

# [SURVEY RESULTS]

# Intelligent Document Automation Trends

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July 24, 2019    Garrett Hollander

[The Association of Intelligent Information Management](#) (AIIM) published survey results of **100 document automation leaders**, focusing their inquiry on intelligent document automation trends. They issued the results in an infographic ([download page](#)) that speaks to how the digital workforce takes advantage of document automation solutions.

We thought that some of the figures were worth sharing with you here.

## Key Figures: Direction of Document Processing Automation

***70% of respondents plan to expand document processing to more born-digital documents, compared to only 39% in 2018.***

Ah... the concept of born-digital documents has taken center stage. As you might surmise, these are documents that originated in digital form and never ever existed as paper. This represents a natural progression towards an increasingly [paperless office](#).

***41% plan to focus on replacement of paper forms with eForms.***

These companies are in an earlier phase of digital transformation, where they are converting paper forms to eForms, presumably with the help of data capture tools. That said, this initiative and the emergence of born-digital documents are not mutually exclusive. Companies should be attacking both efforts with vigor. We're in the middle phases of fully digitizing information environments and while the end is a way off, efforts are still progressing.

## Key Figures: Robotic Process Automation — How the Digital Workforce Leverages Advanced Capture

***A whopping 42% of respondents have no plans for robotic process automation (RPA) and 25% are planning to use RPA with advanced capture.***

Robotic process automation (RPA) as a function is one that has been around in archaic forms for a while — think screen scraping and web data capture. But RPA has been emerging as a technology that helps automate repetitive manual tasks — kind of like a souped-up macro. Yet, **it's only in use by 18% of respondents and 12% don't even know what it is.**

Watch as this technology starts to make inroads into companies' manual processes over the next few years.

## Key Figures: How are Companies Using RPA?

As you can see, records management (40%) and accounts payable/receivable (35%) top the list of business processes making use of RPA technology, with HR (24%) and customer onboarding (23%) close behind. **It makes sense that RPA would nest itself in these processes which have traditionally been document-intensive.**

# Key Figures: Greatest Weakness of Advanced Capture

***The inability to extract handwriting on documents was cited as the top weakness (28%) of advanced capture technology.***

Let's be honest here. Handwriting is as unique to an individual as their fingerprints. While there are technologies that recognize handwriting, perhaps there's still a bit of work to be done with major players in the capture space.

***25% cite complexity of configuration and the learning curve to be proficient as a drawback.***

Capture solutions providers should take this as a cue to make implementation and the user experience a bit simpler, perhaps, as it seems to be an impediment for organizations that want to leverage document [automation in the workplace](#).

# Key Figures: Document Automation with Machine Learning

***Only 38% are taking advantage of advanced capture with a machine learning component.***

The marriage of the two — capture and machine learning — represent a powerful combination that can **digitize paper documents and also extract data from those documents to classify and organize them**. Look for this 38% to go way up in coming years.

***Of those that have advanced capture and machine learning, only 34% are completely satisfied with the capability.***

Yet again, we have a story of a capability that is in early stages, it seems.

All in all, the infographic was very revealing as to how companies are making use of document automation. The overarching theme seems to be that companies are recognizing more and more the value of these solutions with their dollars, but some of the capabilities have room to grow.