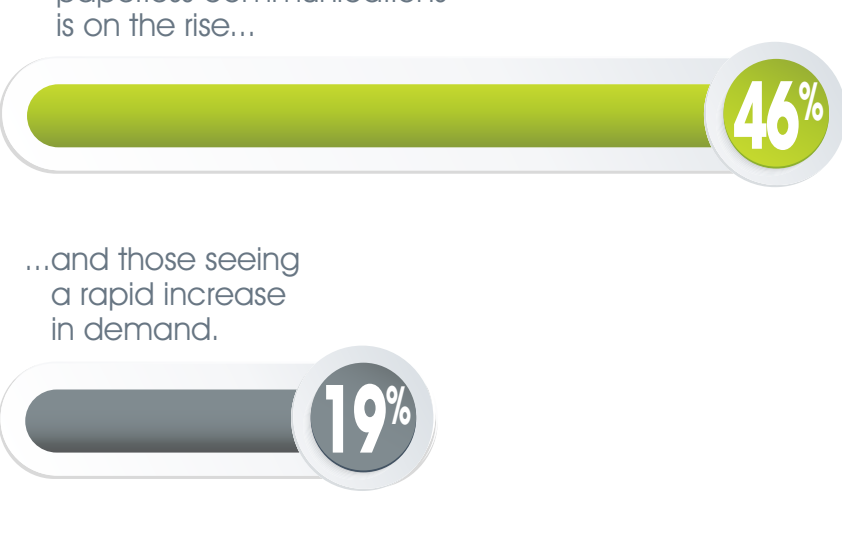




THE STATE OF DIGITAL REVOLUTION IN GOVERNMENT

A Vote for Digital Transformation

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



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

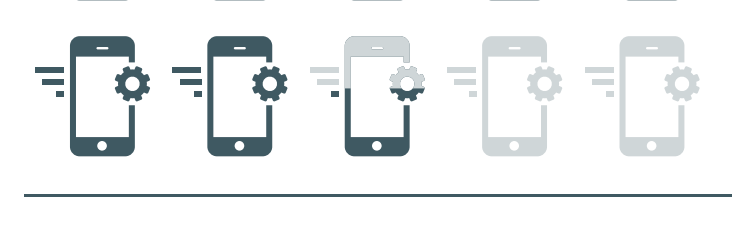
Credible voices are often ones we know: most agencies seek advice from current providers



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

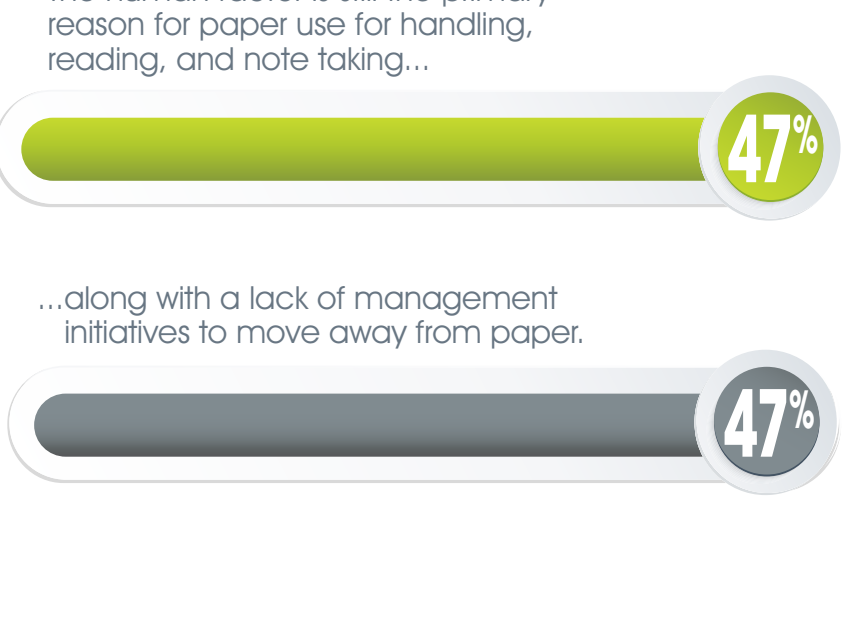


76% of respondents agree they need to embrace mobile applications or be left behind.



Looks Good on Paper

Change is difficult for both civil servants and public citizens



Closer than you Think

Fast return on Paper-free investment is attainable



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.



KONICA MINOLTA

Konica Minolta Business Solutions U.S.A., Inc. is a leader in information management focused on enterprise content, technology optimization and cloud services. Our portfolio of offerings deliver solutions to improve our customers' speed to market, manage technology costs, and facilitate the sharing of information to increase productivity.

<http://KonicaMinoltaECM.com>



aiim

AIIM (www.aiim.org) is the global community of information professionals. We provide the education, research and certification that information professionals need to manage and share information assets in an era of mobile, social, cloud and big data.

www.aiim.org/research

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