

Overview

Small and Mid-sized Business Intelligence at the Intersection of Physical and Digital Worlds

Around 65% of businesses are already starting to digitize paper processes. Their goal? To improve workflows, productivity, and performance. How does your organization stack up?

1,021 companies in the US, UK, Germany, and France were surveyed.
Survey conducted by Coleman Parkes and commissioned by Xerox.

INDUSTRY DIGITAL READINESS INDEX

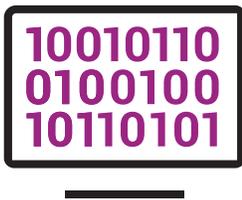
Beginner



Advanced

Plans to Digitize

65% have started to digitize paper processes.



12% will start digitization of paper processes within 1–3 years.

37% have implemented digitization plans.

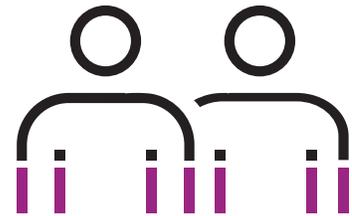
28% are advanced in digitization of paper processes.

Department Prioritized to Go Paperless

IT Department to benefit most from digitization.

24%

agree that IT is one of the top departments that should be digitized first.



Security Strategies Inclusive of Printers/MFPs

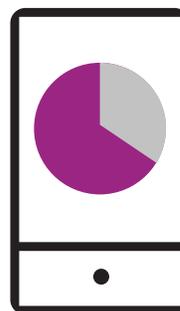
Hackers can access networks via printers/MFPs.



56% of companies factor printers and/or multifunction printers in their overall security approach.

Mobile Printing Initiatives

Traveling executives can print securely with cloud-based solutions.



66%

include mobile printing in their mobility initiatives.

29%

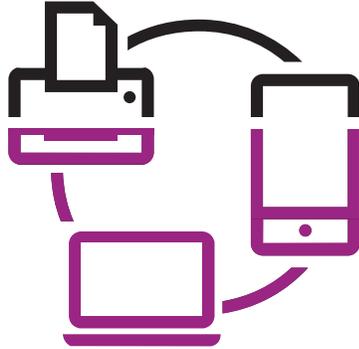
have yet to include mobile printing in their mobility initiatives.

Improving Workflow

Employees commit to more streamlined processes.

81%

plan to impact the bottom line with improved document workflow.



Time Wasted on Paper Processes

Too much time is spent on document workflow vs. core operations.

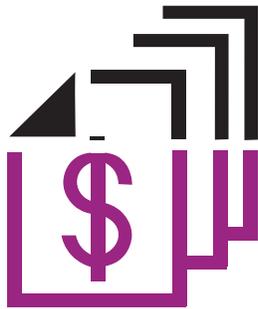
46%

waste significant time daily on paper-intensive processes.



Money Spent on Paper Processes

Companies will save money on supplies, energy and storage.



65%

spend between \$1,000 and \$5,000 monthly on paper processes.

Managing Printer Efficiencies

Managed Print Services (MPS) is a key component of document digitization.



39%

print fleets were assessed within the last year.



27%

have real-time monitoring and real-time assessments of print fleets.

Highlights

Just over half of companies are using printers/MFPs as part of their security approach to help protect against malicious attacks and unauthorized access to documents and stored information.

46% of companies waste significant time daily on paper processes, which can be time used to grow the business.

Across all small and mid-size businesses, only 27% of companies undergo real-time assessments to ensure better document management.