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M-Files[®]



**INFORMATION MANAGEMENT STATS
THAT WILL BLOW YOUR MIND**



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GLOBAL MARKET

The market for document management software will grow by **3X** in the next **10 years** ¹

Document Management System market revenue is expected to reach

\$6.78 BILLION
b y 2 0 2 3 ²

while the file-sharing market size is projected to reach

\$9.9 BILLION
b y 2 0 2 3 ³



12.9%

From 2019 to 2028, the global document management market will expand at an annual growth rate of 12.9%

FOR

70%

of companies, the monolithic model of the ECM era has been replaced by:

A DESIRE TO CONSUME CONTENT CAPABILITIES AS NEEDED — **CONTENT SERVICES** ⁵

In the next 12 months, companies plan to **SPEND MORE** on the following: ⁵

51%

Leveraging analytics & machine learning

47%

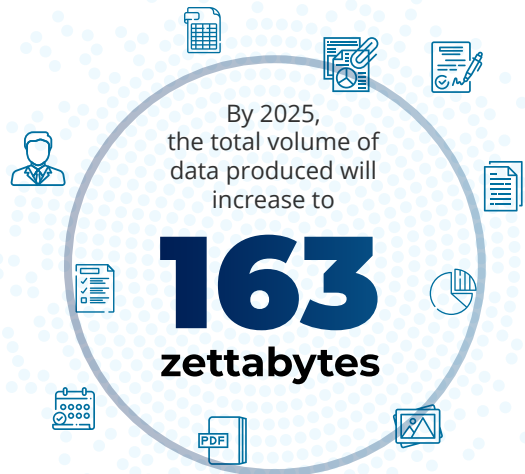
Modernizing the information toolkit

40%

Digitalizing core organizational processes.

37%

Automating compliance & governance



1ZB = 1,000,000,000,000 GB
that's 1 trillion gigabytes

AND
most of this will be made and managed by **BUSINESSES** ⁴



31%

feel they have company support for mobile access to content ⁵



78%

do not have access to work with content on mobile devices ⁴



62%

say it's challenging to find information using their mobile device ⁶

81% report the need to access corporate documents on their mobile device ⁶

54%+ CAN'T easily share or collaborate on documents from their mobile device ⁶

43% can't access documents on a mobile device ⁶

74% CAN'T electronically sign documents using a mobile device ⁶



81%

of CEOs see a mobile workforce as being strategically important ⁷

Y
E
T

64%

experience difficulty and consume considerable time finding office documents on a mobile device ⁶



81%

of organizations said that Deep Learning and Machine Learning are key to their future technology and business planning ⁵

82%

of organizations see a clear link between: ⁵

THE DIGITAL WORKPLACE

DIGITAL TRANSFORMATION STRATEGIES

INTELLIGENT AUTOMATION



87%

of organizations are still either exploring their options or are very recent adopters ⁵

40%

is the projected increase in labor productivity from AI use ¹¹



WHAT EXECUTIVES SAY ABOUT AI

54%

AI tools have boosted productivity ⁸

71%

AI and machine learning are game-changers ⁹

59%

say AI can improve big data use in their organizations ⁸

61%

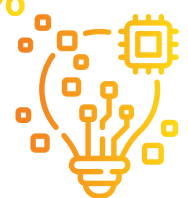
AI can be used to single out opportunities using data ¹⁰



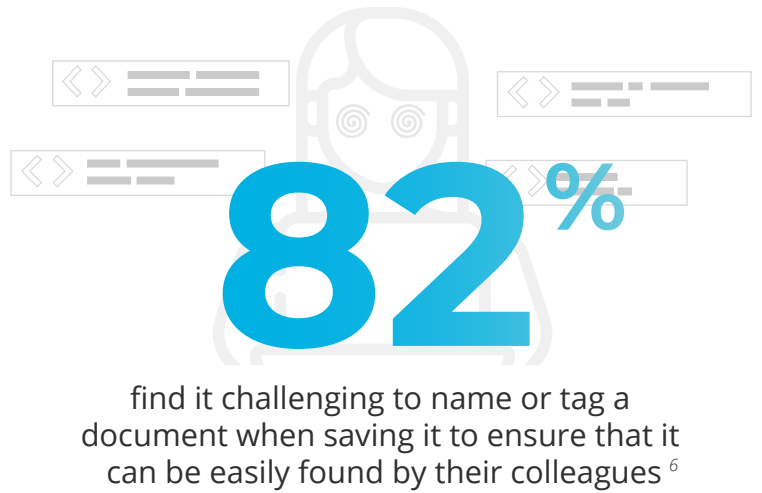
47%

of companies that are digitally mature say they have a defined AI strategy ¹²

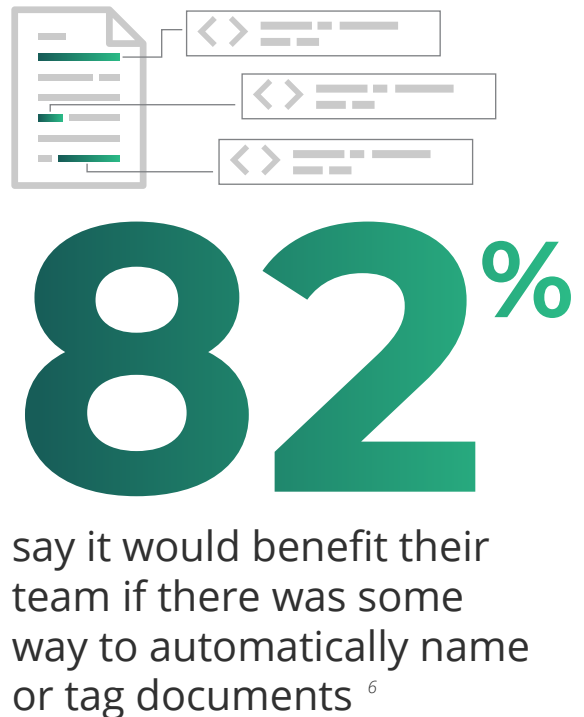
61%



of business professionals say machine learning and AI are their organization's most significant data initiative ⁹



THE MOST IMPORTANT DRIVERS FOR AI-CENTRIC USE CASES ⁵



DATA & REPOSITORIES

76%

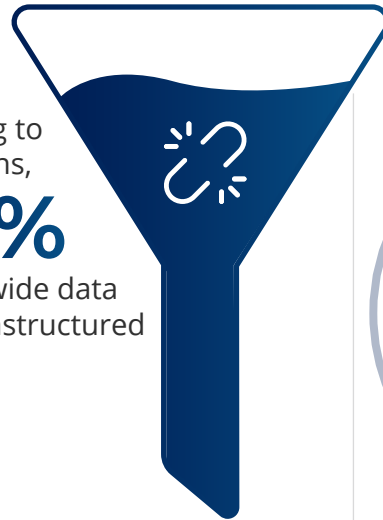
of knowledge workers agree that the organization that has the most data is going to win in competition ¹⁴



According to projections,

80%

of worldwide data will be unstructured by 2025 ⁴



Respondents report having to search through at least

TWO SYSTEMS

on average ⁶



The storage environments of organizations consist of



54%

Dark data



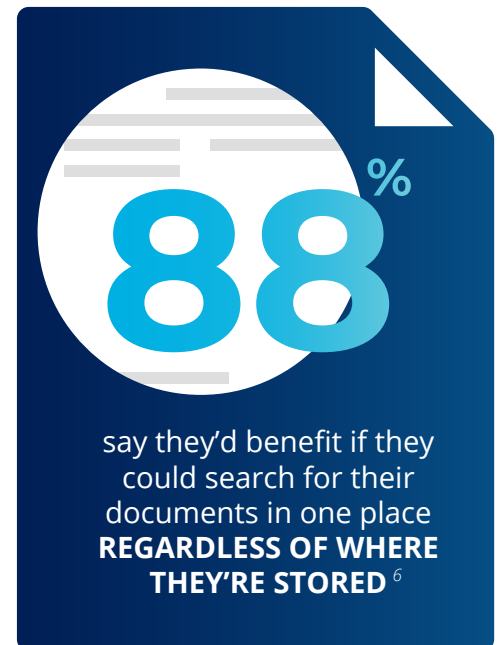
14%

Business-critical data



32%

Redundant, Obsolete and Trivial data ¹⁵



81%

would benefit from seeing documents in context, regardless of where they're stored ⁶

88%

cite the need for a dependable, unified search platform that would help them do their jobs better ⁷

62%

of organizations are completely reliant on network file shares ⁵

While most organizations continue to increase the number of content systems they use,

54%

of critical business content remains **OUTSIDE** those content management systems ⁵



52%

of organizations use **4 OR MORE CONTENT SYSTEMS** ⁵



33%

of customer content is stored on multiple systems or devices ¹⁶



69%

of workers store & manage documents in their email. ⁶

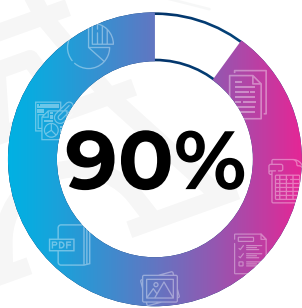
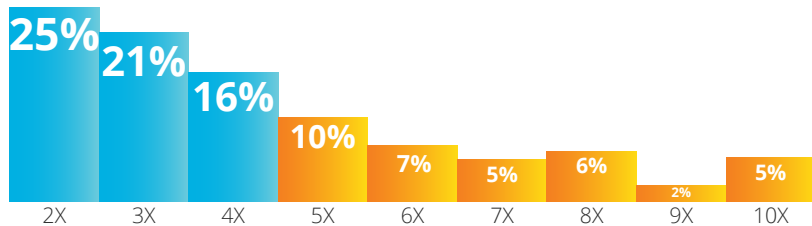
The average number of systems continues to rise

IN FACT

the average number of systems has grown by

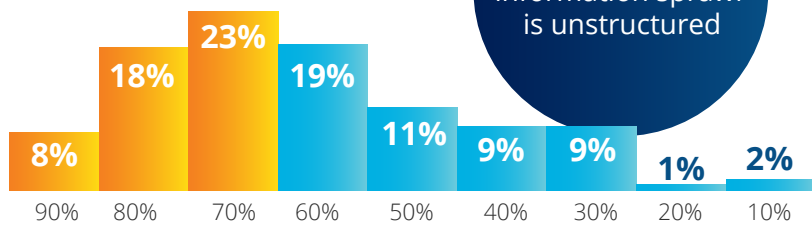
30% OVER THE PAST 5 YEARS ⁵

OVER THE NEXT 2 YEARS, BUSINESSES ANTICIPATE THEIR VOLUME OF INFORMATION TO INCREASE BY A FACTOR OF ⁵



of the world's data today has been created in the last **2 YEARS** alone ¹⁷

WHAT PERCENTAGE OF YOUR DATA IS UNSTRUCTURED? ⁵



Over 60% of information sprawl is unstructured

EVERY DAY WE CREATE

2,500,000,000,000,000,000,000,000

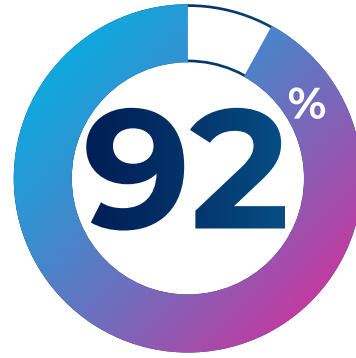
Bytes of data. That's 2.5 quintillion - which would fill **10 MILLION BLU-RAY DISCS**, which would stalk up to the height of **4 EIFFEL TOWERS** ¹⁷

PRODUCTIVITY



82%

agree that navigating through different systems to find the most current version of documents negatively affects their productivity ⁶



say that their job would be easier if they could quickly access the most current version of a document without having to worry about which system or repository it resides in ⁶



Workers spend an average of

50%

of their time creating and preparing documents ¹⁹



92%

of employees review and collaborate on documents via email ¹⁹



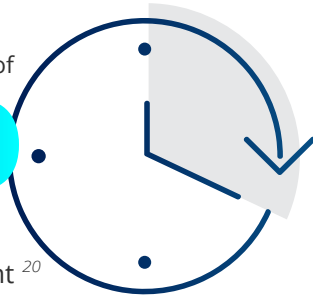
Workers share an average of **SIX DOCUMENTS DAILY** ¹⁹

Workers spend an average of

18:00

minutes

searching for a document ²⁰



of organizations have a poor content strategy ¹⁸

Document issues account for more than

21%

of daily productivity loss ²⁰



Businesses waste an average of

\$20,000

on document issues ¹⁹

The average document exists in

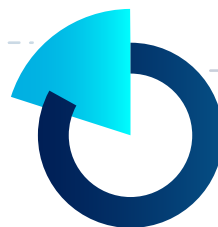
17

different forms or versions ¹³



20%

of a knowledge worker's time is spent searching for content ⁵



83%

of workers struggle with version issues daily ²⁰

95%

of business documentation is still paper-based ²²



92%

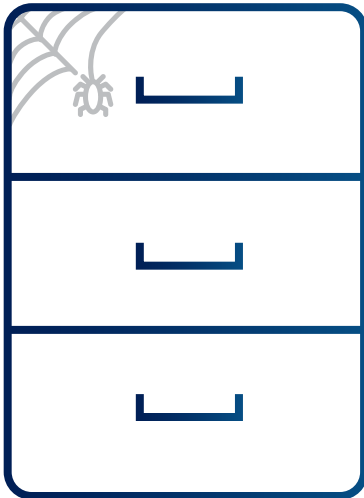
of knowledge workers still use traditional document collaboration processes ²⁴

Companies spend an average of

\$20

to file and store a paper document ²³

THE COST TO MAINTAIN A FILING CABINET:



\$1,500

/PER YEAR ²⁵

THE COST OF:

Filing a document

\$20

Mis-filing a document

\$125

A lost document

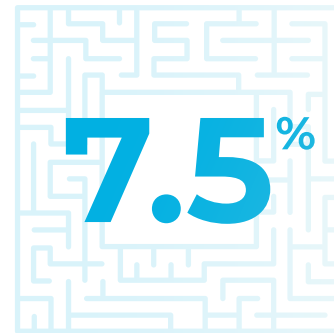
\$350 ²⁵



the average office worker uses

= 10,000

sheets of paper per year ²⁶



7.5%

of all paper documents get lost ²⁷

334 POUNDS

of paper is recovered from each person in the United States for recycling purposes ²⁶



TOP THREE REASONS TO GO PAPERLESS ⁵

28% FASTER RESPONSE

42% PROCESS PRODUCTIVITY

30% CONTENT SECURITY

Document Management software saves companies ²⁷

\$1-\$5

per document & REDUCES ERRORS BY UP TO ²⁹

30%

ON AVERAGE, IT COSTS



\$20

to file a document



\$120

to retrieve a document



\$220

to re-create a document

... and all of these can be mitigated with **DOCUMENT MANAGEMENT TECHNOLOGY** ⁸



Over five years, investment in document management results in

404%

²⁷

Healthcare firms' administrative costs – most of which pertain to paperwork like **RECORDS, BILLING, & INSURANCE** – account for over



25%
OF TOTAL EXPENSES ²⁸

On average, insight-driven corporations grow by

30% EACH YEAR

and are expected to earn a total of

\$1.8 TRILLION BY 2021 ¹⁸

Document management software can result in a document-related cost reduction of

40% ²⁷

File management systems enable a decrease in overall document processing expenses of

10% ²⁹

66%

of organizations consider security as the greatest challenge to cloud adoption ³³

69%

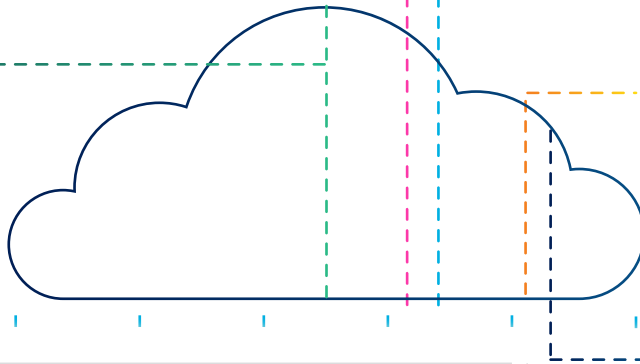
of IT executives think cloud security regulations will change in the next 12 months ³⁰

50%

of organizations say they will move their public cloud applications to a private cloud or non-cloud system ³⁴

83%

of enterprise workloads will be in the cloud by 2020 ³⁷



88%

of IT executives agree that compliance is the biggest obstacle to increasing cloud adoption in their firms ³⁰



33%

of IT decision-makers predict that regulation changes will make compliance more expensive ³⁰



47% & 62%

OF CLOUD PROVIDERS OF CLOUD USERS view sensitive financial information as too risky for the cloud ³⁵

were cited by

21%

as the single most important factors in a cloud content platform ⁵

46%

of workers have shared sensitive documents on their personal accounts ¹³

A study of

4000

businesses shows that the majority **DISTRUST CLOUD SECURITY** ³²



Without the right resources, big data's massive information storage could result in

DATA BREACHES

that cost organizations an average of

\$3.86 million per incident ³⁶

57%

of companies are challenged by the balance of **SECURITY & MOBILITY** ¹⁸



79%

of organizations feel that digital transformation is important to the future of their organization ⁵

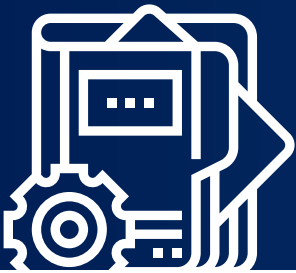
Over 50%

of organizations see document automation as "HIGHLY IMPORTANT" or "A DEAL CHANGER" ⁵

Over 53%

of organizations are "LIVING ON THE EDGE" in terms of a potential serious disruption in their business model ⁵

THE MOST HIGHLY ADOPTED INFORMATION TECHNOLOGIES ARE



DOCUMENT MANAGEMENT

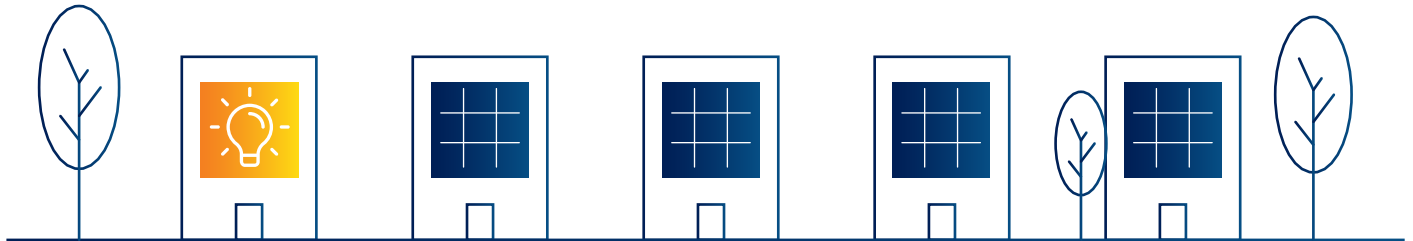


RECORDS MANAGEMENT PRESERVATION ⁵



LESS THAN 1 IN 5 ORGANIZATIONS

are near where they want to be regarding the core transformation challenge of "understanding, anticipating, and redefining internal and external customer experiences." ⁵



TOP THREE CONTENT SERVICES CAPABILITIES INCLUDE CONTENT INTEGRATION INTO... ⁵

CORE BUSINESS PROCESSES

44%

FLEXIBLE & HYBRID DEPLOYMENT

39%

AUTOMATED CATEGORIZATION & CLASSIFICATION

35%

TOP THREE PROCESSES FOR A DIGITAL TRANSFORMATION INITIATIVE ARE ⁵

58%

IT PROCESSES

42%

INFORMATION GOVERNANCE

39%

CUSTOMER SERVICE/ EXPERIENCE



Top performing organizations assess their information competency as

80%

more effective than a typical bottom performing organization ⁵

75% of the workforce will be comprised of millennials by 2025



and they expect the same digital efficiency at work that they experience in their regular lives ⁵

ORGANIZATIONS' VIEWS

92%

of organizations believe that something needs to change and that they must modernize their information management strategy ⁵

86%

see failure to digitize and automate business inputs as a key transformation bottleneck ⁵

90%

of organizations say that they see information insights as an imperative part of digital transformation and growth ³⁷

HALF OF

top performing organizations believe they are

75% OF THE WAY TOWARDS

where they want to be on their Digital Transformation journey ⁵

TOP 3 DRIVERS FOR DIGITAL TRANSFORMATION ⁵



Greater innovation & problem solving

45%



Increased efficiency & productivity

56%



Better levels of customer service

38%

SOURCES



INFORMATION MANAGEMENT STATS
THAT WILL BLOW YOUR MIND

- 1 MarketWatch
- 2 Statista
- 3 Market Research Future
- 4 IDC
- 5 The Association for Intelligent Information Management (AIIM)
- 6 M-Files
- 7 SmallBizTrends
- 8 PricewaterhouseCoopers (PwC)
- 9 GlobeNewsWire
- 10 Narrative Science
- 11 Accenture
- 12 CMO
- 13 Gartner
- 14 Splunk
- 15 Datamation
- 16 Nucleus Research
- 17 Vouchercloud
- 18 Forrester
- 19 Nitro PDF
- 20 Tech Crunchies
- 21 Record Storage Systems
- 22 InfoRouter
- 23 Ademero
- 24 Harris Interactive/Perforce
- 25 The Paperless Project
- 26 ILM Corp
- 27 Laserfiche
- 28 HealthAffairs
- 29 Aberdeen Group
- 30 Logicworks/Wakefield Research
- 31 Forbes
- 32 Malwarebytes
- 33 Logicmonitor
- 34 CRN
- 35 Ponemon Institute
- 36 IBM
- 37 Microstrategy

ABOUT M-FILES

M-Files provides a next-generation intelligent information management platform that improves business performance by helping people find and use information more effectively. Unlike traditional enterprise content management (ECM) systems or content services platforms, M-Files unifies systems, data and content across the organization without disturbing existing systems and processes or requiring data migration. Using artificial intelligence (AI) technologies in its unique Intelligent Metadata Layer, M-Files breaks down silos by delivering an in-context experience for accessing and leveraging information that resides in any system and repository, including network folders, SharePoint, file sharing services, ECM systems, CRM, ERP and other business systems and repositories. Thousands of organizations in more than 100 countries use M-Files for managing their business information and processes, including NBC Universal, OMV, Rovio, SAS Institute and thyssenkrupp.

For more information, visit www.m-files.com.

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