DETERMINED TO GROW

Has your organization rooted itself in an employee- and customer-centric digital transformation strategy that includes the intelligent automation (IA) technology it needs to flourish? IA capabilities contribute to work transformation and contentcentric workflows - two critical elements to the growth of modern enterprises.

All data is sourced from the 2019 IDC eBook, "Drive Business Value with Intelligent Automation," sponsored by Hyland.

ROOT YOURSELF TRANSFORMATION

Digitally determined (DD): Making strategic, organizational, technology and financial decisions for digital transformation (DX)

CHARACTERISTICS OF A DD ORGANIZATION:





as likely to embed digital throughout organization and culture



single enterprisewide digital strategy, instead of "multiple strategies rooted in the various lines of business"

are working towards a single digital platform

/3

73[%]

get DX funding through a longterm capital budget

ENCOURAGE GROWTH WITH WORK TRANSFORMATION

Source Service A Service of digital transformation that aims to create an employee experience-focused culture using intelligent automation to drive initiatives

CURRENT STATE OF ORGANIZATIONS:

7.5% Agile, adaptive, learning and transformational WX initiatives that deliver a competitive advantage

> Little or low realization for WX initiatives; lacks an overarching strategy, funding and support



%

35.6% Some recognition of WX but no enterprise-wide strategy

%

Senior level support for a panenterprise WX strategy, but it is internally-focused

WX is supported by enterprise technology platform

TOP FIVE ORGANIZATIONAL DRIVERS OF WX INITIATIVES:



2 Cost savings

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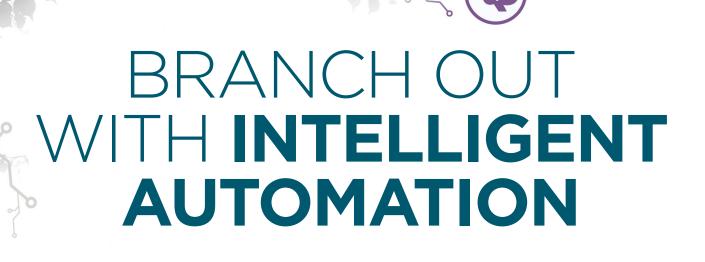
3 Employee engagement %

4 Employee engagement with customers and partners

1%

5 Better employee work-life balance

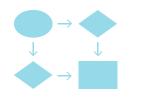




Future workspace: Provides access to content and content-centric workflows at any time, from any place, enabling secure collaboration. "Intelligent automation is a key component of the future workspace," according to IDC's study.



Intelligent capture



TECHNOLOGIES INCLUDE:

Workflow automation



Artificial intelligence, including machine learning and content analytics

USE OF IA CAPABILITIES IS BLOSSOMING



Intelligent enterprise capture deployed and "used to engineer efficient, automated workflows"



Technology workflow design and orchestration technologies

deployed

enterprise-wide



Automated document generation technology deployed



RPA software in use or planned for use "to automate and optimize contentcentric workflows"

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reduction in the time spent on document-related tasks each week



reduction in time spent looking for and/or recreating lost or misfiled documents



reduction in paper documents



cost reduction



error reduction

CASE IN POINT:

A U.S. state government IT department deployed content workflow technology to automate accounts payable, requisitions and purchasing.



Start growing your own digital transformation with intelligent automation. Learn more in the IDC study >

