# 10 Hottest Trends

in Corporate Digitalisation

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In this Slideshare we cover the hottest trends for any organisations actively seeking to achieve better business outcomes through **digitalisation.**

Paper free processes

Enterprise organisations **have embraced the transistion from paper to digital workflows.** Once implemented, they are continually looking for more opportunites to bridge the paper and digital gap.
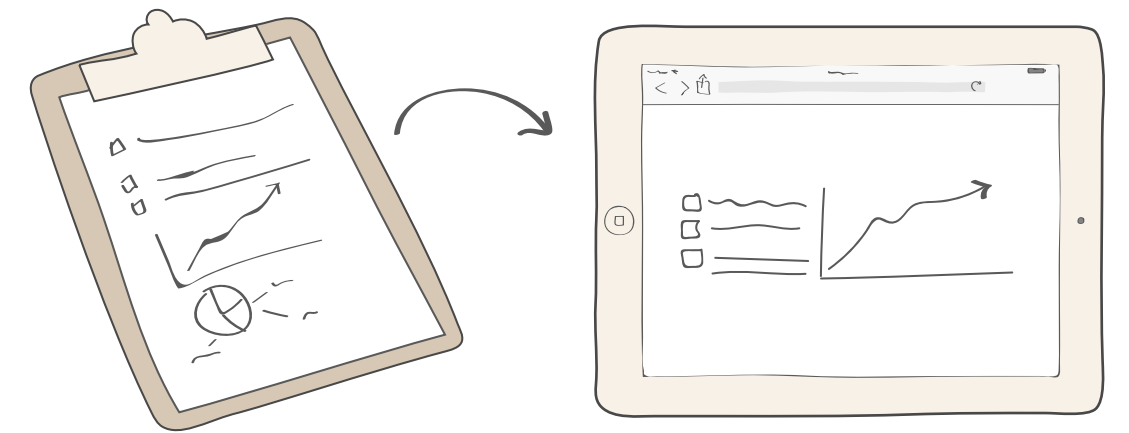
The transition from paper to digital workflows has been eagerly adopted

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Cost efficiencies

Outsourcing to improve cost efficiencies also **helps drive innovation** by freeing up internal IT staff to focus on projects that align up with **achieving business objectives.**
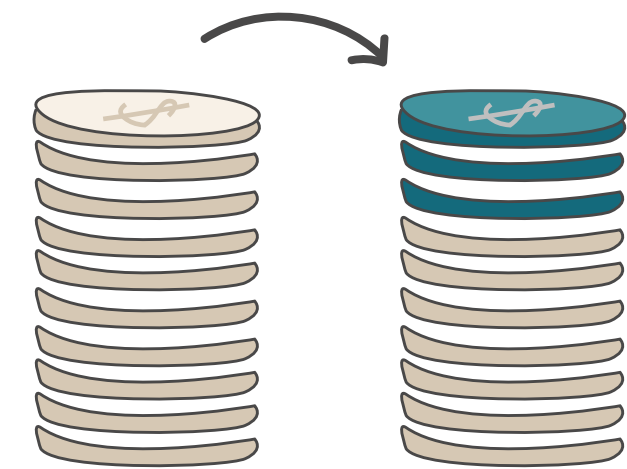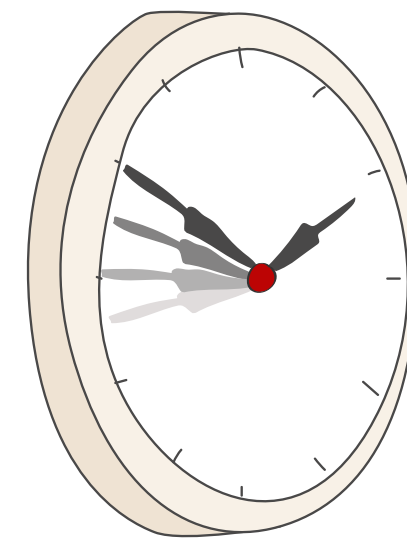

20-30%

Can be saved by outsourcing print management to a service provider[1]

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Timeliness

As customers have become more tech savvy, their **expectations have grown**. Especially in regards to the service they expect and the time it takes to receive it.

The (unacceptable) waiting game

Today's customers being told to expect a response within 24 hours is equal to waiting a daunting 46 internet days

Service

Service quality follows closely behind cost as a driver. Providers can differentiate themselves through better **governance, SLA's and reporting & analytics.**
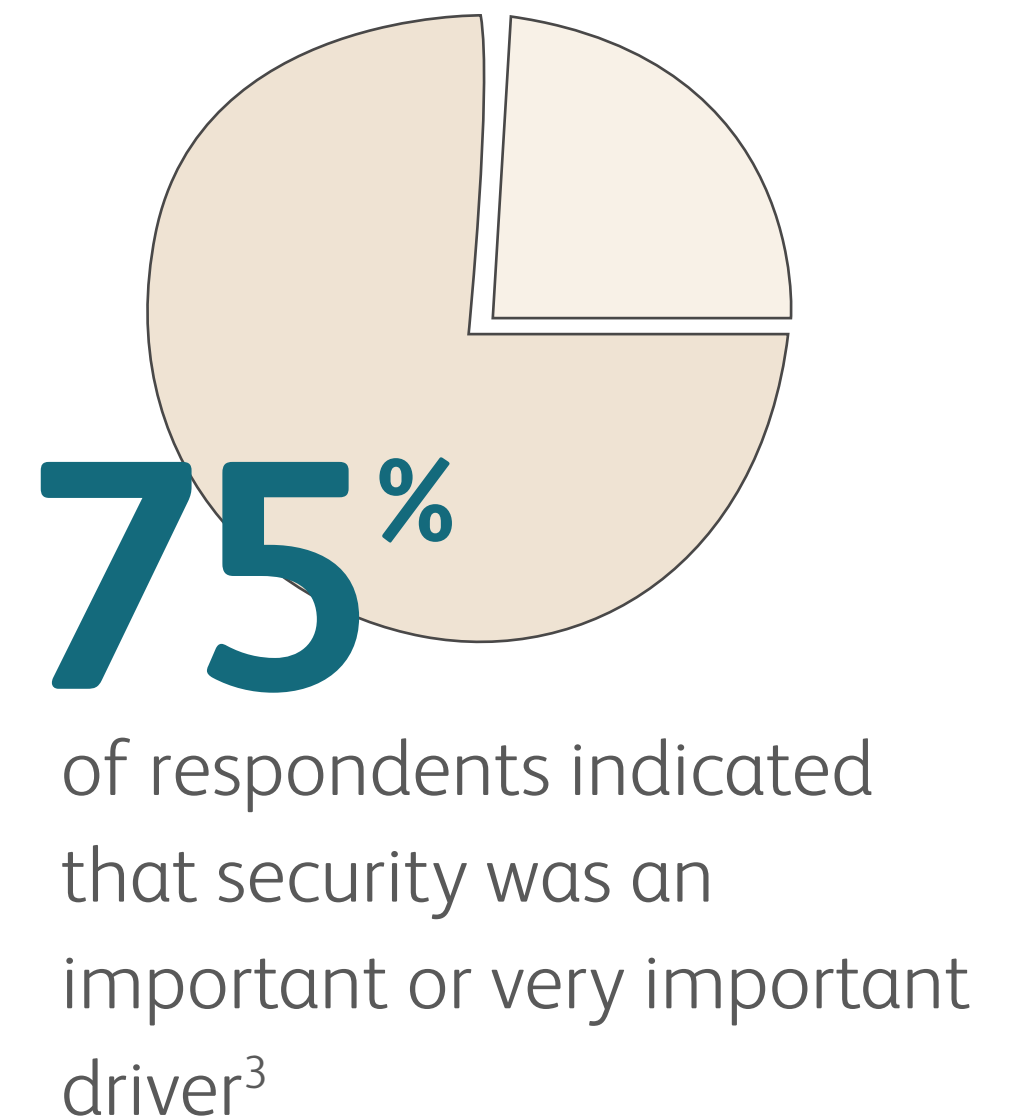
$6.2 trillion

of opportunities were lost by businesses in 2014 due to poor customer service[2].

Security

According to the Quocirca Report: MPS Landscape, 2015 - Security has risen to the **top of the agenda** for the first time

75%
of respondents indicated that security was an important or very important driver[3]

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Risk

Over three quarters of companies face business **risk incidents and severe consequences** due to broken or poor processes[4].

By the numbers:

36.2%
failed to meet compliance requirements

24.9%
lost major customers

24.8%
had a major IT breach

19.1%
suffered a major PR crisis

30.2%
lost key employees

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The Y-factor

2015 saw 18-34 year olds comprising a majority of the workforce worldwide for the first time[5].

The emerging Millennial workforce is **driving change at deep levels**. Their attitudes regarding, security, privacy, and loyalty often **clash with current company policies.**

2025

It is forecasted that NZ will see Gen Y dominating the workforce by 2025[6]

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The Internet of things (IoT)

As more devices become part of the IoT landscape, the data collected provides vendors opportunities to innovate. This can be utilised to **drive further effciency improvements.**

IoT suppliers and users can save time by:

Benchmarking
your connected environment

Transforming data
into guidance through dashboards and visualisation

Focusing measurement
on key variables

Constantly improving
guided by data[7]

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Big data analytics

The market for big data analytics continues to grow. **Expertise in predictive analytics** will be the key to driving new levels of insights and innovations.

"We're setting the bar higher by taking what we learn from the print environment and building it into content management and business process strategies – so customers also benefit from ways to work smarter and speed time to revenue. "

Mike Feldman, Senior Vice President, Xerox Global Document Outsourcing and Managed Print Services
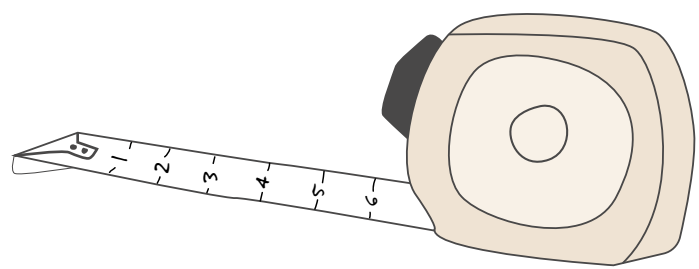
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Sustainability

The commitment to reducing paper usage and **minimise environmental impact** remains a major factor in business strategies.
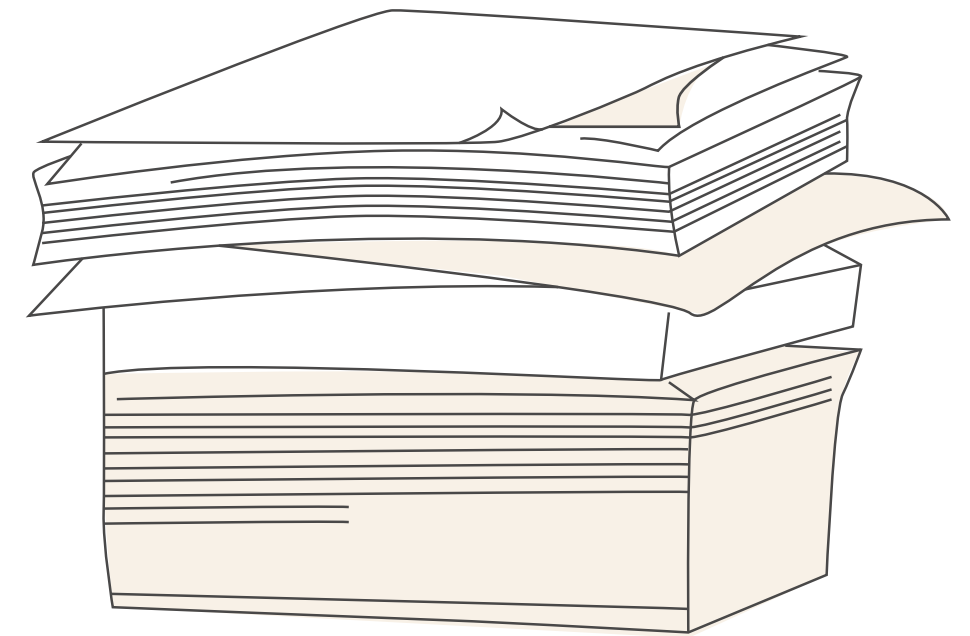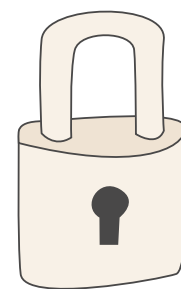

1.36 million

AUT saved 1.36 million sheets of paper in the first year of implementing Fuji Xerox MPS

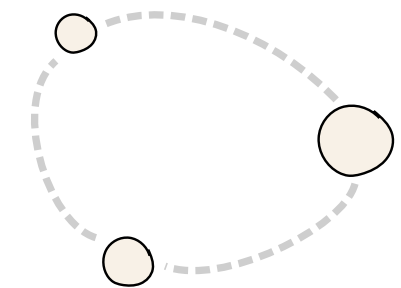FUJI XEROX

3 Steps to Better Digitisation Results

Assess & Optimise

Audit, track, measure, analyse your use of paper. Follow assessment to assure results.

Secure & Integrate

Build in security and make sure that technology, process and people can play together happily.

Automate & Simplify

Workflow automation - It's where so much of the benefit will come.

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Process efficiency, cost, and service quality are the most important trends in corporate digitisation. With the arrival of millennial employees, companies will need to look to change to stay relevant in the **future of business.**

Fuji Xerox continues to lead the industry in corporate digitalisation[3].

If you or your company is looking for expertise to undertake this change, please contact us.

http://betterbusiness.fujixerox.co.nz

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References

1. IDC - Beneath the Surface: The True Cost of Enterprise Printing

2. Accenture – Customer 2020: Are You Future-Ready or Reliving the Past?

3. Quocirca Report: Managed Print Services Landscape, 2015 – A global analysis of the global enterprise

4. IDC – Business Workflow Automation by Vertical, Company Size, MPS/BPS, Print Volume Reduction – Past and Next 12 Months (IDC #247483)

5. Accenture – Global Research on Millennial's Use of Technology

6. Robert Walters – Attracting, Retaining and Developing Millennial Professionals www.consulting.xerox.com/perl-bin/formeng.pl?form=mps_gartner_report&XOGlang=en_US

7. Xerox – Part 1: What the Internet of Things can Learn from Managed Print Services

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