



WHITE PAPER

The Digital Transformation of Companies Requires the Automation of Document Processes



Digital economy is now a reality! It has established itself gradually but necessarily in companies, offering agility, flexibility, reactivity... However, this transformation does not happen instantaneously. Processes, for both business and documents, must adapt. In a study of document process management in the digital age, 92% of decision makers interviewed by MARKESS believe that the management of these processes must be optimised to respond to digital transformation challenges encountered by their company. Moreover, this optimisation clearly passes through the automation of their processes.

66% of decision makers seek to simplify and automate their document processes, particularly incoming processes, which are still largely manual. In fact, many processes still involve many human and repetitive interventions, which sometimes lead to errors. The introduction of digital technology makes it possible to automate these processes, but to be optimal, this automation must not be partial.

40% of decision makers consider that the management of their document processes is not optimised because of partial automation. In 2016, therefore, the need for automation remains strong, including processes already identified such as:

- Digitalisation of documents received in paper format, proof that the volume of documents received on a physical medium remains high
- Identification of documents and their classification in accordance with their nature
- Integration of the document data with the information system
- Activation of workflows to validate, control documents, identify managers ...
- Digital archiving

The automation of these processes has admittedly already begun thanks to investments made in adapted solutions. However, the inbound document management chain remains relatively fragmented, particularly due to the use of multiple solutions complementary to one another, but inevitably causing breaks in processing.

Leaving aside the fact that the massive introduction of digital technology into customer / supplier exchanges brings new needs due to the exponential volume of documents to be processed, the increasing number of gateways for this content and the growing number of contributors involved in the process, etc. For 33% of decision makers, the needs are primarily focused on the ability to manage the now multi-channel dimension of their processes, thus implying the ability to capture and manage all flows, both paper and digital. And 23% mention the increasing need to control and authenticate incoming documents, now more easily falsifiable in the context of digital exchanges...

All these needs are not adequately addressed by the solutions in place today, since only 36% of decision makers believe that the solutions deployed integrate this digital dimension. There is thus a real margin of progress for automating document processes and thus assist companies in their digital transformation.

MÉTHODOLOGIE

MARKESS has developed a continuous research program based on internal data continually updated by regular interviews with both business and IT departments. The data mentioned in this white paper produced for ITESOFT I W4 is the result of over 500 interviews with decision makers working in companies based in France. Conducted during the last 18 months by MARKESS analysts, these interviews cover topics as varied as the management of document processes, dematerialisation, archiving, digital trust...

BIOGRAPHIE DE L'ANALYSTE

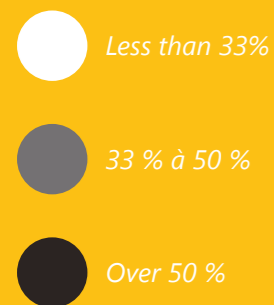
This document was written by Hélène Mouiche, Senior Analyst at MARKESS. Hélène Mouiche has more than 15 years experience in the analysis of the digital transformation of companies and administrations.

She is responsible for the FLOW program (optimisation of flow and process management with digital technologies): qualitative and quantitative analysis of the needs and practices of business and IT decision makers with digital technology, identification of digital innovations, benchmarks, supplier positioning and competitive analysis, market assessment and segmentation, drafting of summary documents, presentations at public conferences and private events, etc. Her major expertise is related to the following areas: dematerialisation and process automation (documents and business), electronic invoicing, digital trust...

Prior to joining MARKESS in 1999, Hélène Mouiche conducted marketing and communication projects for public and industrial survey companies.

PROCESSES THAT ADDRESS INBOUND DOCUMENT MANAGEMENT NEEDS

% of decision makers indicating needs



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ITESOFT / W4
Coxbridge Business Park
92 Farnham, GU10 5EH