

Executives Say Less Than 10 Percent of Business Processes will Rely on Paper by 2018

Xerox study shows the digital enterprise is on the horizon but there's more talk than action

UXBRIDGE, U.K., March. 01, 2016 – Data is the lifeblood of business today and it's not easy digging through it to uncover insightful, actionable intelligence. That's one takeaway from a survey of 600 IT decision-makers in large North American and Western European organisations. The "[Digitisation at Work](#)" report from Xerox shows the move from paper to digital processes is nearly upon us but many survey respondents admit they may not be ready for it.

The report found broad concern over paper-based processes, with cost (42 percent) and security (42 percent) cited as primary issues. Survey respondents predicted an average of only nine percent of key business operation processes will run on paper in the next two years.

But over half (55 percent) of the respondents admit their organisations' processes are still largely or entirely paper-based and about a third (29 percent) are still communicating with end customers via paper, rather than email or social channels.

This is despite the fact that 41 percent agree moving to digital workflows will cut organisational costs and 87 percent appear to have the skill sets available to make this happen.

"Organisations foresee a lean and agile digital future but current business processes are still weighed down by paper," said Andy Jones, vice president, Workflow Automation, Large Enterprise Operations, Xerox. "The disconnect between an organisation's vision and the steps required to achieve successful digital transformation has stalled the promise of digitisation."

Automation is top of mind

When it comes to automating processes, almost three-quarters of respondents said they already have identified areas for automation. More specifically they cite accounting (38 percent), expense reporting (37 percent), accounts payable (36 percent) and customer care (35 percent) as the most likely functions to become fully automated within the enterprise.

Yet the report identified a number of basics that many enterprises have yet to address to make automation and digital workflows a reality in key business functions. According to the organisations surveyed:

- 40 percent have not yet implemented solutions for the mobile workforce
- 47 percent have not yet added or improved cloud services
- 45 percent have not yet incorporated or improved predictive analysis through big data

In many cases, digitising or re-engineering paper-based processes before they are automated will lead to better results. Analysing employee print habits, for example, provides an insight into hidden opportunities for digitisation where paper use is high. The report also found 90 percent of respondents said they have good tools to analyse employee print habits but only half of them (45 percent) are using those tools to their full extent.



Xerox has introduced [workflow automation services](#) as part of its [managed print services](#) offering to lead the way to greater productivity and digital transformation. The company is also developing automation tools throughout its portfolio to support its full line of business – including [customer care](#) centres, [finance and accounting](#) processes and the [healthcare](#) sector.

About the Study

In the second half of 2015, Coleman Parkes Research surveyed 600 IT decision-makers and influencers from organisations in the United States and Canada, as well as Western Europe (Benelux, France, Germany, UK). This research activity was designed to understand their attitudes, challenges and initiatives in relations to digital transformation and paper-intensive processes.

All respondents had responsibilities that included digital technology strategy, solutions and infrastructure.

Industries covered were public sector, financial services and corporate enterprise.

The full Xerox report on the study can be downloaded from here: <https://www.xerox.co.uk/en-gb/services/managed-print/insights/digital-transformation>

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Media Contacts:

Sonia Panchal, Xerox
+44 (0)1895 84 2877
sonia.panchal@xerox.com

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