

# Industry Watch

## The Impact of SharePoint - 2016 (EXECUTIVE SUMMARY)

Underwritten in part by:





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## Process Used and Survey Demographics

While we appreciate the support of these sponsors, we also greatly value our objectivity and independence as a non-profit industry association. The results of the survey and the commentary made in this report are independent of any bias from the vendor community.

The survey was taken using a web-based tool by 274 individual members of the AIIM community in June of 2016. Invitations to take the survey were sent via email to a selection of the 195,000 AIIM community members.

Survey demographics can be found in Appendix 1. Graphs throughout the report exclude responses from organizations with less than 10 employees.



## About AIIM

AIIM has been an advocate and supporter of information professionals for over 70 years. The association mission and AIIM Market Intelligence, is to ensure that information professionals understand the current and future challenges of managing information assets in an era of social, mobile, cloud and big data. AIIM builds on a strong heritage of research and member service. Today, AIIM is a global, non-profit organization representing the entire information management community: practitioners, technology suppliers, integrators and consultants, and provides independent research, education and certification programs to information professionals around the world.

– **Bob Larrivee**  
Vice President and Chief  
Analyst of AIIM Market  
Intelligence



## About the author

An internationally recognized subject matter expert and thought leader with over thirty years of experience in the fields of information and process management, Bob is the recipient of the Cenadem Brazil – ECM pioneer Award, and an avid techie with a focus on process improvement, and the application of advanced technologies to enhance and automate business operations.



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## Introduction

The SharePoint platform has evolved over time, positioning to become a digital workspace and universal interface of sorts. SharePoint is being used in support of collaborative efforts of all kinds including co-authoring of documents, information sharing, and an integration point with all enterprise information sources. In this study, we find that there is a slight increase over last year of SharePoint use in an Enterprise Content Management (ECM) and Document Management (DM) role with 28% of respondents citing it is their only (10%) or main (18%) ECM/DM system.

And yet, user adoption has been and continues to be something of an issue for 58% of our respondents with indication that poor or inadequate training and lack of management support are still the perceived reasons. This is an indication of human deficiency, rather than technological deficiency. It is not the technology that is failing the organization in as much as it is the organization failing the technology.

For some organizations each new version of SharePoint is welcomed and embraced, but for others, it is a struggle to keep up. Surprisingly, as SharePoint 2016 is being introduced, there are organizations that are just now moving to SharePoint 2013 and some only to SharePoint 2010. At this time, 17% of our respondents indicate they will increase their spending to upgrade to SharePoint 2016, with an additional 13% indicating they will make their initial SharePoint 2016 purchase.

When it comes to SharePoint meeting organizational expectations, nearly half of our respondents are happy with SharePoint and the on-going product roadmap, with half also in agreement that SharePoint is providing good value for the cost. Typically, these organizations have a focused plan, working as a cross-functional team rather than total reliance on IT to make it all happen. This should also be an on-going practice for every aspect of a SharePoint project from initial purchase through upgrades and expansion, to ensure SharePoint is addressing the business needs and solving business problems, and not put in place for technology sake alone.

## Key Findings

### General Perspectives

- 1 **SharePoint is the only or main ECM/DM system for 28% of organizations. Thirteen percent see SharePoint as important for their overall ECM/DM environment.**
- 2 **Eleven percent of organizations have reached a plateau in terms of SharePoint adoption. 22% say their SharePoint adoption is facing challenges from the user community.**
- 3 **More than a quarter of respondents say they are still using SharePoint 2010 with 41% citing they are using SharePoint 2013 as their live primary version. At this time, only 2% say they are live with SharePoint 2016 and 19% with SharePoint Office 365.**
- 4 **When it comes to the enhancements found in SharePoint 2016, 43% say they are somewhat aware of what SharePoint 2016 offers, while 29% indicate they have no awareness at all. Only 23% of respondents indicate they understand what SharePoint 2016 offers.**

### Project Status

- 1 **Forty percent of organizations say their SharePoint implementation was not a success. Inadequate user training (67%), hard to use (66%), and lack of senior management support (64%) are cited as reasons for SharePoint projects stalling or failing.**
- 2 **Revitalization of their SharePoint project through user training is a priority for 58% of organizations, while 50% plan to update and enforce their Information Governance policies in relation to SharePoint. For 35% the focus is on positioning and reconfirming that SharePoint is or will be their primary ECM system.**

### User Perceptions

- 1 When looking at SharePoint as an ECM/DM solution, 43% prefer using their file-share application for everyday content. When looking at SharePoint as a collaboration tool, 58% say it is popular for project and team site use.
- 2 Functionally, 50% say that internal facing SharePoint sites are in wide use, as are the collaboration and team sites (44%). However, when it comes to email management with SharePoint, 76% say they do not use it.
- 3 Looking at SharePoint from a process and enterprise connectivity perspective, 72% of organizations show no support for mobile device use. Nearly a quarter say they widely use enterprise search, and 19% cite wide use of SharePoint for review and approval processes.
- 4 While support for mobile seems lacking, 40% say a mobile application of SharePoint is very important for controlled document access. Thirty-five percent see a mobile application of SharePoint as important in providing intranet capabilities on a mobile device.
- 5 Change management is a major issue for 58% of organizations challenged with user reluctance to use SharePoint, more so than the lack of technical expertise cited by 51%. More than one-third say it is inconsistent metadata and classifications presenting the biggest issue for their organization.

### Cloud/Mobile/Access

- 1 Twenty-three percent of organizations plan a hybrid environment with the majority of their information hosted on SharePoint Online/365 with some remaining on-premise. For 17%, the plan is to move everything to Microsoft's hosted SharePoint Online/365.
- 2 Nearly one-third of organizations see a move to the cloud/365 as a strategic platform vision, while 22% see it as taking advantage of the latest SharePoint updates. Twenty-nine percent view a move to the cloud/365 as a move toward cost savings in IT.
- 3 When it comes to cloud use, 31% of organizations are using SharePoint 365/SharePoint Online. When asked about issues or concerns with using a cloud or hybrid SharePoint solution, 58% feel security is an issue, while 53% feel control over what is managed in the cloud is an issue.
- 4 Accessing SharePoint is done from home using a VPN connection for 50% of respondents, while 36% say they get there through their Outlook client. Outside access to SharePoint is discouraged by 15% of organizations.

### Add-ons and Enhancements

- 1 SharePoint out-of-the-box is good for 64% of organizations. Widgets and web parts (51%), and 3rd party add-on products (32%), are also in play for SharePoint optimization.
- 2 Regarding 3rd party SharePoint add-on products, 30% of organizations plan to implement storage and archive management with 11% citing it is in use now. Twenty-eight percent plan to have integration with Outlook, while 23% say this is already in place today.
- 3 Organizations are planning for and implementing SharePoint auxiliary products for data migration (50%), and an additional 24% say they are using this now. Some organizations (23%) see the benefit in planning for and using (13%) SharePoint Auxiliary products for digital signatures.

**Governance**

- 1 Twenty-five Percent of organizations do not differentiate records from content, with 21% admitting they do not have good Information Governance (IG) policies in place. Thirty-percent say they do not capture records, while 15% say they use a combination of SharePoint Records Center and manage-in-place to do so.
- 2 When asked how SharePoint aligns to their IG policies, 80% say their metadata and taxonomy (45%) are not aligned, or there are no policies (35%). Sixty-two percent cite retention and disposition as their main misalignment with their IG policies.

**Futures, Opinions, and Spend**

- 1 Twenty-nine percent of organizations will build ECM, DM, and collaboration around SharePoint, with 10% planning to move to SharePoint 2016. Twenty-seven percent will increase spending to integrate with other repositories, while 26% will increase spending on add-on products.
- 2 Looking at value versus costs, 40% agree and 8% strongly agree that they are happy with SharePoint and the on-going roadmap. 42% agree and 8% strongly agree that SharePoint provides good value to costs.

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