

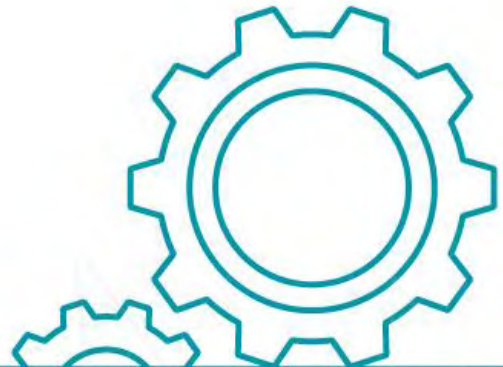


TOP CAPTURE LEADERS IN DOCUMENT AUTOMATION

2019 DIGITAL WORKFORCE SURVEY RESULTS
TOP CAPTURE LEADERS INTERVIEWED ABOUT THEIR PROJECTS
DISCOVER WHAT THIS MEANS FOR YOU



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OVERVIEW: Real World Snapshot

In 2019, AIIM surveyed its membership with the specific goal of better understanding how organizations are currently using advanced data capture techniques, where they feel their roadblocks to success are and the avenues to gaining competitive advantage, and what their plans are for their technology adoption and its capabilities in the future. This is a real world snapshot of 100 practitioners. All of the survey participants are actively involved in managing the planning, selection, configuration and/or operation of document capture today at their organizations.

- 100% are actively involved with document capture
- 46% have two or more installations
- Of those with only one system, 27% say this is because they have consolidated multiple systems

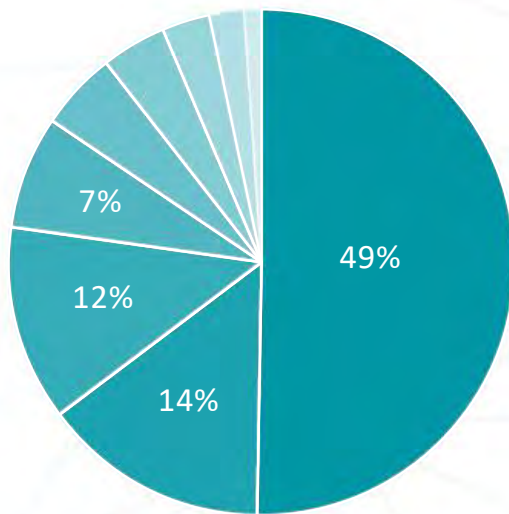
This survey is an important snapshot of where these organizations are in their digital transformation journeys. At the heart of each transformation journey is information. Data is the currency that fuels and funds that entire digital transformation journey. It's the common denominator for successful customer experience, business agility, operational excellence and automation.

At the same time, there is a rising tide of information that we all must manage every day. The growing chaos associated with this effort hinders digital transformation journeys. The incoming volume, velocity and variety of information within most organizations can often exceed our ability to really keep pace. These challenges are creating a new demand for information management practices that extend beyond traditional enterprise content management. This ebook provides a view into what people are doing today, what they feel the roadblocks and opportunities are, and where things are headed in the future.



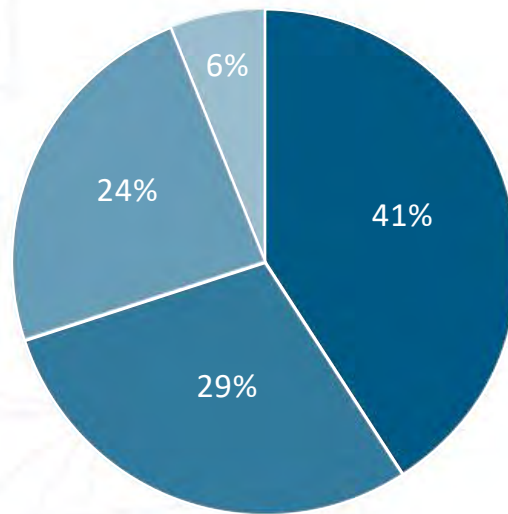
Who AIIM Surveyed

Here we track the progress of organizations as they adopt technologies that are focused on document automation, making sense of data and putting it in a more structured way so they can use it in the organization. What you see here in terms of the distribution from a geographical perspective and from an organizational perspective reflects the AIIM membership who are capture leaders interviewed for this survey.



LOCATION

- (49%) USA
- (14%) Other W. Europe
- (12%) Canada
- (7%) Mexico, C. & S. America, Caribbean
- (5%) Middle East, Africa, S. Africa
- (4%) UK, Ireland
- (3%) Australia, New Zealand
- (2%) Asia, Far East
- (1%) E. Europe, Russia



ORGANIZATION SIZE BY EMPLOYEES

- (6%) 00 - 10
- (24%) 10 - 100
- (41%) 100 - 1000
- (29%) Over 1000



The largest percentage of respondents came from these industry sectors:

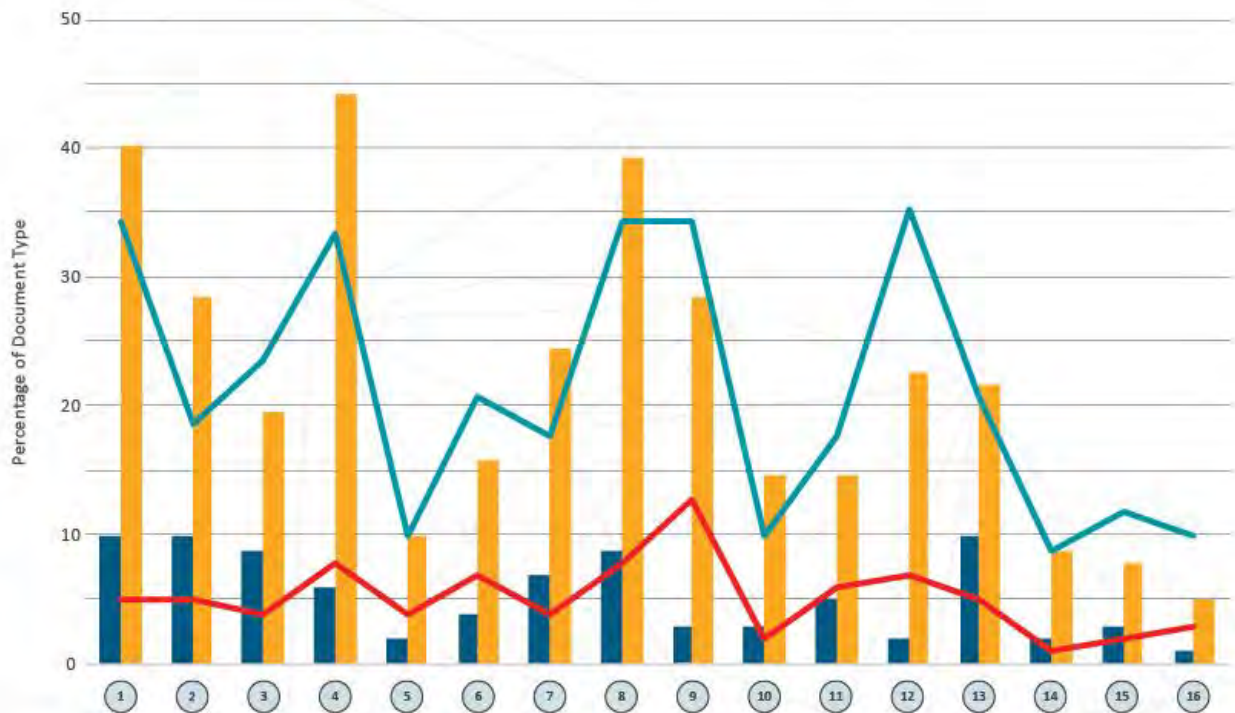
- Government & Public Sectors
- Finance, Banking & Insurance
- IT & High Tech
- Document Service Providers



State of Document-Oriented Processes

Describe how dependent these processes are on paper forms and documents.

A majority of organizations are correctly approaching document processing in a more strategic manner, looking at the processes that involve paper and trying to figure out the best type of workflow. The net is that very few enterprises really have any process that is completely paperless. If we were to rank order and compare this to e-forms adoption, the top five from an e-forms deployment perspective almost share the same top five in a paperless process. Those are accounts payable, customer onboarding, claims processing and HR. This certainly suggests that there's a likely place to start with the specific processes because you can convert this information into something more structured and make these processes more efficient when it comes to digital transformation.



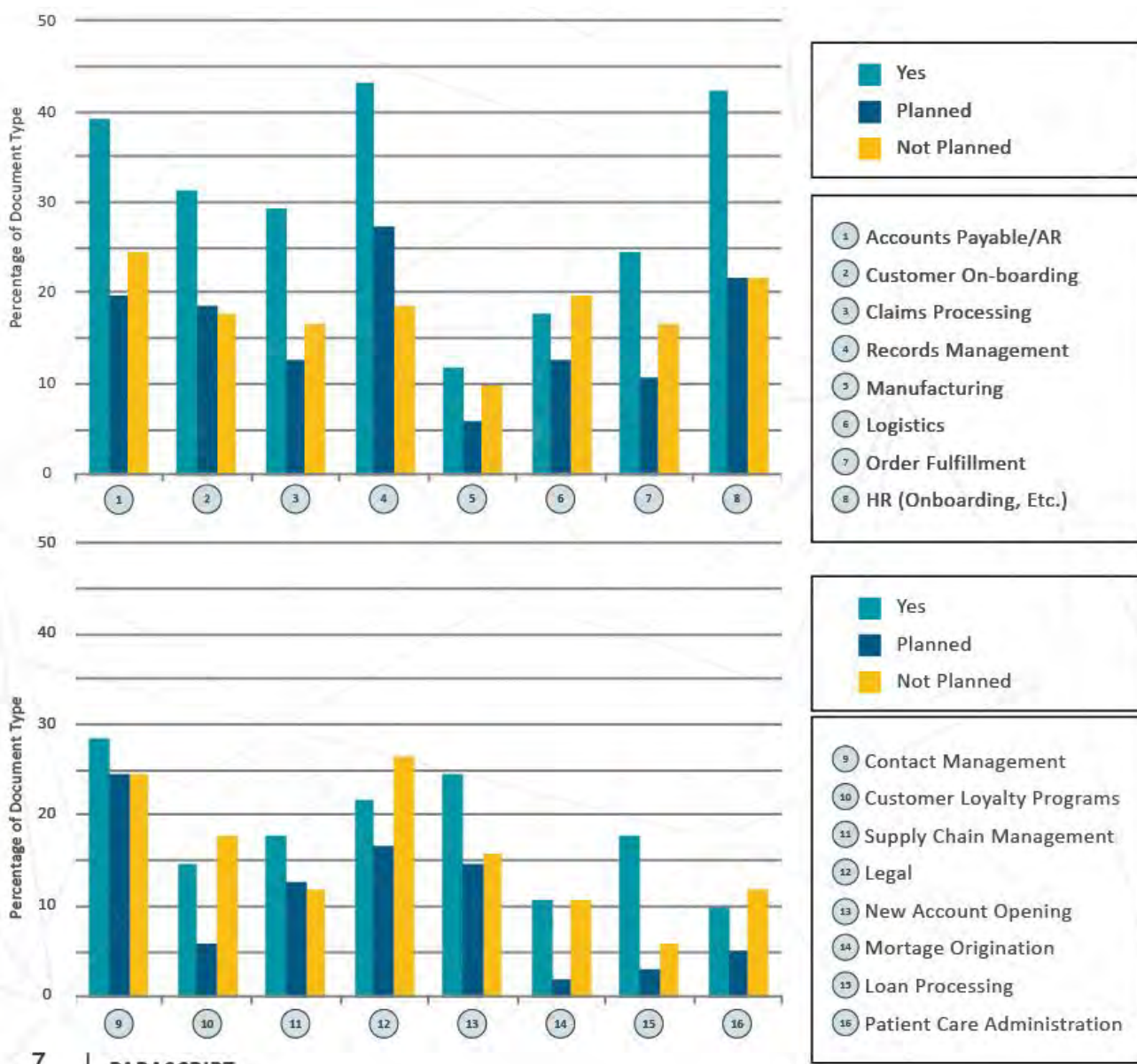
① Accounts Payable/AR	⑨ Contact Management	■ Completely Paperless
② Customer On-boarding	⑩ Customer Loyalty Programs	
③ Claims Processing	⑪ Supply Chain Management	— Mostly Dependant on Paper Forms & Documents
④ Records Management	⑫ Legal	— Completely Dependant on Paper Forms & Documents
⑤ Manufacturing	⑬ New Account Opening	
⑥ Logistics	⑭ Mortgage Origination	
⑦ Order Fulfillment	⑮ Loan Processing	
⑧ HR (Onboarding, Etc.)	⑯ Patient Care Administration	



Deployment of e-Forms Technology 2019

Have you deployed e-forms technology as part of your processes?

In 2019, those processes that can be controlled via a forms-focused workflow such as HR, logistics/SCM, customer loyalty, ordering, invoicing and patient care are all taking advantage of e-forms to some extent with more planned while other categories, which traditionally do not avail themselves to forms are lower (e.g., contracts, legal, mortgage and loan processing).

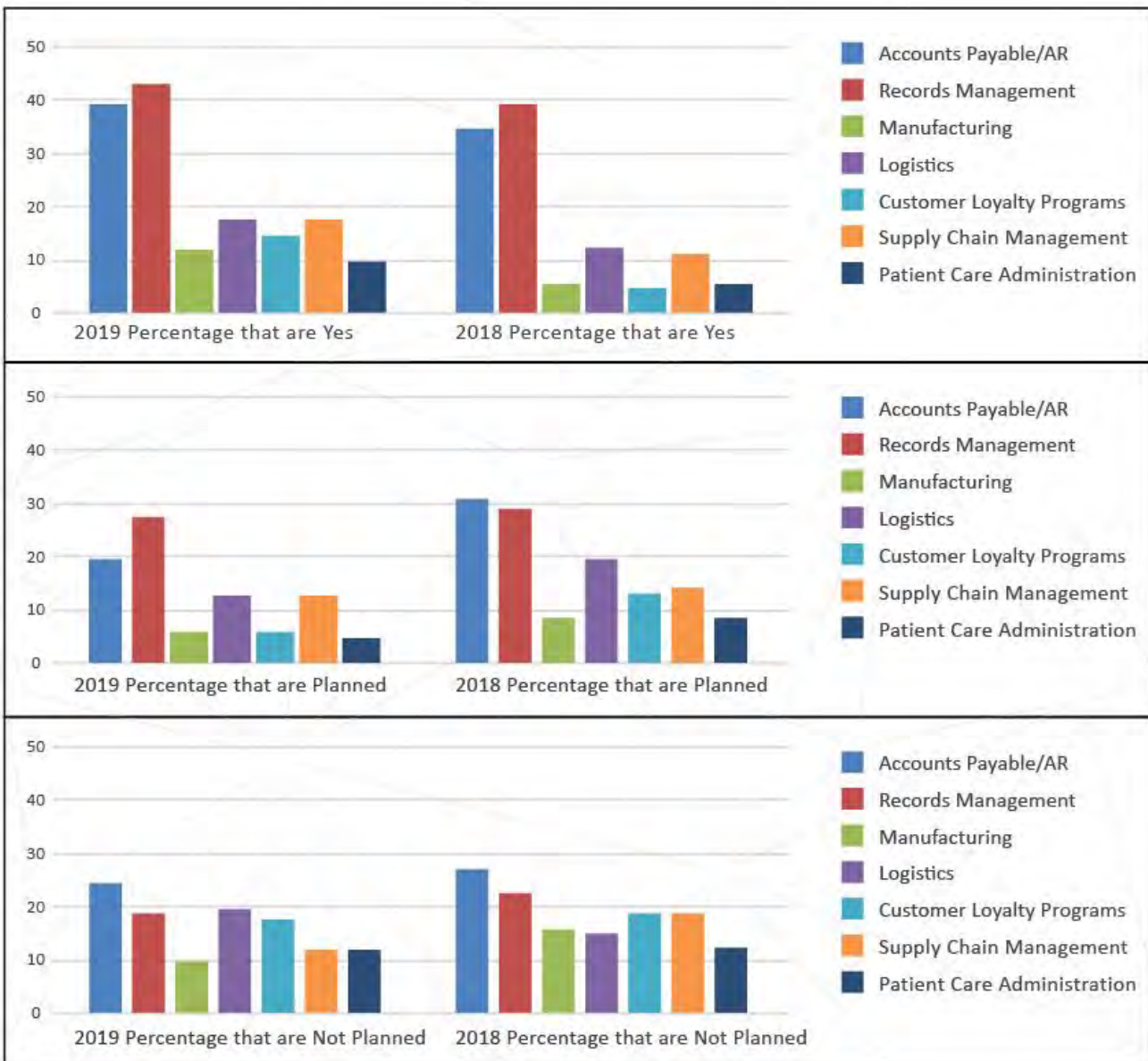




Deployment of e-Forms Technology 2019 vs 2018

Have you deployed e-forms technology as part of your processes?

Comparing 2019 to 2018 survey results, the takeaway is that there is some progression overall (by about 3%) with the most significant increases being those processes that can be controlled via a forms-focused process such as HR, logistics/SCM, customer loyalty, ordering, invoicing and patient care with all close to or above a 5% increase. Onboarding/new account opening did not change between 2018 and 2019, since there are other ways of onboarding. Other processes that traditionally are not easily form-based are lower (e.g., legal, mortgage and loan processing).

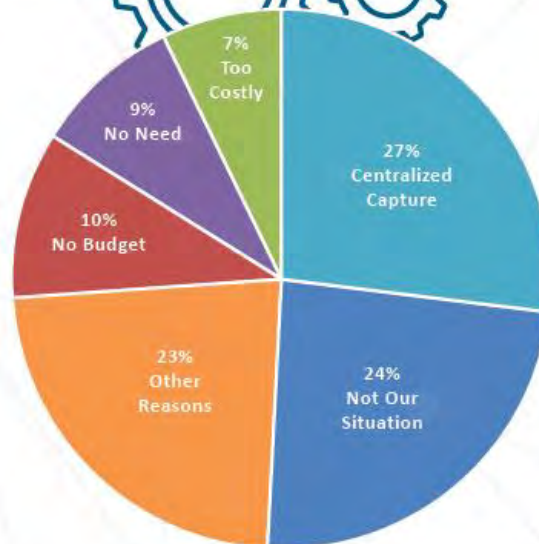


Departments Using Capture: Reasons

If you only have one department or group using advanced capture, what is the MOST significant reason for this?

More than a quarter of the respondents state that they have centralized capture. This roughly correlates to what we see overall when we do our client engagements. These are commonly called centers of excellence or shared services where organizations can create significant amounts of leverage in terms of getting advantageous contracts. Advanced capture is not always an easy system to manage so once you've developed those skills, it makes sense to leverage those across the organization. Now the other two most common reasons indicate that advanced capture is deployed around the organization, but it's not centralized. So these organizations may not get the same amount of leverage and cost savings from their solutions.

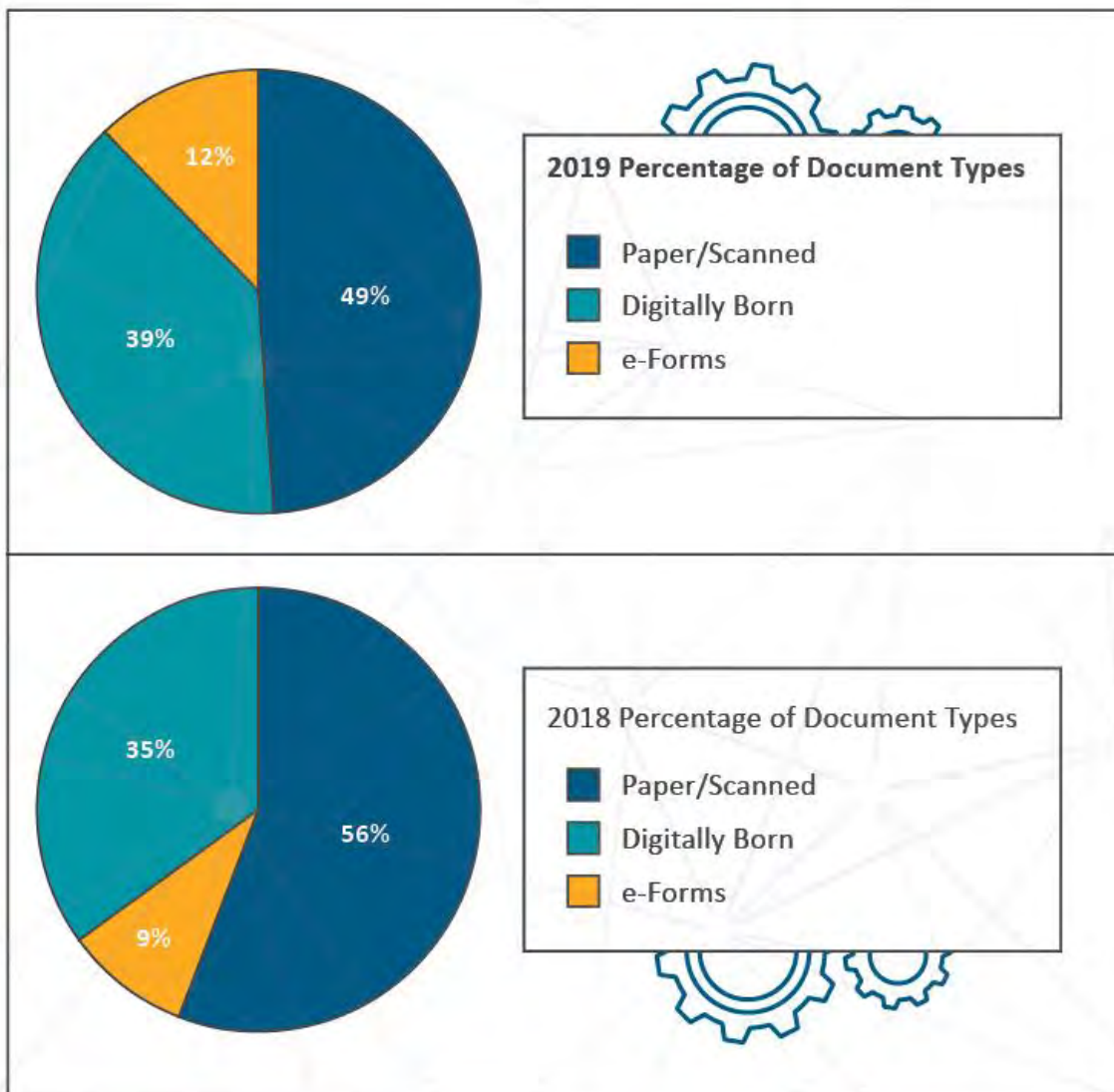
- This is not our situation; we have more than one department using advanced capture.
- Budget will not allow for purchase of more licenses.
- The cost of implementing advance capture does not justify expansion.
- We have no document capture needs beyond the single department.
- We have centralized all document capture so that all departments can benefit.
- Other Reasons.



Percentage of Document Types Processed By Capture

Think about the following types of content processed with advanced capture in your organization. Approximately what percentage are in these formats?

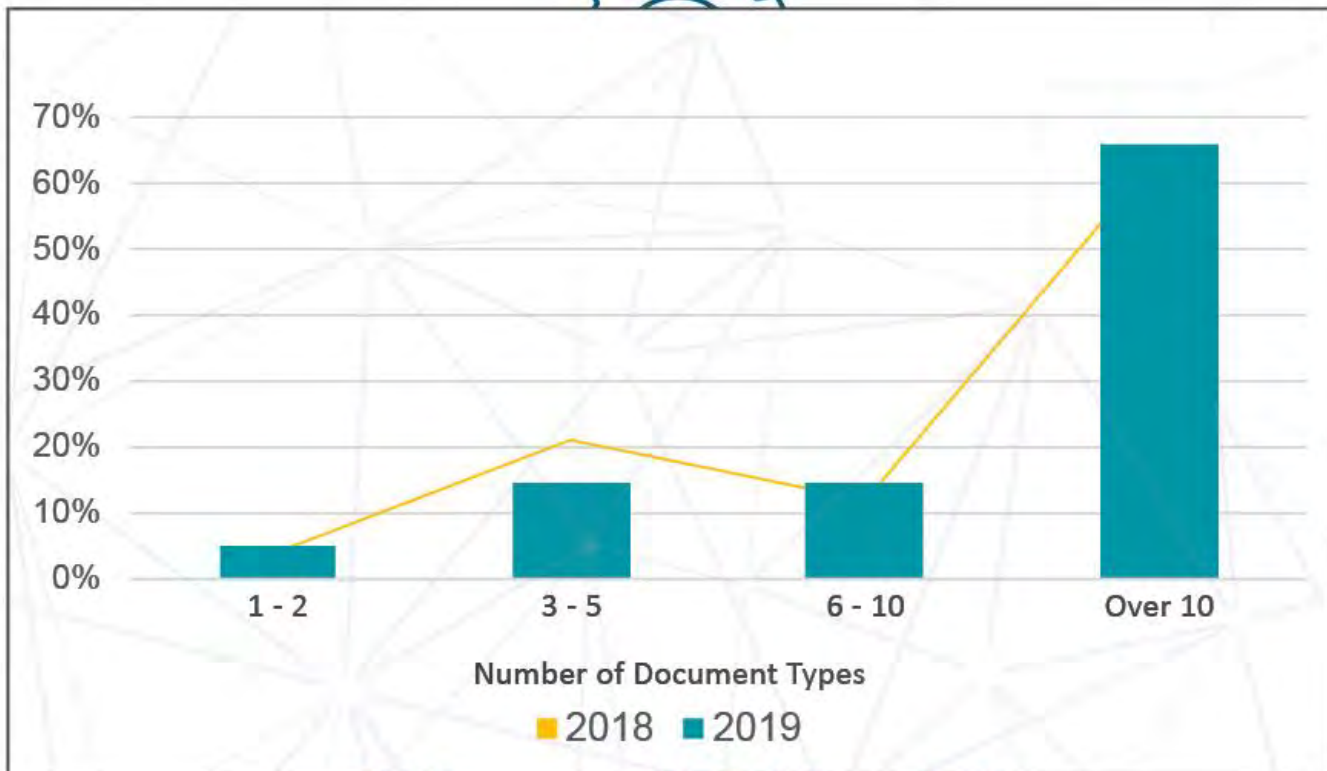
Here paper dropped significantly. Digitally-born documents and e-forms did see a slight increase. This further reinforces this gradual progression of moving data off of paper into some sort of digital format whether digital documents are scanned images or e-forms. Digitally-born documents are going to gradually take up the bulk of what we ultimately process within our advanced capture systems because documents are not going away, even though paper is. Different information modalities exist so it's really about understanding what modes of information are best suited to a given process or user experience.



Maximum Number of Document Types

What is the maximum number of document types (e.g. invoices, application forms, claims forms) processed in any single system in your organization?

Interesting the expansion of document capture in terms of document types is occurring in systems that started with a few documents and those systems that were managing anywhere from 6 or more documents. The relative increase over 2018 occurred at both the bottom and the top range, which suggests that the lower end is more representative of those net new adoptions. Those organizations have just started to utilize advanced capture while the upper range can be correlated with those that are establishing shared services. So once you have a shared service organization, you can start plugging in this capability in the different business departments or units.

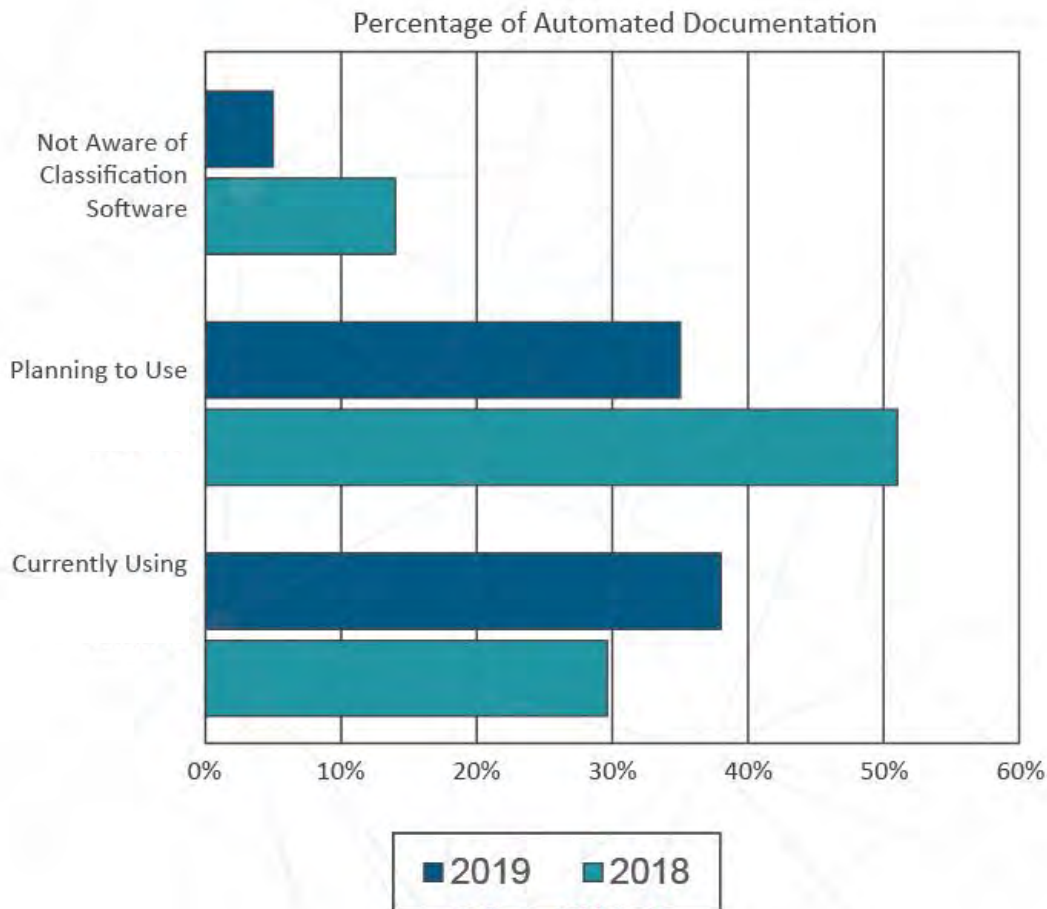


Automated Classification Software Implementation

Automated document classification software constructs rules to automatically classify document types without manually creating rules or using separators. Have you implemented automated classification?

Once we get an idea of the general maturity of an organization with respect to the information that they use and how they deploy advanced capture, we start to talk about the technologies and how they go about using these technologies.

Generally, awareness of automated classification has improved significantly with the number of respondents not aware dropping significantly from 2018 to 2019. This has translated into an increase in the number of respondents stating that they use automated classification. A substantial percentage of organizations still have no plans for document classification automation. For any organization that's interested in applying machine learning, automated classification can be an important first step to accomplish that.



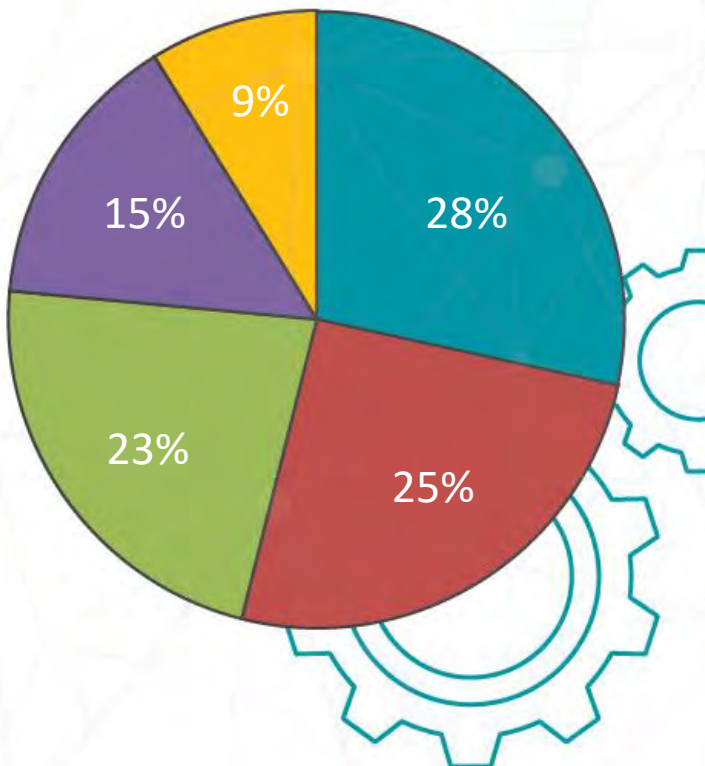
Greatest Weaknesses of Most Advanced Capture

#1 Drawback or Weakness of Advanced Capture

Every capture vendor should take note of these top three weaknesses because they speak directly to user experiences. In the past, capture was a back office function. Now we're seeing advanced capture concepts and other capabilities infused within the business process where the business user is interacting directly with the capture software. So there's a shift in expectations toward software that is more capable, but also easier to use and configure. Complexity of configuration or learning how to use the software can be a major impediment for organizations that need to take full advantage of these capabilities.

1# Drawback in 2018 is the limitations of available technology:

- Data Retrieval
- Straight Through Processing
- Handwritten Data



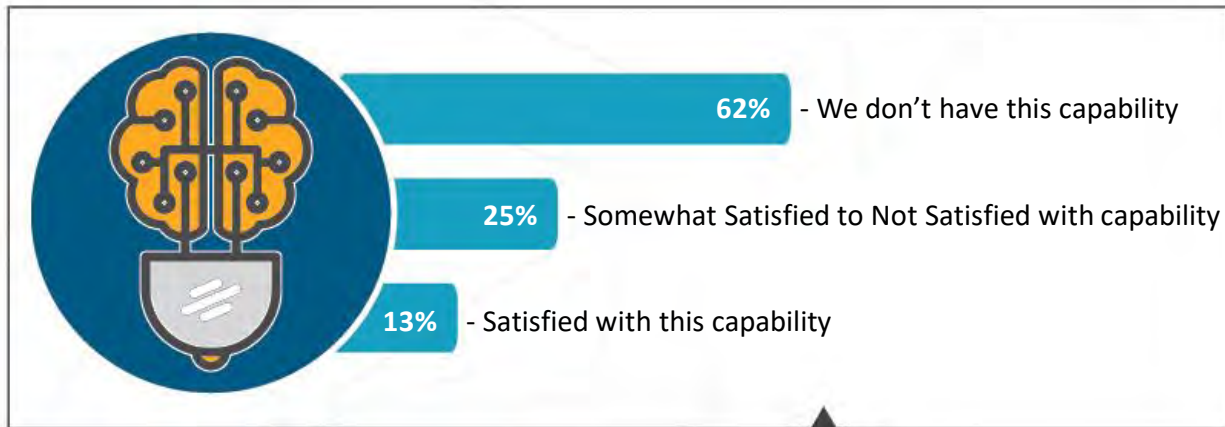
2019

- Inability to extract handwriting on documents
- Complexity of configuration and/or learning curve to get proficient
- Inability to handle unstructured documents
- Accuracy of the system not good enough
- Inability to work with digital documents without requiring separate configurations or use of OCR

Simplified Configuration with Machine Learning

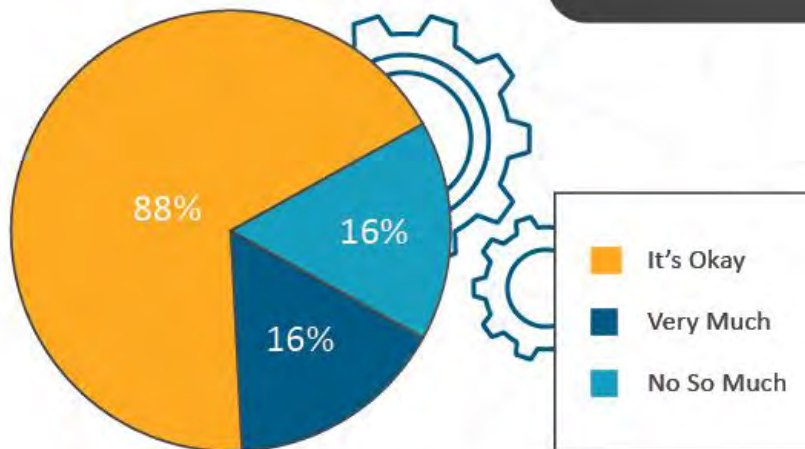
If you implemented a document or data capture system that has machine learning, how satisfied are you with the machine learning capability?

In 2019, taking the time to explain machine learning increased the number of respondents that said their organizations did *NOT* use it. Machine learning is often used in places where it should not be so there can be confusion about machine learning unless it is well defined. Advanced capture with machine learning requires minimal to no configuration, runs in the background of an existing production workflow and is both unattended and fully autonomous.



30% in 2018
 have Advanced Capture
 with Machine Learning
How Satisfied are you?

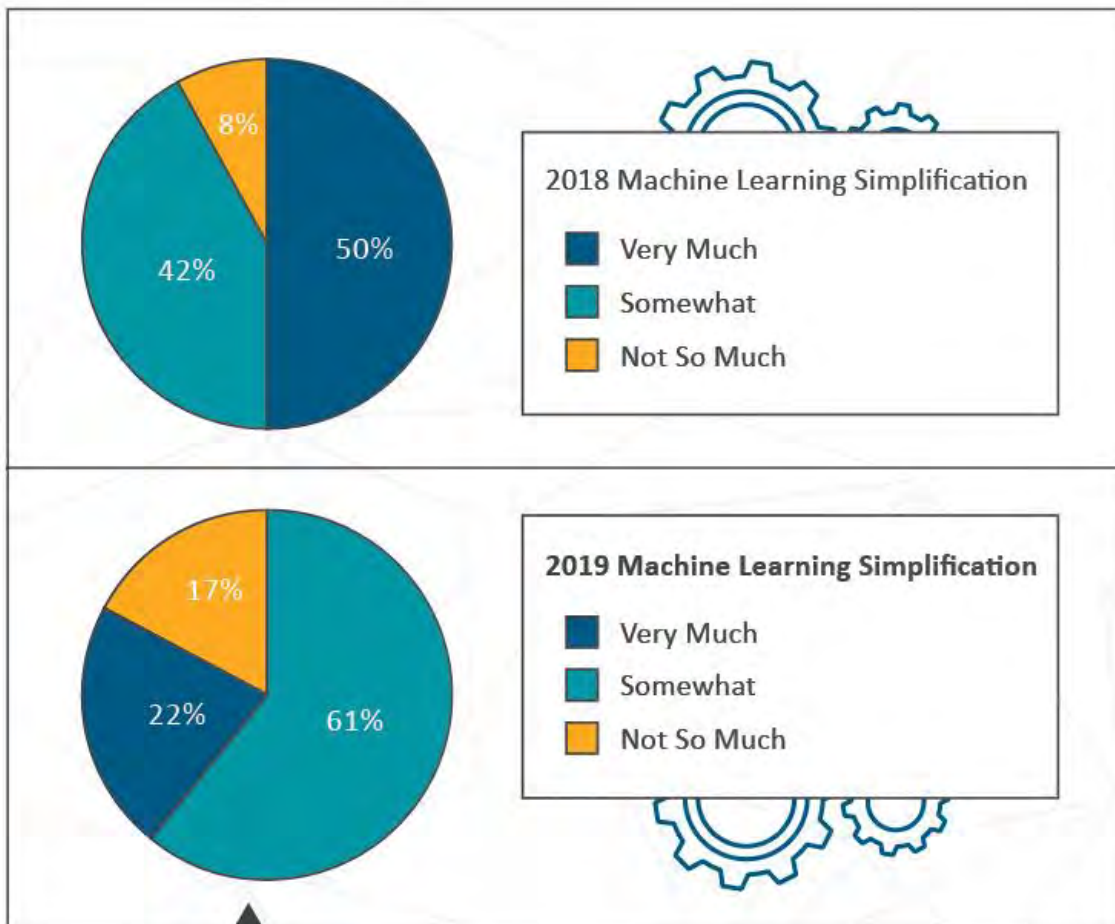
38% in 2019
 have Advanced Capture
 with Machine Learning




Advanced Capture with Machine Learning

Has machine learning simplified configuration and operations? Of those organizations that have capture with machine learning, they answered:

A lot of the buzz about machine learning is focused on after it's in production, but there's a significant aspect of machine learning that can automate the initial upfront configurations. In 2019, we found that only 22% said "definitely" simplified with 61% stating "somewhat" simplified. This may mirror Gartner's hype cycle. It is noteworthy that *only* 38% of those interviewed work at organizations that have advanced capture with machine learning.

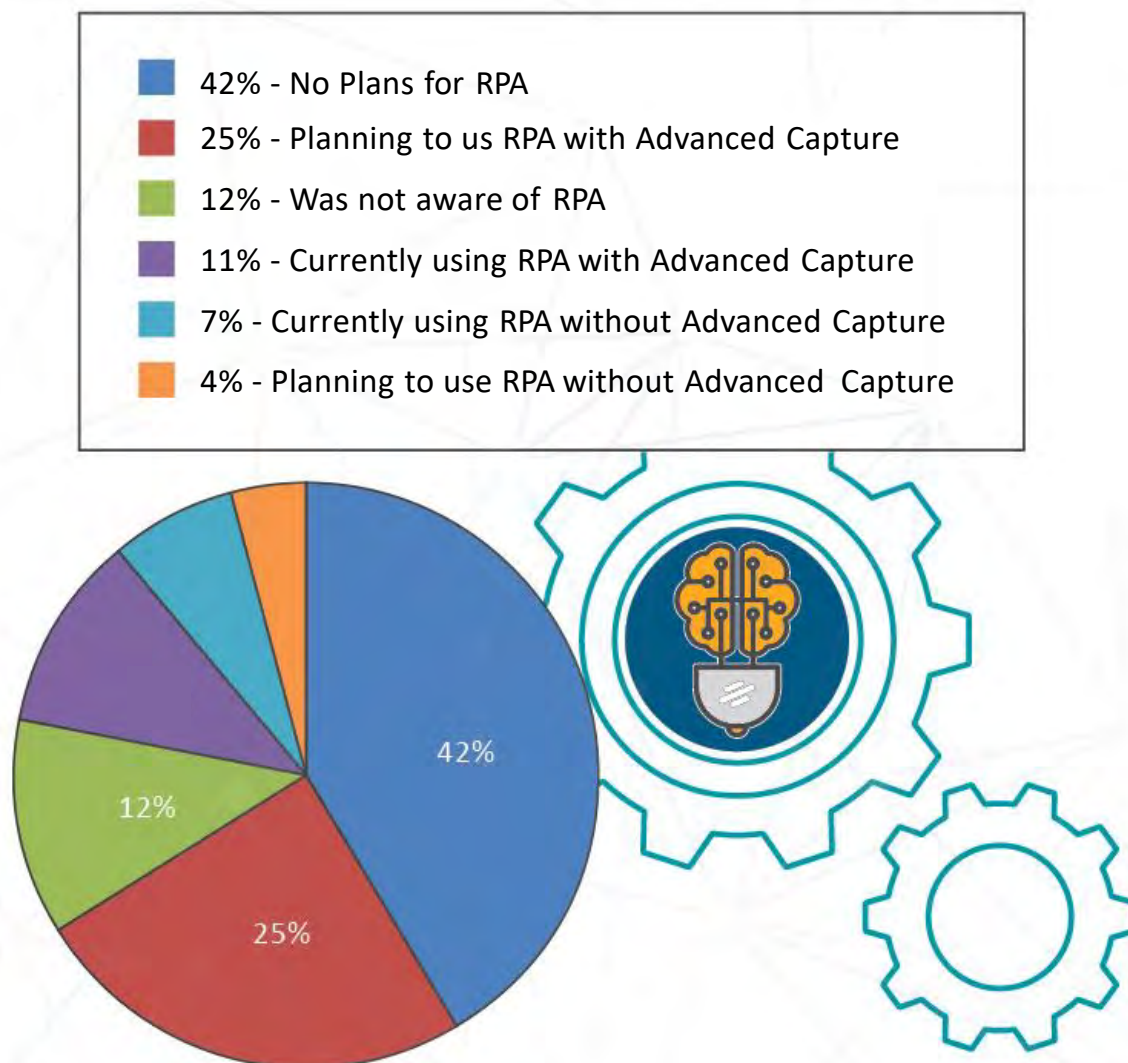


 **38% in 2019 vs 30% in 2018**
have Advanced Capture with Machine Learning

Advanced Capture in Robotic Process Automation

Robotic Process Automation (RPA) delivers significant benefits in many organizations. Do you have plans for RPA that include processes that are document intensive?

RPA is gradually expanding to document-oriented processes, which are typically more complex. RPA in its initial adoption has been focused on simple, repetitive processes. The proverbial low hanging fruit of very rote, repeatable, non-variant types of processes is where RPA does a very good job. Advanced capture is involved with 10% of existing RPA and almost 25% plan on incorporating it into their RPA-based processes.





Business Processes Using RPA with Advanced Capture

If you are using RPA with Advanced Capture or are planning to do so what business processes will be involved?

For those using RPA with advance capture we see that documents aren't going away, but there are different types of modalities for document-based information. AP, HR and onboarding are processes that really are conducive to replacing the structured paper form with e-forms. This suggests that those e-forms will experience growth, especially as RPA is adopted in those areas.

RPA With Advanced Capture

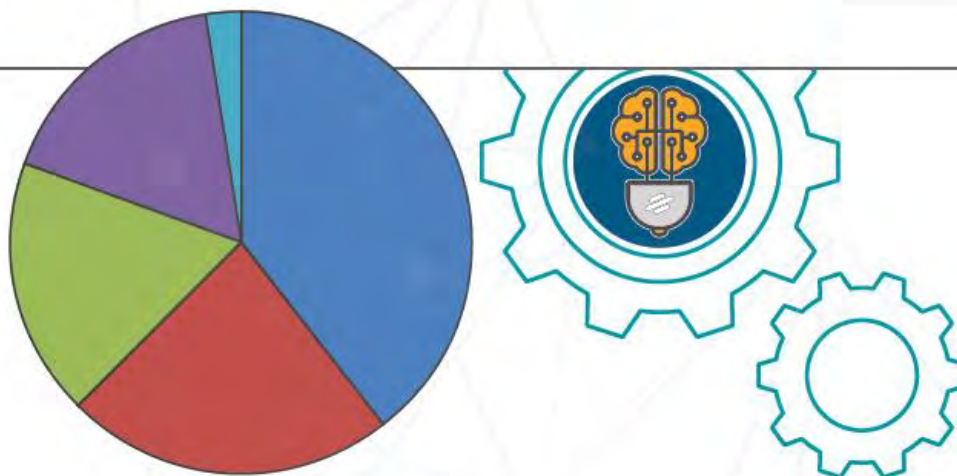
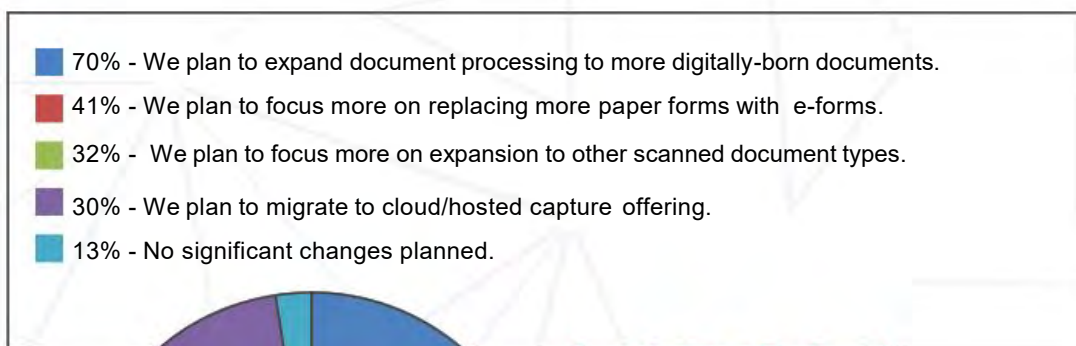


RPA with Advance Capture
 Records Management, Accounts Payable/Accounts Receivable, Human Resources and the ubiquitous "other" all rank high for RPA with Capture

Future of Document Processing Automation

What do you see as the direction of document processing automation over the next three years at your organization? All that apply.

The future is **automation, automation, automation**. Increases across the board for expanding advanced capture, replacing paper forms with e-forms, processing more digitally-born documents and expansion to the cloud. Expansion of digitally-born documents is #1 while e-forms is #2 in total % of respondents. Expansion to additional document types and to the cloud come in a very close third for automation plans over the next three years.



Direction of Document Automation | Respondents Checked All that Apply

	2018	2019
No significant changes.	7%	13%
We plan to focus more on expansion to other scanned document types.	10%	32%
We plan to focus more on replacement more paper forms with eForms.	29%	41%
We plan to expand document processing to more digitally-born documents.	39%	70%
Migrate to cloud/hosted capture offering.	11%	30%
Our document processing will be outsourced to service providers that use full automation.	3%	4%

Capture Leaders Survey Key Take-Aways

Here are three key take-aways. Look at your business processes with an eye towards document-based data or data in general as information modalities and try to automate based on the best format to support both the collection of data as well as how that data is presented to users of the system.



1

While paperless is still an undeniable objective, some processes are just beyond that scope at least for now.


The key is know what makes sense and why.

2


A big difference exists between 2018 and 2019 perspectives regarding application of machine learning to advanced capture.

This provides anecdotal evidence that we are at risk of heading towards the Gartner “trough of disillusionment.”

3



Use of RPA within document-intensive processes is tracking along with the “low-hanging fruit” strategy, focusing on ones that are well-defined without many complex paths.



Options to Consider Moving Forward

Even though you might start with a project at the department level, look at the overall organization with a strategic plan to leverage these technologies across different types of business processes.



IDENTIFY

Identify what you have in both paper and digital form and know where it resides.



Document

Document the processes related to your content and how it interacts with your business processes.



MODIFY

Look for opportunities to modify your workflows to capture this content closer to - if not at - the first touchpoint of your processes.



CONVERT

Convert your paper content into digital form for processing as part of your digital information system.



ASSESS

Assess how machine learning can improve your capture processes and streamline the interactions of content, process and people.



LEVERAGE

Leverage additional technologies like e-forms, mobile devices and the cloud to extend your information ecosystem and to capture and manage your content 24/7 from anywhere work is performed and content created.

Advanced Capture with Smart Learning

Parascript advanced capture—leveraging Smart Learning—solves the cost and complexity challenges of today’s industry capture solutions.



Automatically configures itself and adapts to changing streams of documents



Automatically measures and improves system performance



Automatically completes tasks without the typical time and expense of professional services



Automatically analyzes documents through self-learning from your tagged samples



Automatically creates a document map with only the click of a button



Automatically collects background data during operations and uses it to measure and improve performance with no change to existing workflows



THANK YOU

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