



# 'Delivering the Future'

## DocuWare hosts partner conference May 20-21

by: Elizabeth Marvel, Office Technology Magazine

On May 20-21, DocuWare hosted its DocuWorld 2026 partner conference at the Loews Chicago O'Hare Hotel in Chicago, Illinois. The sold-out event brought around 350 attendees together from across the Americas to hear about DocuWare's successes in the last year, experience the newest innovations within the software suite, participate in a variety of breakout sessions, and enjoy a "Night of Champions" that included a reception, dinner, casino night and partner awards.

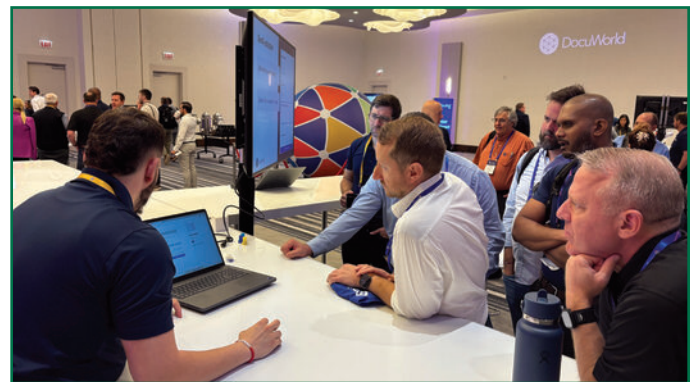
CEO Dr. Michael Berger kicked off the event with his general session presentation, where he gave an overview of the current market and a summary of the year's financial results.

"The world is becoming more complex, more uncertain," Berger said in his opening comments, setting the scene of today's reality. "So much of what was long considered stable is becoming less reliable. We see shifts in priorities and perspectives. Geopolitical alliances are being realigned, and even facts and information are sometimes more difficult to navigate. At the same time, broader economic, environmental and social disruptions are intensifying. These are having an increasing direct impact on economic stability and business continuity in operations.

"We are also experiencing a technological and economic disruption of enormous momentum," he continued. "Digitization and automation — which DocuWare is a part of — are fundamentally transforming markets and business models. Alongside new dependencies, they are also creating new opportunities."

He noted that many companies are floundering, attempting to manage and plan around uncertainty and complex situations. "They are struggling with unstable supply chains, material and energy provisioning, inflationary rising costs, interest rates and tariffs, and the constant pressure to adapt faster," Berger said. "At the same time, they face a generational shift with shortages in workforces, as well as changing buyer and working behavior. And they experience an exponentially growing volume of data, complex regulations and, finally, rising demands on governance, cybersecurity and infrastructure performance ... Many companies are losing the ability to develop on their own. They are losing their direction. They are losing momentum and, ultimately, their competitiveness."

Berger emphasized that DocuWare is helping customers manage this increasing complexity through improvements in its intelligent document processing (IDP), automation and artificial intelligence (AI)-powered digital processes — all of which were featured during the conference. "Let's confront this ever-growing chaos with what truly makes us strong —



*Above: Attendees visit the Experience Zones at DocuWorld 2026, where product experts gave demos of the new DocuWare platform and DocuWare IDP; automation and integration options; and the new Partner Portal. Right: Dr. Michael Berger gives his general session presentation.*



with what DocuWare has built up and what makes our partnership successful," Berger said. "With the best remedy for the complexity of our times: structure and order. In practical terms, this means stable and flexible digital processes. This is our contribution, which enables companies to manage growing complexity. Our products and services help them manage structure and understand information. They make processes transparent for them and help them design flexible systems. With that, our customers will be able to again focus on their core businesses so they regain their stability and can look toward the future with clarity and competition."

During his presentation, Berger announced that the company now has 800 employees and 21,000 customers worldwide, and has experienced significant revenue growth over the last fiscal year. Reasons cited for the revenue increase include investments in DocuScan, natif.ai, Axon Ivy and the Ricoh Software Business Unit, along with the company's work on its software's security, high scalability, modern processes and the user experience.

"Dear partners, we cannot afford to leave the future to chaos," Berger said, concluding his presentation. "Our customers are facing a level of complexity they cannot handle on their own. In this room, we together have the technology, the expertise and the network that will enable our customers to successfully shape the future ... We will bring structure, order and, finally,

stability and flexibility. We have the solutions for the challenges ahead and we are ready to tackle them. Not alone — together. Not tomorrow — right now, right here.”

Chief Product and Technology Officer Michael Bochmann explained the theme of the event — “delivering the future” — during his general session presentation. “We needed something new, but still familiar,” he said, discussing the revamp of the DocuWare user experience and interface. “We chose this year’s theme ... because we’re bringing the future, the next generation of DocuWare. It’s not a facelift; it’s an evolution — one experience across any device, reduced cognitive load, faster onboarding, accessibility by design and technically state of the art.”

Bochmann announced the release of DocuWare’s new AI tool, DocuWare Aura, which allows direct access to DocuWare file cabinets. “Our brand-new AI suite is deeply integrated in the next-generation experience — in the viewer and the results list, or as a powerful chat interface that allows natural language search, which is the new way to access information,” he said. “Aura helps users to search smarter, summarize documents, draw conclusions, translate content, compare versions and even draft email replies, all directly within DocuWare.”

He also noted changes to DocuWare IDP, which now offers tighter integration by supporting both Classic Extraction and

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the new generative AI-based Zero Shot Extraction, which produces results without the need for training. Zero Shot Extraction learns from user data and improves with feedback, making it faster and more flexible. Another new feature in IDP is master data matching, which allows extraction results to be cleaned up and enriched by comparing them with master data from external sources.

Finally, Bochmann introduced the DocuWare Integration Platform, which will allow standardized, out-of-the-box integrations with third-party systems like ERPs, CRMs and more.

The event’s theme was also evident in many of the other general session presentations, as well as the new “Experience Zones,” where attendees could learn more about four areas of DocuWare in-depth: New DocuWare (with a look at the newest iteration of the software, as well as its companion app); DocuWare IDP; Automation and Integration; and Partner Enablement. Product experts were available in each of the zones throughout the event, giving partners a chance to get a hands-on look at new features and offerings. ■

*Elizabeth Marvel is associate editor of Office Technology magazine. She can be reached at [elizabeth@bta.org](mailto:elizabeth@bta.org) or (816) 303-4060.*

