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Data is the lifeblood of business today, and it's not easy digging through it to uncover insightful, actionable intelligence. That's one takeaway from a survey of 600 IT decision-makers in large US, Canadian and Western European organizations. The [“Digitization at Work”](#) report from Xerox shows the move from paper to digital processes is nearly upon us, however, many survey respondents admit they may not be ready for it.

The report found broad concern over paper-based processes, with cost (42 percent) and security (42 percent) cited as primary issues. 40 percent of Canadian respondents said cost reduction was the prime reason for digitization followed by improved data collection at 33 percent. Survey respondents predicted an average of

only nine percent of key business operation processes will run on paper in the next

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this happen.

The survey showed that Canadian companies are generally ahead of their global counterparts in digitizing processes in the areas of invoicing, contracts, customer engagement, HR on-boarding, new product development, and vertical and operational processes. 44 percent of Canadian respondents said they will have all seven digitized in two years – the highest across all countries surveyed.

“Organizations foresee a lean and agile digital future, but current business processes are still weighed down by paper,” said Andy Jones, vice president, Workflow Automation, Large Enterprise Operations, Xerox. “The disconnect between an organization’s vision and the steps required to achieve successful digital transformation has stalled the promise of digitization.”

### **Automation is top of mind**

When it comes to automating processes, almost three quarters of respondents said they already have identified areas for automation. More specifically, they cite accounting (38 percent), expense reporting (37 percent), accounts payable (36 percent) and customer care (35 percent) as the most likely functions to become fully automated within the enterprise.

Yet the report identified a number of basics that many enterprises have yet to address to make automation and digital workflows a reality in key business functions. According to the organizations surveyed:

- 40 percent have not yet implemented solutions for the mobile workforce
- 47 percent have not yet added or improved cloud services
- 45 percent have not yet incorporated or improved predictive analysis through big data.

In many cases, digitizing or re-engineering paper-based processes before they are

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