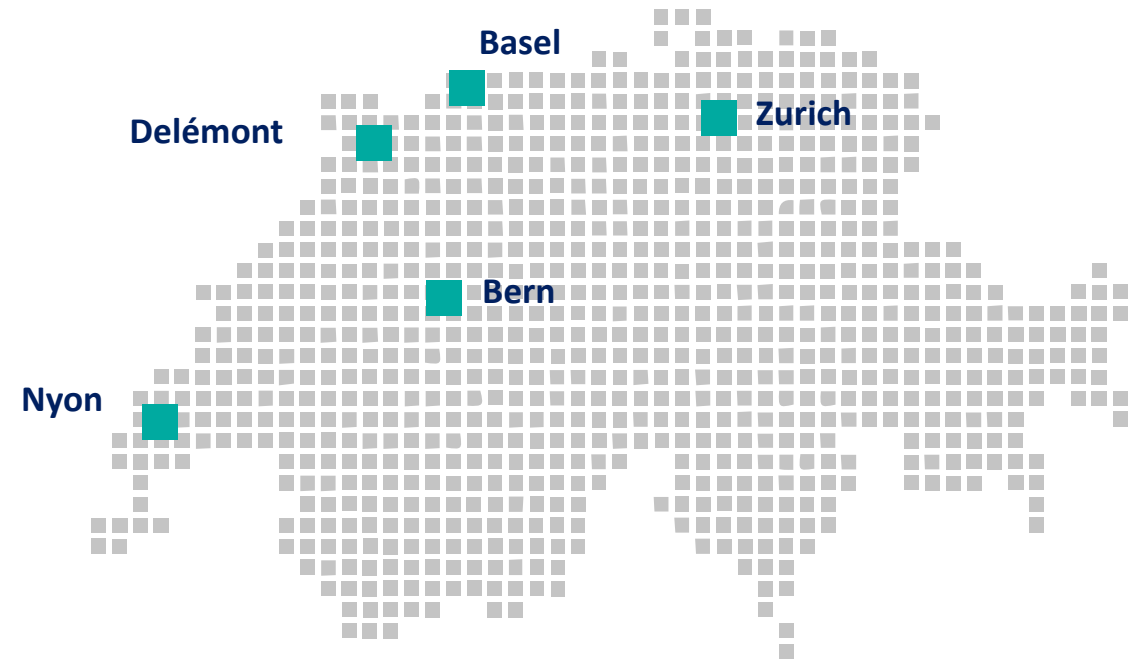
WHO WE ARE

The company

- Founded in 2010
- 80 employees
- Specialized in data infrastructure and platforms
- Customers in Switzerland and all over Europe

Our offer

- Consulting
- Service Level Agreements
- Trainings
- License Management
- Products



ABOUT ME

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I help our customers on all the topics around Enterprise Content Management

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1. The Evidence
2. Key differentiating features
3. Examples
4. Conclusion

The Evidence



- The Story
- Gartner
- Forrester Wave
- Beyond the standards

The Evidence

The Story

Origins

- Founded in **1987** in Finland under the Name Motive System
- The core innovation was a **metadata-driven approach**

Expansion

- Offices open in North America, Europe and Asia
- Integrates intelligent information management capabilities

Early Development

- 2002 -2005
 - First version of M-Files developed

Recent Milestones

- 2023 - Centaur Status
- 2024 - Reported **25% revenue increase.**
- 2025 - Historical Partnership signed with Microsoft

The Evidence

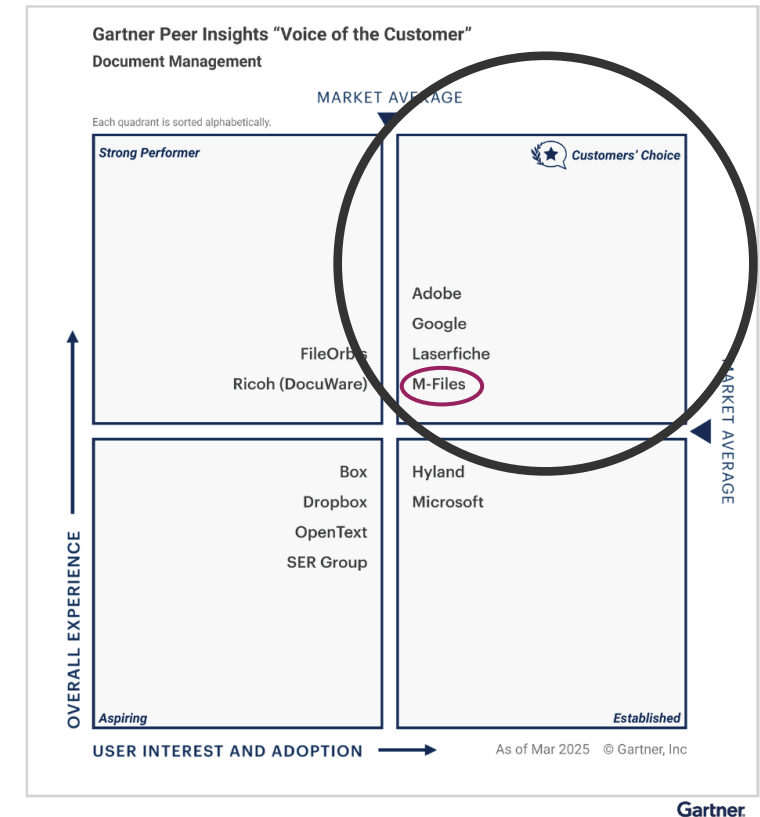
Gartner Peer Insights 2025

Essential in IT

- Written and read by IT Professionals
- +350000 verified reviews in +340 markets

Outcome

- Named Customers' choice
- Overall rating 4.7/5
- 94% of Gartner Peer Insights respondents would be willing to recommend M-Files.
- Exceeds the market average user interest and adoption



Source: Gartner (June 2025)

This graphic was published by Gartner, Inc. as part of a larger research document and should be evaluated in the context of the entire document. The Gartner document is available upon request from M-Files.

[DOWNLOAD THE REPORT](#)

The Evidence

Forrester Wave 2025 Q1

Important Analyst Report

- Evaluate vendors on three dimensions
 - Current Offering
 - Strategy
 - Customer feedback

Outcome

- Highest possible score in 3/18 categories
 - Metadata
 - Document Management
 - Document Generation
- Minimal score received is 3/5

Forrester views M-Files as a growth company with matured product vision and strong foundational product capabilities



The Evidence

Beyond the standards

Why M-Files is different

- Agile
 - Monthly release with real improvements
- Driven by innovation
- Focused on Automation
- Great integration
 - Microsoft
 - Connectors
- Great Partner Community

Product:

M-Files Online

Type:

☒ Improvement

☐ Defect

Release type:

☒ Monthly Release

☐ Long-Term Support

Release:

☐ Aug '25 SR2

☐ Aug '25 SR1

☐ Aug '25

☐ Jul '25 Cloud Update

☐ Jun '25 SR1

☐ Jun '25

☐ May '25

☐ Apr '25

☐ Mar '25 SR1

☐ Mar '25

☐ Feb '25

☐ Jan '25

☐ Dec '24 SR1

☐ Dec '24

☐ Nov '24

☐ Oct '24

☐ Sep '24

M-Files Online Aug '25 (25.8.15085.5)

Release to Cloud 17th Aug 2025.

Improvement: Set default gRPC port to 443 for new connections in MFAdmin.
ID: ADI-334
Description: When creating a new server connection in M-Files Admin, the default gRPC port is now set to 443 instead of 7766. This change improves compatibility with standard firewall configurations and simplifies setup.

Improvement: Avoid checkout prompt for mostly read-only file types in New Desktop
ID: CE-1266
Description: When users double-click a PDF or another typically read-only file type, M-Files New Desktop now opens the file in read-only mode without prompting for checkout. The list of supported file extensions is available in the user guide.
Solution: Changes in Desktop, Server.

Improvement: Improved accessibility of property groups in metadata card
ID: CAT-256
Description: Users can now expand and collapse property groups in the metadata card more easily using both mouse and keyboard, improving accessibility and usability.
Solution: Changes in Server, Desktop.

Improvement: More visible indicator for column resizing is update to Client
ID: CE-1202
Description: The Client now features a more visible indicator for column resizing. A slider between two columns can be used to resize the columns, making it easier for users to adjust the column widths as needed.
Solution: Changes in Desktop, Server.

Improvement: Vault application infrastructure improvements
ID: DXR-40
Description: Vault application infrastructure has been improved with Parallel Extension Object application start-up, application life cycle reliability fixes and other improvements.
Solution: Changes in Server.

Improvement: Document collection functionalities to new clients
ID: CE-448
Description: The user is able to work with Document collection and collection members via context menu in M-Files Web and Desktop.
Solution: Changes in Server, Desktop.

Key differentiating features



2

- Metadata filling
- What about images?
- Finding info
- Corporate Integration
- Sharing

Key differentiating features

Metadata filling

Intelligent Metadata Layer (IML)

- Several modules
 - Smart Classifier
 - Automatic document categorization
 - Information Extractor
 - 2 services
 - Text Analytics
 - Matcher

Aino Metadata

- Cloud Service
 - Hosted by M-Files in Azure
 - Nothing stored



Key differentiating features

What about images?

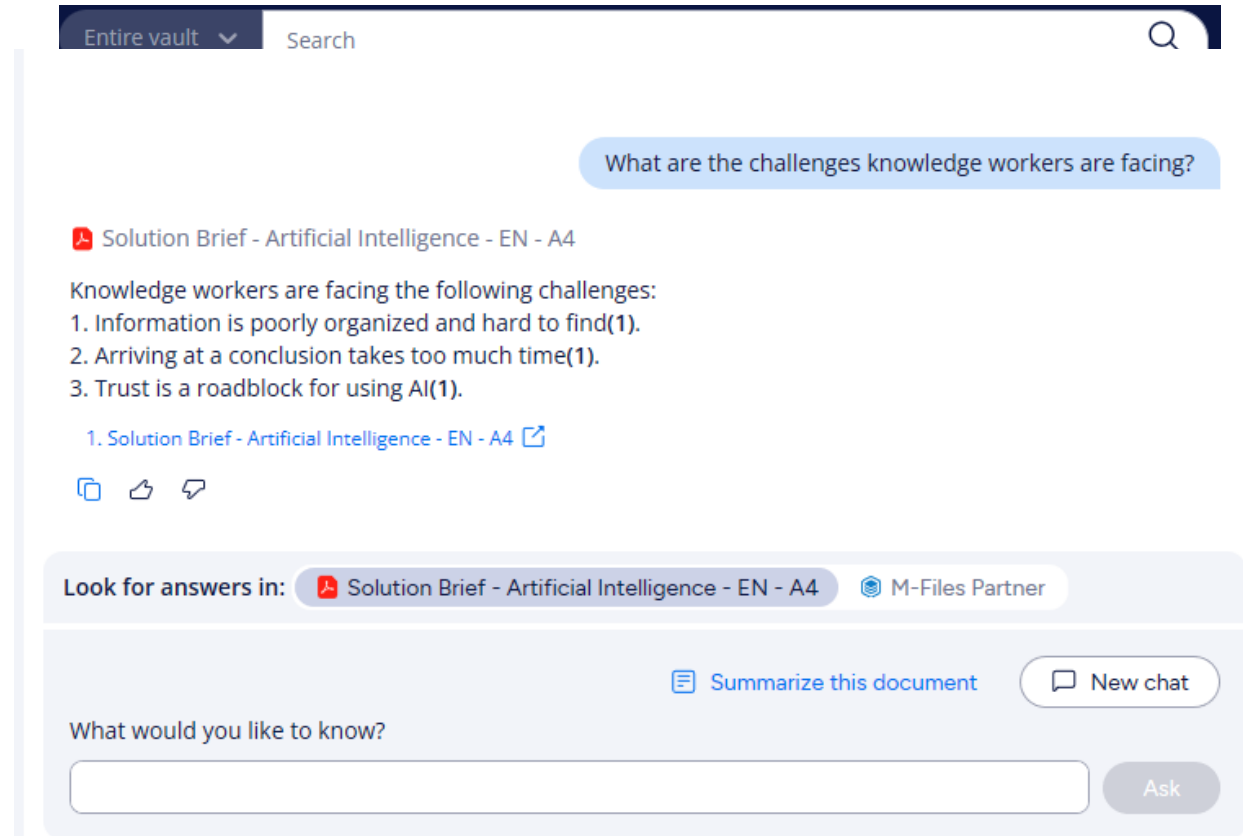
- How can they be exploited?
 - Often stored
 - Rarely usable
- **M-Files Image Analysis**
 - Based on Microsoft Cognitive Services Computer Vision
 - Simple to configure
- Turn them into valuable content



Key differentiating features

Finding info

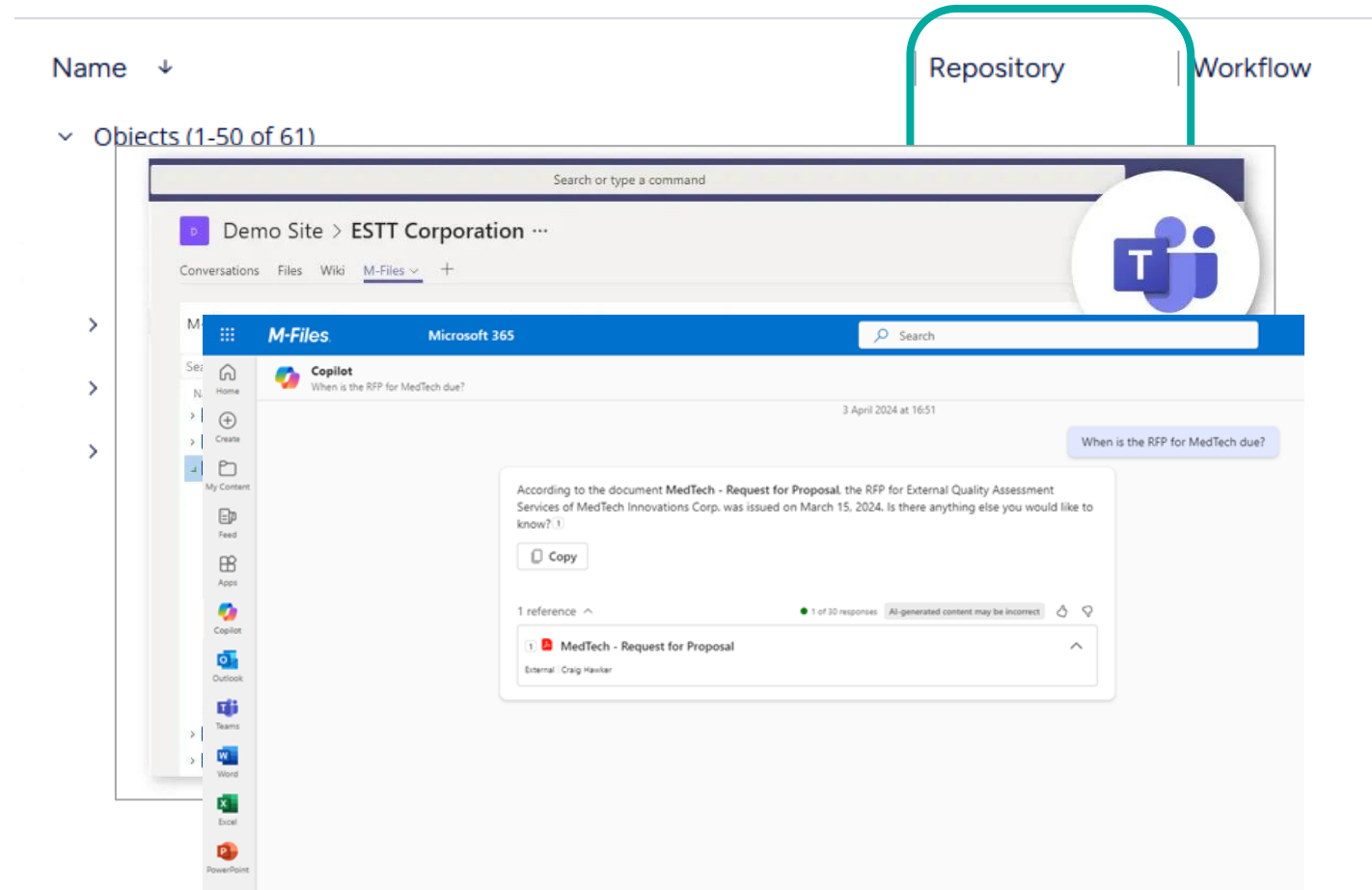
- “Classic” way
 - With advanced criteria
 - Facets
- “Next Gen” way - Aino
 - Human language interface
 - Multilingual
 - Summarize
 - Automate manual work



Key differentiating features

Corporate Integration

- External Repositories
 - Network folders
 - SharePoint sites
 - MS Teams
 -
- Accessible from Teams
- Usable in Copilot

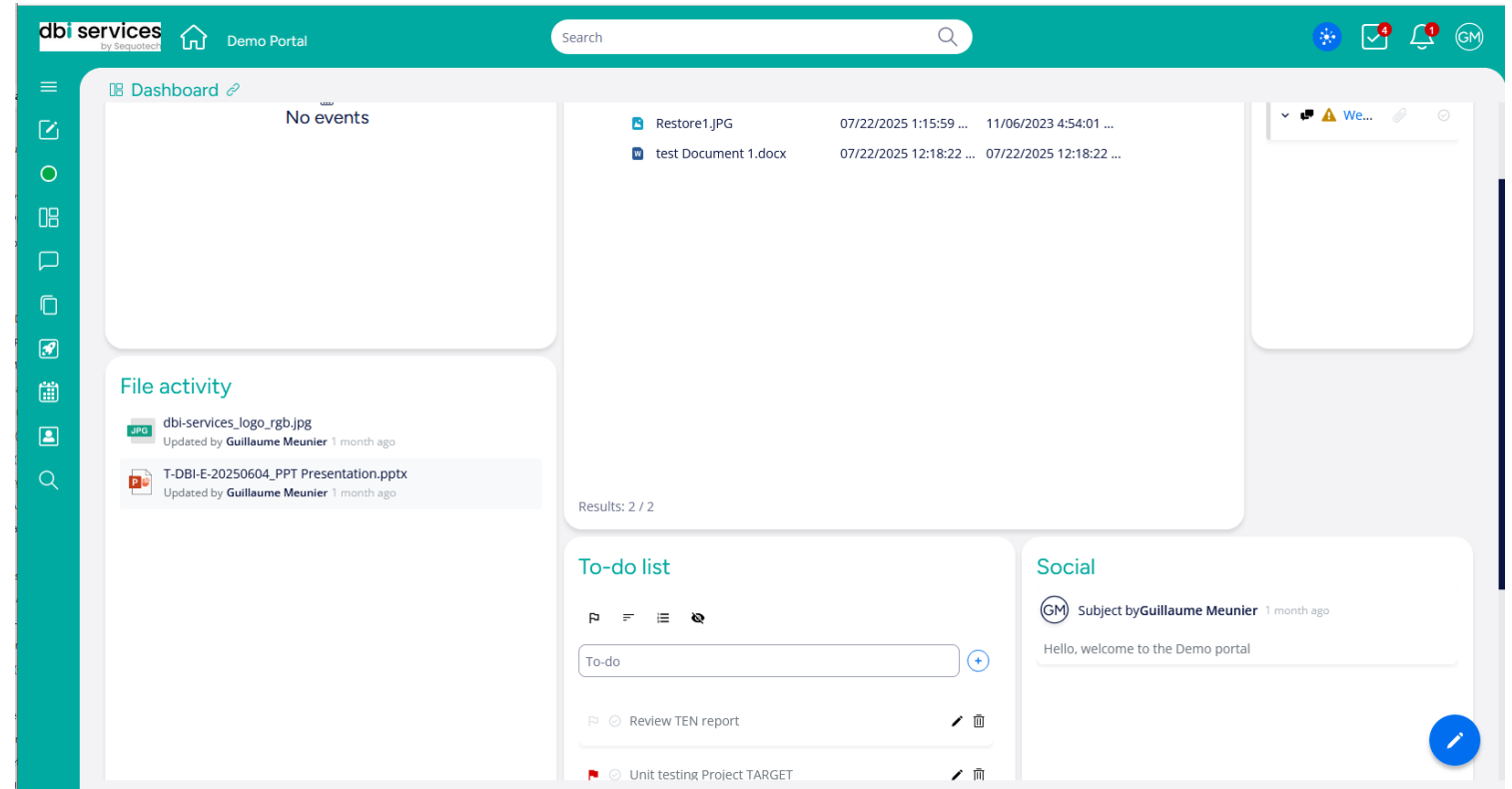


Key differentiating features

Sharing

Collaboration is a key point

- Hubshare
 - Make the link with outside
 - In a secure way
 - Customizable



Examples



- Demo

Examples

Demo

- Search
- Document Analysis
- Image Analysis
- Aino
- Hubshare preview



Conclusion



Conclusion

Much more than a DMS

Knowledge Work Automation

- Focus on added values

Automation

- Metadata filling
- Workflow
- Templates
- ...

Collaboration

- Exchange simplified
- Connectors with Common Document Repository
- Enterprise Search

Productivity

- Reduces inaccuracies
- Human language interface
- Get and interact content faster





THANK YOU!

ANY QUESTIONS? PLEASE, DO ASK

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