



Addressing Information Gridlock

Achieves Real Business Benefits

An IDC InfoBrief, sponsored by Ricoh | July 2015

Addressing Information Gridlock

Achieves Real Business Benefits

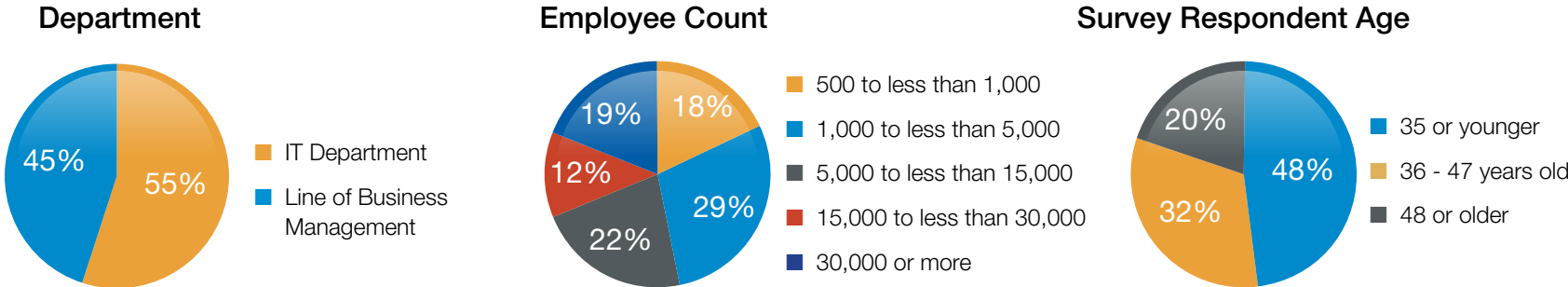
Study Methodology

IDC conducted a global survey of 292 director-level and above executives from IT and lines of business in US companies with 500 or more employees.

This was backed up by 12 in-depth interviews with line of business and IT executives from companies with a high level of information mobility.

The goals: understand the business benefits of information mobility and the current state of information mobility across organizations; learn what sets the most information-mobility mature organizations apart from other organizations.

Survey Participant Profile



Addressing Information Gridlock

Achieves Real Business Benefits

What Is Information Mobility?

Information Mobility is the ability to:

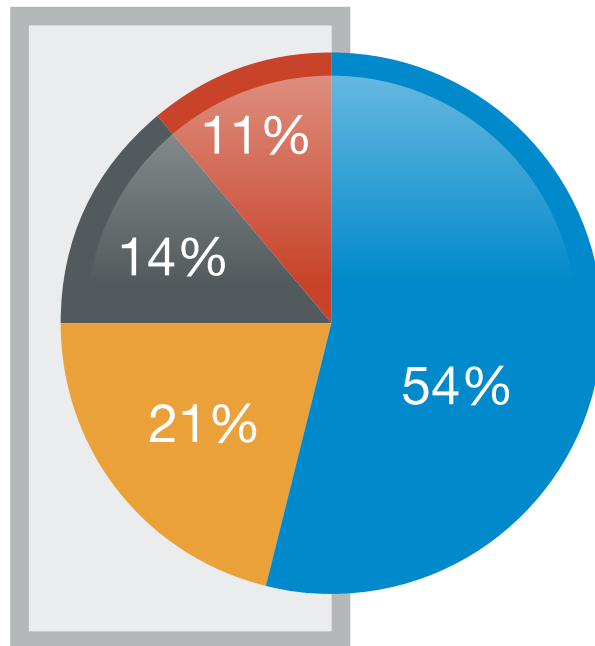
- ✓ Seamlessly move information between paper, digital and legacy formats (e.g. mainframe, microfilm), and from any IT platform to another.
- ✓ Find and integrate information within and across repositories whether on-premise or cloud, and...
- ✓ As a result, drive better business outcomes.



Addressing Information Gridlock

Achieves Real Business Benefits

Information Mobility Is a Core Requirement for Today's Mobile Workforce



Almost half of employees spend 50% or more of their time working from non-traditional locations.

- Primarily office worker
- Primarily mobile worker
- Primarily home remote worker
- Equal time in two to three of the above

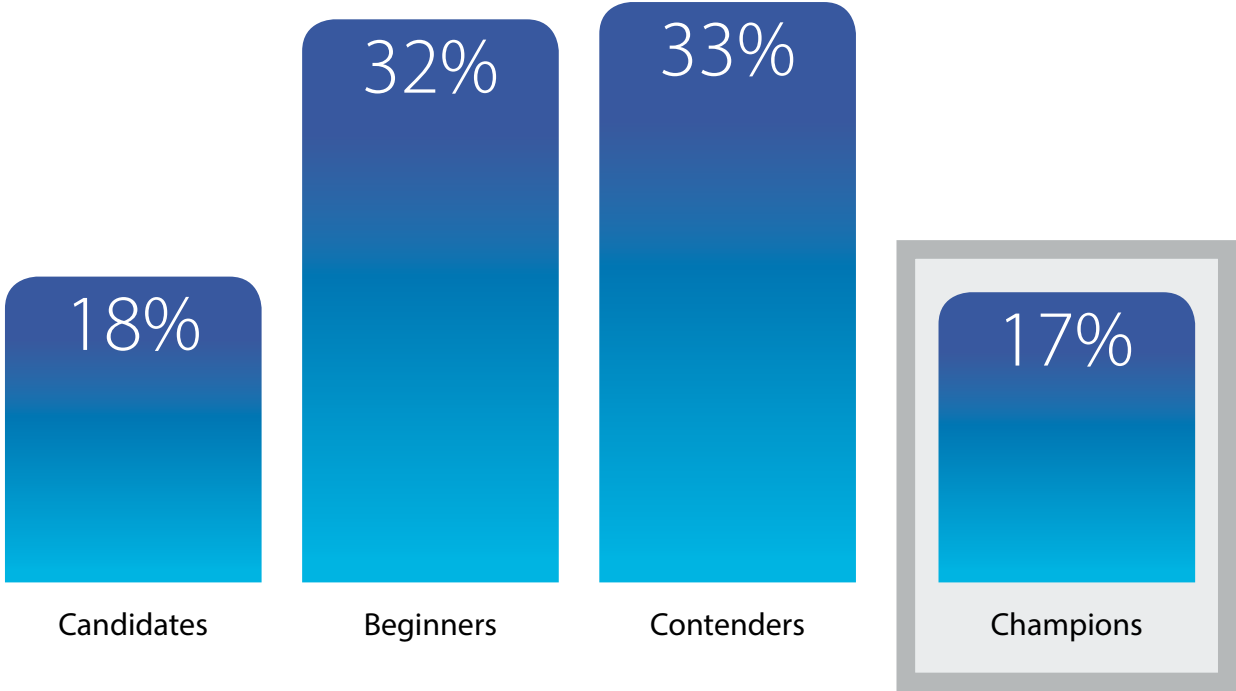
They need access to key enterprise information and data to get their jobs done any time, anywhere, and on any device.

Addressing Information Gridlock

Achieves Real Business Benefits

Few Companies Are Information Mobility Ready

IDC Categorized Respondents Into Four Levels of Information Mobility



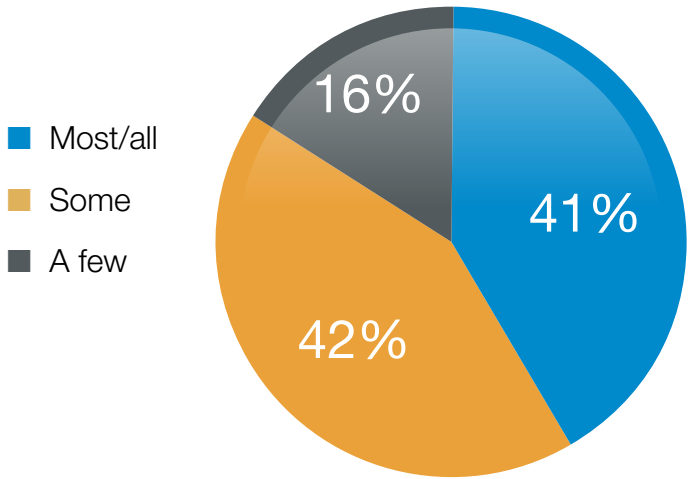
Only 17% of companies in the study had the highest level of information mobility; remaining 83% risk falling further behind.

Addressing Information Gridlock

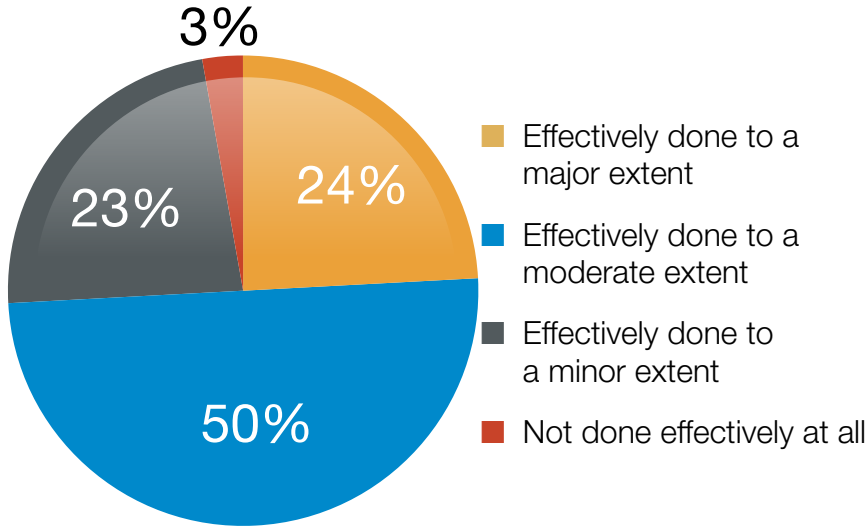
Achieves Real Business Benefits

Many Business Workflows Are Still Not Electronic and Not Optimized Across Departments

Automation of Core Business Process Document Workflows



Business Process Workflows Integration Across Departments

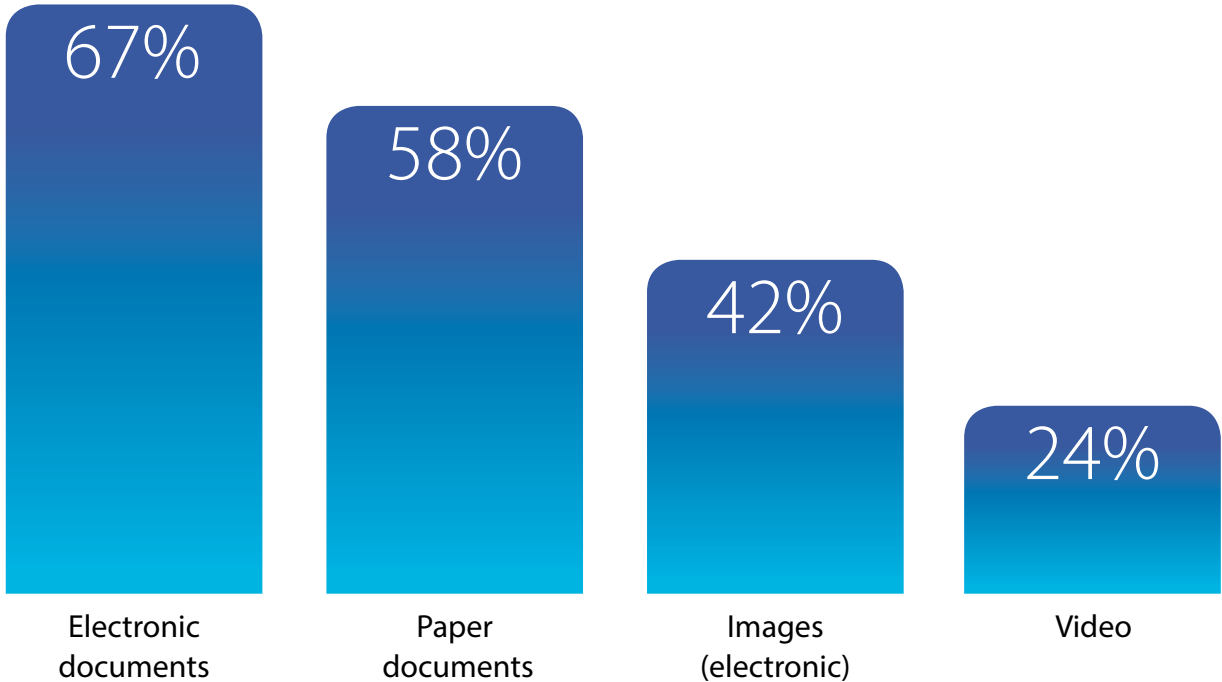


Addressing Information Gridlock

Achieves Real Business Benefits

Organizations Are Still Too Dependent on Paper

% Saying Critical Business Data Is Extracted From



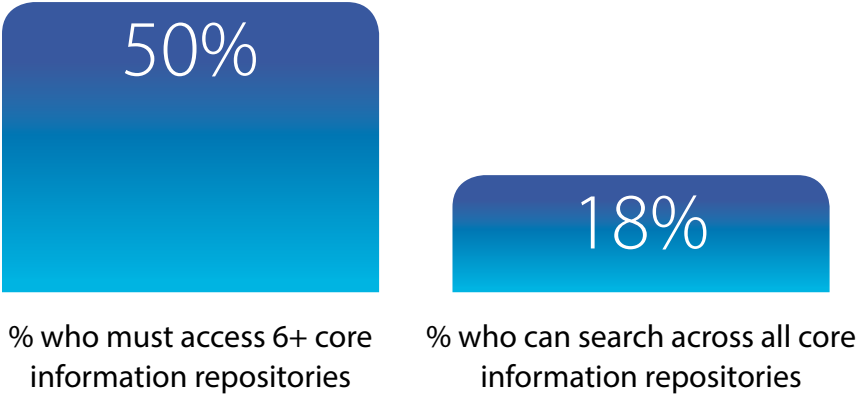
Businesses still rely heavily on paper; over 58% rely on paper documents for critical business processes. This leads to suboptimal, inefficient workflows.

Addressing Information Gridlock

Achieves Real Business Benefits

Employees Lack Adequate Tools to Search Across All Data Repositories

Automation of Core Business Process Document Workflows (% of employees)



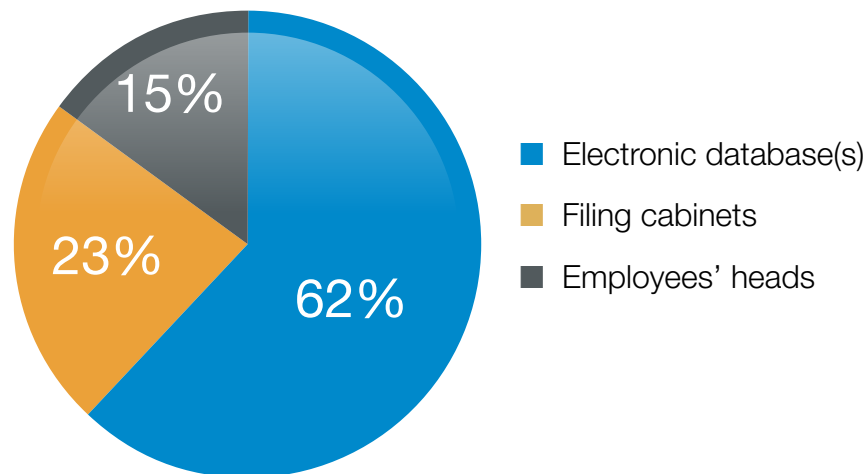
Half of employees need to access 6+ data repositories, but only 18% of companies enable search across all.

Addressing Information Gridlock

Achieves Real Business Benefits

Almost 40% of Enterprise Information Is Captured In Filing Cabinets or Employees' Heads

Storage of Information and Institutional Knowledge



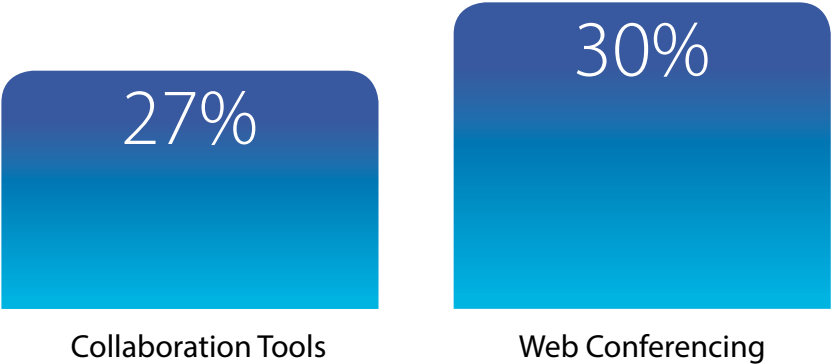
Without searchable electronic databases, institutional knowledge can walk out the door when employees leave or retire.

Addressing Information Gridlock

Achieves Real Business Benefits

Collaboration Tool Availability Is Lacking. . .

Provide To All Employees:



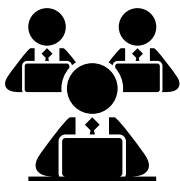
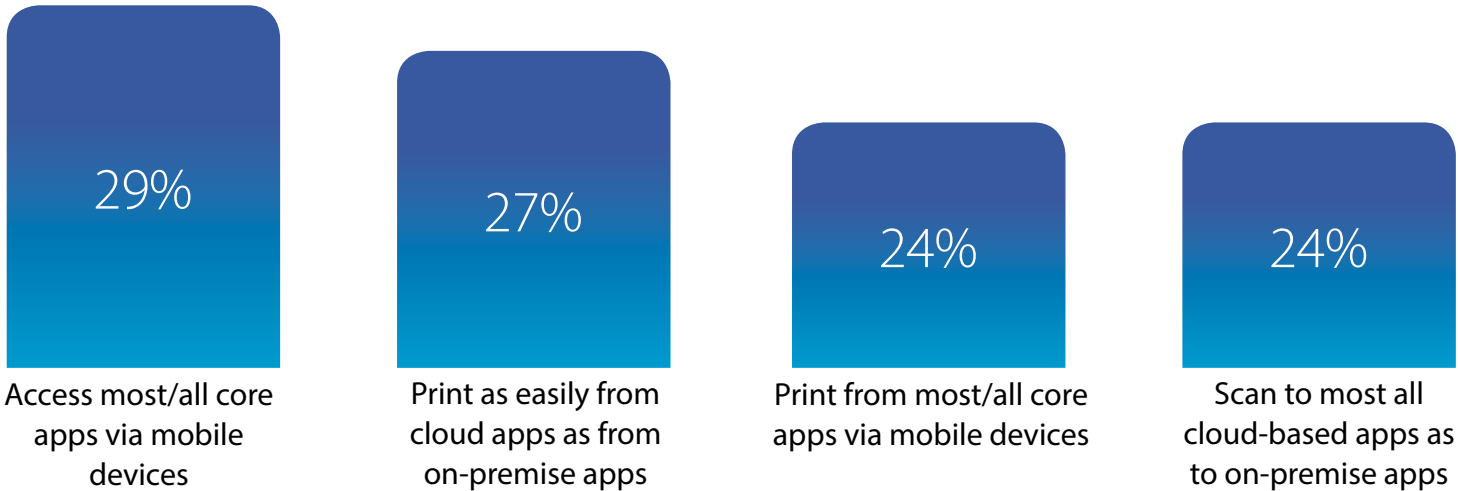
Only 27% of companies provide collaboration tools to all employees, and only 30% provide basic web conferencing - creating a challenge for a mobile workforce.

Addressing Information Gridlock

Achieves Real Business Benefits

... As Is Cloud and Mobile Platform Support for Information Mobility

Percent of Employees that Can:



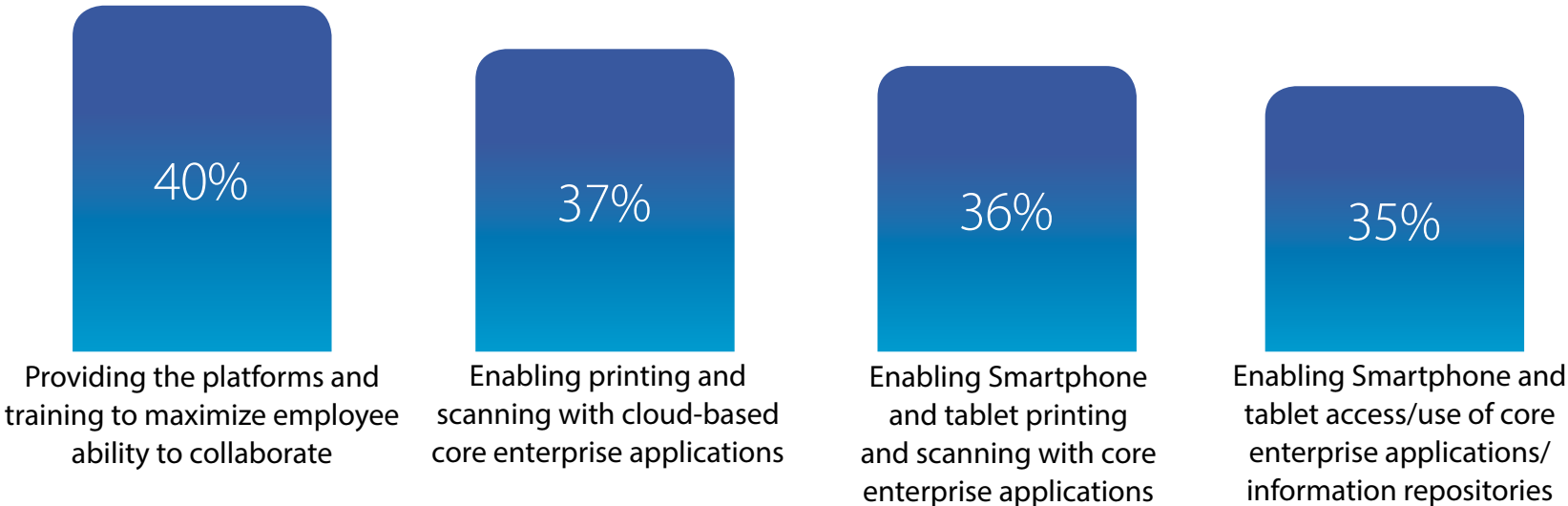
Legacy technologies have not caught up to today's mobile workforce.

Addressing Information Gridlock

Achieves Real Business Benefits

Support for Key Cloud and Mobile Platforms Is a Blind Spot for Senior Management

Greatest Level of Senior Management Support For. . .



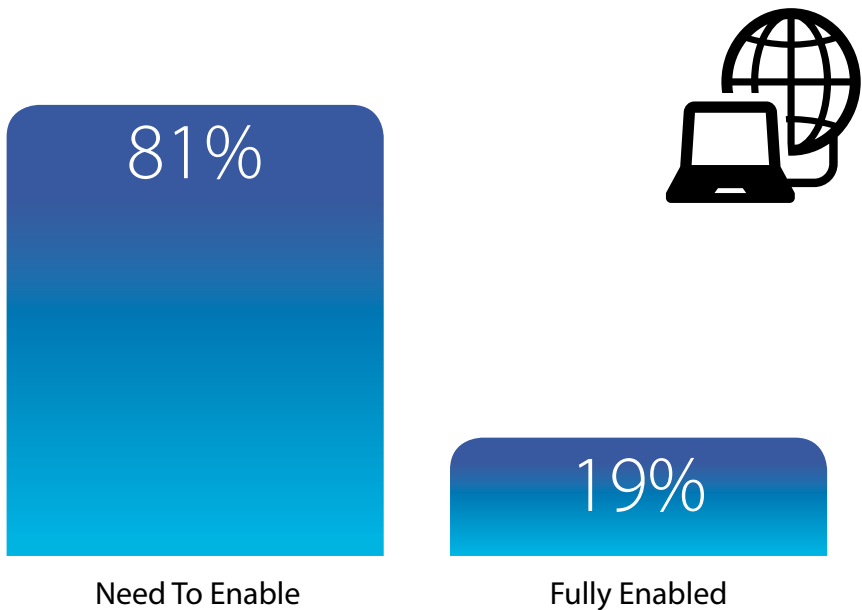
40% or fewer respondents perceive strong senior management support for key platforms that enable employee mobility

Addressing Information Gridlock

Achieves Real Business Benefits

There Is a Significant Gap Enabling Document Capture on Mobile Devices

Document Capture on Smartphones and Tablets



Over 80% of organizations need to enable document capture on mobile devices, yet fewer than 20% have fully enabled it.

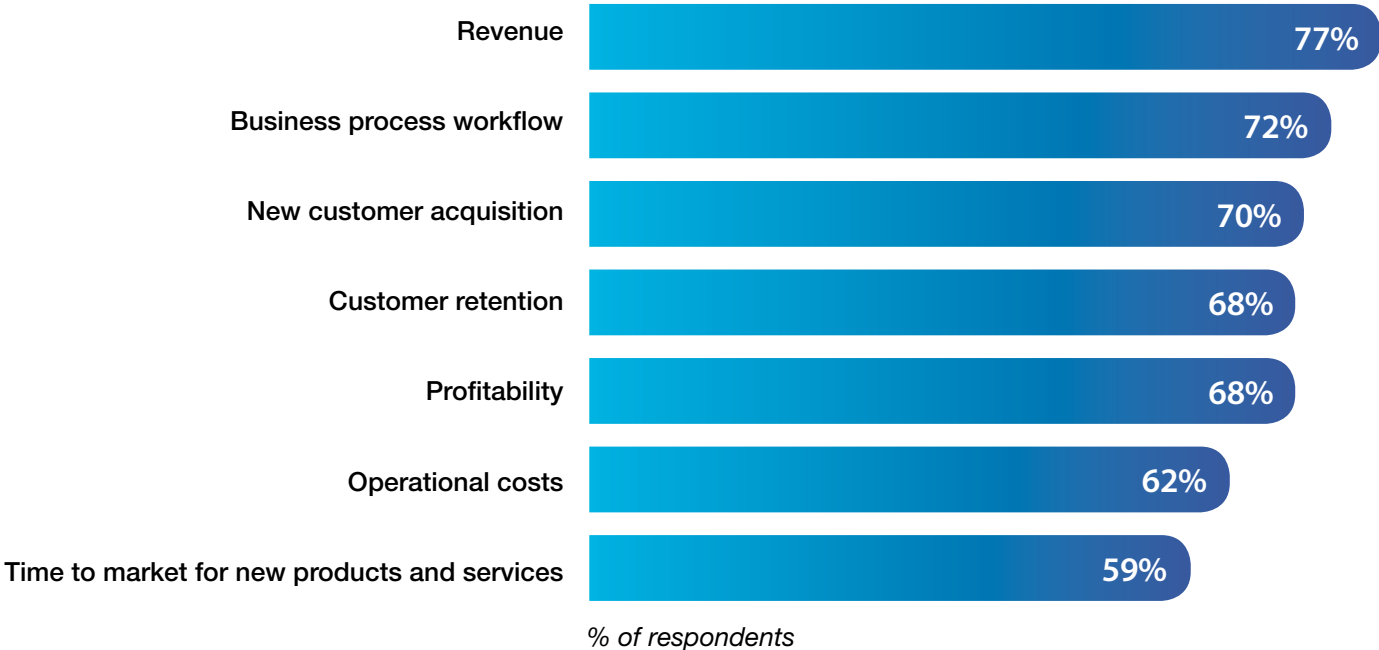
This gap points to the challenge organizations are having keeping up with mobile technology.

Addressing Information Gridlock

Achieves Real Business Benefits

Information Mobility Has Positive Impact on a Broad Range of Business Metrics . . .

Those Saying Information Mobility Has Positive Impact On:

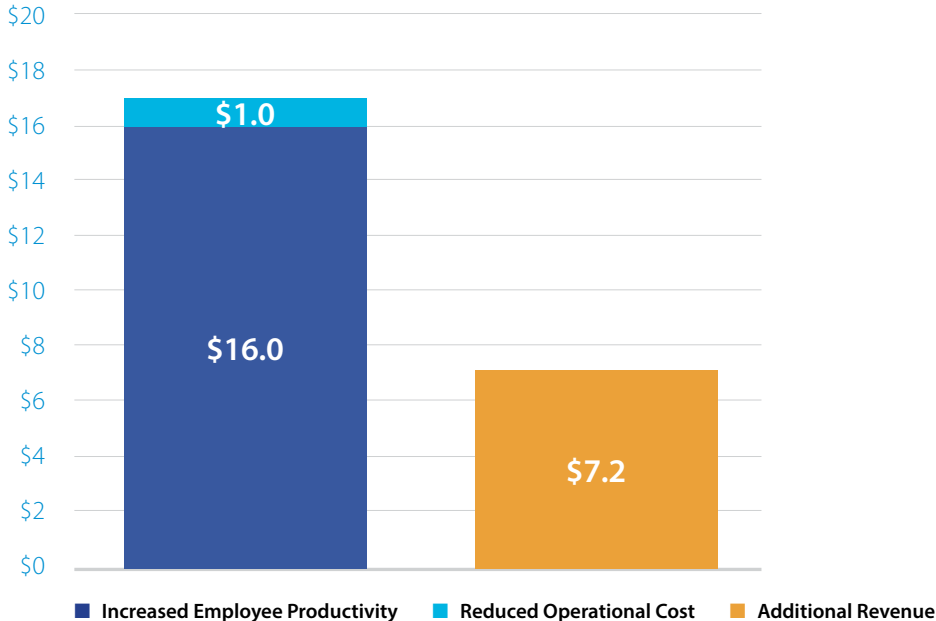


Addressing Information Gridlock

Achieves Real Business Benefits

... And Drives Significant, Quantifiable Economic Benefits

Annual Benefit Per Employee



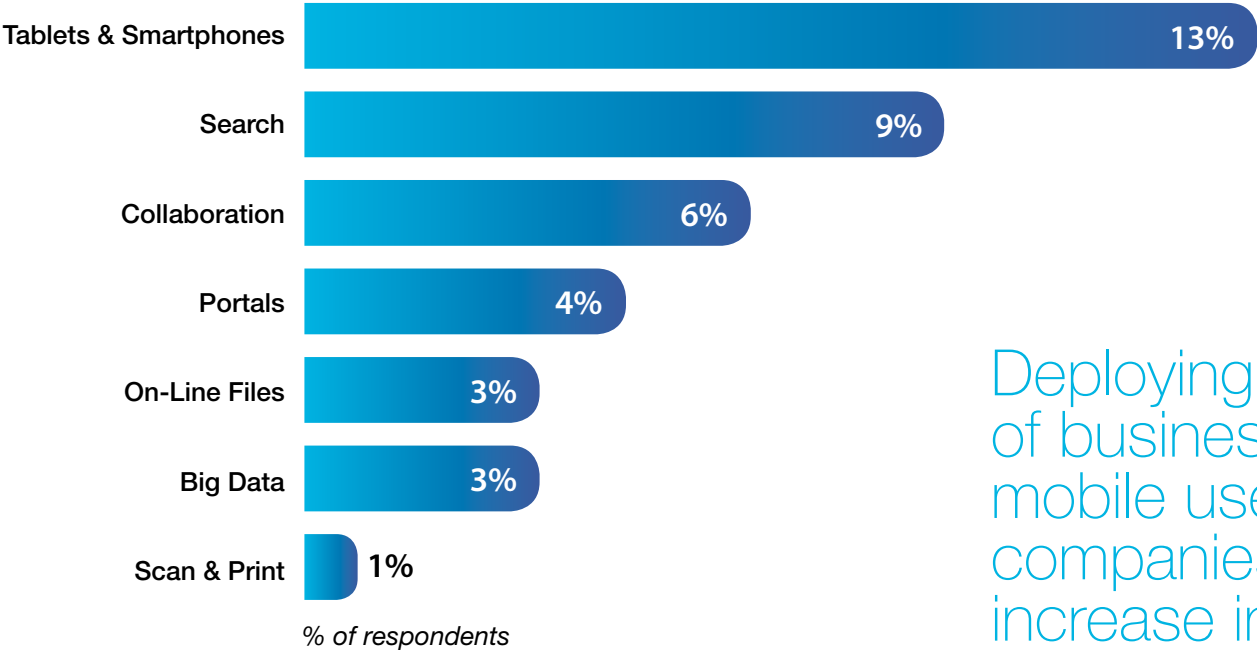
Organizations with the highest information mobility maturity see almost \$25k in annual benefit per employee, combining \$17k in savings from productivity gains and operating cost reductions with \$7.2k in revenue gains.

Addressing Information Gridlock

Achieves Real Business Benefits

Technologies Drive Significant Productivity Benefits

Employee Productivity Increase by Technology



Deploying a full range of business apps to mobile users enabled companies to see a 13% increase in productivity.

Addressing Information Gridlock

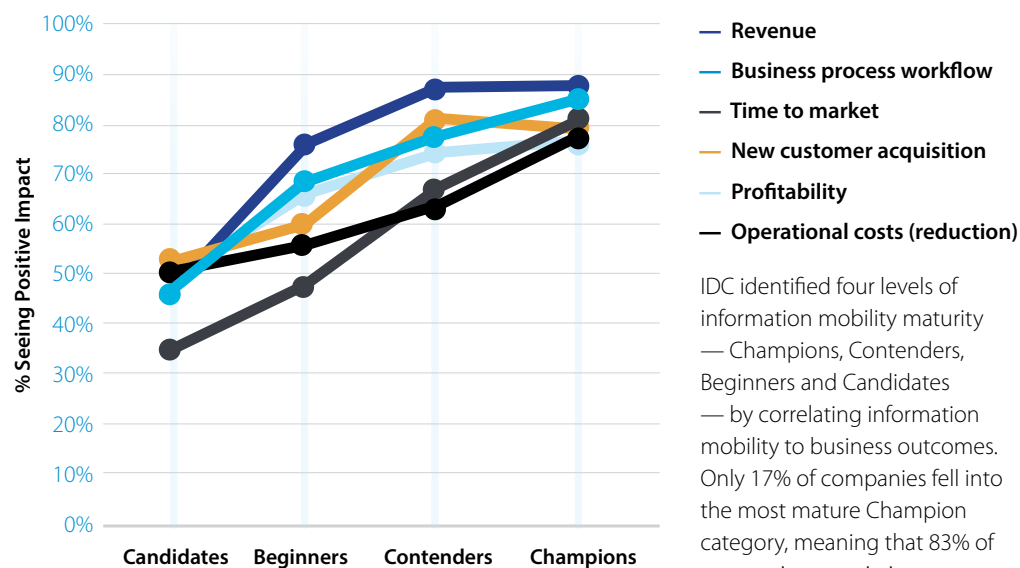
Achieves Real Business Benefits

Information Mobility Maturity Leads to Better Business Outcomes

Key Enablers of Highest Level of Information Mobility:

- ✓ Strong senior management support
- ✓ Innovative organizational culture where IT supports business outcomes
- ✓ Use of information technology like BPM software, enterprise social networks, intelligent capture and search

Impact of Info Mobility Maturity on Key KPIs



IDC identified four levels of information mobility maturity — Champions, Contenders, Beginners and Candidates — by correlating information mobility to business outcomes. Only 17% of companies fell into the most mature Champion category, meaning that 83% of companies are missing out on major business upside.

Addressing Information Gridlock

Achieves Real Business Benefits

Key Takeaways

There are compelling reasons for organizations to increase their Information Mobility maturity NOW:

- ✓ Better time to market
- ✓ Improved business process workflows
- ✓ Reduced costs
- ✓ Increased revenue

Achieving high levels of Information Mobility maturity requires senior management commitment:

- ✓ It's a strategic decision across the organization
- ✓ It will not be effective if left to individual departments

Information Mobility maturity requires investment in the right technologies:

- ✓ Enterprise cross-repository search and collaboration tools
- ✓ Integration of workflows across departments
- ✓ Mobile and cloud enterprise application on-ramps and off-ramps (printing and scanning)

[To learn more about the Information Gridlock Whitepaper, please click here](#)