DocuWorld 2025

Event focused on 'empowering automation together'

by: Elizabeth Marvel, Office Technology Magazine

On May 21-22, DocuWare hosted its DocuWorld 2025 conference at the Hyatt Regency Jacksonville Riverfront in Jacksonville, Florida. The event gathered more than 300 attendees from across the Americas for a summary of DocuWare's strides over the last year, changes to its executive team, software update announcements, training on its products and partner awards.

The general session on May 21 was led by DocuWare executives, who discussed the growth of the company over the last year and how it plans to empower automation along with its partners — the theme of the conference. DocuWare CEO Dr. Michael Berger kicked off the general session with a summary of the past year's financial results. Revenue was up 18% in FY24, with 66% of that coming from Europe, the Middle East and Africa (EMEA), 32% from the Americas and 2% from Asia-Pacific (APAC; a region that held its first DocuWorld conference in 2024).

The majority of the revenue increase came from DocuWare's growth in its cloud offering, which jumped 23% in revenue during FY24, with a 19% increase in customers. DocuWare Cloud now has 930,000 users and hosts 1.5 billion documents (an approximately 26% increase over the previous year).

Berger also announced an additional 3,060 new DocuWare customers in FY24. "Both together — new customers and existing customers — we came up to a new record of 20,000 customers right at the beginning of this year in January," he said. "So this was a new highlight for us — 20,000 customers."

Berger then discussed the four cornerstones of the company's success: a great organization, excellent services, a fantastic product, and effective marketing and sales. Contributing to the great organization was the company's strong dealer partner network. "So the partner network grew to 850 worldwide," he said. "This is fantastic, and there are 84 countries around the world where we have [partners]. It's really, really great."

A significant organizational change the company made earlier this year was a shift in its leadership. Former DocuWare Group President Max Ertl announced his retirement at the end of March, and Berger became the company's CEO. A C-level leadership team was then put into place.

"When we looked forward, we were thinking about continuing on this path [of success and company growth]," Berger said. "We would like to be this reliable, strong partner for you in the future with all these four cornerstones. And with Max leaving ... we were thinking, 'Let's do [things] differently —

Berger (center) introduces the new DocuWare executives (left to right) Bochmann, Dischinger, Dresch and Schafer.

don't have two presidents; just one CEO. We'll have a C-level and each C-level [executive] will serve [in a specific function].' So, that's something we changed."

The four new executives were introduced and brought on stage as highlights of their careers were shared. The new execs: Michael Bochmann, chief product and technology officer (CPTO); Benedikt Dischinger, CFO and DocuWare Shareholder Advisory Board member; Uta Dresch, COO and acting general manager of DocuWare Corp.; and Hermann Schafer, chief sales and marketing officer (CSMO). The executives spent a few minutes explaining their new job responsibilities, and some gave additional general session presentations.

After the executive introductions, Berger returned to the stage to discuss DocuWare's future potential, citing a plan to drive intelligent business transformation through DocuWare's state-of-the-art platform, as well as assisting customers in moving into the digital world and helping them operate more efficiently in it. The four areas of focus Berger discussed:

(1) Continuously driving document digitization through intelligent document processing by digitizing various types of paper documents and generating information out of semistructured digital content (e.g., images, emails, PDFs, etc.).

(2) Continuously driving content management by managing digital content from different sources, and making storage, access and search of that content compliant, secure and private. There will also be a focus on long-term archiving and the ability to generate, edit and annotate digital content.

(3) Continuously driving business process digitalization using

predefined workflows and enrichment with information from external systems for decision-making and routing.

(4) And, finally, driving intelligent business transformation using DocuWare. "Our ultimate goal is to really help every business along this path [of intelligent business transformation]," Berger said. "So whenever you find a customer, in whatever digitalization stage they are in, we'd like you to take it from there with DocuWare."

Berger also noted DocuWare's investment and innovation in four areas: cloud and cybersecurity; the user experience and usability; workflow and integration; and artificial intelligence (AI). The last area, AI, was a highlight of the general session, as it was noted that DocuWare is developing its own AI tools from the ground up thanks to last year's acquisition of Natif.ai.

During the general session, DocuWare's AI Product Manager Ram Joshi showed a live demo of the company's new "Intelligent Insights" feature, which uses DocuWare's AI to access information from, to compare or to summarize documents. Joshi asked

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Intelligent Insights several queries: "What is the minimum order quantity for bolts and nuts per X Company's supplier agreement?," "Summarize the key takeaways from an email conversation between X and Y Companies," "What are the standard payment terms per X Company's contract?" and "What is the total amount X Company paid on its invoices in the last 12 months?" DocuWare's AI quickly pulled the answers to these questions from its document database, receiving applause from partners.

Berger then wrapped up the general session by sharing his goals for DocuWare's future. "So you have all these investments — what we're seeing on the product side, what we're investing in sales and marketing, and in the service organization," he said. "Hopefully in five years ... [we can] get another 10,000 customers and double the revenue and triple the cloud usage." ■

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