

FOUNDRY

MarketPulse Survey for OpenText

Information management and integration challenges

January, 2023

Foundry Research



Method and Objectives

Survey goals

This survey was conducted among IT decision-makers at U.S. enterprises to understand key information management and integration challenges. We explore approaches to modernizing systems, and the importance of improving information management and integration to build better customer, employee and partner experiences.

Total respondents **100**

Collection method

Online questionnaire

Geography **U.S.**

Field dates

December 12, 2022 - December 20, 2022

Number of questions **15**

Average organization size **5,665 employees**

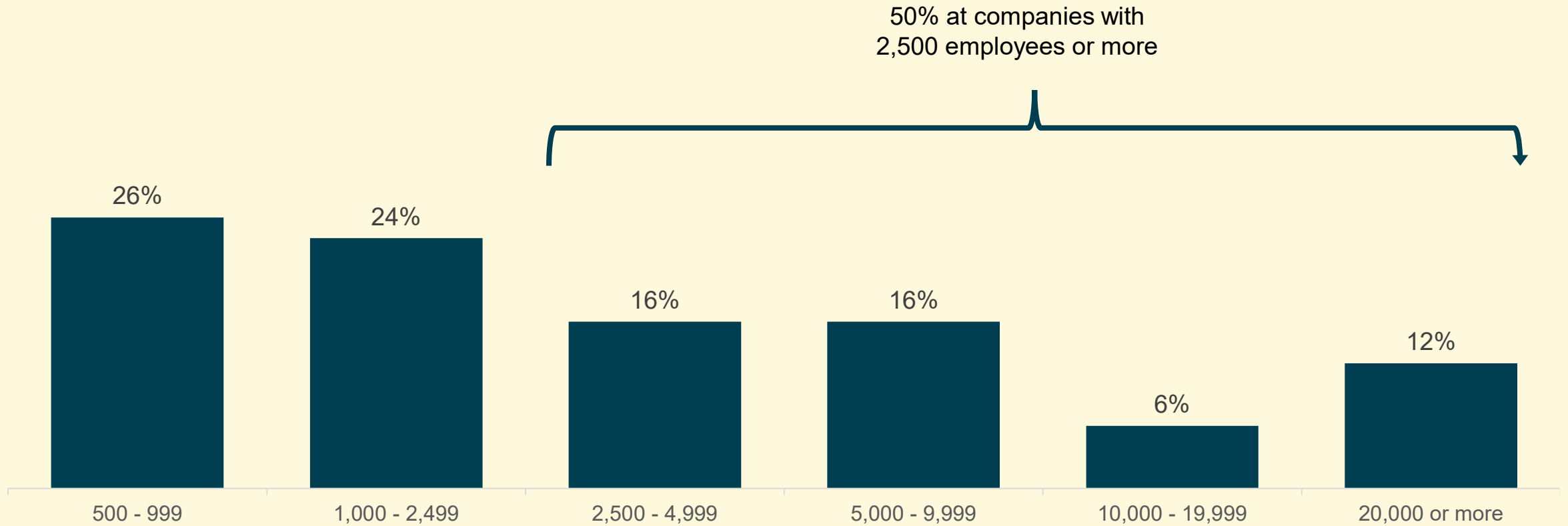
Senior Decision-makers

To qualify for this survey, respondents were required to be employed in an IT Manager or above role at a company with 500 or more employees. Respondents are involved in IT decisions for their organization.

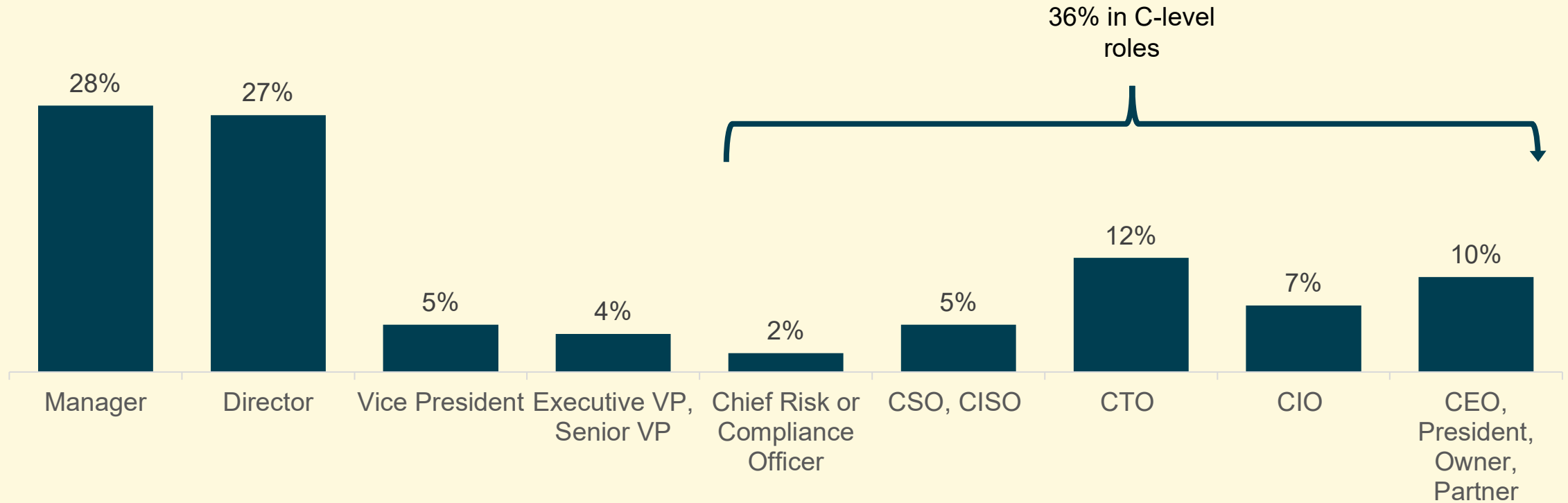
Respondent Profile



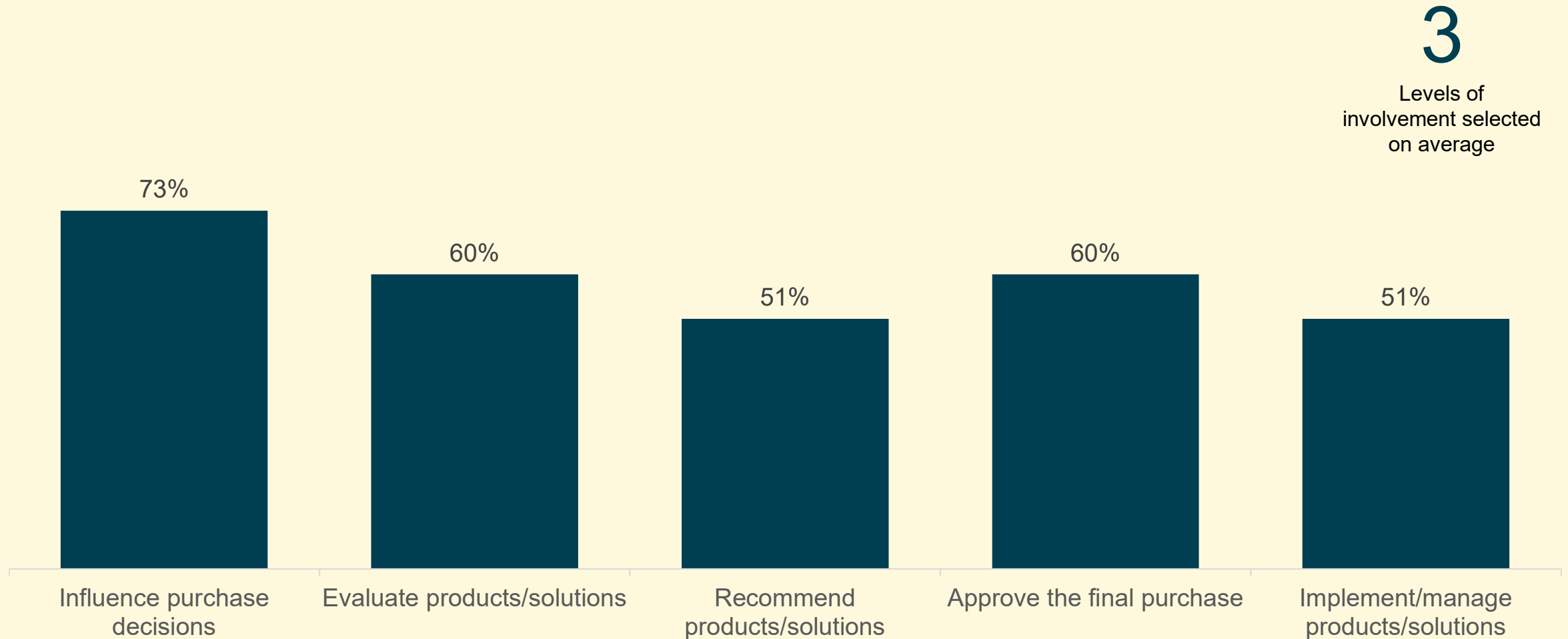
Company Size by Number of Employees



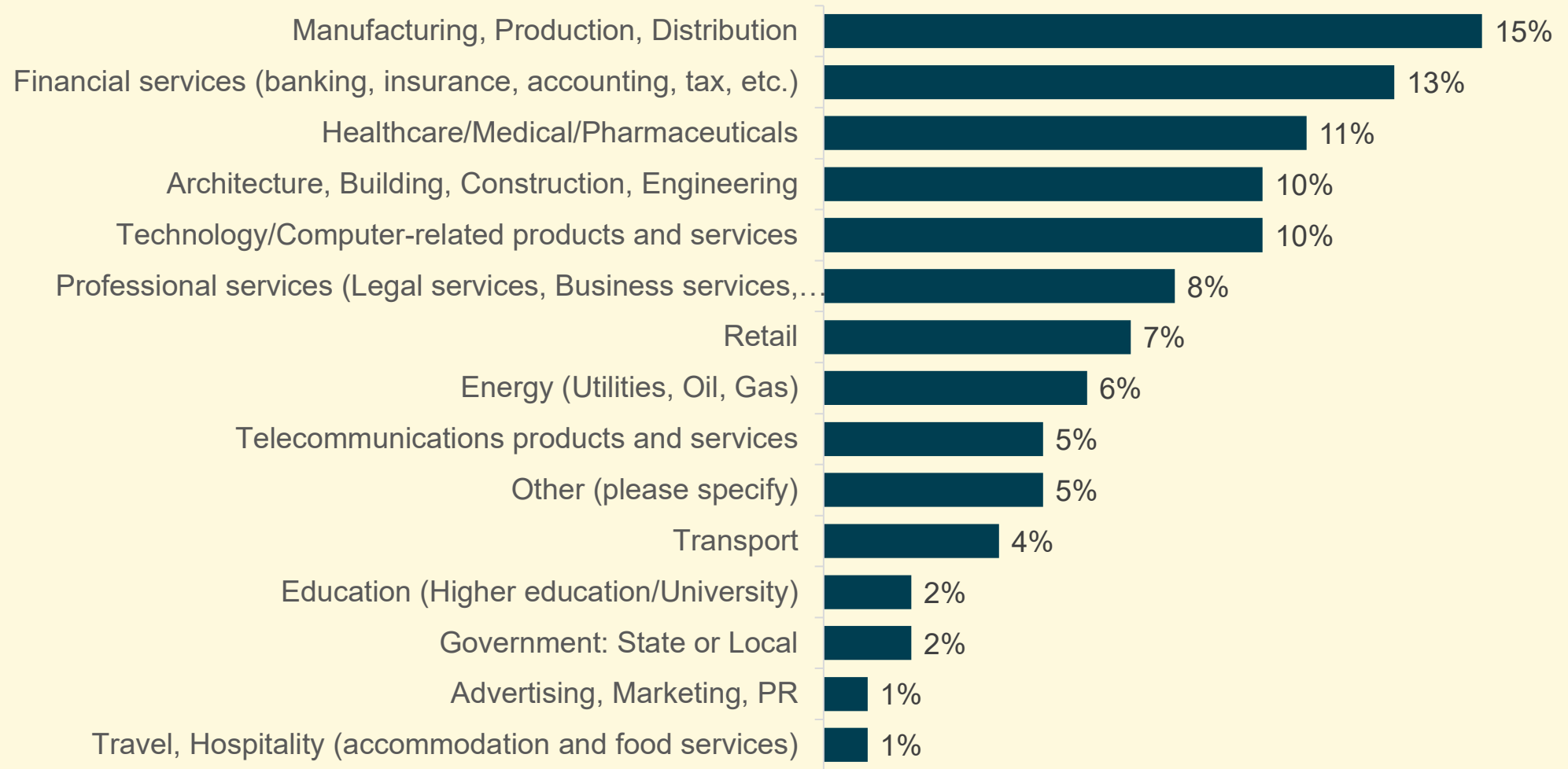
Respondent Job Titles



Involvement in IT decisions



Primary Industry



Executive Summary

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- **The remote workforce is growing.** Remote and hybrid work has increased over the past 2 years at 85% of organizations (45% of organizations report a significant increase). At the average organization, 44% of the workforce always or sometimes works remotely.
- **Increased security risk is the most critical business challenge impacting workforce productivity** (60% rank this among their top three challenges, and 33% rank it as number one). Respondents also frequently cite the difficulty of sharing data between teams (60% rank among the top three) and information overload (52%).
- **Security gaps and system/application sprawl are top technology issues driving workforce productivity challenges** (56% and 53%, respectively, include these among their top three technology challenges). These are closely followed by legacy technology (52%) and complex workflows (52%).
- **Information management is highly important to technology strategy at most organizations** (42% consider information management to be critical, and 54% consider it very important).
- **Improving data quality is the top pain point with respect to managing data and information internally** (56%). Four in ten (43%) cite the secure governance of large volumes of data as a top challenge, and 39% find it difficult to integrate with legacy systems.
- **Data extraction is typically not automated.** Three-quarters (75%) of organizations have digitized all or most documents, however just 15% have fully automated both document digitization and data extraction. More than half (58%) report data extraction is completely manual.
- **At most organizations (86%), individual processes and tasks are automated, but just 28% have integrated these automations and workflows.** Smaller enterprises (500 – 2,500 employees) report better progress with automating all or most individual tasks and processes (66% compared to 50% of larger enterprises).
- **Security and compliance tops the list of system and data integration challenges** (51%). Insufficient IT resources (39%), lack of in-house skills and (36%) and poor data quality (36%) are also frequently cited.

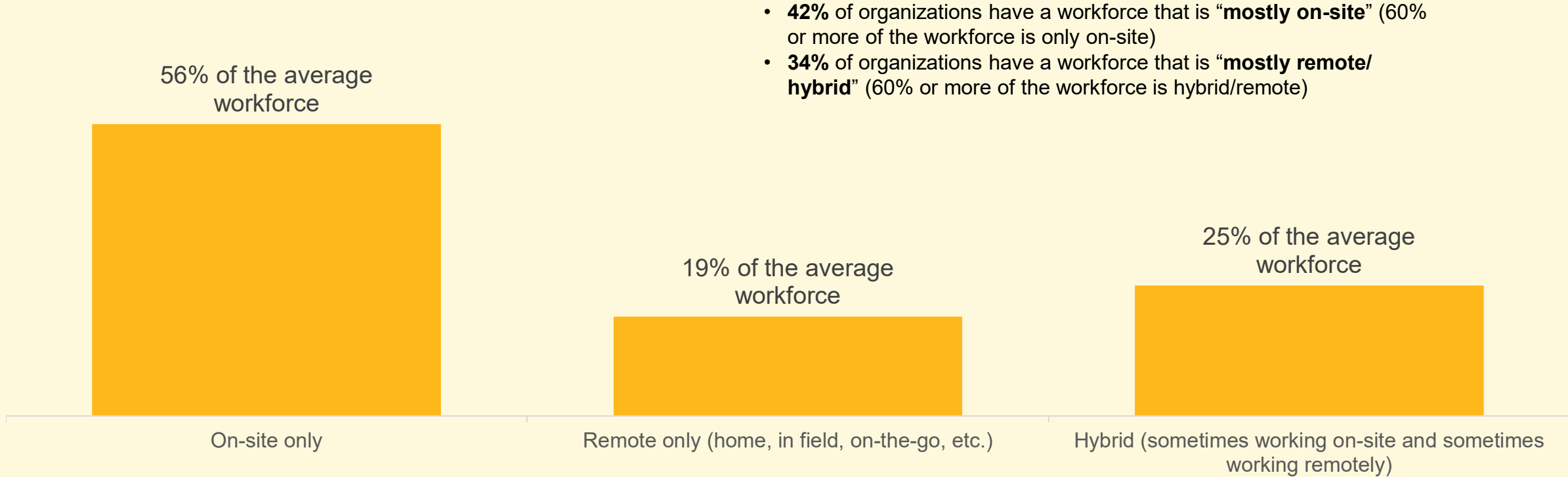
Executive Summary (continued)

- **Integration challenges have disrupted business with suppliers** (69% report disruption in supplier business dealings to a great or to some extent), **partners** (66%) **and customers** (58%).
- **Data security/compliance concerns** (39%) **and complex file mapping** (39%) **are top challenges with integrating partner and supplier systems.** Lack of resources is also a barrier (37% cite insufficient IT resources and 37% cite a lack of budget). Large enterprises more often report insufficient or inflexible tools and technology (40% compared to 24% of smaller enterprises).
- **More than seven in ten report challenges with achieving information management goals, including securing customer data** (70% rate as highly or somewhat challenging), **personalizing customer experiences** (75%) **and meeting customer expectations** (76%).
- **Increased security risk is cited as the most concerning impact of poor information management** (56%). Increased costs and loss of revenue are more concerning for smaller versus larger enterprises (52% and 48% of smaller organizations, respectively, cite costs and revenue loss as top concerns compared to 36% and 38% of larger enterprises).
- **Organizations are likely to modernize their systems in 2023 to improve information management** (83% are extremely or very likely).
 - **Organizations are looking to the cloud to modernize systems.** The most likely approaches to modernization over the next 12 months are upgrading in place (cloud, single tenant) (62% include among their top three methods and 23% rank as number one), migrating existing solutions to the cloud (55% include in their top three), and replacing solutions with cloud solutions (53%).

Results

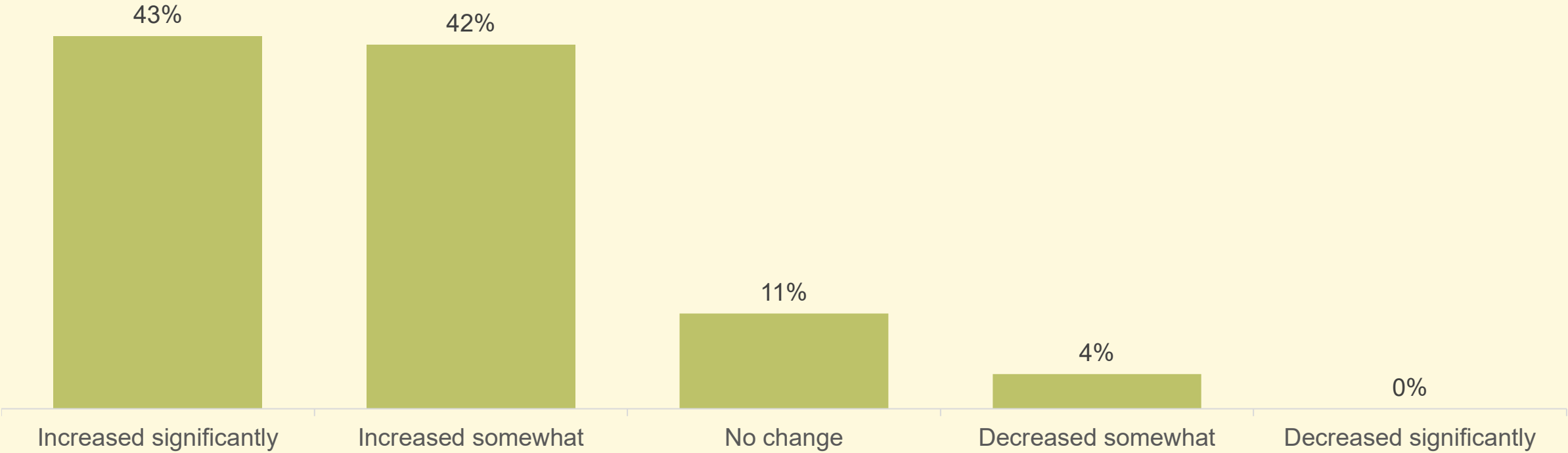
At the average organization, 44% of the workforce is fully or partially remote.

Average percentage of workforce in each location



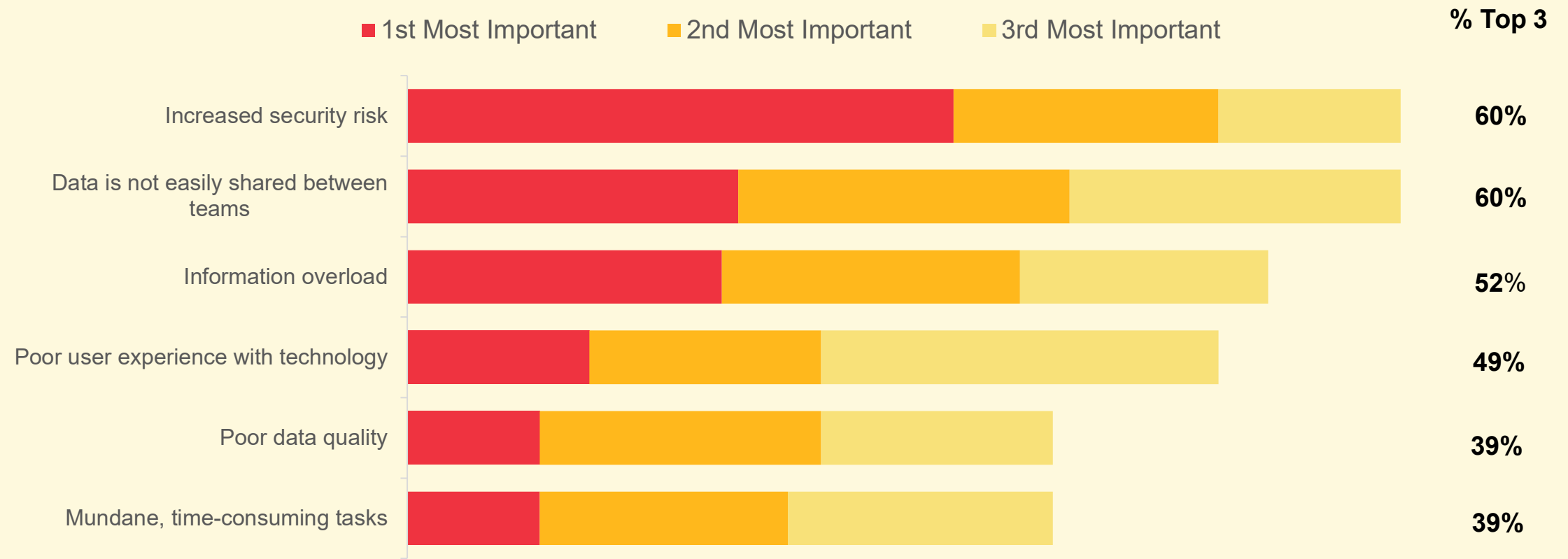
Remote work has increased over the past 2 years at 85% of organizations

Change in percentage of hybrid/remote workers in the past 2 years



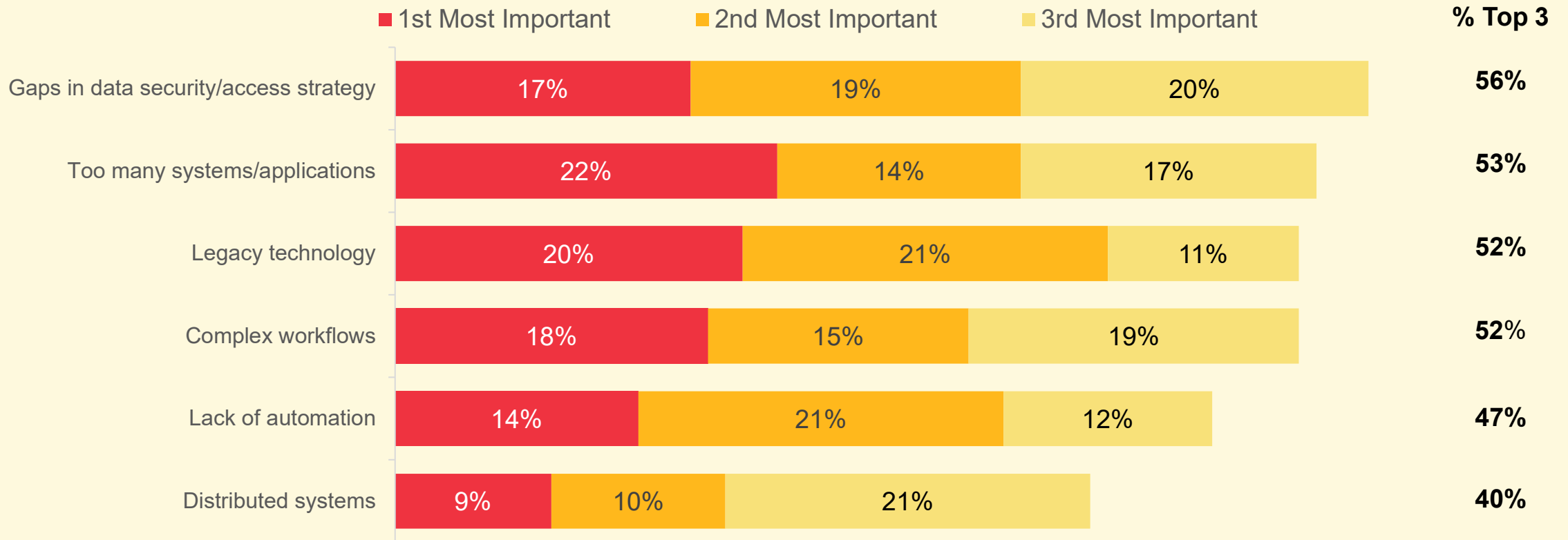
Increased security risk is the most critical business challenge impacting workforce productivity

Business challenges affecting workforce productivity & engagement



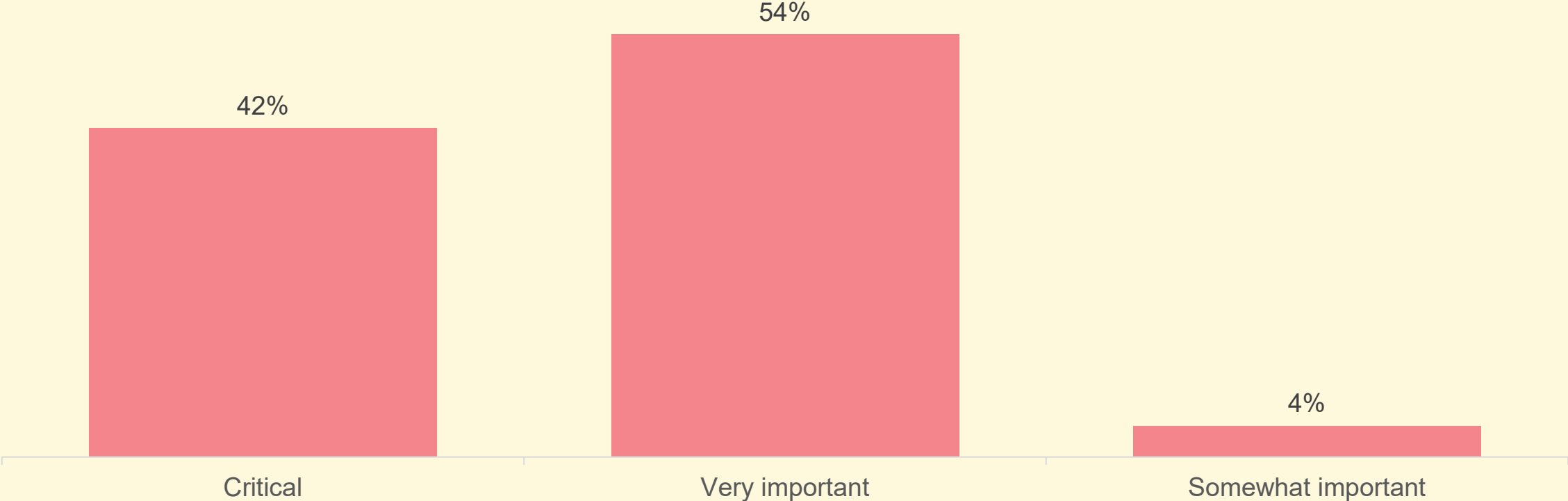
Security gaps and system/application sprawl are top technology issues driving productivity challenges

Technology issues leading to productivity challenges



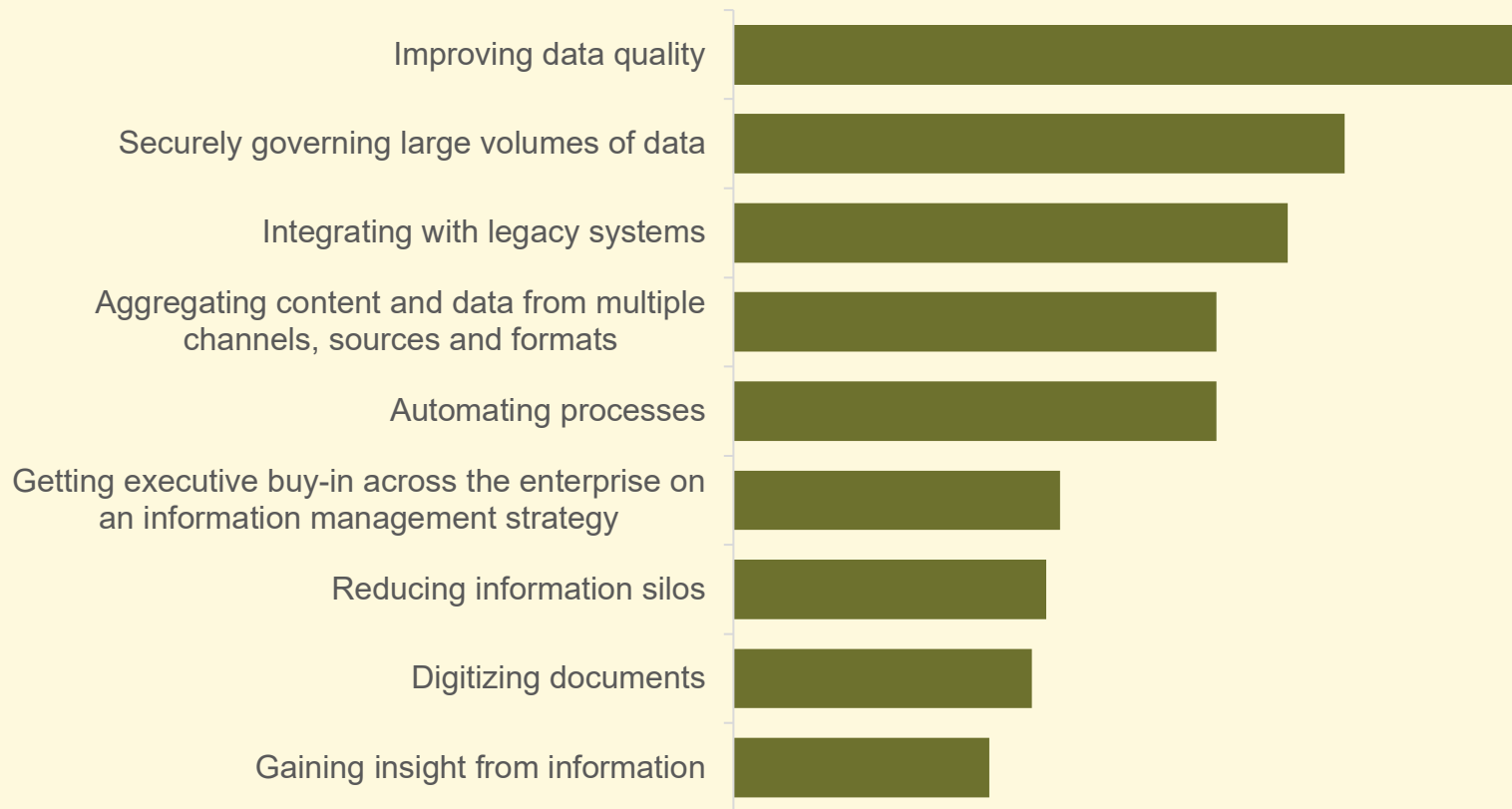
Information management is highly important to technology strategy at most organizations

How critical is information management as part of your organization's technology strategy over the next 12 months?



Data quality is the top pain point with respect to managing data and information internally

Biggest challenges with respect to managing data and information internally
(Select 3)

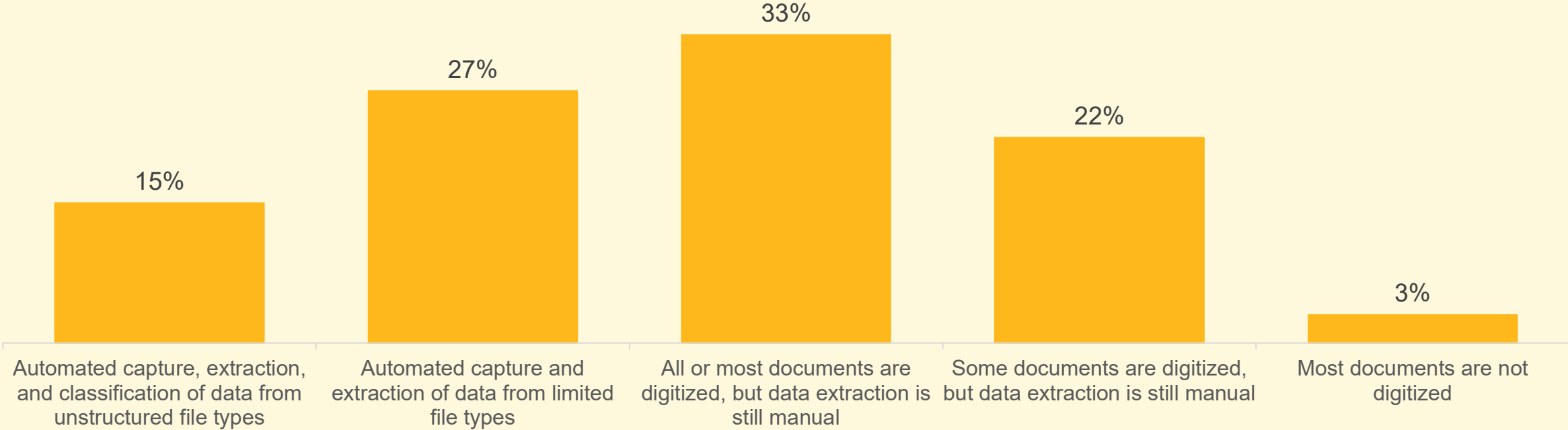


Company size comparisons

	500 - 2499 Employees	2500+ Employees
Aggregating content and data from multiple channels, sources and formats	24%	44%
Automating process	40%	28%
Securely governing large volumes of data	48%	38%
Integrating with legacy systems	34%	44%

Just 15% have fully automated document digitization and data extraction; 58% report data extraction is completely manual

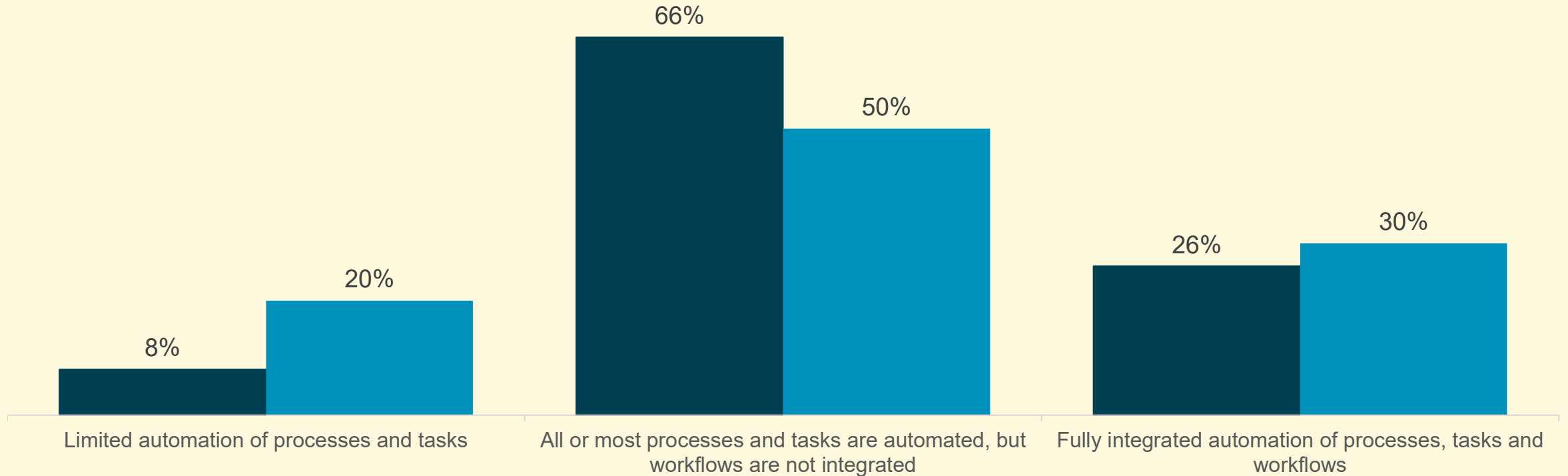
Progress with digitizing documents



At most organizations, individual processes and tasks are automated; just 28% have integrated these automations and workflows.

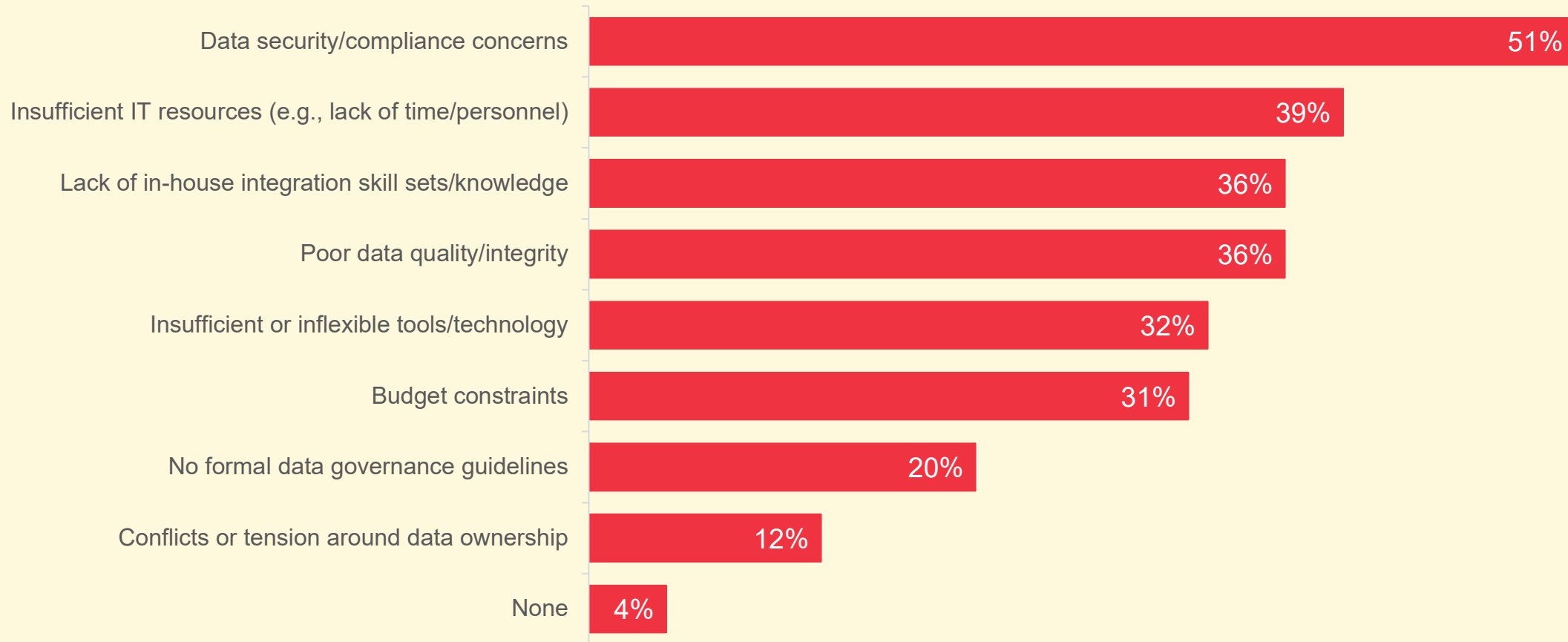
Degree of workflow automation

■ 500 - 2499 ■ 2500+



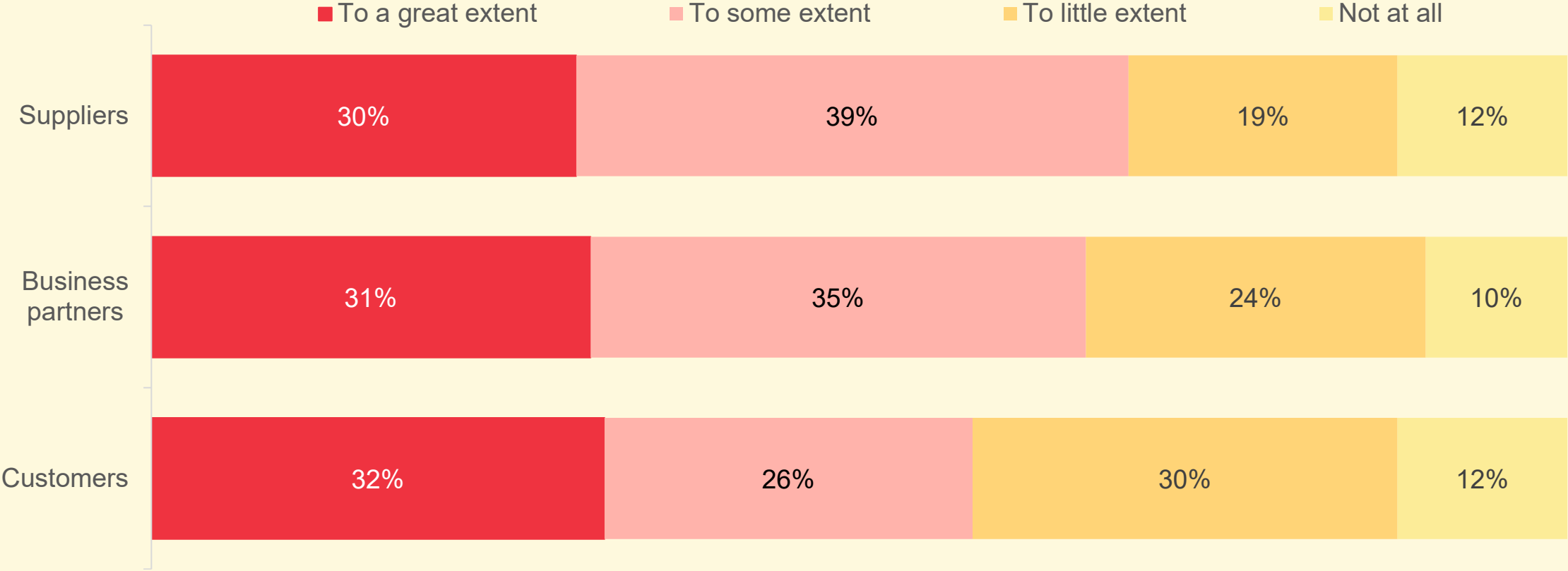
Security and compliance tops the list of system and data integration challenges.

Primary system & data integration challenges
(Select 3)



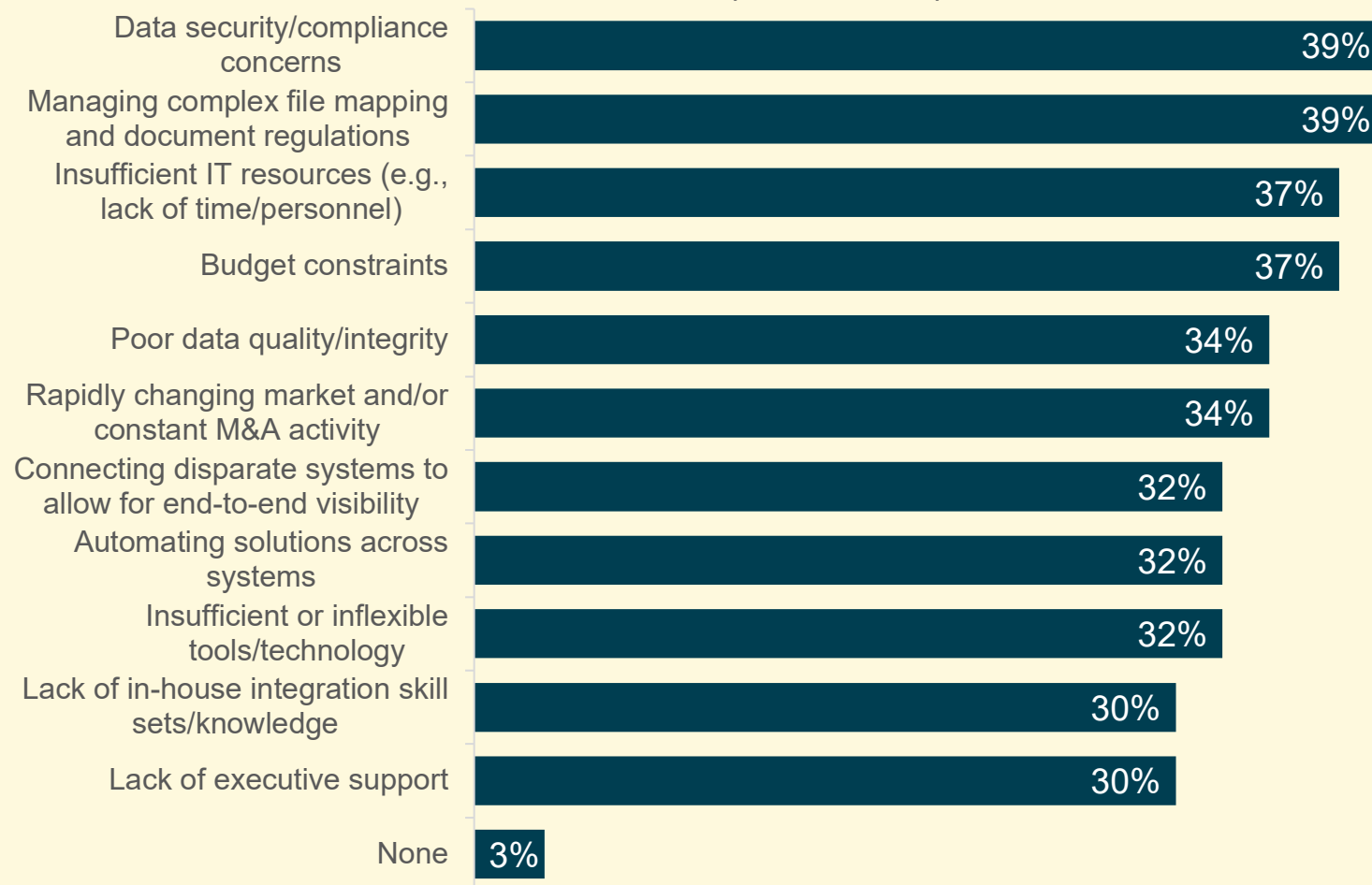
Integration challenges have disrupted business with suppliers and partners as well as customers.

Disruption of business caused by integration challenges



Security and complex file mapping are top challenges with external integrations

Challenges with integrating partner and supplier systems
(Select five)

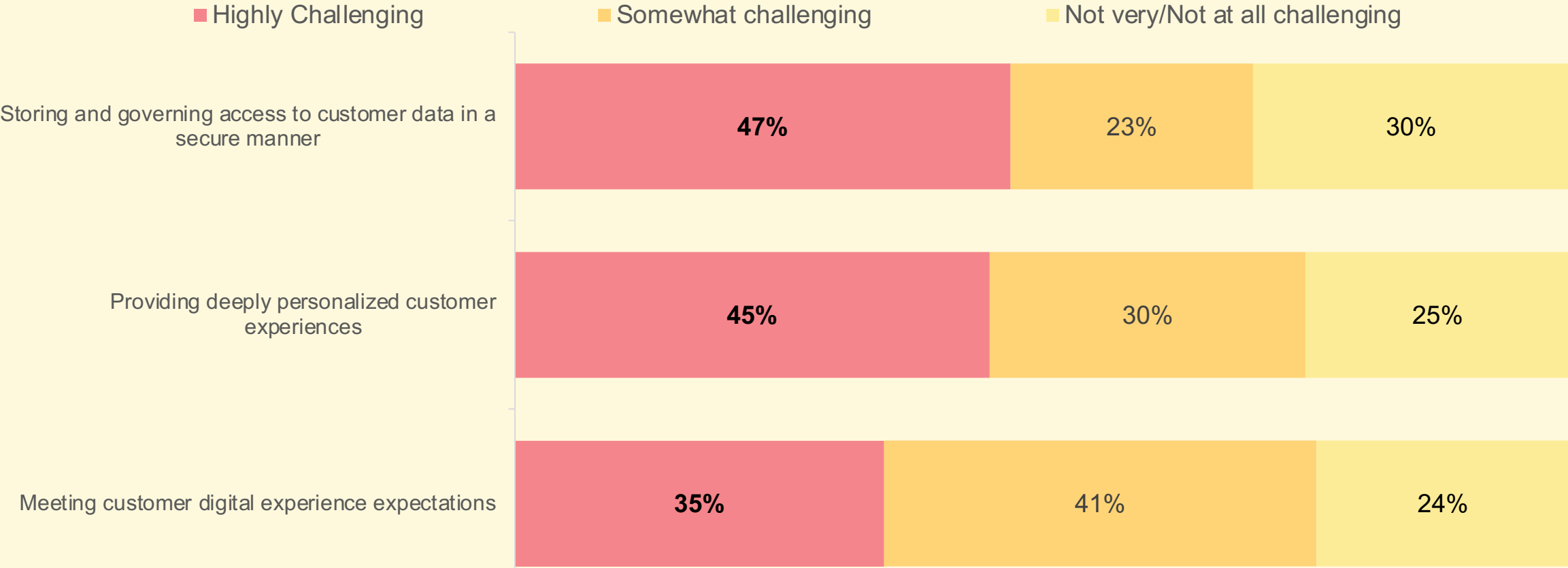


Company size comparisons

	500 – 2499 Employees	2500+ Employees
Insufficient or inflexible tools/technology	24%	40%
Insufficient IT resources (e.g., lack of time/personnel)	44%	30%
Lack of executive support	22%	38%

More than 70% report challenges with information management goals, including securing customer data, personalizing customer experiences and meeting customer expectations

How challenging are the following information management goals with respect to providing a seamless experience for your customers?



Smaller enterprises are concerned about the monetary impact of poor information management

Most concerning impacts of poor information management
(Select 3)

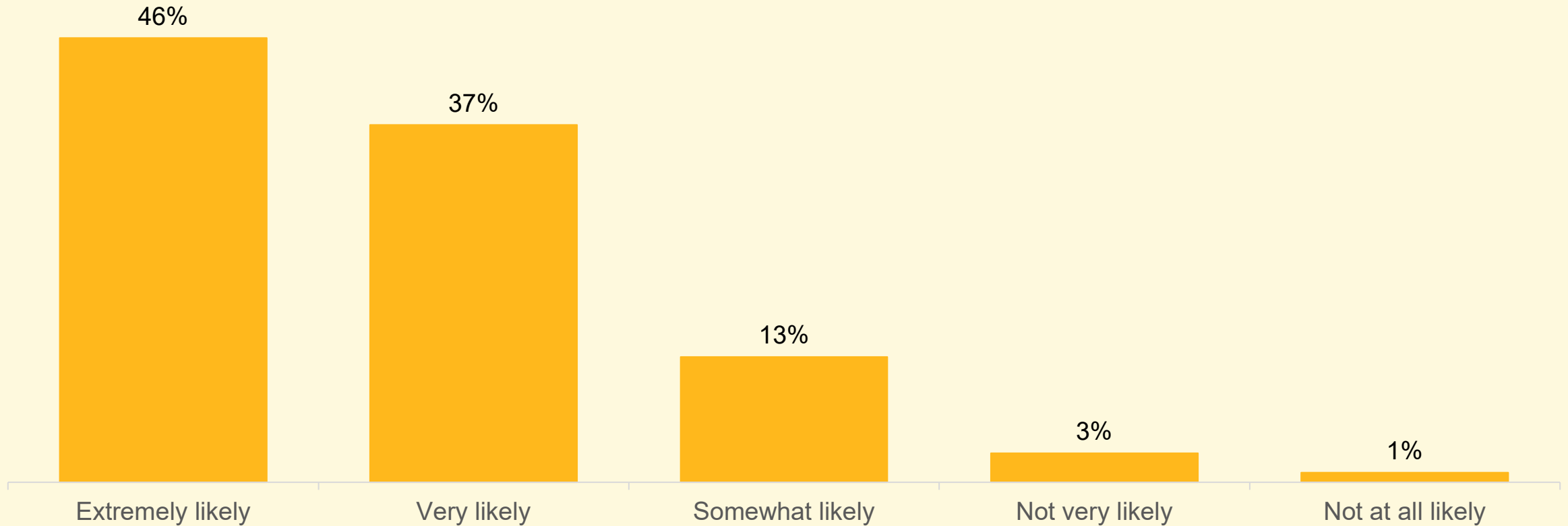


Company size comparisons

	500 - 2499 Employees	2500+ Employees
Increased costs (e.g., due to legal fines, personnel costs, etc.)	52%	36%
Loss of revenue	48%	38%

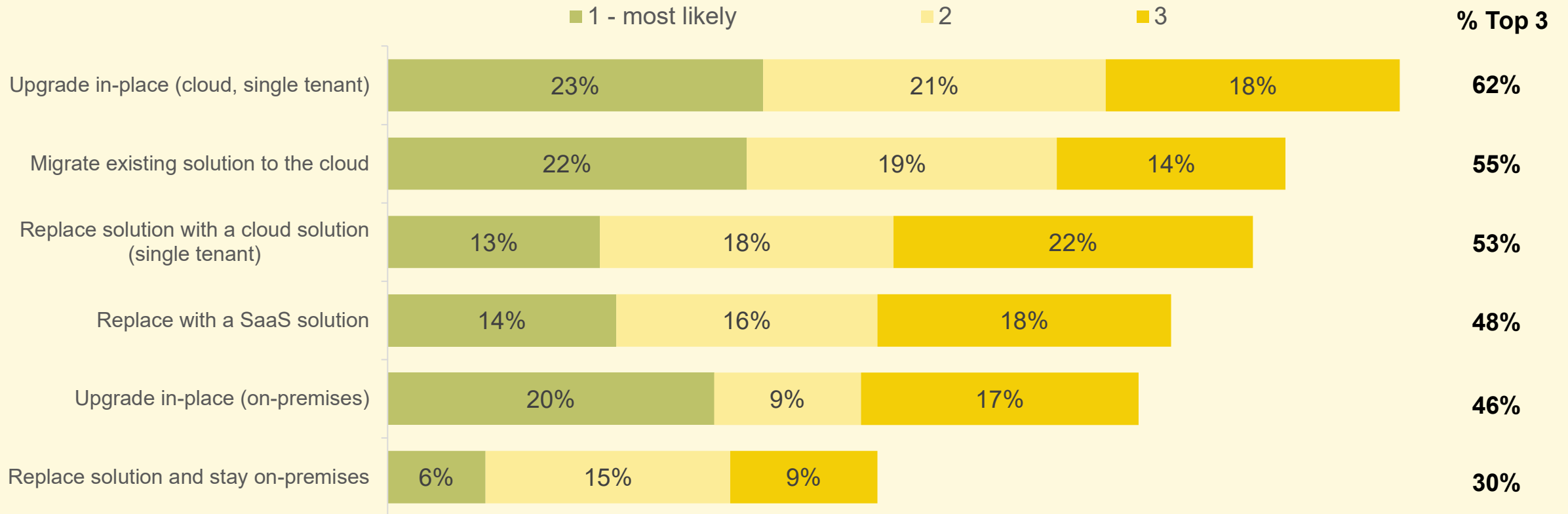
Organizations are likely to modernize their systems in 2023 to improve information management

Likelihood to modernize systems in the next 12 months



Organizations are looking to the cloud to modernize systems

Approaches to modernizing over the next 12 months



Contact

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