



A BENCHMARKING SURVEY IMPROVING & AUTOMATING BUSINESS OPERATIONS THROUGH INFORMATION MANAGEMENT



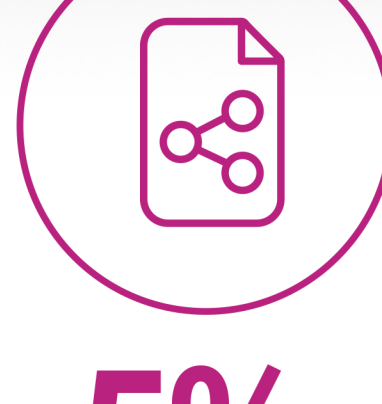
ONLY 53%

have one or more
document/content
management systems



20%

have no information
management or
capturing system



5%

without document management
admit to having chaotic file
shares and cloud shares

CAPTURE-ENABLED PROCESS APPLICATIONS



TOP 5 CHALLENGES FOR INFORMATION MANAGEMENT



44%

admit they provide their users with
poor or unavailable search

57%

do not provide any mobile
document access from mobiles

TOP 4 CHALLENGES FOR BUSINESS PROCESSES



66%

reducing costs and
improving efficiency



39%

improving customer
experience



38%

reducing errors
and delays



30%

reducing
paper

ON-PREMISE OR ON CLOUD?

29%

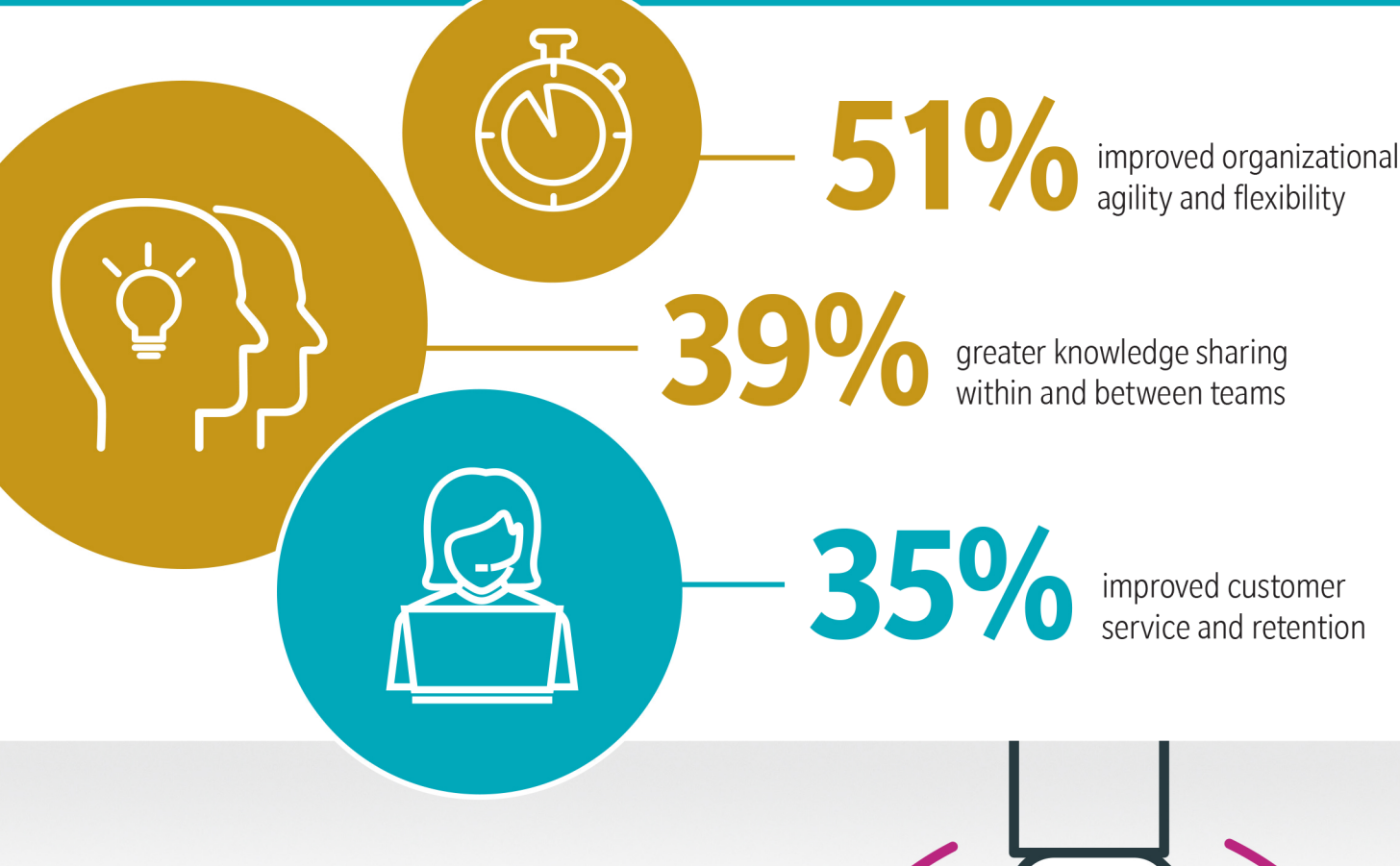
see on-premise as the primary infrastructure
for their content and process management

30%

are looking to a hybrid mix of on-premise and
cloud as the primary infrastructure for their
content and process management



TOP 3 BENEFITS FROM DOCUMENT & PROCESS INITIATIVES

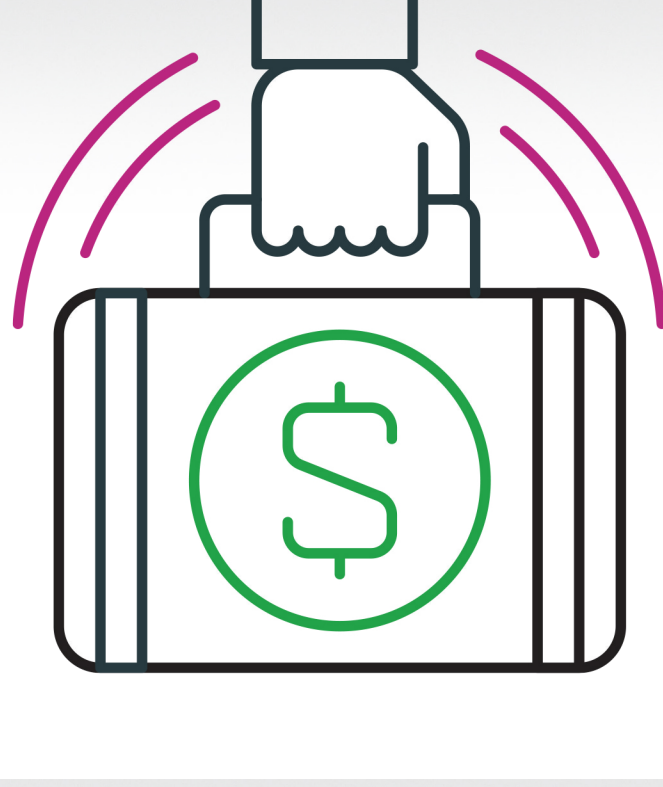


66%

achieved a payback on their
investments within two years

62%

plan to increase their investment in document
and/or process systems within the next 2 years



ABOUT THE SURVEY

The survey results quoted in this report are taken from a survey carried out between mid-September and mid-November 2017, with 332 respondents. Data was collected using a web-based tool. The survey was translated into 6 languages, and the invitation to participate was emailed to Konica Minolta customers across 10 countries in Europe covering a wide range of industry sectors. 44% of respondents came from organizations with 1-50 employees, 39% with 50-500 employees and 17% with 500+ employees.

FIND OUT HOW TO TRANSFORM YOUR INFORMATION FLOW
AND STREAMLINE YOUR BUSINESS PROCESSES AT

www.konicaminoltaecm.com



KONICA MINOLTA
ENTERPRISE CONTENT
MANAGEMENT