

eXo vs elium

competitive reference guide

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Provider Profile | Comparison

	elium	eXo
Company	<ul style="list-style-type: none"> Created in 2008 as “Knowledge Plaza”, rebranded in 2017 as elium Belgian company with offices in Belgium and Paris Less than 50 employees. 100 customer implementations. 	<ul style="list-style-type: none"> Created in 2003 French company, offices in Paris, San Francisco and Tunis. Over 100 employees. 200+ customer implementations.
Product(s)	<ul style="list-style-type: none"> Elium 3.1 	<ul style="list-style-type: none"> eXo Platform 4.4
Positioning	<ul style="list-style-type: none"> Core positioning: Social knowledge management Target solutions: Solutions aiming for a balance between traditional knowledge/document management and social/community-orientated environments (knowledge sharing systems, knowledge-centric communication & collaboration systems) 	<ul style="list-style-type: none"> Core positioning: Digital collaboration Target solutions: Digital Workplace solutions (social and collaborative intranet, knowledge management, document management, project management) as well as Digital Experience solutions (customer extranet, partner portal, community management), all of which are collaborative and user-centric in nature.
Current Market Presence	<ul style="list-style-type: none"> Geographies: Europe (mostly France) + Middle-East & Africa, Australia, Brazil, Canada, India, Latin America, Mexico, United State Activity sectors: professional services, industrial manufacturing, government, public services, non-profit 	<ul style="list-style-type: none"> Geographies: Europe (mostly France) + USA & Canada, Middle-East & Africa, South America, Asia Activity sectors: central & federal Governments, local administrations, security & defense, financial services, retail, industrial, energy, technology, telecom, healthcare, education, non-profit
Target Market	<ul style="list-style-type: none"> Target size: Medium & large enterprises Target buyer personas: Consulting professionals & digital transformation managers 	<ul style="list-style-type: none"> Target size: Small, medium & large enterprises Target buyer personas: HR, Communication & IT professionals
Pricing Model	<ul style="list-style-type: none"> Renewable subscription plans. Subscription covers user licenses, storage, maintenance and support. Approx. range of €3k to €10k for initial professional services (KP Academy, consultancy, trainings, service integrations, data imports). €7k per year for 50 users, with volume pricing on request (largest deployments are currently on 80,000 enabled users). 	<ul style="list-style-type: none"> Renewable subscription plans. Subscription covers user licenses, maintenance and support. From \$6/user/month for up to 200 users, from \$27,5k/year for up to 1k users, from \$48,5k/year for unlimited users Optional on-demand managed cloud hosting, professional services and adoption/change management program.

Provider Profile | Battlecard

	elium	eXo
STRENGTHS	<ul style="list-style-type: none"> Their history sticking to the knowledge management niche (although it can be seen as a weakness for other projects, see below) can be seen as a strength in knowledge-centric projects targeting knowledge workers, and led by favorable buyers (such as one highly preferring traditional knowledge management structure, or a consulting firm that is leading the project and which they seem to target). 	<ul style="list-style-type: none"> Older company, about twice the age of elium. More offices and worldwide presence. Larger size and market footprint than elium. (For example, elium states having 100 customer projects totaling 100k active users today. Just one of eXo's customers is serving that number of users.) More mature and experienced in the digital collaboration and ESN space. Experience serving more industries than elium. This means better understanding of the specific context and digital collaboration challenges of more industries. A noticeably larger online footprint (articles, best practices, extensive documentation targeting users, admins and developers, online community with 100,000+ members, catalog of 40+ free add-ons, etc.) offering some evidence of eXo's expertise.
WEAKNESSES	<ul style="list-style-type: none"> Younger company, half the age of eXo. They also seem to only have about half the size (employees & offices) and market footprint (customers & partners) of eXo. They've long been a knowledge management niche player and came to the user-centric collaboration and enterprise social networking market very recently, i.e. late (compared to eXo and to the digital workplace market in general). No open online community or any real trace of a public knowledge base (documentation, tutorials/best practices, product and industry articles, etc.) for a provider that claims to be all about knowledge... <p>→ Overall less experience reflected by their smaller number of customers and industries, heavier reliance on consulting firms to handle customer projects, late reaction to the evolution in the digital workplace market, lack of a significant trace of public communications/content marketing demonstrating awareness and experience with the challenges of digital transformation, etc.</p>	<ul style="list-style-type: none"> eXo often struggles winning projects for implementing systems that are traditional specialized knowledge/content-centric, due to its inherent user-centric, transversal and conversational/collaborative nature. Elixir might have an easier time making its case for those projects (despite that it's now pursuing incorporating a collaborative user-centric experience) thanks to its experience and history in this niche.

Native Functionality | Comparison

	elium	eXo
User Profiles & Directory	✓	✓
Social Activity Streams with Likes, Comments & Microblog	✓	✓
Notifications	✓	✓
Content Publication / WCM	✓	✓
Spaces	✓	✓
Chat	✓	✓
Document Management / ECM	✓	✓
Search Engine	✓	✓
Wiki	✗	✓
Calendars	✗	✓
Task Management	✗	✓
Personal Dashboards	✗	✓
Dedicated Forums, Polls and Q&A	✗	✓
Responsive Web Layout	✓	✓
Native Mobile App (Android & iOS)	✗	✓

Native Functionality | Battlecard

	elium	eXo
STRENGTHS	<ul style="list-style-type: none"> • Content Tag & Category Management: This is elium's strongest point and is at the heart of its KM experience allowing it to make large volumes of content manageable. Both solutions allow setting up faceted content tags and categories, but elium's native tagging and tag management goes deeper, e.g. managers can set up "predefined tags" (that users have to use), synonym detection and fusion (to avoid unnecessary duplicates of tags) and setting up categories/hierarchies of tags, and visual presentation and searching based on these tags. • Newsletters: A native feature for setting up newsletters to send content periodically to users by email (i.e. old school newsletters). In eXo, users have a feature for receiving personal periodic email digests, but setting up a traditional editorial newsletter requires some custom work. • Usage Analytics: elium offers some key user and content indicators, while eXo only offers some key social indicators through a community add-on or a paid service (powered by Lecko Analytics) to access more sophisticated social and community engagement analytics (so not content-focused analytics). • Space Types: elium provides two basic space types: publishing spaces (knowledge-centric) and collaborative spaces. They can be branded. eXo does not provide pre-defined space types or space branding. 	<ul style="list-style-type: none"> • Social Networking: eXo's implementation of social networking features (profiles, directories, connections, activity streams and notification system) seems more mature and a bit better integrated to its set of collaborative apps. Plus it seems more pluggable to other business apps. • eXo's chat is more collaborative and smartly integrated with its collaboration apps (allowing the user to capture tasks, events, documents, meeting notes, etc. from inside a chat session). • Although elium is supposedly the more knowledge-orientated player, eXo offers a wiki feature (an often useful tool for certain knowledge base building use cases) as well as structured full-featured forums, polls, and a Q&A system for building a searchable conversational knowledge base, while elium surprisingly doesn't (probably because it's still new to the conversational style of knowledge management). • eXo clearly offers more collaborative modules such as personal and team task management and calendars. • eXo offers a native mobile app for Android and iOS which is hybrid (so it automatically reflects customer branding and customizations) and open source. A native app also means you can interact with your phone OS (e.g. share a photo taken from your phone with your team easily).
WEAKNESSES	<ul style="list-style-type: none"> • Comparatively lacking in team collaboration features: <ul style="list-style-type: none"> – No task management to collaborate on projects and documents – No calendars to contextually schedule team activity and events inside the platform, etc. • Social features are "entry level" and not very mature and very solidly integrated to a true collaborative/productive user experience. • Same with their chat. On paper it's available, but it's not as deeply integrated to the collaborative experience as eXo's. • No wiki, which may prove a weakness in projects where a wiki is explicitly requested. • No dedicated forum module for organizing and structuring team and space discussions and no way to organize polls to gauge user opinion and preference. • No feature for setting up a collaborative Q&A and FAQ system (answer voting, approval and posting system). • Lack of add-ons providing concrete use cases for customizing existing functionality to meet particular needs (for example building a ticketing system out of the forum app) or to add new ones (e.g. leave requests), unlike eXo. 	<ul style="list-style-type: none"> • Content Structuring: eXo provides a rather complete ECM and WCM system. However, a few content structuring features are lacking compared to a knowledge-centric solution like elium, such as advanced tag management like setting up predefined tags (in eXo this requires customization). This type of functionality is sometimes requested by large organizations dealing with high volumes of content/users and worrying about ending up too many/unusable tags, hence they prefer to impose a structure. Elium seems a little bit more ready out-of-the-box to deal with such a traditional knowledge base management mindset. • Usage Analytics: eXo only provides a few social-focused indicators through a community add-on. eXo however optionally provides an add-on leveraging Lecko Analytics as part of a paid service, a more sophisticated solution but still focusing on social engagement analytics rather than content analytics. (Another manifestation of difference in positioning.) • Space Types: no predefined space types or space branding, although this feature will be introduced in the upcoming version 5.0, which will be better than elium's current space types offering.

Technical Capabilities | Comparison

	elium	eXo
Cloud/SaaS Deployment	✓	✓
On-Premise Deployment	✗	✓
Cloud Datacenter Security, Managed Services, High Availability & EU Data Protection Compliance	✓	✓
LDAP/Active Directory	✓	✓
SSO	SAML2	SAML2, CAS, SPNEGO, JOSSO, OpenAM
Open Source	✗	✓
APIs	OAuth 2.0	REST, Java, Web Services, OAuth 2.0
Available Connectors	Google Drive, Gmail, MS Office, SharePoint, Outlook, Skype, Dropbox, Lotus Notes, Lotus Quickr	Google Drive, Dropbox, Box, SharePoint, Outlook, Exchange, Skype, Salesforce, Bonita BPM, Lecko Analytics
Extensible through custom development & custom integration	✗	✓

Technical Capabilities | Battlecard

	elium	eXo
STRENGTHS	<ul style="list-style-type: none"> • Ready to use mass import connectors for file servers: For some file repositories like SharePoint, Google Drive, Lotus Notes and Lotus Quickr, elium has ready-made connectors designed for bulk-import which probably makes data migration from these particular file servers more quick/straightforward compared to eXo (which would require a custom study). eXo has a few connectors as community (unsupported) add-ons such as for SharePoint and supports protocols such as CMIS and WebDAV that it could rely on, but it requires a data migration custom study. 	<ul style="list-style-type: none"> • Choice between cloud and on-premise deployment instead of limited to the cloud. • Compatible with more SSO providers, as well as the flexibility to deal with different SSO providers at once, or to handle custom-made SSO through custom services if necessary. While elium only deals with SAML2. • Open source: eXo Platform itself is open source, its mobile app and all of its add-ons are also open source. It also embeds many open source components under the hood. Using supported open source technology helps buyers like public bodies better contain their IT expenditures, ensure their ITOPs perennality and evolutivity, higher transparency and security, higher integration potential, etc. • More APIs and extension points (which are documented) such as Java APIs, Web Services and REST APIs (including the ability for developers to add their own REST services). • An extension mechanism allowing developers to add additional layers of customization/integration/apps deployed in the form of non-destructive plug and play extensions (maximizing flexibility while ensuring that the platform core is not changed to insure stability). <p>→ eXo is a larger software framework, more compliant with Open Standards and more technically capable and flexible choice. It should be easier to pitch it to IT personas and organizations with internal IT resources and who might seek more flexibility and evolutivity with their software.</p>
WEAKNESSES	<ul style="list-style-type: none"> • The first limitation is the apparent lack of an on-premise hosting option for organizations that prefer to host in their own private in-house servers. • SSO options are limited compared to eXo, offering compatibility with only SAML2 vs. eXo's compatibility with SAML2 vs 4 others. • Closed source software, much less APIs, no real developer ecosystem/documentation/resources. eXo (being a true "platform") is clearly the more developer-attractive choice. • Not open to custom integration/development. <p>→ Overall elium seems less flexible and noticeably less capable than eXo of accommodating complex infrastructures, varying IT constraints, particular business requirements and non-destructive/sustainable customization work added on top of the out-of-the-box platform.</p>	<ul style="list-style-type: none"> • Ready to use mass import connectors for file servers: eXo has a few connectors as community (unsupported) add-ons such as for SharePoint and Google Drive and also supports protocols such as CMIS and WebDAV which it could rely on. But it does not have connectors that are especially made to accelerate data migration from specific solutions, so migration may be comparatively less straightforward when dealing with the file servers that elium supports.