



# THE AUTOMATION MATURITY INDEX:

How does your business  
measure up?

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**Did you know that 78% of IT decision makers believe their organisation is already digitally mature?**

For our recent insights report, 'Information Management on the Front Line', we carried out a comprehensive survey of ITDMs across Europe to understand how organisations were using technology to better manage the movement of information – from internal workflows to customer data.

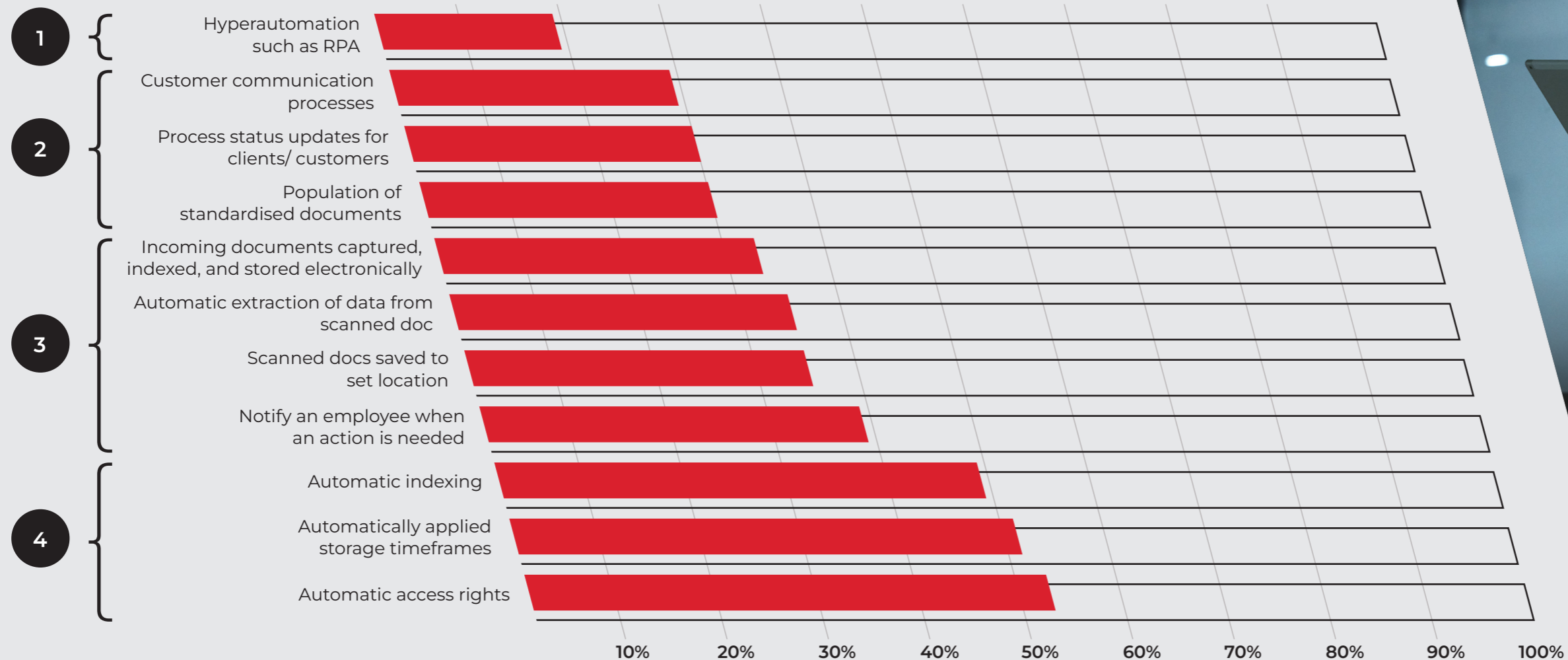
It was clear that the majority of ITDMs feel their organisation is digitally mature. However, when we asked about a range of different digital and automated capabilities, many hadn't yet adopted some of the more accessible information management capabilities on offer, such as putting document access restrictions in place to support better information security. When looking at more sophisticated capabilities such as automating customer communications processes, less than a third of ITDMs had already implemented it.

If we apply the technology adoption lifecycle framework<sup>1</sup> to the data, we can see that organisations could fall into one of the following categories:

- 1 Innovators**  
Only a fifth of respondents had implemented hyperautomation, making these organisations at the forefront of innovation
- 2 Early Adopters**  
From customer communications to automatic status updates, process automation functionalities were still relatively uncommon, making them the preserve of early adopters
- 3 Early Majority**  
Smart scanning and inbound management capabilities were adopted by around a third of respondents
- 4 Late Majority**  
The most commonly adopted capabilities were individual digital document management functions such as automatic access rights and storage timeframes
- 5 Laggards**  
Not started yet? Your organisation may want to first consider automatic access rights as a first step, the most commonly adopted function

So where does your organisation fall in the index? And what might be your next area of investment?

**Applications of automation: The maturity index**



<sup>1</sup> Rogers' Bell Curve



Want to learn more? Check out the report to discover the state of Information Management today – and how new technologies can help your business processes flow seamlessly and securely:

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