



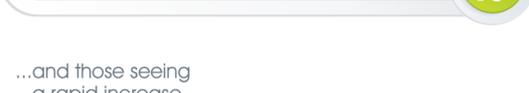
# THE STATE OF DIGITAL REVOLUTION IN GOVERNMENT

## A Vote for Digital Transformation

Interest and motivation for a paper-free agency environment is increasing.



Respondents say demand for paperless communications is on the rise...



...and those seeing a rapid increase in demand.



## Visibility is a Top Driver

Paperless solutions provide the best possible view of information assets and critical processes

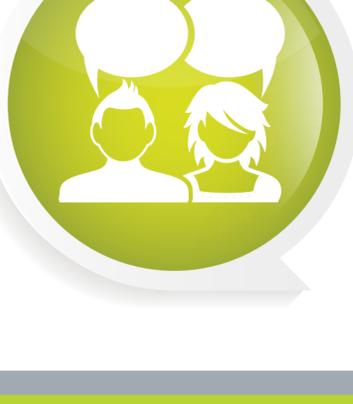


**75%** of respondents report that better monitoring is the biggest expected value granted by content and process management.



## Trusted Partnerships Prove a Valuable Resource

Credible voices are often ones we know: most agencies seek advice from current providers



**50%** of all responding organizations will expand their content management solution through their current ECM provider.

## There's an App for that

Mobile accelerates requests for information at anyplace and anytime



**76%** of respondents agree they need to embrace mobile applications or be left behind.



## Looks Good on Paper

Change is difficult for both civil servants and public citizens



The human factor is still the primary reason for paper use for handling, reading, and note taking...



...along with a lack of management initiatives to move away from paper.



## Closer than you Think

Fast return on Paper-free investment is attainable

**9%** of respondents say paper-free ROI is possible within 3 months, while...

**36%** ...indicate payback between 3 and 6 months.



## Recommendations

Look for opportunities:

Evaluate how removing paper from operational processes will enhance customer response times, improve the overall customer experience, promote efficiency, and save in back-office costs.

Investigate options to include cloud and mobile device use wherever possible.

Digital revolution is about people; technology should make a difference in their lives.



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Findings cited in this graphic are from:  
 • AIIM Custom White Paper titled ECM – What I Have – What I Need  
 • AIIM Industry Watch titled Paper Free in 2016 – Are we there yet?  
 • AIIM Industry Watch titled Mobile and Cloud: accessing, capturing and processing content