## 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.

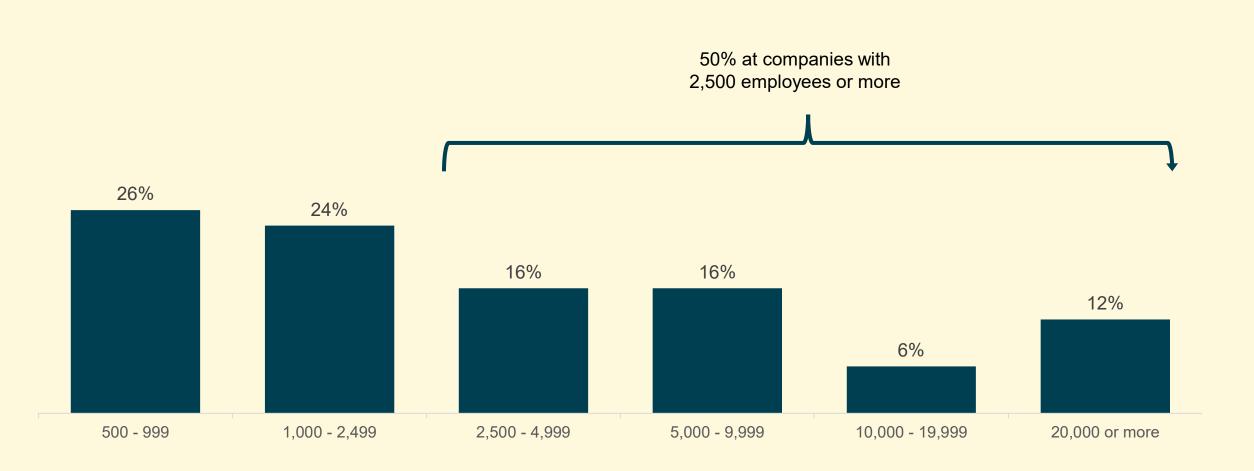
Total respondents 100
<b>Collection method</b> Online questionnaire
Geography <mark>U.S.</mark>
<b>Field dates</b> December 12, 2022 - December 20, 2022
Number of questions <b>15</b>
Average organization size <b>5,665 employees</b>
<b>Senior Decision-makers</b> To qualify for this survey, respondents were required to be employed in an IT Manage

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. FOUNDRY

### Respondent Profile



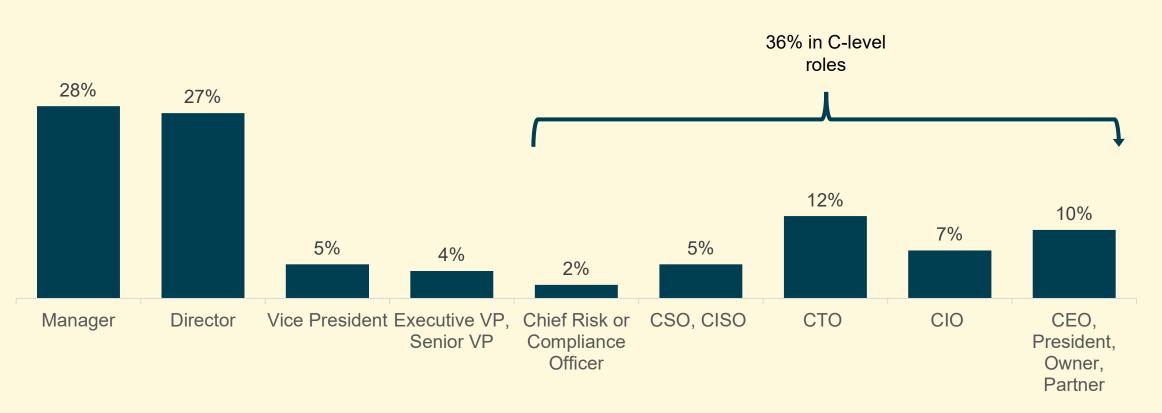
### Company Size by Number of Employees



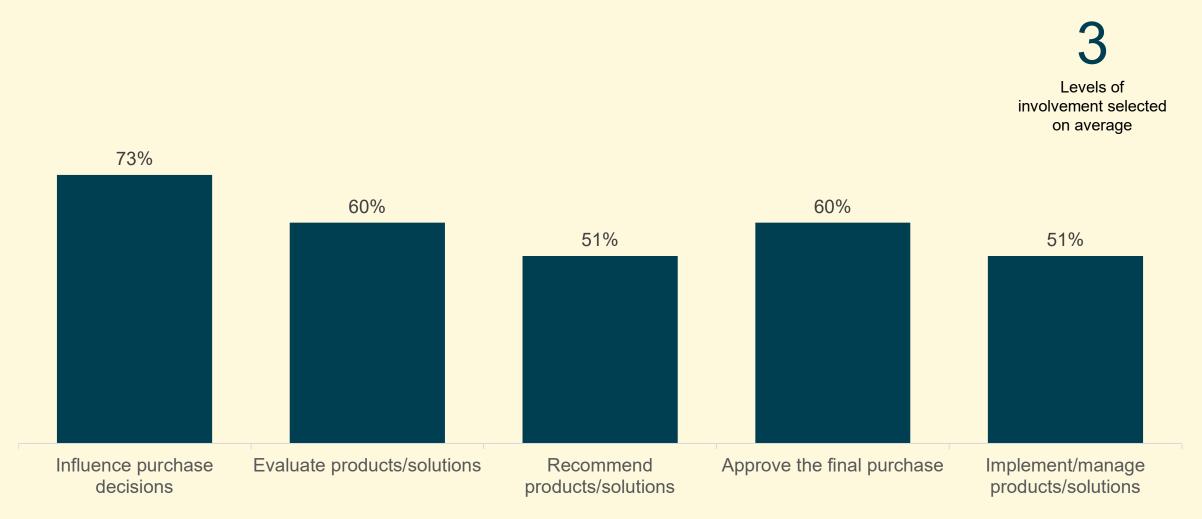
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S1: Approximately how many people are employed in your entire organization or enterprise? (Please include all plants, divisions, branches, parents, and subsidiaries worldwide.) Base 100

#### **Respondent Job Titles**

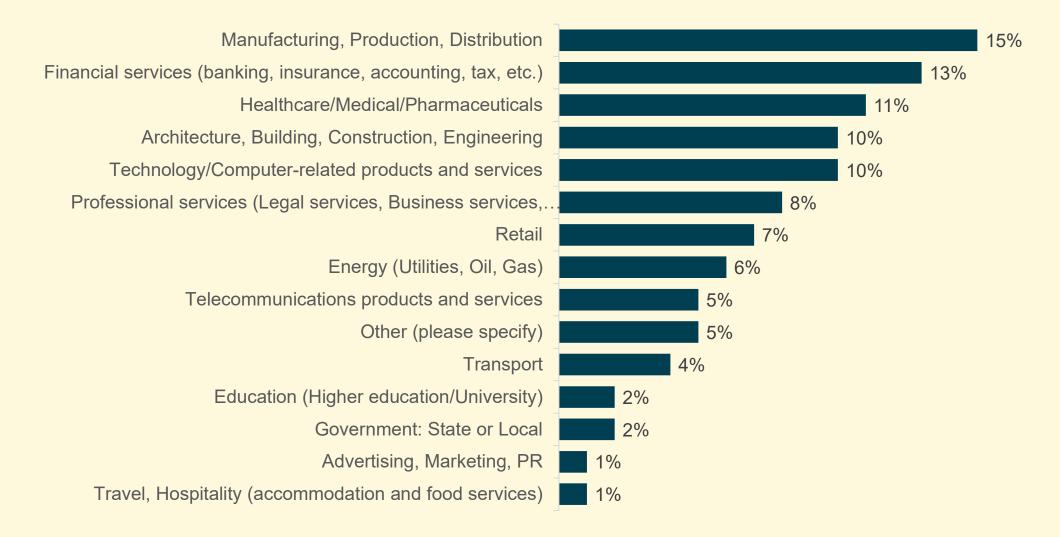


#### Involvement in IT decisions



#### **Primary Industry**

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S2: Which of the following best describes your organization's industry or sector? Base 108

### **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.

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### 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**

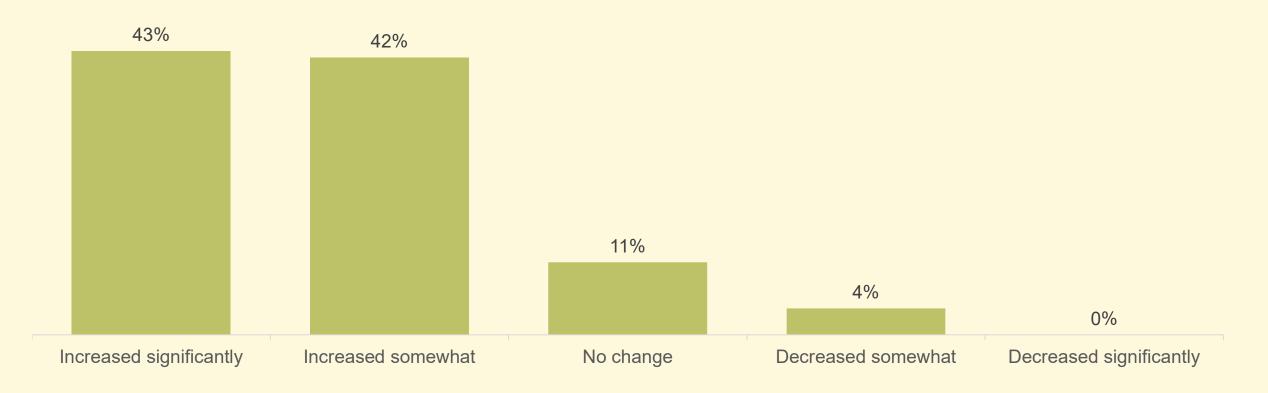
## At the average organization, 44% of the workforce is fully or partially remote.

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

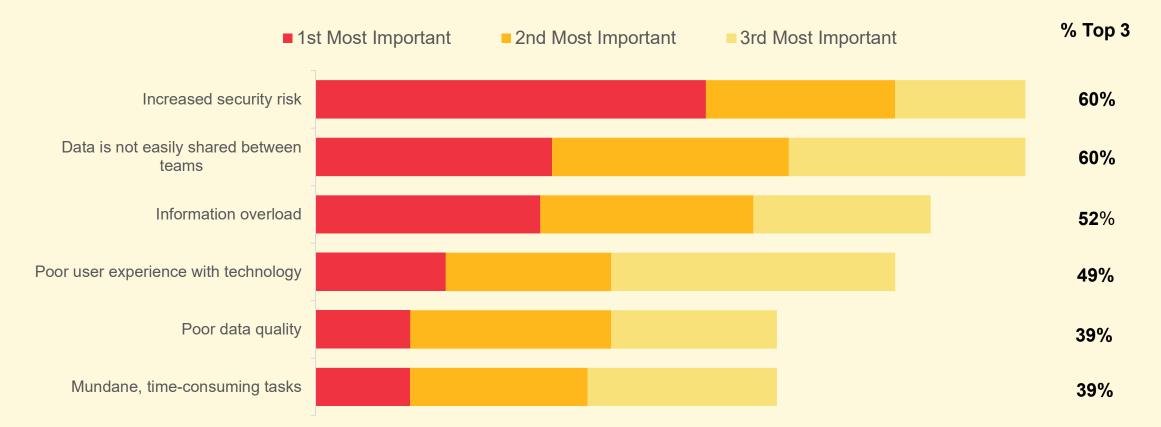


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Q1b: How has the percentage of hybrid and/or remote workers at your organization changed over the past 2 years? Base 100

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

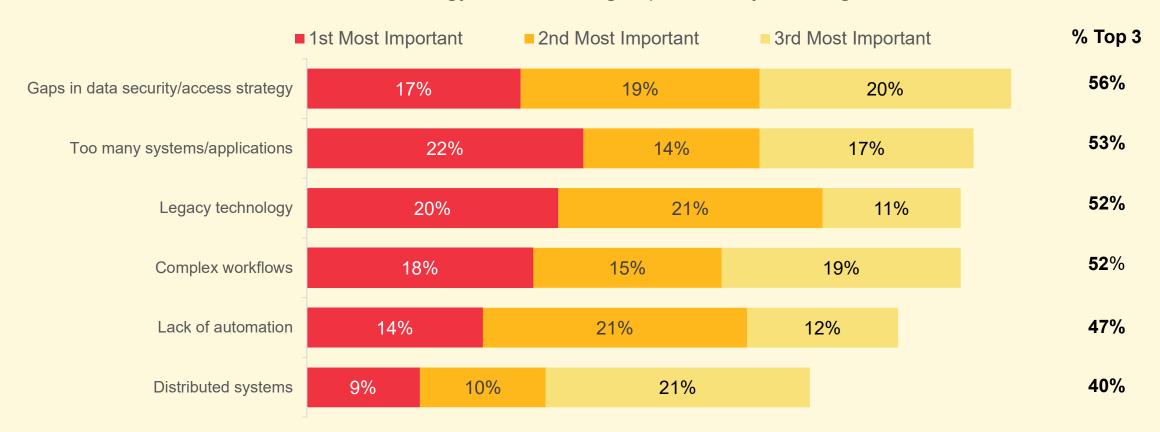
Business challenges affecting workforce productivity & engagement



Q2a: What are the top challenges inhibiting workforce productivity and engagement at your organization? Base 100

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

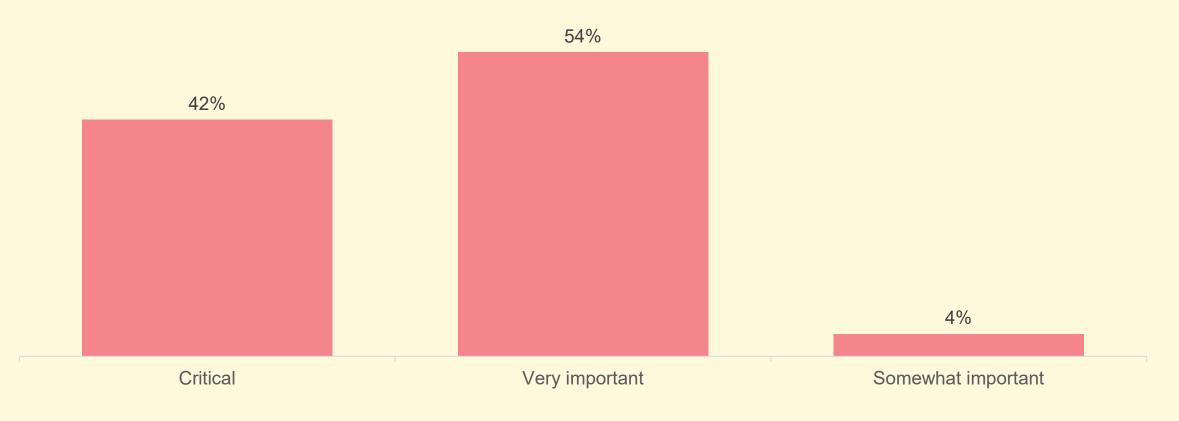


Technology issues leading to productivity challenges

FOUNDRY Q2b: What are the top technology issues leading to workforce productivity challenges at your organization? Base 100

## 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?



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Q3: How critical is information management (e.g., reducing silos, improving data flows and data governance, better leveraging data) as part of your organization's technology strategy over the next 12 months? Base 100

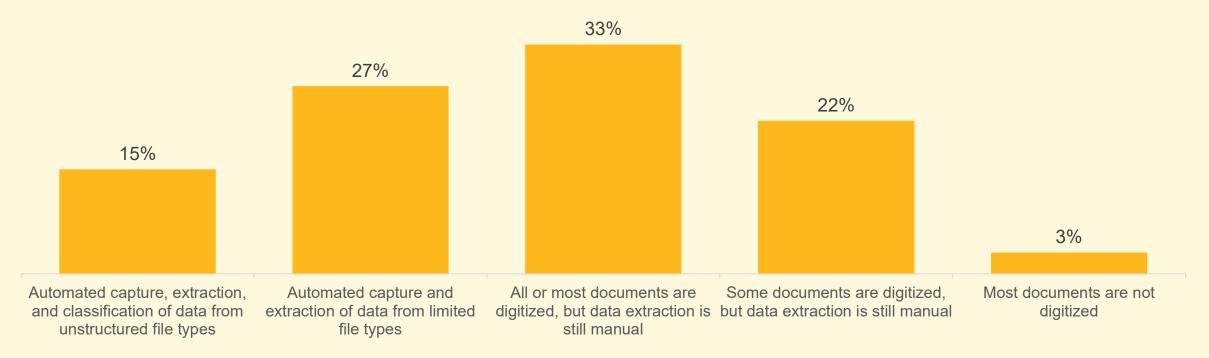
#### Data quality is the top pain point with respect **Company size comparisons** to managing data and information internally Biggest challenges with respect to managing data and information internally (Select 3) 500 - 2499 2500+ **Employees Employees** Improving data quality Aggregating Securely governing large volumes of data content and data from multiple 24% 44% channels, sources Integrating with legacy systems and formats Aggregating content and data from multiple channels, sources and formats Automating process 40% 28% Automating processes Getting executive buy-in across the enterprise on an information management strategy Securely governing Reducing information silos large volumes of 48% 38% data Digitizing documents Gaining insight from information Integrating with 34% 44% legacy systems

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Q4: What are your organization's biggest challenges with respect to managing data and information internally? Base 100

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

Progress with digitizing documents



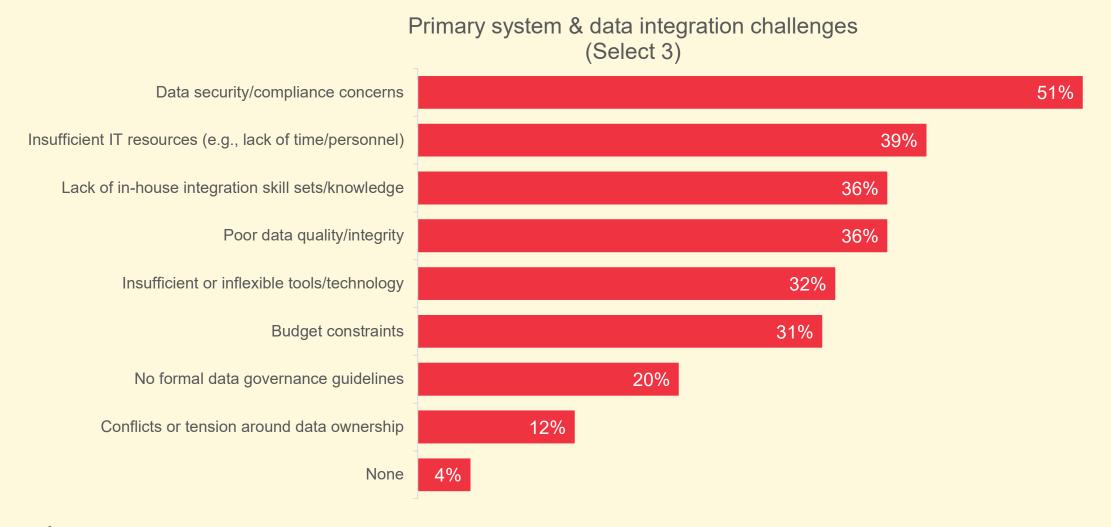
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At most organizations, individual processes and tasks are automated; just 28% have integrated these automations and workflows.

Degree of workflow automation

**500 - 2499** 2500+ 66% 50% 30% 26% 20% 8% Limited automation of processes and tasks All or most processes and tasks are automated, but Fully integrated automation of processes, tasks and workflows are not integrated workflows

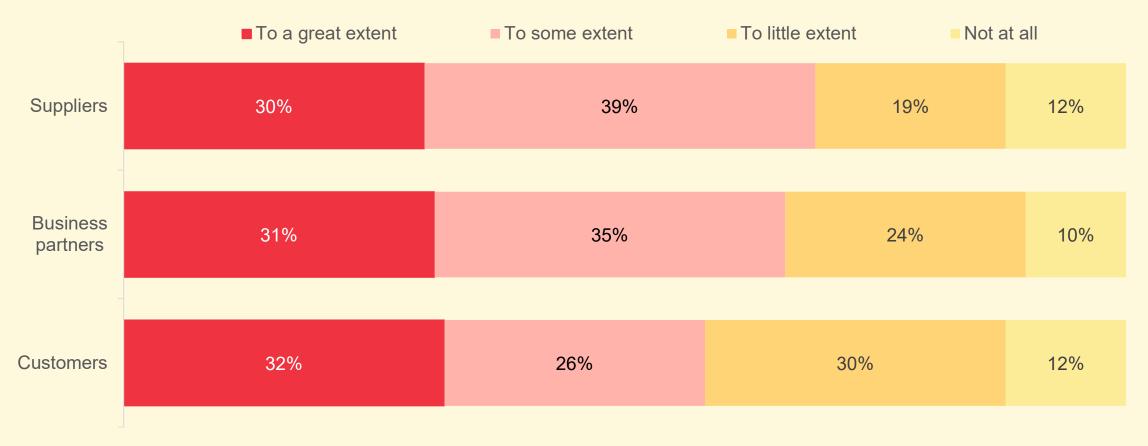
## Security and compliance tops the list of system and data integration challenges.



FOUNDRY Q7: What are your organization's primary systems and data integration challenges? Base 100

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

Disruption of business caused by integration challenges



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Q8: To what extent do integration challenges at your organization disrupt the ease of conducting business with suppliers, partners, and customers? Base 100

### Security and complex file mapping are top challenges with external integrations

Challenges with integrating partner and supplier systems (Select five)

Data security/compliance concerns	39%
Managing complex file mapping and document regulations	39%
Insufficient IT resources (e.g., lack of time/personnel)	37%
Budget constraints	37%
Poor data quality/integrity	34%
Rapidly changing market and/or constant M&A activity	34%
Connecting disparate systems to allow for end-to-end visibility	32%
Automating solutions across systems	32%
Insufficient or inflexible tools/technology	32%
Lack of in-house integration skill sets/knowledge	30%
Lack of executive support	30%
None	3%

#### **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%

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> Q9: What are your organization's biggest challenges with respect to integrating with partner and supplier systems (B2B integration)? Base 100

# 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?

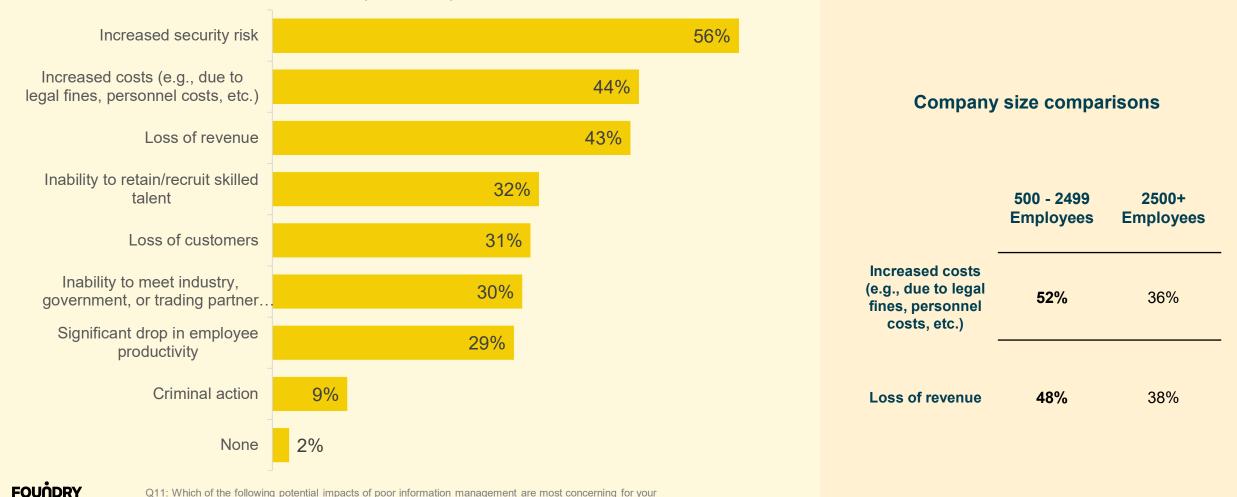
Highly Challenging	Somewhat challenging	omewhat challenging Not very/Not at all challenging				
Storing and governing access to customer data in a secure manner	47%		23%	30%		
Providing deeply personalized customer experiences						
	45%		30%	25%	25%	
Meeting customer digital experience expectations	35%		41%	24%	/o	
•						

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Q10: How challenging are the following information management goals with respect to providing a seamless experience for your customers? Base 100

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

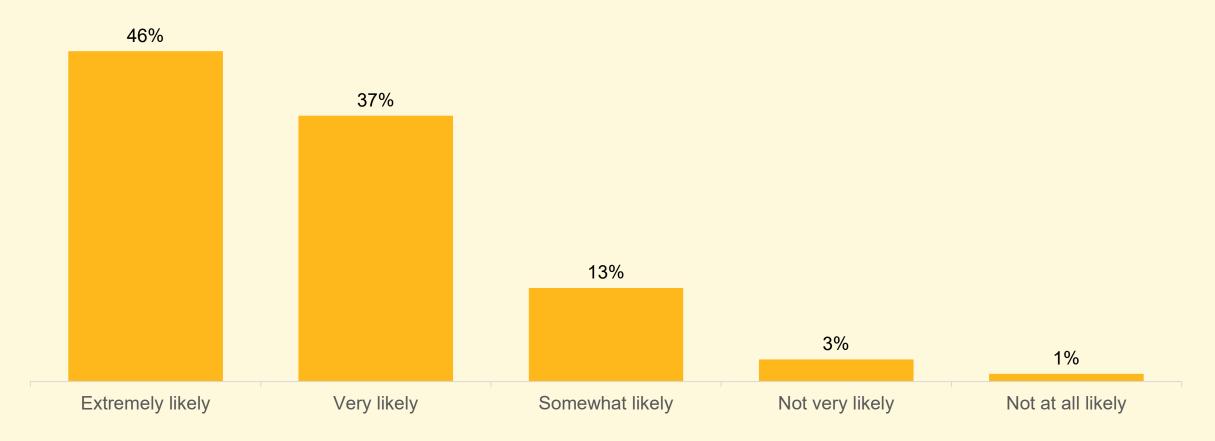
Most concerning impacts of poor information management (Select 3)



Q11: Which of the following potential impacts of poor information management are most concerning for your organization? Base 100

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

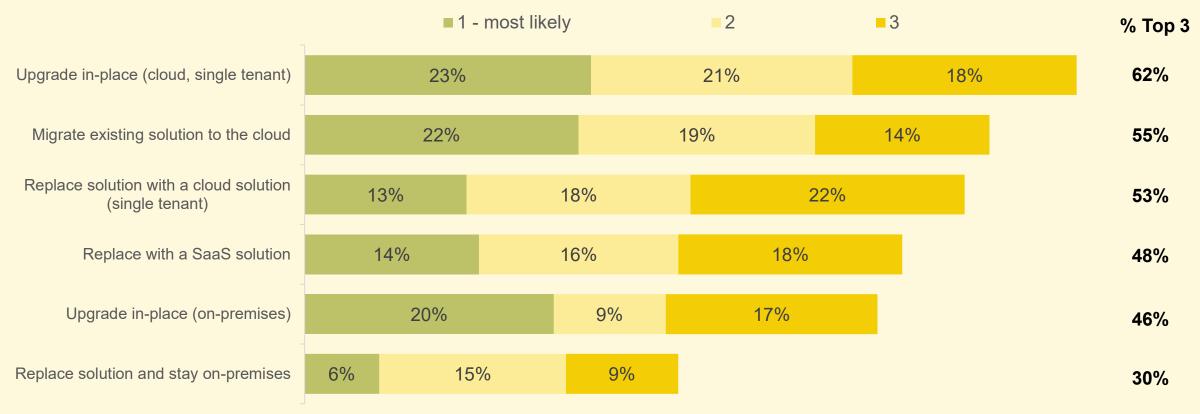
Likelihood to modernize systems in the next 12 months



Q12: How likely is your organization to modernize systems over the next 12 months to improve information management? Base 100

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### Organizations are looking to the cloud to modernize systems



Approaches to modernizing over the next 12 months

FOUNDRY Q13: Which of the following approaches is your organization likely to use to modernize systems over the next 12 months? Base 100

### Contact

#### • Jen Garofalo

- Research Director
- Email: Jen\_Garofalo@idg.com