

Success Stories: How ENSUR is Revolutionizing Document Management



We Listen to You

How does DocXellent develop its product roadmap? We ask our customers. Not only do we have an ad hoc process where customers can make feature requests at any point in time (we call those PCRs, or product change requests), these requests also get reviewed by our steering board. Our team then groups requests together in theme packs to help build our product roadmap.

Once the highest-priority theme parks bubble to the surface, we have meetings with our customers and ask them about their specific pain points. This includes desired features that would make their lives easier, streamline their workflows, and reduce manual effort. We take the feedback collectively across these customers and develop the specific features that we plan to implement.

We Aim to Build Long-Term Partnerships

Our team understands that it's not just about delivering a product, it's also about providing ongoing support and building relationships. We prioritize working closely with our clients to understand their needs and goals, providing solutions that fit their unique requirements, and constantly improving our services to exceed their expectations. Read on to learn what our customers had to say about their ENSUR experiences.



Our customers send in a PCR



Our team evaluates the requests



We hold customer interviews



We create our product roadmap

Customer Highlights

Our Difference

Our customers value our commitment to tailoring our solutions to meet their individual requirements. Our ability to extend our platform's functionality, provide professional services, and resolve distinct challenges has been well-received. By offering customized solutions, we enable companies to maximize the benefits of our services and streamline their operations.

"ENSUR is a toolset, how I use it is completely up to me."

Experience Hassle-Free Support

Our customer interviews pointed out one of our major differentiators: the DocXellent Support Team. We go beyond providing simple answers and strive to find solutions that work for each individual customer. Our team is dedicated to helping troubleshoot issues, providing detailed instructions, and sharing best practices to ensure a positive customer experience.

Boost Your Audit Preparedness

During our customer interviews, a quality director involved in audits highlighted the efficiency of ENSUR's training record feature, which allows auditors to quickly access any user's full history of training, including Read & Acknowledge dates. ENSUR's document management capabilities also minimize the preparation required for audits, making it easier for businesses to manage them effectively and efficiently.



"ENSUR is a vital tool for a smooth auditing process."

ENSUR Benefits Your Entire Organization

The appreciation for ENSUR extends beyond just business users; even those who don't use it acknowledge and promote its value. One of our interviewees explained that their IT team highly regards the system based on the positive feedback received from business users and went on to point out the potential for utilizing the system across their entire enterprise. The system is respected not only by business users but also by IT teams who make crucial decisions regarding product deployments in their organization.



Ready to start building your own ENSUR success story?
Schedule a demo today.

ENSUR Goes Where Our Customers Go

Two interviewees had prior ENSUR experience and became advocates for the tool, bringing it to their current companies. One of our customers, with 15 years of ENSUR experience, strongly recommended the tool to his new company, citing its benefits and his positive experience using it at his previous employer.

We make it a priority to foster relationships with our clients, creating loyalty that runs deep. This loyalty doesn't stay just among our customers, but also among the individuals who have used it and continue to champion it in future employment.



All Your Processes in One Place

One customer we interviewed pointed out that they use ENSUR for everything in their quality process. When asked if there were any other processes they wanted to move into the system, they told us there wasn't anything left – their company was already doing everything in ENSUR. For us, that's an ideal end goal for a new prospect.

**"None of our processes are paper or manual anymore,
everything's in ENSUR."**

ENSUR's Versatile Document Control Capabilities

In our interviews, we were able to identify types of content customers control in ENSUR that surprised us, as they are not the typical Standard Operating Procedures, Work Instructions, Non-Conformances, etc. These included items like:



Customer feedback forms



Calibration lists



Technical data sheets



Management reviews



Material receipts



Fire extinguisher checklists



And many more

"ENSUR offers superior functionality and is more user-friendly than any other alternative we considered."

How Do We Compare?

One of our clients was asked if they had considered other document management systems. They disclosed that some departments within their organization had experimented with competitors' platforms, but upon assessing ENSUR, they couldn't picture themselves utilizing any other system. Our client was thoroughly impressed with ENSUR and deemed it to be significantly superior to the other systems they had evaluated. Due to their strong preference for our product, they explained that they had no need to explore any other options.

According to him, although some of the other systems may appear visually appealing, they lacked functionality and were mostly superficial. He specifically mentioned that he loved the ease of use of our system.

Are you ready to unleash your company's potential?

Contact us today