Modern Workflow
Multifunction Printer importance in an Increasingly Digital World

An IDC InfoBrief, sponsored by HP Inc. • June 2017
Today’s offices are besieged with a tsunami of content in both paper and digital formats.

Paper and digital document formats will co-exist for the foreseeable future—print still plays an important role in the office of the future.

Documents of all forms are fundamental to office workers’ everyday tasks.

Cost efficiency and productivity gains from the use of office documents is, and will remain, crucial for office workers to get work done effectively.

Higher levels of security, scanning, and mobility support are increasingly in demand as 24/7 access to business documents becomes the norm.

Current and future offices will require multifunction printers (MFPs) to address these office document processing requirements.
Digital Formats Are Quickly Becoming the Standard in Business, But Paper Still Plays a Significant Role

Q. What % of paper versus digital documents do you use now, and will you use in 2 years?

Now...

- 28% paper
- 72% digital

Future...

- 20% paper
- 80% digital
Print Still Important to Today’s Workforce

IDC projects that over 1+ trillion pages will be printed annually in the U.S. through 2020

The top five reasons to print

- **54%** I prefer to have a hardcopy to take home or when I need to travel
- **50%** Print is more convenient or efficient than viewing/sharing electronically
- **38%** Laptop or desktop computer monitor too small to see easily
- **36%** Company requirement to print certain documents
- **27%** Printing from web sites/portals

The MFP plays a primary role to produce paper-based documentation as needed.
Documents Are the Lifeblood of a Office Worker’s Activity

On average, today’s workforce create 22 documents every week. Additionally, they spend a lot of time emailing, reading, collaborating, and sharing documents, as well as doing many other document-related tasks.

The top five tasks

- **Email**: 22%
- **Create**: 15%
- **Share**: 15%
- **Collaborate**: 13%
- **Read**: 13%

The MFP is a critical office tool for completing these document-related tasks.
Today’s Workforce Needs Efficiency When Working with Documents

Office equipment needs to cater to a wide variety of repositories to meet the needs of today’s working professional.

Upwards of 20% of today’s workforce time is spent extracting information from multiple documents. Use of OCR technology is growing at a near 6% CAGR and serves as an indicator of this organizational need. Any efficiency gains would help office workers considerably in getting work done.
An Increasingly Digital Workplace Requires More Security Vigilance Than Ever

Companies recognize several IT security challenges that threaten their business

Q. What are the top future challenges your company will need to address regarding overall IT security threat management in the next two years?

- Managing security risks 24/7: 55%
- Increasing attack sophistication: 48%
- Controlling employee mobile devices: 41%
- Print security: 38%
- Lack of budget: 37%
- Lack of IT staff/training: 26%
- Lack of executive support: 19%

Managing security risks 24/7 has the highest priority with 55% of respondents, followed by increasing attack sophistication at 48%. Print security is also a significant concern with 38% of respondents identifying it as a top challenge.
Security Features Significantly Influence Printer Purchase

Over 70% of survey respondents indicate a high level of influence security features have on printer and MFP acquisition.

Buyers look for printing devices to be equipped with security features to ensure the IT infrastructure is as secure as possible.
Key Categories of Security Features

Security features fall into categories to secure the device, the document or the data produced or used by printers and MFPs. All are important to ensure the highest level of security across the organization:

**Device Security Features**
- User authentication
- Secured device ports
- Secured hard drive
- Secured paper trays
- Automatic logoff

**Document Security Features**
- Pull printing
- Locked/blocked sending destinations
- Printing from cloud applications

**Data Security Features**
- Controlling/restricting use of features
- Tracking/monitoring use
- Security services
- Authorized printer firmware
Scanning—a Key Function of MFPs—Plays a Fundamental Role in the Paper-to-Digital Transition

**Top 5 Reasons for Scanning Volume Increase**

- **14%** Company is scanning more documents
- **12%** Cost to store electronically is lower than the cost to print
- **10%** Security related to documents
- **9%** Smartphone information access anywhere/anytime
- **9%** Tablet information access anywhere/anytime

93% of office workers expect to either maintain or increase their current volume of scanning in three years.
The Workforce Is Increasingly Mobile

Office workers need and want mobile printing support to cater to this growing work style.

While users expect to do most of their printing from conventional computers, these same users expect to print up to 40% more from their mobile device in three years.
Top 5 Business Benefits of Printing from a Mobile Device

- **60%**: Speed reviewing and approving documents
- **46%**: Increased number of transactions that can be processed
- **41%**: Customer satisfaction
- **34%**: Transforms office to workplace of the future
- **28%**: Employee satisfaction

These improvements all have direct bottom-line impact. They either offer the ability to recognize revenue more quickly, or lessen the costs associated with various work processes.
A Call to Action

• Paper and digital content will continue to co-exist—the paperless office is a myth
• The MFP will play a key role in the office of the future, as it is more than just a print device
• MFPs tie into all the emerging IT trends for efficiently creating, accessing, and disseminating content/documents in both paper and digital formats

In fact, IDC predicts: The MFP will serve as the foundation for a majority of enterprise office printing solutions driven by a focus on the user experience and access to greater functionality.
Appendix: Methodology

This IDC InfoBrief explores the benefits and best practices associated with secure digital workflow automation and optimization, including deployment of capture technology for paper-to-digital transformation.

Methodology included a Web survey of 605 working professionals in the US, Western Europe, and Asia from organizations with more than 100 employees; respondents are technology influencers and/or decision makers. Respondents have adopted document capture/workflow either as a self-managed initiative or via a managed services/contractual engagement.