

Incorporating Intelligent Capture in Your Digital Transformation Strategy

IIM Best Practices Report



- John Mancini is the President of Content Results, LLC -- <http://www.contentresults.net> -- and the Past President of AIIM.
- He was recently named by TechBeacon as one of “13 RPA Experts You Should Follow” -- https://techbeacon.com/enterprise-it/13-robotic-process-automation-experts-you-should-follow?es_p=10081803
- He is a well-known author, keynote speaker, and advisor on information management, digital transformation and intelligent automation. John is a frequent keynote speaker and author of more than 30 eBooks on a variety of information management topics. He can be found on Twitter, LinkedIn and Facebook as @jmancini77.
- Recent keynote topics include:
 - The Stairway to Digital Transformation
 - Navigating Disruptive Waters — 4 Things You Need to Know to Build Your Digital Transformation Strategy
 - Getting Ahead of the Digital Transformation Curve
 - Viewing Information Management Through a New Lens
 - Digital Disruption: 6 Strategies to Avoid Being “Blockbusted”

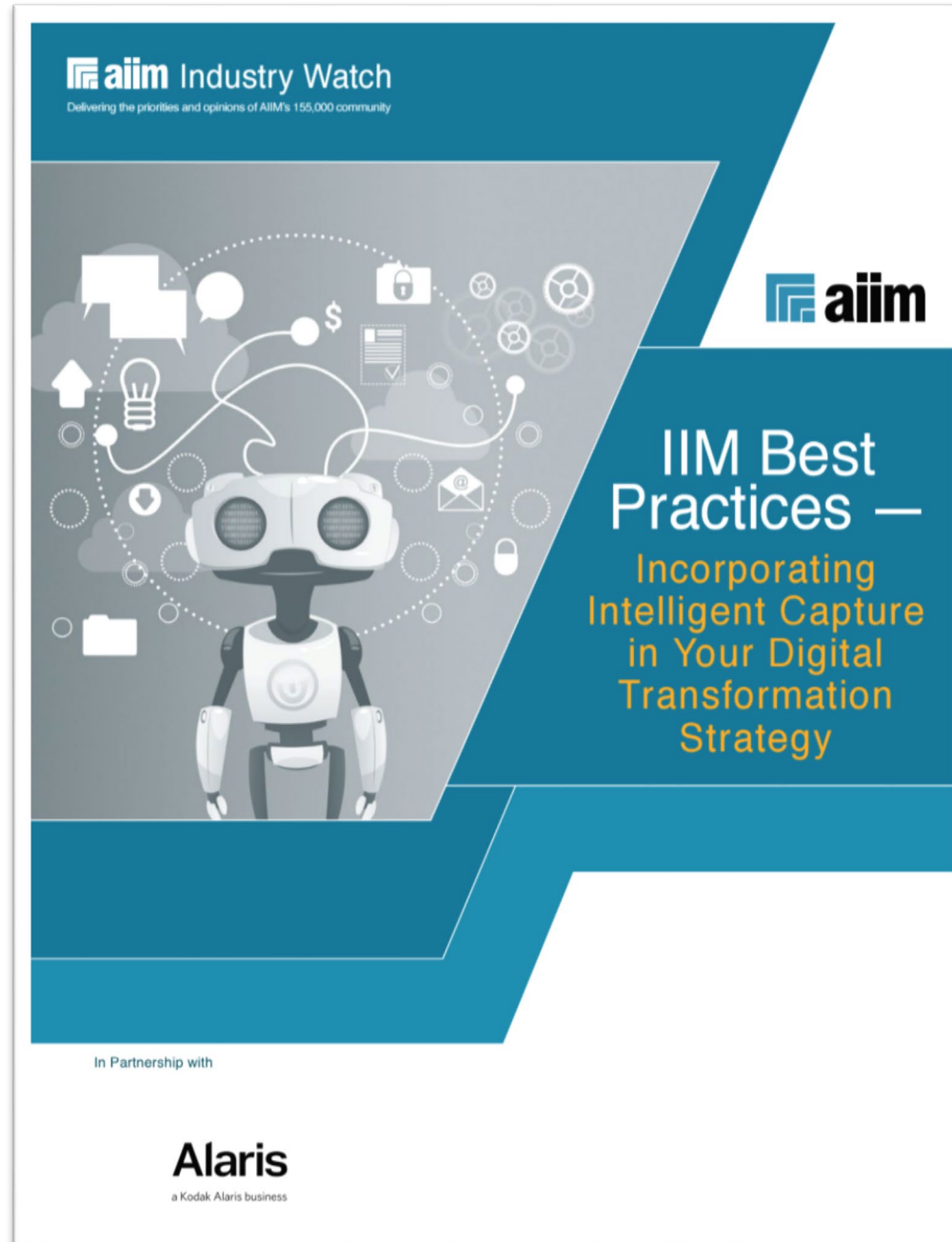
232 survey participants; 25% AIIM sample and 75% non-AIIM directors, managers, and other decision maker with technology responsibilities.

41% information technology/IT; 24% DM, CM, RM; 14% line of business; and 10% compliance, security, legal.

78% of participants were from organizations with > 100 employees; 35% from organizations with > 1000 employees.

49% of the participants were from outside North America.

Top verticals: 1) banking, finance and insurance; 2) high tech; 3) healthcare; and 4) retail, transportation, and real estate.



The image shows the cover of an AIIM Industry Watch report. The top left corner features the AIIM logo and the text "aiim Industry Watch" with the tagline "Delivering the priorities and opinions of AIIM's 155,000 community". The central graphic depicts a white robot wearing VR goggles, surrounded by various icons representing technology, business, and security. The AIIM logo is also present in the top right corner. The main title, "IIM Best Practices — Incorporating Intelligent Capture in Your Digital Transformation Strategy", is written in white and yellow text on a dark blue background. At the bottom, it says "In Partnership with" followed by the Alaris logo and "a Kodak Alaris business".

aiim Industry Watch
Delivering the priorities and opinions of AIIM's 155,000 community

aiim

IIM Best Practices —
Incorporating Intelligent Capture
in Your Digital Transformation Strategy

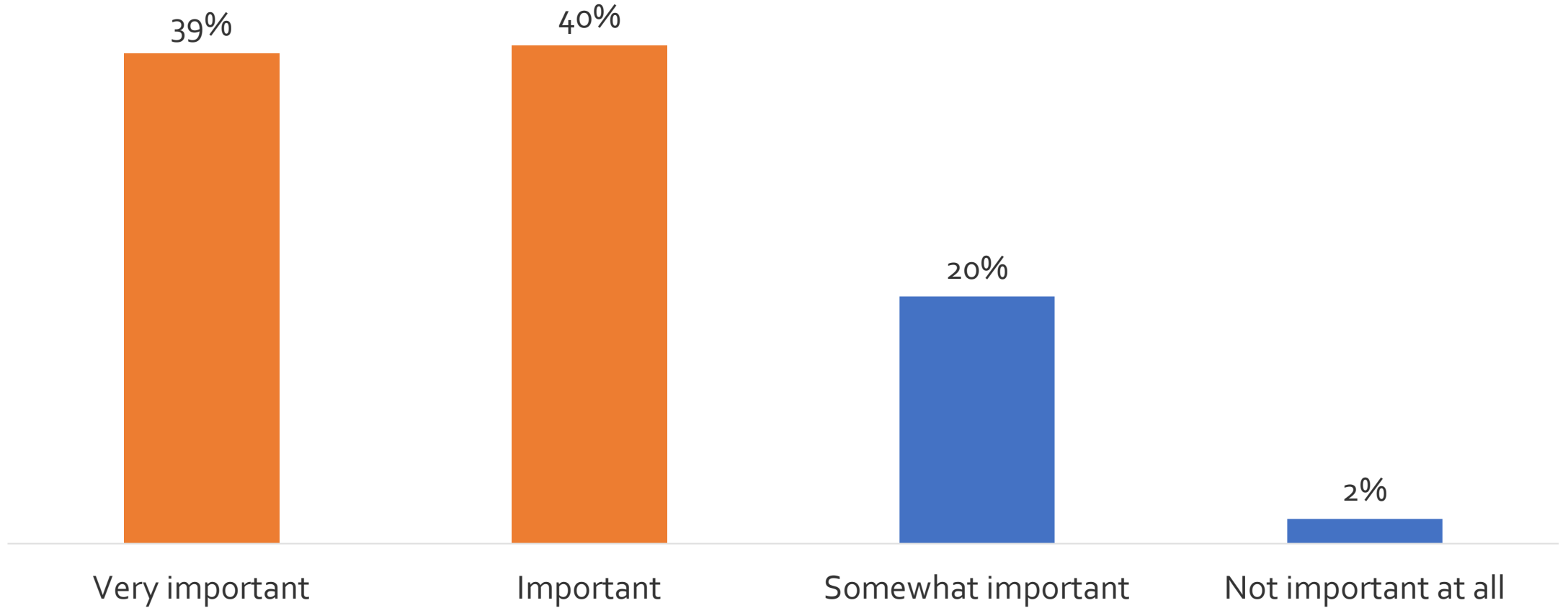
In Partnership with

Alaris
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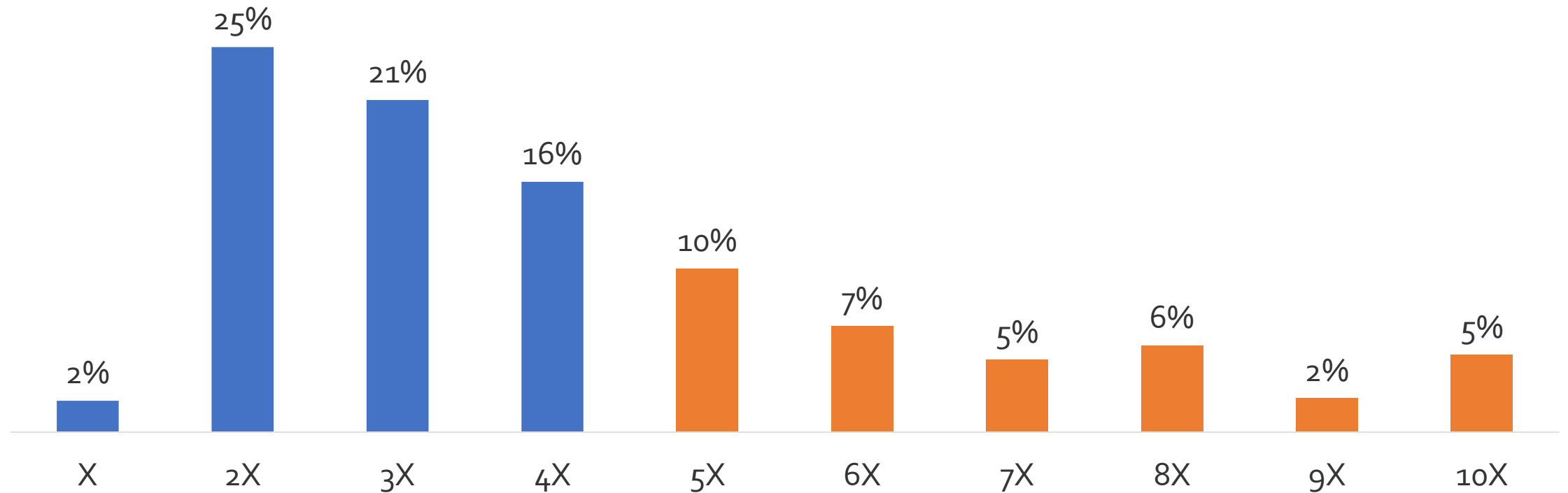
The Context for
the Renaissance of
Capture

How important is DIGITAL TRANSFORMATION to your organization?
For 79%, Digital Transformation is key.



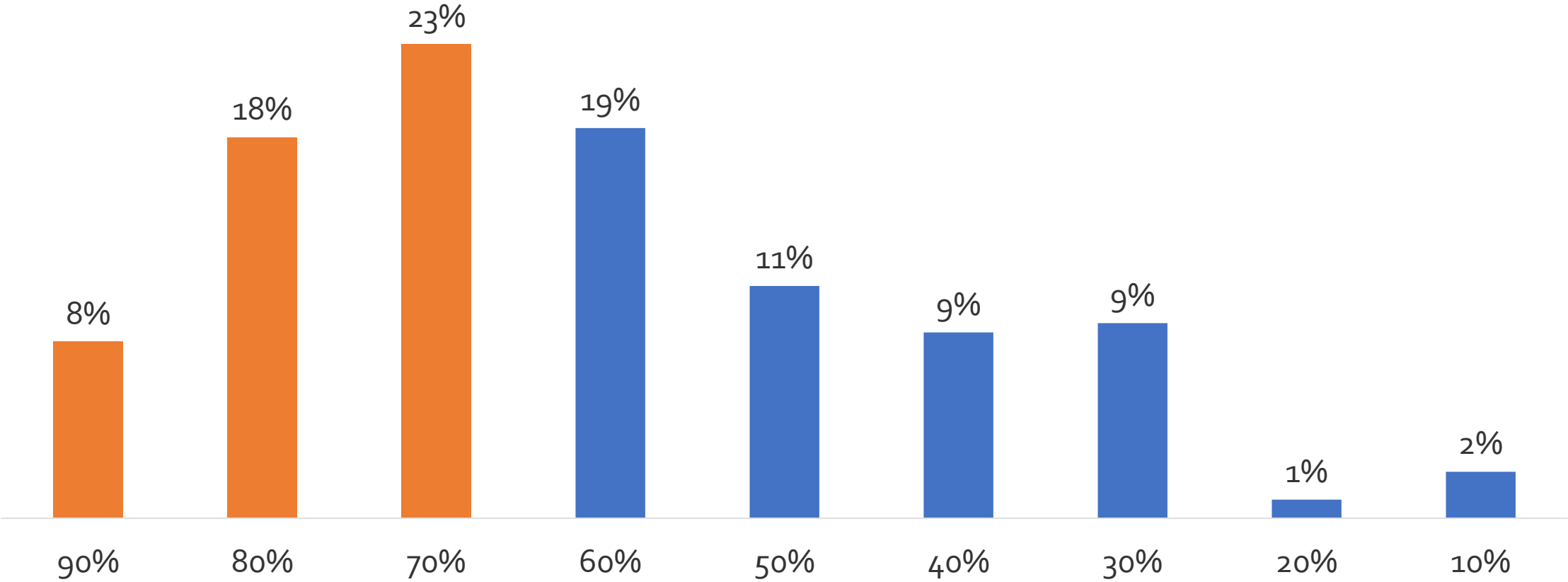
Think about the huge amounts of data and information currently coming into your organization (call this current volume "X") – What do you predict this volume will be in 2 years?

The volume of information expected to grow from X to 4.2X.



Think about ALL of the information in your organization. What would be your best guess for the percentage of the total that is unstructured INFORMATION?

Over 60% of information sprawl is unstructured – i.e., content.

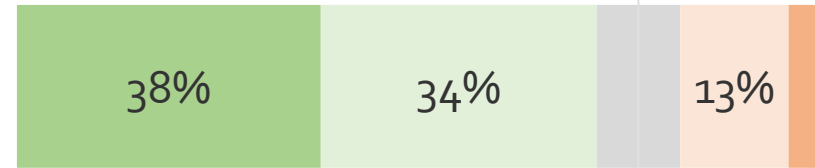


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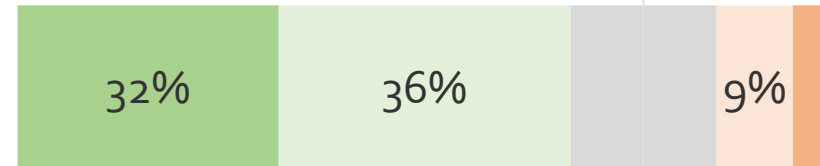
Best Practice #1 – Once you get capture basics in place – more of a wish than a reality in most organizations – adopt a “land and expand” approach to intelligent capture.

■ Somewhat agree ■ Strongly agree ■ No opinion ■ Somewhat disagree ■ Strongly disagree

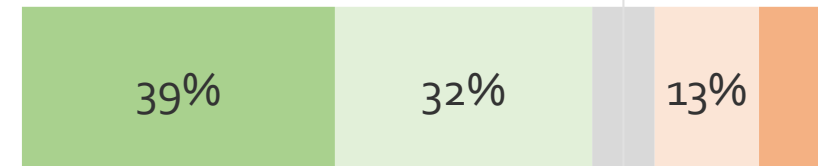
In our organization, capturing information from paper documents is still the most important form of information capture.



The focus of our information capture efforts has shifted dramatically toward the point at which information is created.

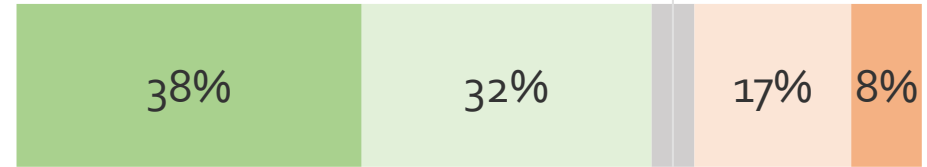


The term "Intelligent Capture" is well-understood in our organization when planning technology initiatives.

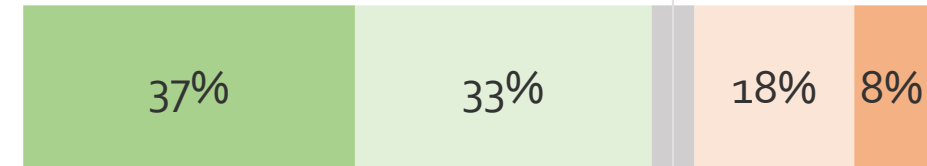


■ Important ■ Very important ■ No opinion ■ Somewhat important ■ Not important at all

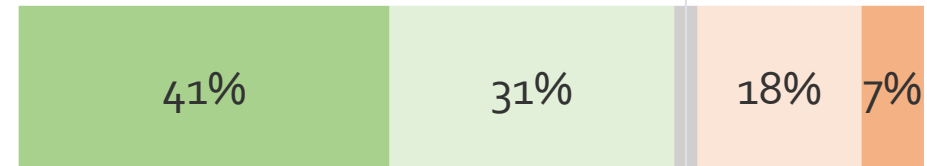
How important are AI and Machine Learning to your organization's future plans?



How important are your Intelligent Capture initiatives relative to your overall strategy of Digital Transformation?



How important are Intelligent Capture capabilities to your organization's future plans for Artificial Intelligence and Machine Learning?



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Best Practice #2 – Thoroughly understand the problem set that intelligent capture can help address, and frame conversations in terms of problems to be solved rather than technologies to be deployed.

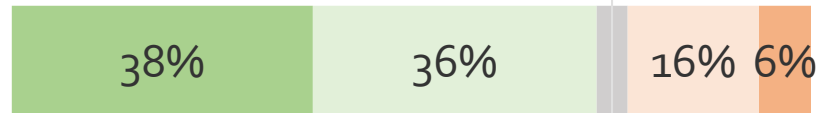
How significant a problem is this?

Significant Very significant No opinion Somewhat significant Not significant

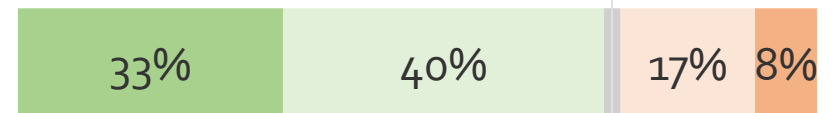
Easy integration of capture technologies with line of business applications (like ERP and CRM).



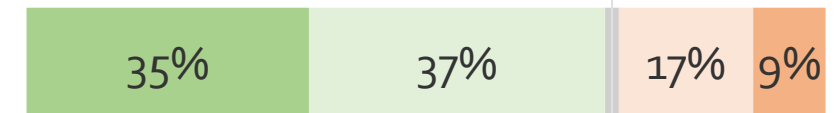
Turning unstructured content into actionable data



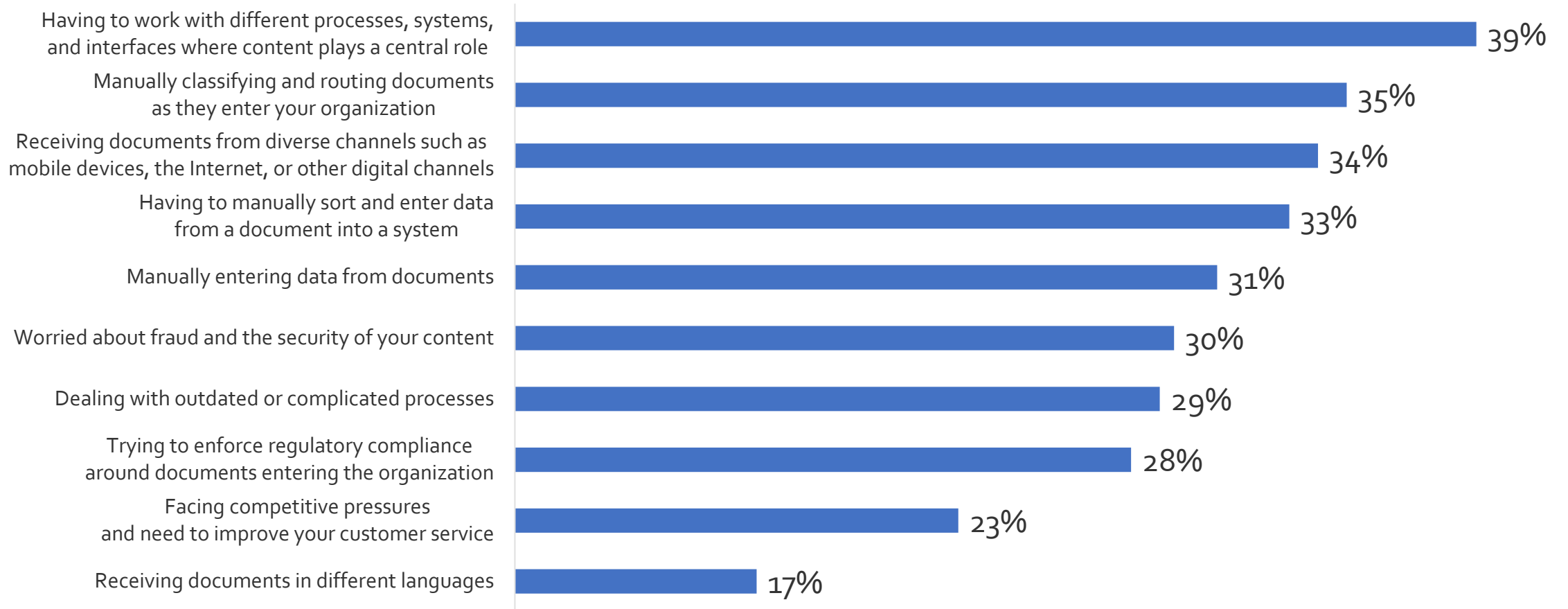
Dealing with the VARIETY of new information coming into the organization.



Dealing with the VOLUME of new information coming into the organization.



What are the THREE most urgent automated document processing challenges in your organization?

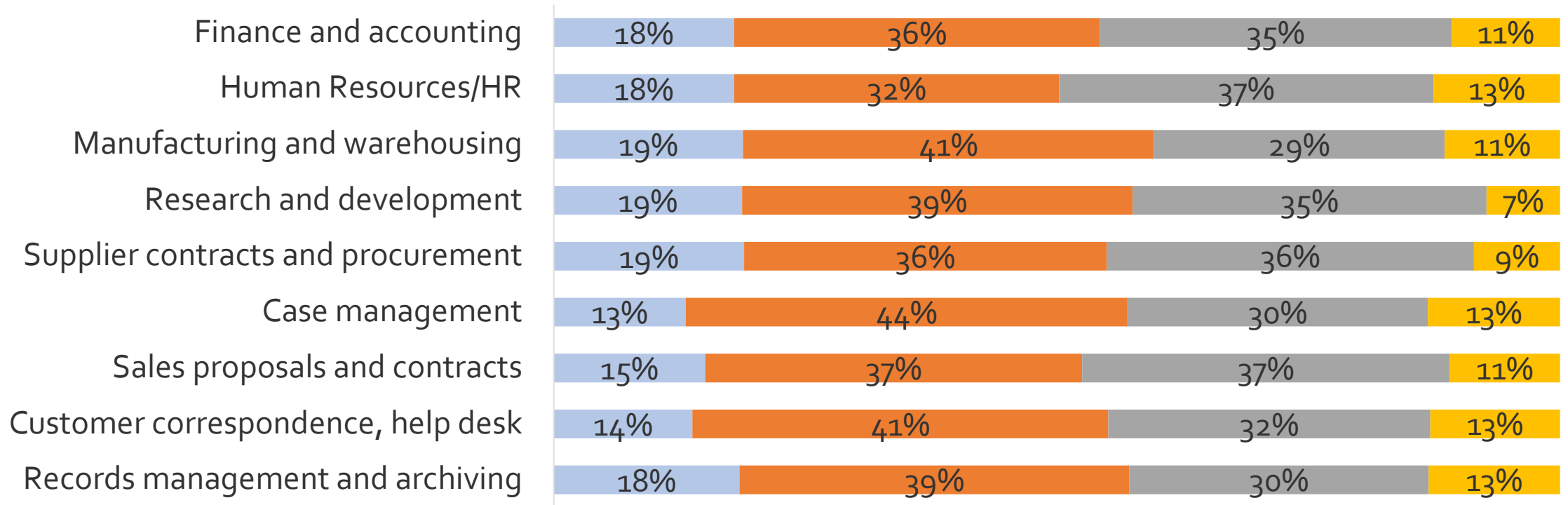


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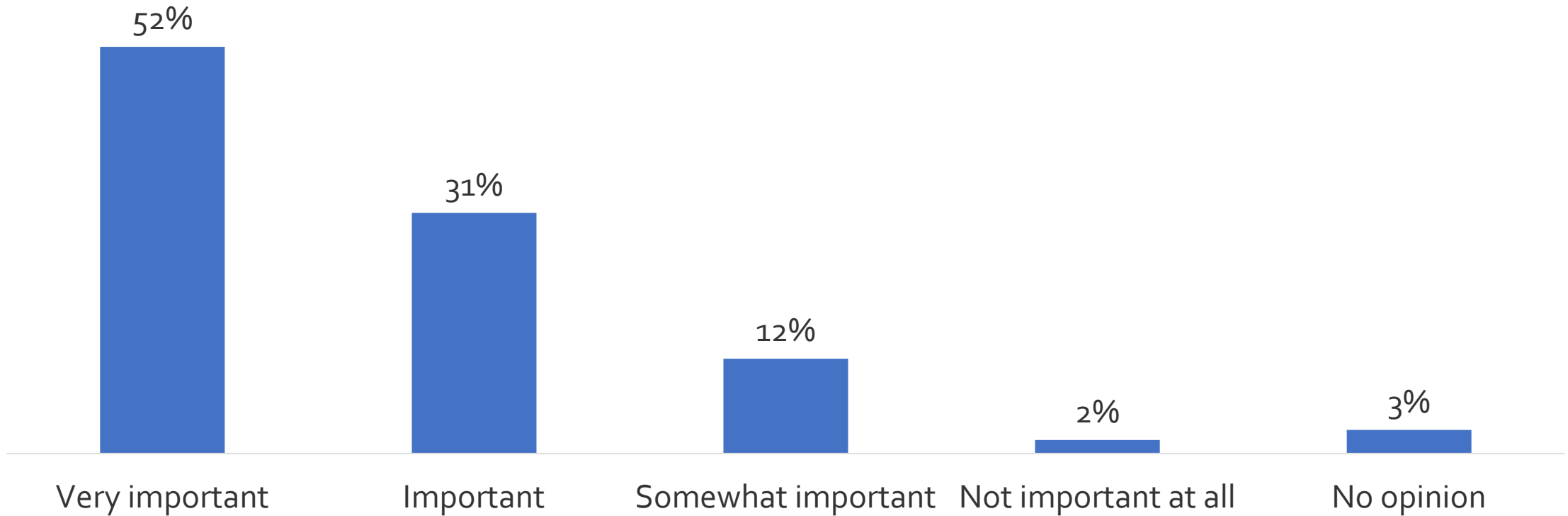
Best Practice #3 – Look “downstream” and understand the far-reaching implications that intelligent capture has on process efficiency and automation.

For each of the following processes, think about how much of a challenge semi-structured and unstructured information represents in your efforts to automate.

■ Huge challenge
 ■ A challenge
 ■ Somewhat of a challenge
 ■ Not very challenging



When capturing business information, how important is it to get feedback from the business application (e.g., “There is a signature missing” or “A field has not been completed”) BEFORE the capture document gets submitted into the business process?



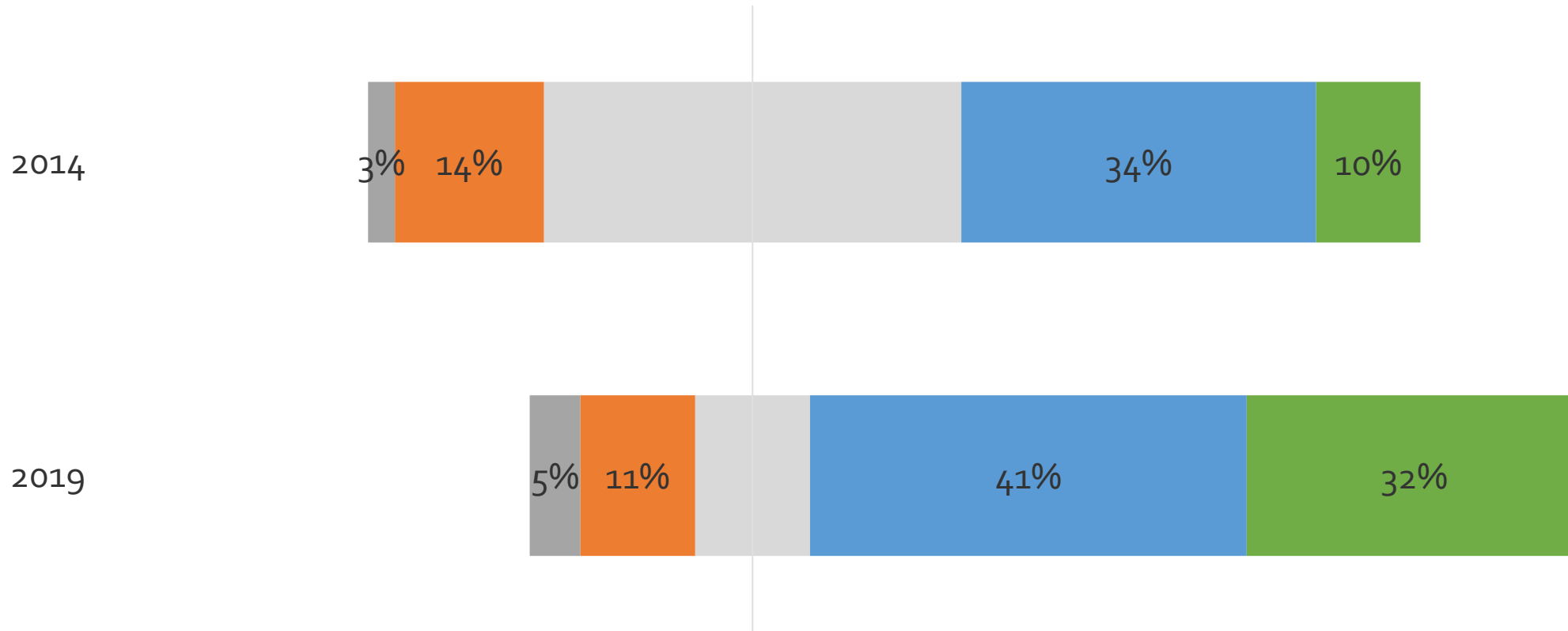
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Best Practice #4 – Review the capabilities of your current and planned capture platforms to make sure they are evolving to meet the next generation of AI and Machine Learning challenges.

Agree or Disagree?

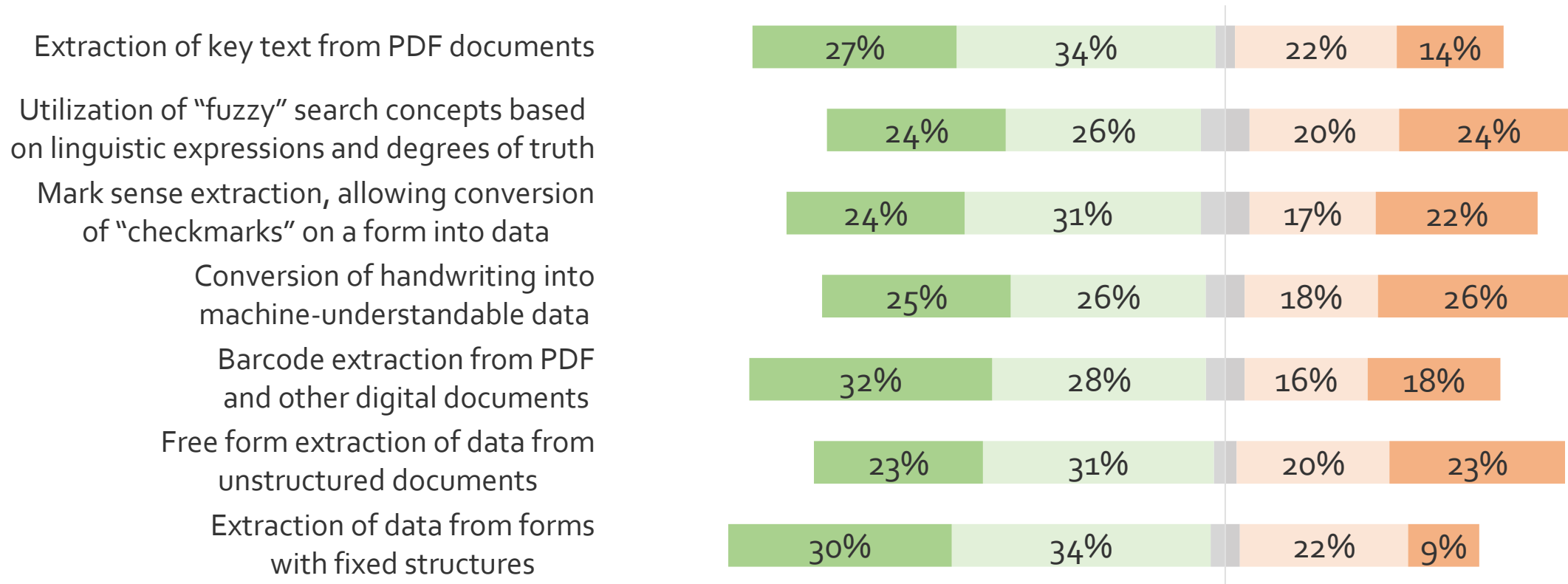
Automated classification is the only way to keep up with the volumes coming at us.

■ somewhat disagree ■ completely disagree ■ no opinion ■ somewhat agree ■ completely agree

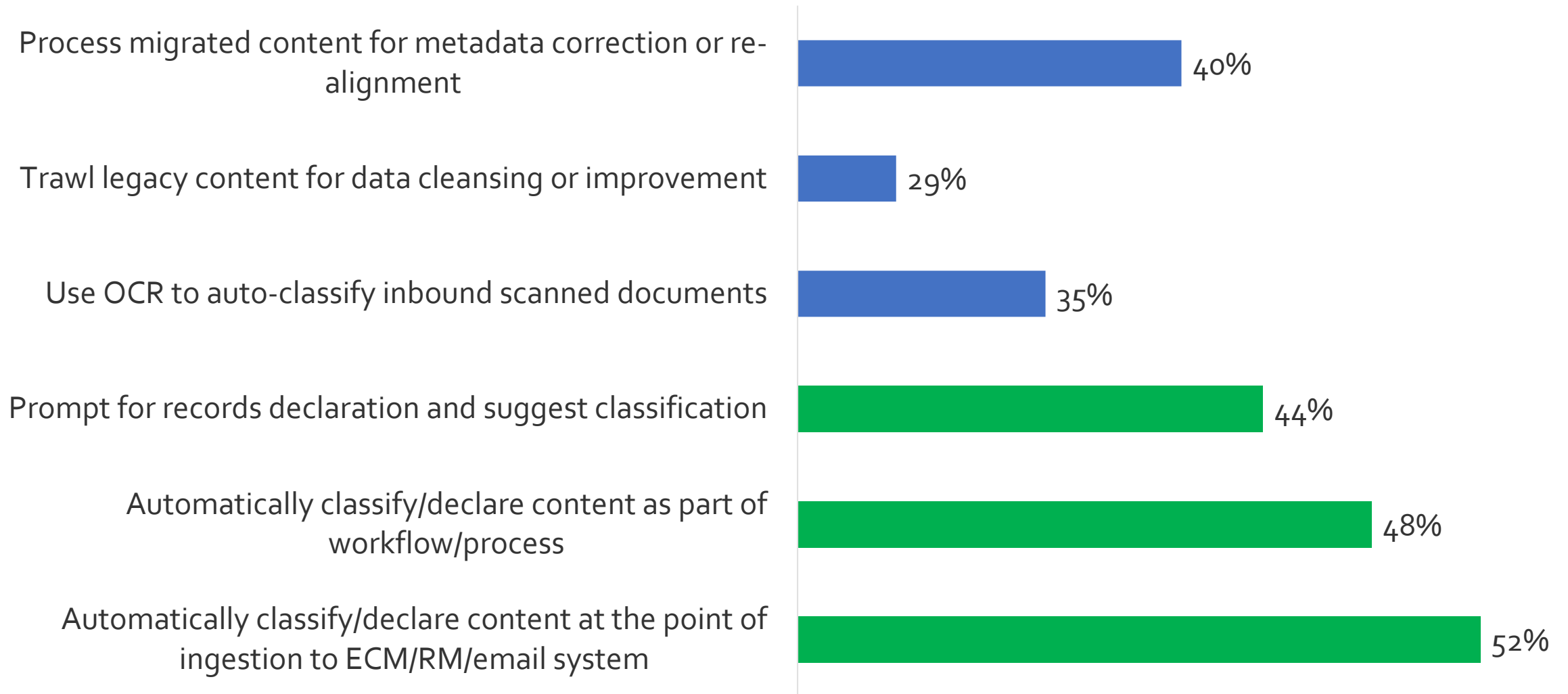


How would you evaluate your current organizational competence in each of the following intelligent capture capabilities?

■ Good
 ■ Excellent
 ■ No opinion
 ■ OK
 ■ Poor or we don't have this capability

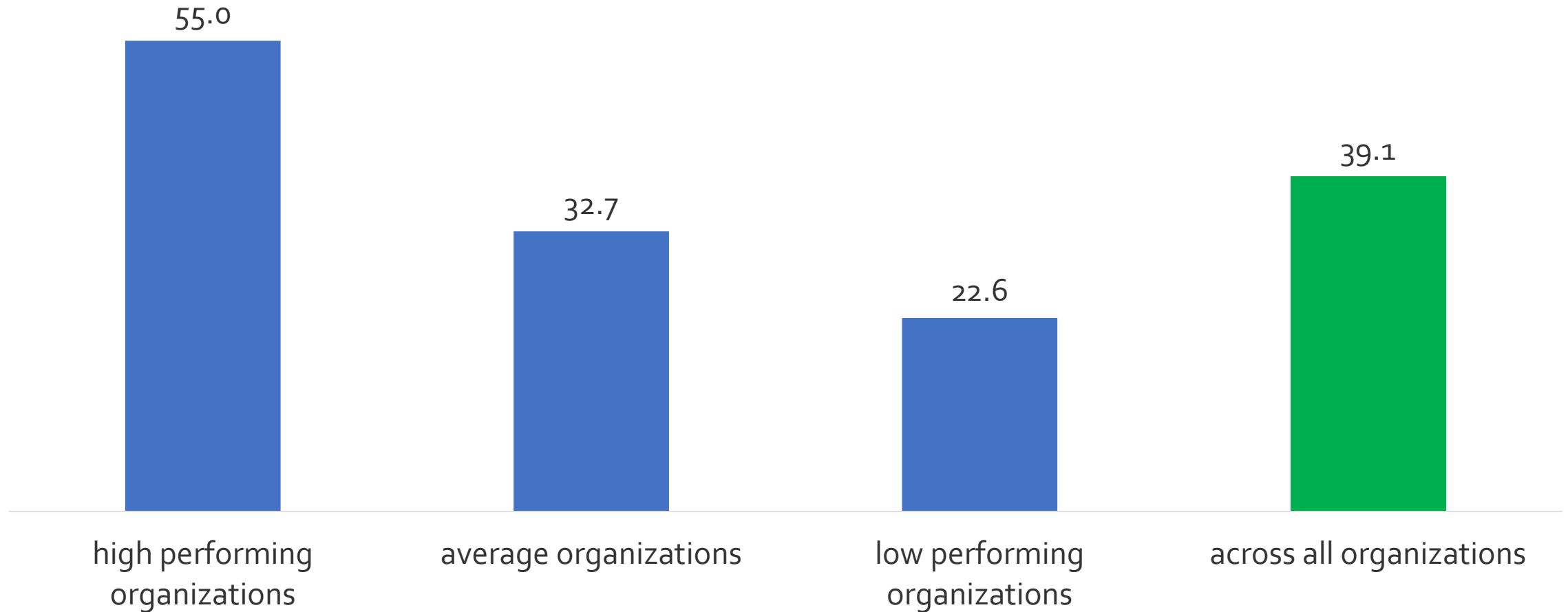


Do you do any of the following? (Check all that apply)



Organizational effectiveness vs. information automation

Average in each category -- what % of incoming information is processed
AUTOMATICALLY?





- Thank you!
- johnmancini@contentresults.net
- @jmancini77 on most social

Alaris

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About Alaris, a Kodak Alaris business

Alaris is a leading provider of information capture solutions that simplify business processes. We exist to help the world make sense of information with smart, connected solutions powered by decades of image science innovation. Our award-winning range of scanners, software and services are available through our global network of channel partners.

For more information, please visit

[AlarisWorld.com](https://www.alarisworld.com)

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