

Faster digital transformation

How to quickly automate workflows for greater productivity



Why is digital transformation taking so long?

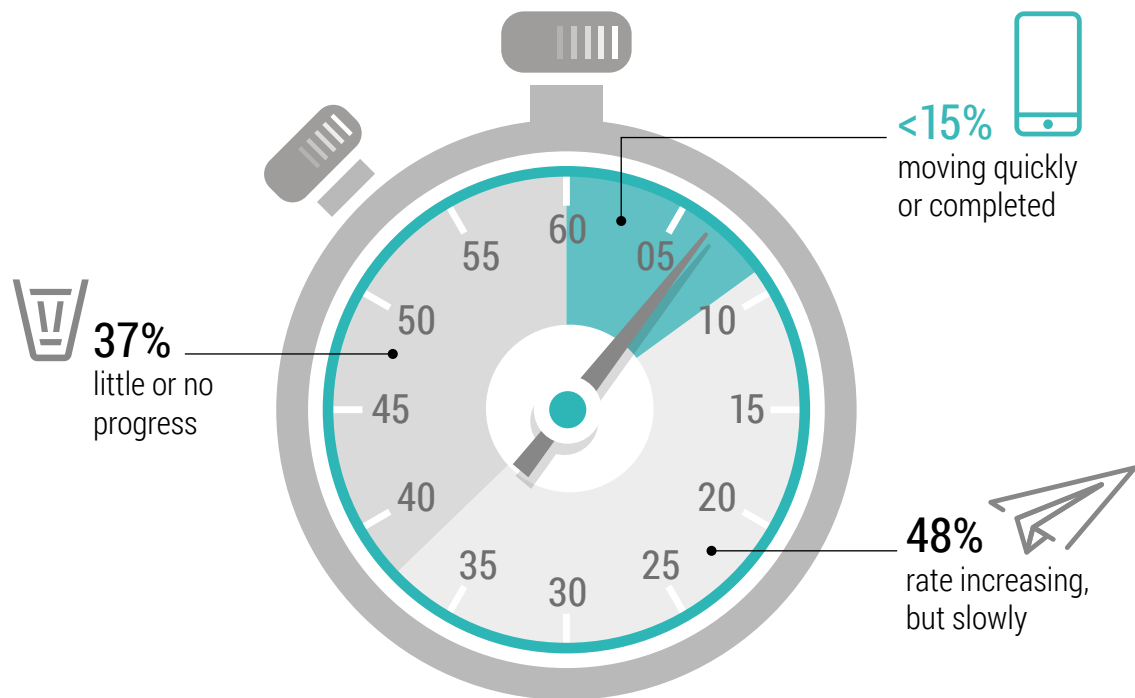
Organisations have hundreds, maybe thousands, of processes (depending on how you count them). But they only have finite resources.

So it's hard to address digital transformation all at once. You have to prioritise.

But that means slow progress, with many processes having to wait their turn for transformation (more than half, according to our [recent research](#)).

So what can you do?

Speed of digitising paper-based processes¹



¹ AIIM, [Paper-Free Progress: measuring outcomes](#), 2015

Uncover the hidden opportunity

What if there was a way to keep your digital transformation priorities and schedules in place, *without* leaving everyone else behind?

Impossible?

We think not. We think you *can* extend digital transformation to many more people and processes, without compromising your priorities.

The trick?

The secret is to understand the difference between digital transformation and digital transformation.

No, that's not a typo.

It's a recognition that 'digital transformation' means different things in different contexts — and this creates an opportunity. In this guide, we'll explore how to identify the right course and capture the opportunities that are waiting.

Your new perspective

Read on to discover:

- **Where the opportunity lies:**
a digital transformation 'no-man's land' crying out for attention.
- **What the opportunity looks like:**
workflow automation quick wins that need very little investment for big results (such as doubling employee productivity).
- **How to take advantage:**
simple steps to achieve these results in just a few months.



The many faces of digital transformation

“Digital business is a reality now, pointing the way to competitive advantage.”

Gartner, 2015²



² Gartner, *Building the Digital Platform: Insights From the 2016 Gartner CIO Agenda Report*, 2015

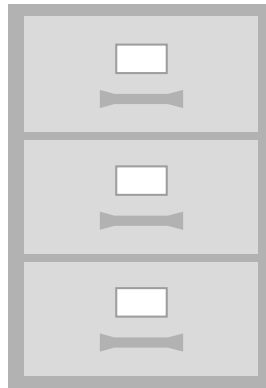
The many faces of digital transformation

In its narrowest sense, ‘digital transformation’ means ‘going paperless’. More broadly, it means re-imagining and re-engineering the way you operate.

In between, there’s a spectrum of other meanings for digital transformation. None is ‘wrong’ or ‘right’, because ‘transformation’ is so relative. So much depends on where you’re starting from.

Digital transformation journey: three worlds in one enterprise

Stuck in the '80s



Paper, paper everywhere

Documents may be created digitally, but they’re used, transferred and stored in hard copy.

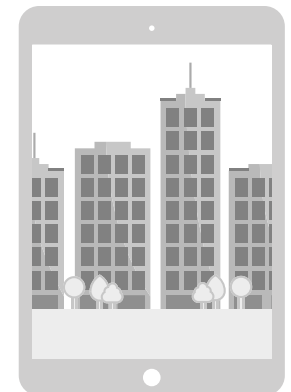
No man’s land



Manual mix-and-match

Processes are manual, working with both digital and paper formats.

Digital enterprise



Digitally re-imagined and re-engineered

Digital inputs and outputs. Data-driven, highly automated processes.

From pages  to apps

The many faces of digital transformation

Stuck in the '80s: a clear target for transformation

If you're a doctor working to save lives, access to digitally scanned patient records instead of paper ones can [transform your ability to make good decisions](#).

In fact, organisations almost always appreciate the breakthroughs in agility, productivity and efficiency that come from 'simply' taking paper out of processes.

It's why going paperless is one of the specific meanings of digital transformation. And why core business processes 'stuck in the '80s' tend to be prioritised for digital transformation.

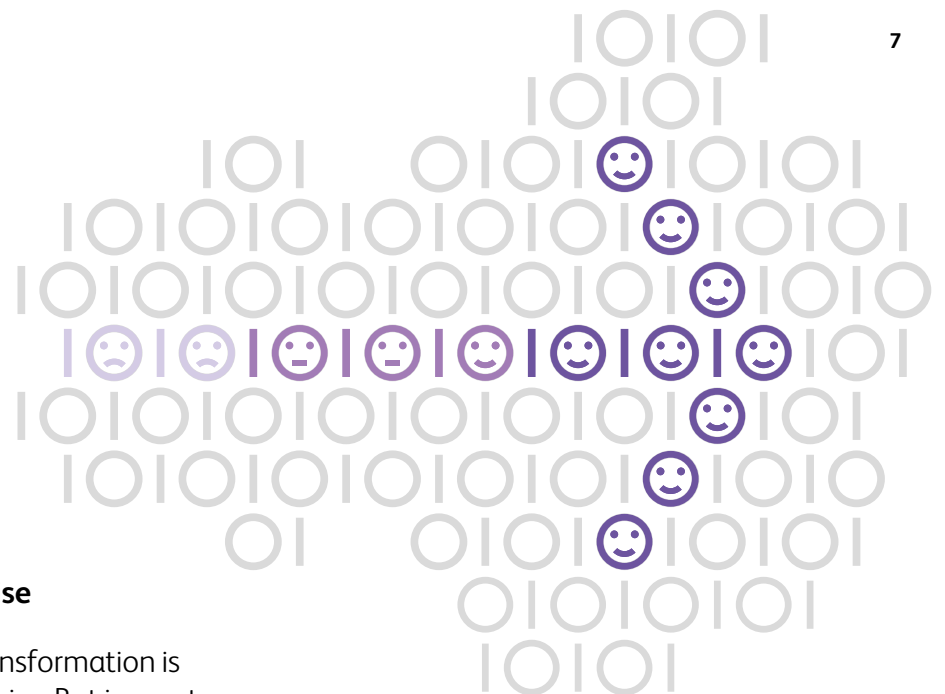
Towards the digital enterprise

The ultimate aim of digital transformation is the re-imagined digital enterprise. But in most organisations, only a few parts of the enterprise have been re-engineered in this way — or are on the priority fast-track.

Stranded in no-man's land

The majority of processes are stranded in a no-man's land between the entirely paper-based 1980s and the truly digital enterprise. And when we take a closer look at the experience in no-man's land, we see frustrations that may quickly be fixed through 'in between' modes of digital transformation.

Let's explore this opportunity.



The opportunity of addressing no-man's land

“By 2018, at least 20% of all workers will use automated assistance technologies to make decisions and get work done.”

IDC, Nov 2015³



³ IDC FutureScape: Worldwide Digital Transformation 2016 Predictions (Doc # 259616), Nov 2015

2018

The opportunity of addressing no-man's land



Processes within no-man's land are frustrating for two reasons:

1. The intrusion of paper into otherwise digital processes.
2. The constant need for human intervention.



The opportunity of addressing no-man's land

1. The big pain of paper

It's unfortunately rather common in no-man's land for paper to slow down an otherwise digital process. For example:

More than half of knowledge workers find they have to print documents to *add their signature*⁴.

Think about it. We can buy books and music, or go on holiday without touching pen and paper.

But at work, managers can't digitally scrawl their name to mark approval. Decision-makers can't authorise contracts without first pressing 'print'.

And once a document is printed and signed? You have to choose your favourite awkward method — scanning or photographing — to re-digitise it. Or give up and put it in the post.



>50%

of knowledge workers find they have to print documents to add their signature.⁴



⁴ AIIM, *The Digital Office — improving the way we work*, 2015

The opportunity of addressing no-man's land

2. Digital process let-downs

The second frustration within no-man's land has nothing to do with paper, but is just as exasperating.

Think of all the processes that condemn people to:

- Endless, repetitive spreadsheet manipulations.
- Never-ending rounds of email chains and chasing.
- Tedious re-entry of data into systems of record.
- Navigation of a dozen different file repositories.

It's all digital, but every step calls for human intervention. It's oh-so slow and unresponsive, vulnerable to errors and omissions, full of repetitive tasks that add no value.

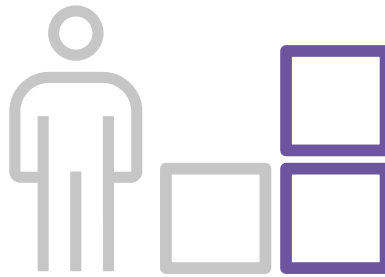
And the cost to the business adds up across the many, many people and processes stranded in no-man's land.

The opportunity of addressing no-man's land

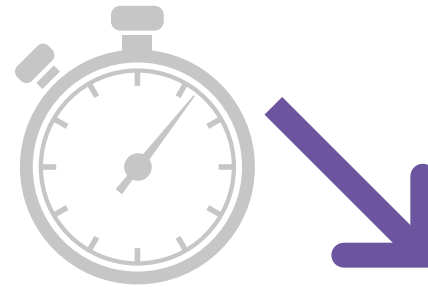
Enter workflow automation quick wins

But in as little as three months for a given process, you can eliminate most of these frustrations.

We're talking about digital transformation quick wins that deliver a lot, for very little investment of time and money. We often see results such as:



Doubling of employee productivity



Sharp drop in response times:
from days down to hours, even minutes.



80% fewer errors; better error and compliance detection.

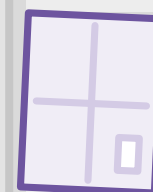
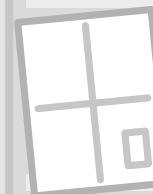
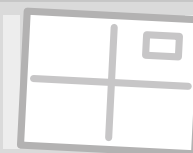
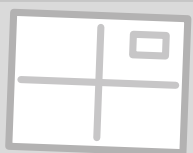
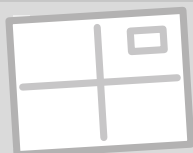


1€/hour/employee saved
by not printing documents.

How to automate workflows in just a few months

“Workflow automation will be intersecting more and more with key areas such as the internet of things, mobility, data analytics and crowdsourcing.”

Andy Jones, Vice President, Workflow Automation,
Large Enterprise Operations, Xerox⁵



⁵ Quoted in Nathan Eddy, 'Xerox Rolls Out Workflow Automation Platforms', eWeek, Nov 2015

How to automate workflows in just a few months

Follow these four steps to banish intrusive paper and eliminate tedious manual steps from a wide variety of business processes.

1. Identify potential quick-win targets

Look for processes that use a lot of paper, or contain oft-repeated actions and decisions where people have to move things along or act as the API between systems.

Data analytics is a fast and accurate way to do this. [Research has shown](#) that enterprises have analytical tools that they're failing to use. Crazy, when you consider the insight delivered.

If you're without the right assessment tools, talk to the experts. A week with the right tools in the right hands will typically uncover many potential easy changes with big returns.

2. Choose the best test case

From the targets you've identified, choose a process that can be digitised and automated without much (if any) process re-engineering, or change to existing systems.

That's how you get results within months.

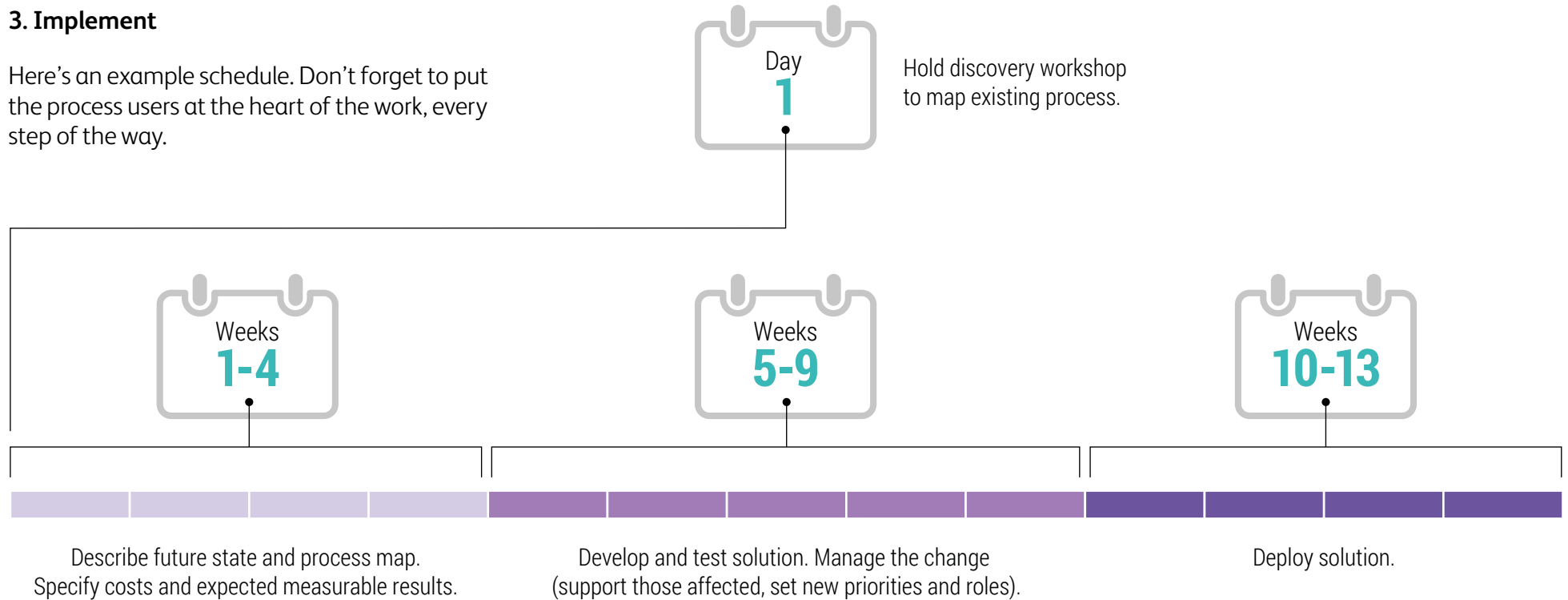
If you're unsure, talk to the experts. You may be surprised how readily processes can be automated without changing anything fundamental: with just the right kind of software magic to get existing systems talking beautifully to each other. We've done it with processes as diverse as employee on-boarding, expense validation, vendor contract lifecycle management, and account opening.

If it's hard to choose, favour the process with the best senior support, or where those directly affected are most up for a change (or both).

How to automate workflows in just a few months

3. Implement

Here's an example schedule. Don't forget to put the process users at the heart of the work, every step of the way.



How to automate workflows in just a few months

4. Repeat

If you've done it right, the payback will be more than obvious and you'll have a flexible, re-usable method and solution to apply to other processes. The benefit with each iteration will only grow.

We think it's worth repeating the results we usually see:

- Doubling of employee productivity.
- Sharp drop in response times: from days down to hours, even minutes.
- 80% fewer errors and better error and compliance detection.
- 1€/hour/employee saved by not printing documents.

All of which means:

Happier employees

Freed to do the high-value things that humans are good at:

Dealing with exceptions.

Making value judgments.

Providing the human touch.

And coming up with creative new ways to develop the business.

Happier customers

A direct result of faster, more consistent, more reliable operations.

Happier stakeholders

Because risk and cost are down.

We're here to help

We believe that businesses thrive when people, process and technology come together to make work flow better. And that you shouldn't have to wait to make this happen.

We've got proven ways to help you get ahead with digital transformation. So let's talk.

Further reading

If you're interested in our survey of IT leaders on process digitisation and how document analytics can help, [download](#) our report.



About Xerox.

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We conduct business in 180 countries, and our more than 140,000 employees create meaningful innovations and provide business process services, printing equipment, software and solutions that make a real difference for our clients — and their customers. Learn more at www.xerox.com.