



COMPARISON GUIDE

PROCESSMAKER VS LASERFISCHE

This document will concentrate on two top BPMs platforms we reviewed: Laserfische and ProcessMaker. We conducted thorough reviews of both platforms that highlighted how each handled the following: process design flows and optimization, business rules, process variation, visualizations, and the ability to rapidly develop and deploy solutions. Both are used by many of the world's largest organizations to automate core business processes to achieve the highest levels of efficiency.



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When you are considering other BPMs

Is your enterprise still operating on a mix of disparate legacy and point solutions? Or maybe you have adopted a suite that checks many of the boxes your organization requires, but misses a few critical points that are causing your business to consider other options? Choosing between two quality platforms can be tough for any organization, but we have taken the time to create a comparison guide to help you weigh the pros and cons of your next investment in a business process management software (BPMs) platform with peace of mind.

This document will concentrate on two top BPMs platforms we reviewed: Laserfische and ProcessMaker. We conducted thorough reviews of both platforms that highlighted how each handled the following: process design flows and optimization, business rules, process variation, visualizations, and the ability to rapidly develop and deploy solutions. Both are used by many of the world's largest organizations to automate core business processes to achieve the highest levels of efficiency.

Both platforms have their fair share of pros and cons, but a quality BPMs empowers technical and non-technical users with an intuitive interface to design and interact with workflows, easily integrate with third party systems, develop custom functionality with low-code, have easy access to support and training, and offer robust process management and optimization tools. We hope this comparison guide helps you identify the best platform for solving your business challenges.



★★★★★
4.5/5 (346 Reviews)

★★★★★
4.4/5 (19 Reviews)

★★★★★
4.3/5 (211 Reviews)

★★★★★
4.5 (116 Reviews)



QUICK OVERVIEW



★★★★★
4.5/5 (351 Reviews)

★★★★★
4.8/5 (100 Reviews)

★★★★★
4.5/5 (204 Reviews)

★★★★★
4.4/5 (47 Reviews)

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Featured companies: processmaker and laserfische

Laserfische[®]

Laserfische is a popular provider of intelligent content management and business process automation tools. Robust workflows help businesses automate repetitive tasks and organize vital documents across their entire enterprise. Using Laserfische, law enforcement, insurance, wealth management, and other data-heavy industries systematize content management.

 **ProcessMaker**

ProcessMaker is a low-code intelligent business process management software (iBPMs) platform that helps break down operational silos and drastically improve efficiency. Its intuitive workflow automation platform has been empowering cross-departmental collaboration for programmers, citizen developers, and business users alike since 2008.

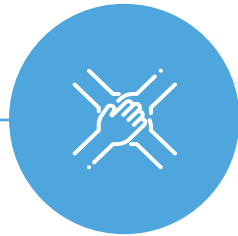
Basis of Comparison

When reviewing Laserfische and ProcessMaker, we compared each system based on the factors below:



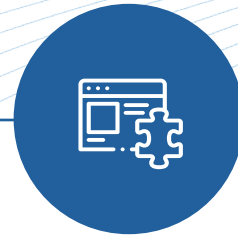
Usability

intuitive nature and functional focus on the business user



Ability to handle a collaborative development model

ability for multiple departments and users to create and run workflows on a central platform



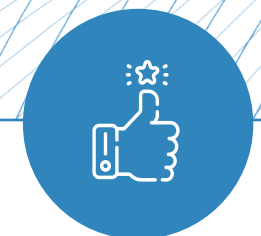
Customizable

capability for organizations to develop business processes specific to the needs of their organization



Provide process improvement and governance support

feature monitoring, audit logging, and management tools that assist with operation and governance of the BPM suite



Function as a low-code platform

simplify the development lifecycle for technical and non-technical users alike

Laserfische®

Increases workplace efficiency

Modular design

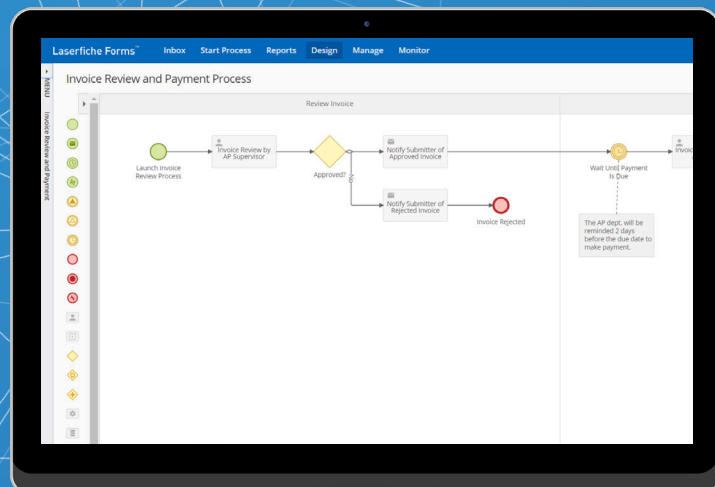
Excellent customer service
and in-person training

Pros

+ Increases workplace efficiency. Laserfische enables the transition to a paperless office. Users love the ability to store important documents and access them from the cloud. Employees were able to focus on more meaningful projects as opposed to the busy paperwork.

+ Modular design. The Laserfische platform is extremely modular. Users appreciate the ability to “keep it clean and simple” with base features, or upgrade to a more advanced toolset when needed.

+ Excellent customer service and in-person training. Users appreciate annual, in-person training events hosted by Laserfische. Also, the platform facilitates regional groups to support one another on the local level.

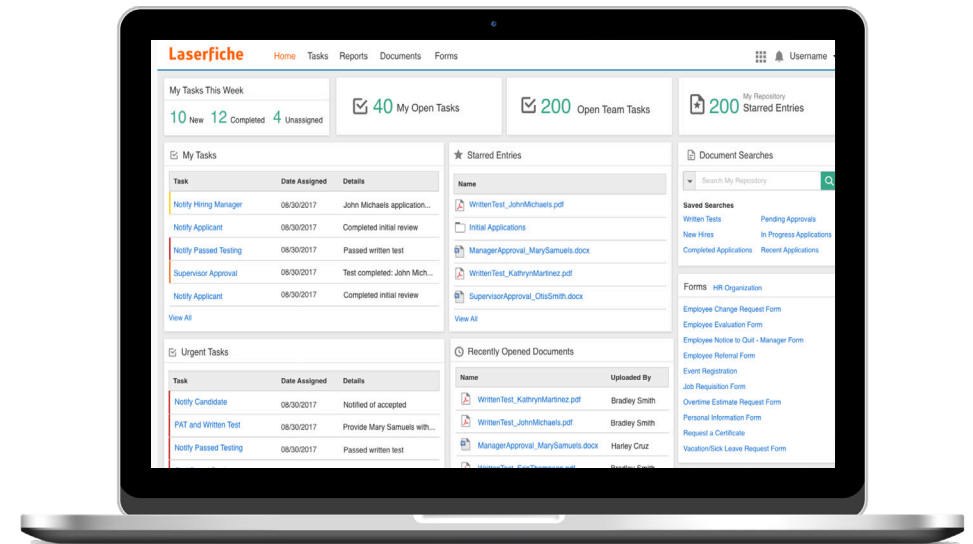
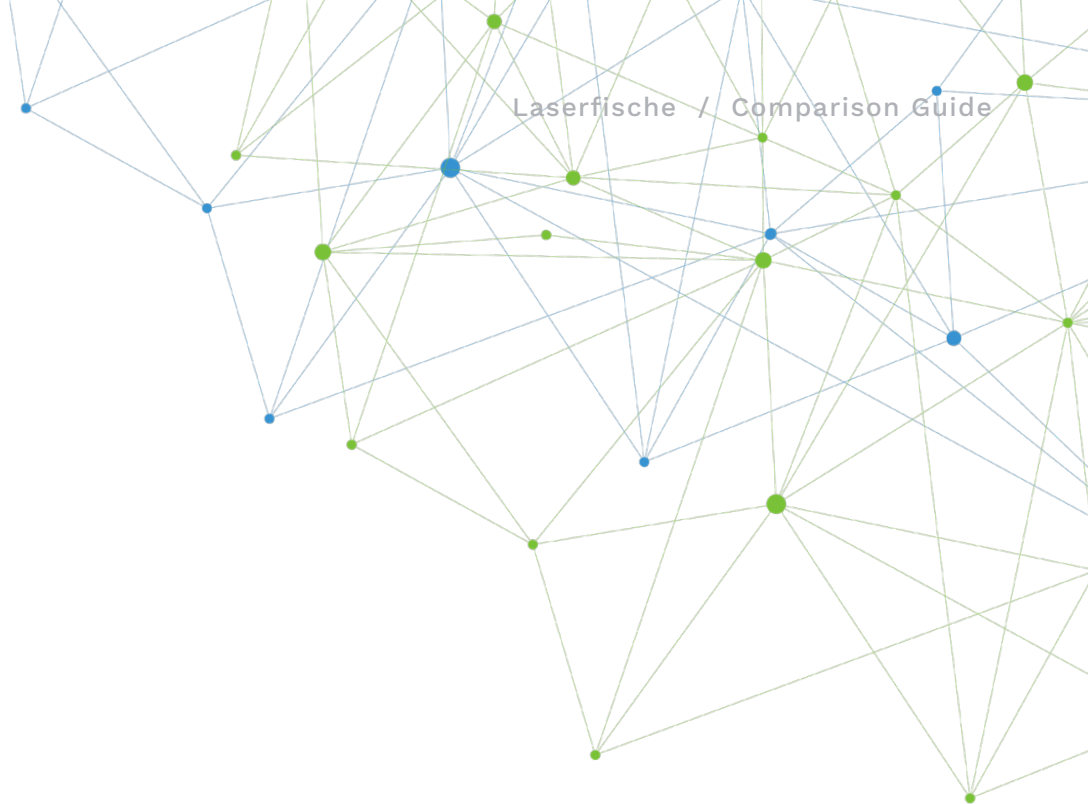


Laserfiche Cons

- **Difficult to set up metadata.** Laserfiche enables the transition to a paperless office. Users love the ability to store important documents and access them from the cloud. Employees were able to focus on more meaningful projects as opposed to the busy paperwork.

- **Modular design.** The Laserfiche platform is extremely modular. Users appreciate the ability to “keep it clean and simple” with base features, or upgrade to a more advanced toolset when needed.

- **Excellent customer service and in-person training.** Users appreciate annual, in-person training events hosted by Laserfiche. Also, the platform facilitates regional groups to support one another on the local level.



ProcessMaker

Open-Source

Powered by AWS

Pricing

True Low-Code

True API-1st
Microservices
based product

Environment but
with additional
Developer tools

Available as
Mobile Application

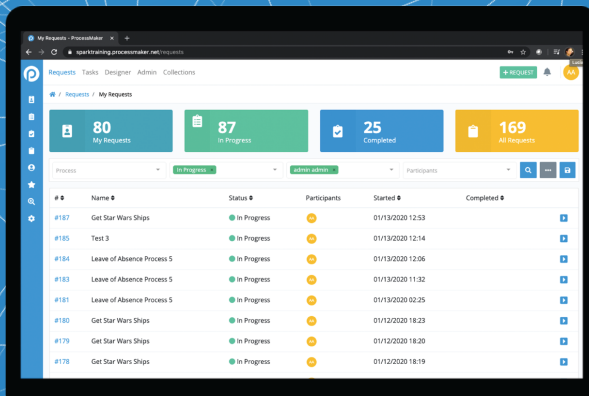
Thorough Training
and Professional
Services, and
Support

Pros

+ True API-1st Microservices based product. ProcessMaker has really rebuilt on top of a series of modern web technologies like Vue.js, bootstrap, and laravel. You can feel how responsive the application is. Great modern feel to it.

+ Available as a Mobile Application. Not at a desktop? ProcessMaker is a fully responsive web app which works on mobile as well. The latest version of ProcessMaker does not currently offer native apps but does allow other apps to connect to its well documented API (see their swagger documentation).

+ True Low-Code Environment but with additional Developer tools. Markets true to its messaging. Design and deploy without coding knowledge needed. However, for developers that want to create custom scripts and packages to run in their environment, ProcessMaker has a full featured web IDE for designing scripts in almost any programming language. All components are easy to reuse across processes and environments whether they were built by citizen developers or IT.



Pros (con't.)

+ Powered by AWS. ProcessMaker runs its public cloud in the longest-running cloud provider, Amazon Web Services. It will support private clouds in other providers like Azure.

+ Open-Source. ProcessMaker is proud to be part of the open-source community.

+ Pricing. Reportedly it is one of the more affordable enterprise BPM solutions.

+ Thorough Training and Professional Services, and Support. Numerous reviews across G2 Crowd, Capterra, and Gartner Peer Insights cite positive reception of training and support as a major factor in sticking with ProcessMaker.

ProcessMaker Cons

- More Coding Knowledge Equals Better Feature Usage. An IT professional does have to write the original script tasks that serve as the building blocks for many processes, which can then be reused indefinitely by business users.

- Single Cloud Support. ProcessMaker seems to lean toward AWS at present and its new solution is not marketed for On Premise. However, ProcessMaker is offering a unique hybrid solution with the ability to store sensitive data on premise with a connection to your cloud deployment.

- Technical Installation on Premise. ProcessMaker is built for the cloud. For users that want to run the open source on premise they will find installation difficult and all the cool enterprise features are missing in the open source. The open source core, however, is well documented and ideal for inclusion in other enterprise products.



4.3/5 stars (211 reviews)
4.5/5 stars (53 reviews)
4.4/5 stars (20 reviews)

User Ratings
G2 Crowd
Capterra
Gartner PeerInsights

4.5/5 stars (204 reviews)
4.4/5 stars (47 reviews)
4.8/5 stars (100 reviews)

\$1,495 / month + \$19 per user per month

Pricing

Must request a quote, modules available at an additional licensing cost

Yes

Free Trial

Yes

8.6/10 (176 responses)
4.4/5 stars (53 reviews)

Ease of Use
G2 Crowd
Capterra

8.6/10 (163 responses)
4.2/5 stars (47 reviews)

Microsoft Edge, Google Chrome,
Mozilla Firefox, Safari

Web Browser Compatibility

Microsoft Edge, Google Chrome, Firefox,
Safari, Internet Explorer 11 and later

Yes - Amazon Web Services

Cloud Deployment?

Yes

Live and online training
ProcessMaker Architect certification available

Training

Live and online training

Yes - Android and iOS native apps

Mobile Applications

Yes - Android and iOS native apps



VS

Laserfische®

Support

Documentation
24/7 Support
Searchable Online
Open-source
Github community
Forums

Searchable Answers Database
Regional User Groups
Community Forums

Security

SAML Authentication
OAuth Authentication
Advanced Audit Log
Advanced Security for User Passwords
Enhanced Login Installed as Plugin
Enhanced Login
LDAP Authentication
Plugin/Trigger Code
Security Scanner
Promotion Manager

Database Security
Data Encryption
SSL/TLS Encryption
Auditing
Volume Security and Encryption
Data Integrity Verification

Email Integrations

Microsoft Outlook, Gmail

N/A

Ease of Use

8.6/10 (176 responses)

8.6/10 (163 responses)

Ease of Setup

8.0/10 (123 responses)

7.8/10 (108 responses)



VS

Laserfische®

8.1/10 (124 responses)

Ease of Admin

8.3/10 (108 responses)

8.0/10 (159 responses)

Quality of Support

8.9/10 (152 responses)

8.3/10 (175 responses)

Product Direction (% positive)

9.0/10 (163 responses)

9.0/10 (24 responses)
 9.2/10 (26 responses)
 8.6/10 (26 responses)
 8.9/10 (26 responses)

Setup
 Activities
 Flows
 Dependencies
 Notifications

9.2/10 (58 responses)
 9.2/10 (60 responses)
 8.7/10 (57 responses)
 9.0/10 (58 responses)

8.5/10 (25 responses)
 8.7/10 (25 responses)
 9.1/10 (25 responses)

Management
 Updates
 Audit Trail
 Integration

8.5/10 (57 responses)
 9.0/10 (51 responses)
 8.8/10 (48 responses)

Conclusion

When it comes to choosing the right iBPMS for your enterprise, we know there's a lot to consider. ProcessMaker is known for its intuitive, low-code platform while Laserfische requires a deep bench of programming knowledge to set up.

ProcessMaker is a more reasonably priced solution as it is a SaaS model built on AWS with open source roots. On the ProcessMaker platform, the full suite of features are available for a monthly fee, while Laserfische locks many of its more advanced features behind licensing paywalls.

ProcessMaker is a significantly more advanced solution and makes better use of the latest innovative technologies. It was also built as an API first and cloud first approach which becomes apparent when you start digging into the API Swagger documentation. ProcessMaker is built as an agile solution that also helps organizations achieve agility as a result whereas Laserfische is more of your traditional, legacy software buy with a long implementation time and time to value.

ProcessMaker is available in the cloud, or as a hybrid configuration with the service running in the cloud but the database stored on premise. This is a rather unique offering that gives the best of both worlds for customers that believe they need to have their data close at hand but want all the benefits of a modern cloud solution.



ProcessMaker: An Award-Winning Solution



ProcessMaker has maintained its rating as a top leader in enterprise business process management software and received a 4.4+ score on both G2 Crowd, Gartner Peer Insights, and Capterra. ProcessMaker has grown its brand through a global network of strategic partners and product footprint, white label & OEM network, and training events all over the world. ProcessMaker makes it easy for citizen developers to quickly create a workflow with a process development interface that is very instinctual and simple to use.

About ProcessMaker

ProcessMaker is a low-code business process management and workflow software. ProcessMaker makes it easy for business analysts to collaborate with IT to automate complex business processes connecting people and existing company systems. Headquartered in Durham, North Carolina in the United States, ProcessMaker has a partner network spread across 35 countries on five continents. Hundreds of commercial customers, including many Fortune 100 companies, rely on ProcessMaker to digitally transform their core business processes enabling faster decision making, improved compliance, and better performance.



Find out how we can transform your enterprise today. Learn more at processmaker.com

Request a Free Demo
+1.919.289.1377