

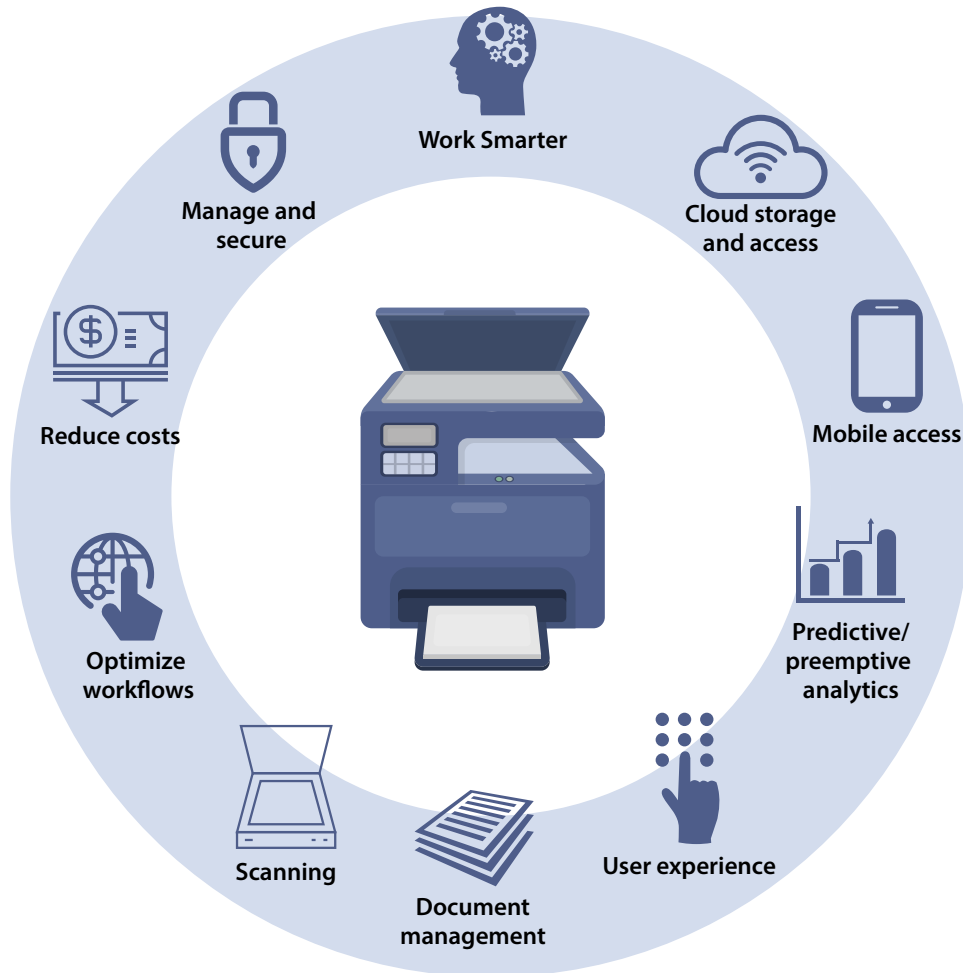


# Modern Workflow

Multifunction Printer importance in an Increasingly Digital World

An IDC InfoBrief, sponsored by HP Inc. • June 2017

# Executive Summary

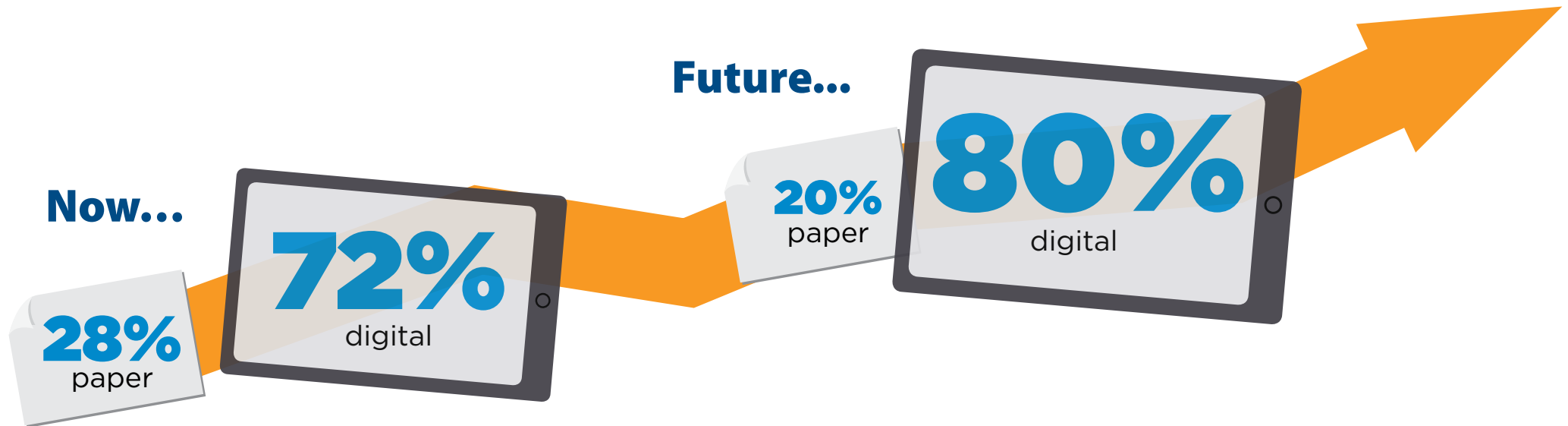


- Today's offices are besieged with a tsunami of content in both paper and digital formats
- Paper and digital document formats will co-exist for the foreseeable future—print still plays an important role in the office of the future
- Documents of all forms are fundamental to office workers' everyday tasks
- Cost efficiency and productivity gains from the use of office documents is, and will remain, crucial for office workers to get work done effectively
- Higher levels of security, scanning, and mobility support are increasingly in demand as 24/7 access to business documents becomes the norm

**Current and future offices will require multifunction printers (MFPs) to address these office document processing requirements.**

# Digital Formats Are Quickly Becoming the Standard in Business, But Paper Still Plays a Significant Role

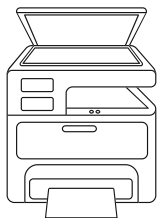
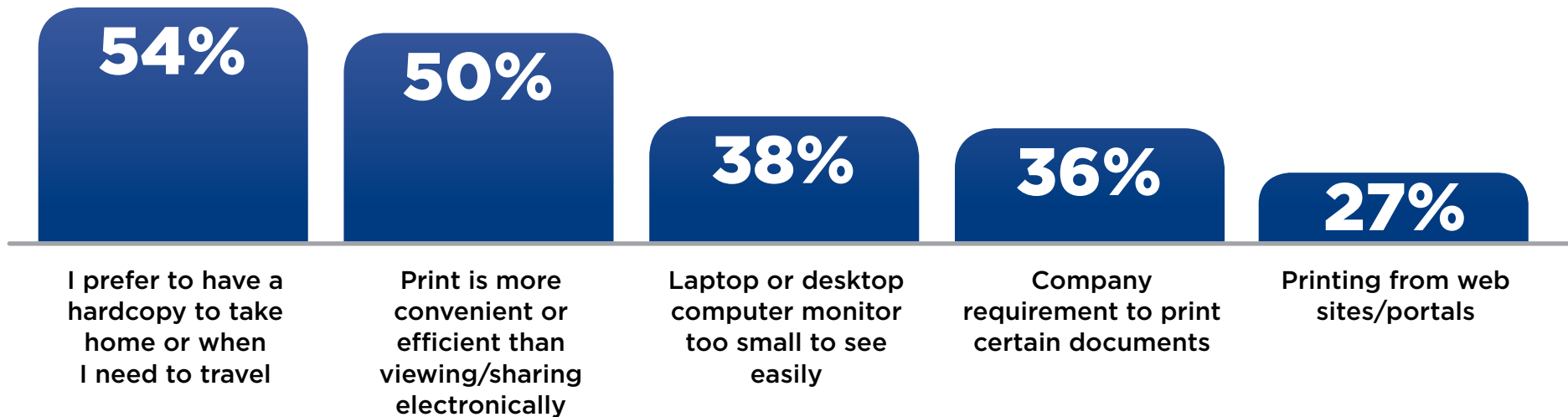
**Q. What % of paper versus digital documents do you use now, and will you use in 2 years?**



# Print Still Important to Today's Workforce

IDC projects that over 1+ trillion pages will be printed annually in the U.S. through 2020

## The top five reasons to print

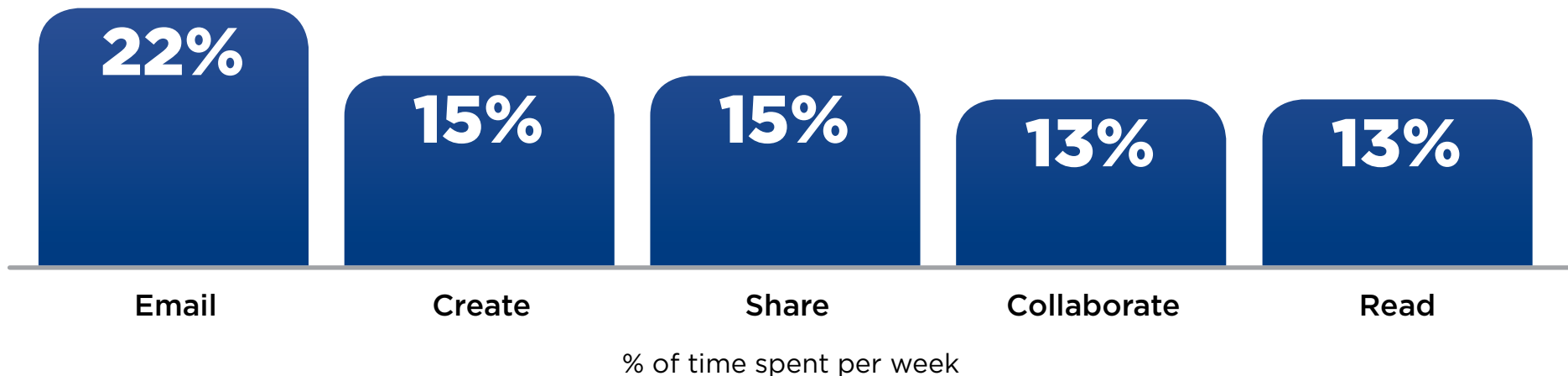


**The MFP plays a primary role to produce paper-based documentation as needed.**

# Documents Are the Lifeblood of a Office Worker's Activity

On average, today's workforce create 22 documents every week. Additionally, they spend a lot of time emailing, reading, collaborating, and sharing documents, as well as doing many other document-related tasks.

## The top five tasks



**The MFP is a critical office tool for completing these document-related tasks.**

# Today's Workforce Needs Efficiency When Working with Documents

Office equipment needs to cater to a wide variety of repositories to meet the needs of today's working professional

## Upwards of 20% of today's workforce time

is spent extracting information from multiple documents. Use of OCR technology is growing at a near 6% CAGR and serves as an indicator of this organizational need. Any efficiency gains would help office workers considerably in getting work done.



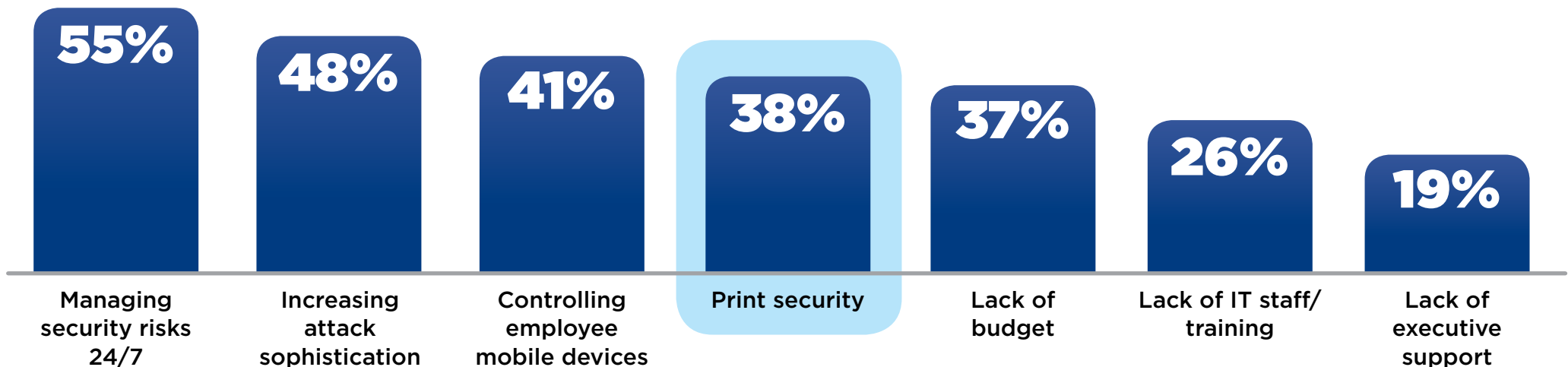
## Today's workforce can use, on average, 4-5 different content repositories

to get their work done. This scenario means that document-based work processes could be confusing for workers trying to get multiple tasks done during a typical work day.

# An Increasingly Digital Workplace Requires More Security Vigilance Than Ever

Companies recognize several IT security challenges that threaten their business

**Q. What are the top future challenges your company will need to address regarding overall IT security threat management in the next two years?**



# Security Features Significantly Influence Printer Purchase

Over 70% of survey respondents indicate a high level of influence security features have on printer and MFP acquisition



**Buyers look for printing devices to be equipped with security features to ensure the IT infrastructure is as secure as possible.**



# Key Categories of Security Features

Security features fall into categories to secure the **device, the document or the data** produced or used by printers and MFPs. All are important to ensure the highest level of security across the organization:

## Device Security Features

- User authentication
- Secured device ports
- Secured hard drive
- Secured paper trays
- Automatic logoff



## Data Security Features

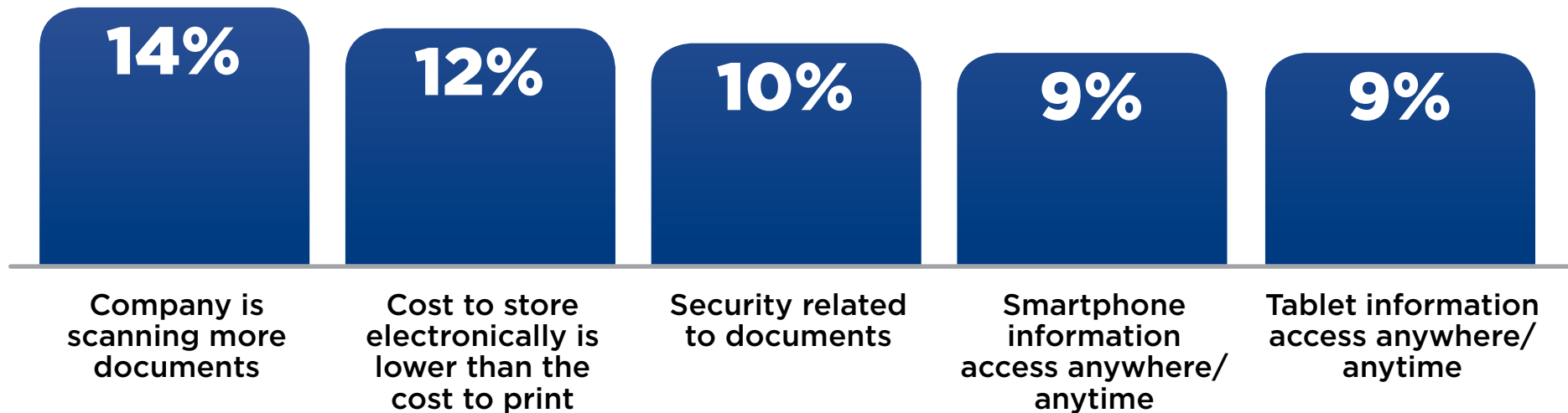
- Controlling/restricting use of features
- Tracking/monitoring use
- Security services
- Authorized printer firmware

## Document Security Features

- Pull printing
- Locked/blocked sending destinations
- Printing from cloud applications

# Scanning—a Key Function of MFPs—Plays a Fundamental Role in the Paper-to-Digital Transition

## Top 5 Reasons for Scanning Volume Increase



**93% of office workers expect to either maintain or increase their current volume of scanning in three years.**

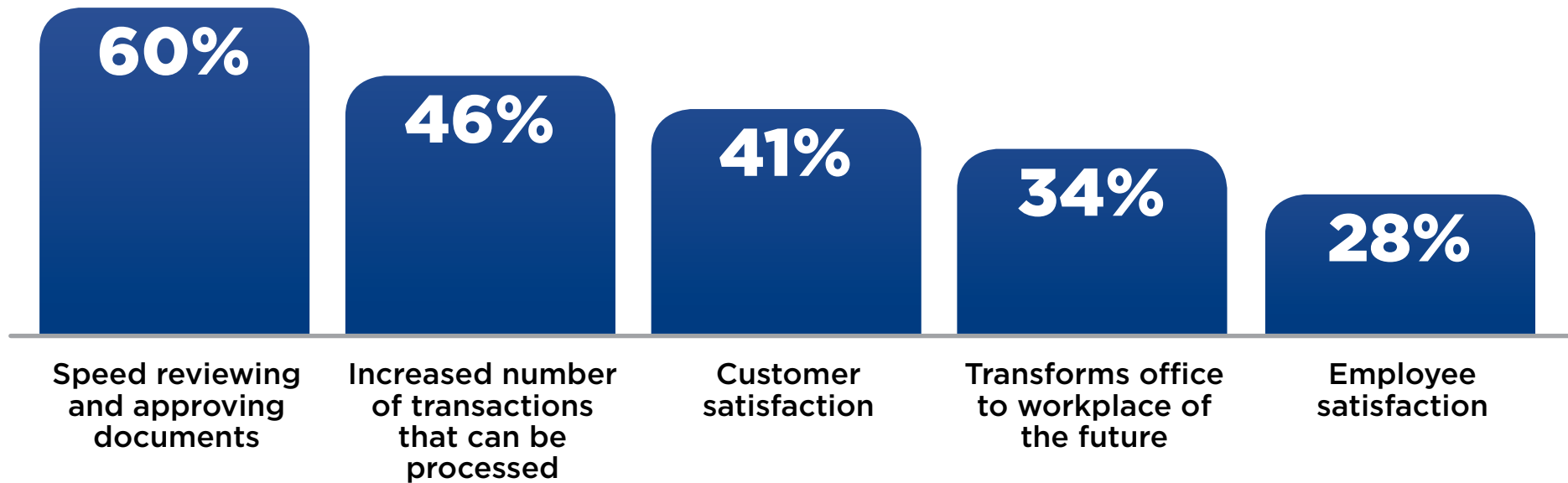
# The Workforce Is Increasingly Mobile

Office workers need and want mobile printing support to cater to this growing work style



**While users expect to do most of their printing from conventional computers, these same users expect to print up to 40% more from their mobile device in three years.**

# Top 5 Business Benefits of Printing from a Mobile Device



**These improvements all have direct bottom-line impact. They either offer the ability to recognize revenue more quickly, or lessen the costs associated with various work processes.**

# A Call to Action

- Paper and digital content will continue to co-exist—the paperless office is a myth
- The MFP will play a key role in the office of the future, as it is more than just a print device
- MFPs tie into all the emerging IT trends for efficiently creating, accessing, and disseminating content/documents in both paper and digital formats

**In fact, IDC predicts:** The MFP will serve as the foundation for a majority of enterprise office printing solutions driven by a focus on the user experience and access to greater functionality.

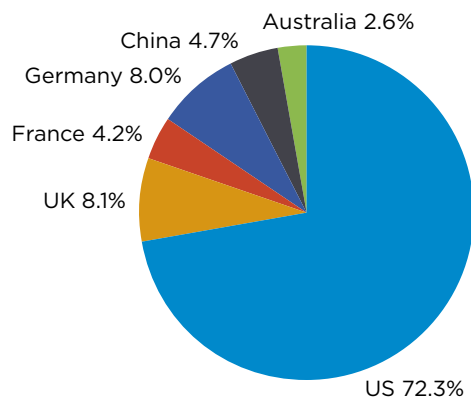


# Appendix: Methodology

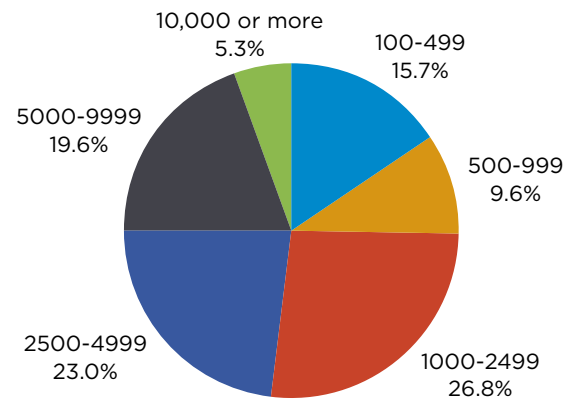
This IDC InfoBrief explores the benefits and best practices associated with secure digital workflow automation and optimization, including deployment of capture technology for paper-to-digital transformation.

Methodology included a Web survey of 605 working professionals in the US, Western Europe, and Asia from organizations with more than 100 employees; respondents are technology influencers and/or decision makers. Respondents have adopted document capture/workflow either as a self-managed initiative or via a managed services/contractual engagement.

**Country**



**Employee Size**



**Industry**

