

ENTERPRISE CONTENT MANAGEMENT: WHAT I HAVE ~ WHAT I NEED



JUST A PIECE OF PAPER

Organizations remain wed to paper processes, majorly for signatures



Sixty-two percent of respondents report requiring paper for document signatures...

62%



...and 46% prioritize paper for important things.

46%

NIMBLE, FAST, EASY TO FIND

Capture takes the reins over critical enterprise data



Improved searchability/shareability is the leading data capture driver for 44% of respondents.

44%



Anytime, anywhere content access...

40%



...and faster response time follow as secondary drivers.

38%

A SIGN OF THE DIGITAL WORKPLACE

Electronic signatures are becoming standard



85%

of respondents believe all businesses should have an e-signature mechanism.

CAPTURE WITH PRECISION

Capture aligned with governance offers greatest value



One-Third of responding organizations report only performing ad hoc scanning.

1/3



Twenty-Five percent scan at internal points within the process.

25%

CHANGE IS PROCESS

ECM initiatives require employee participation from all corners of the enterprise



50%

Change management is the greatest challenge to content and process management for 50% of respondents.

ON COURSE FOR INVESTMENT

Essential technology must be supported by people for the process to be successful



BPM, business analytics, ECM/DM, and E-forms are on course for investment in nearly half of responding organizations.

50%



Thirty-six percent of respondents plan to expand existing ECM systems...

36%



...and 8% will buy within 6 months.

8%



RECOMMENDATIONS

Look for opportunities:



Take stock of your current ECM and DM systems.



Evaluate how you might enhance your ECM functionality.



Identify what tools, technology, and changes are required to achieve your goals in the ECM space, and approach future expansion with this knowledge in mind.



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