



Information Governance Insights

EIM education is increasingly needed across organizations

Executive Summary



EIM education is increasingly needed across organizations

On average, records management responsibilities are split across two to three departments. More than half of respondents (54%) believe that IT is primarily responsible, while the remaining half splits the work across other business functions. More than a third (36%) of respondents do not know if end users are allowed to create archives. Nearly 1 in 5 (19%) does not know if a formal records retention policy exists. Change management is a growing issue for companies (54% in 2019 versus 46% in 2018). The types of companies most in need of increased EIM support are large organizations (revenues > \$1.5B) and companies from “other goods and services” industries (e.g., retail, public sector, financial institutions)



Consolidation is a key challenge, but most are not confident that a single archiving system can meet all of their information needs.

On average, companies store SAP-related records and documents in one to two archiving systems. Consolidating documents from different systems is the top challenge (54%), followed closely by moving documents across too many systems (43%). Only 24% are very or extremely confident that a single solution can meet their needs. Accessibility is the second-most important attribute about storage solutions, which underscores the need to correct these issues quickly with the help of solution providers like Gimmel.

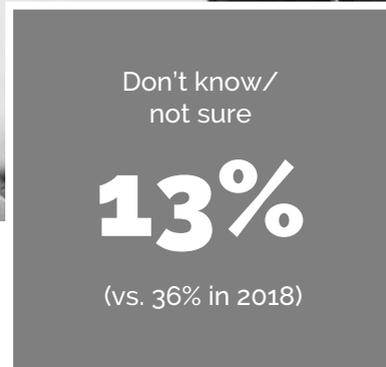
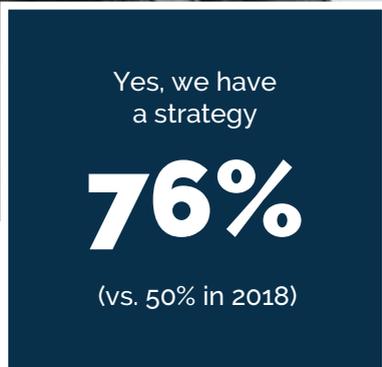
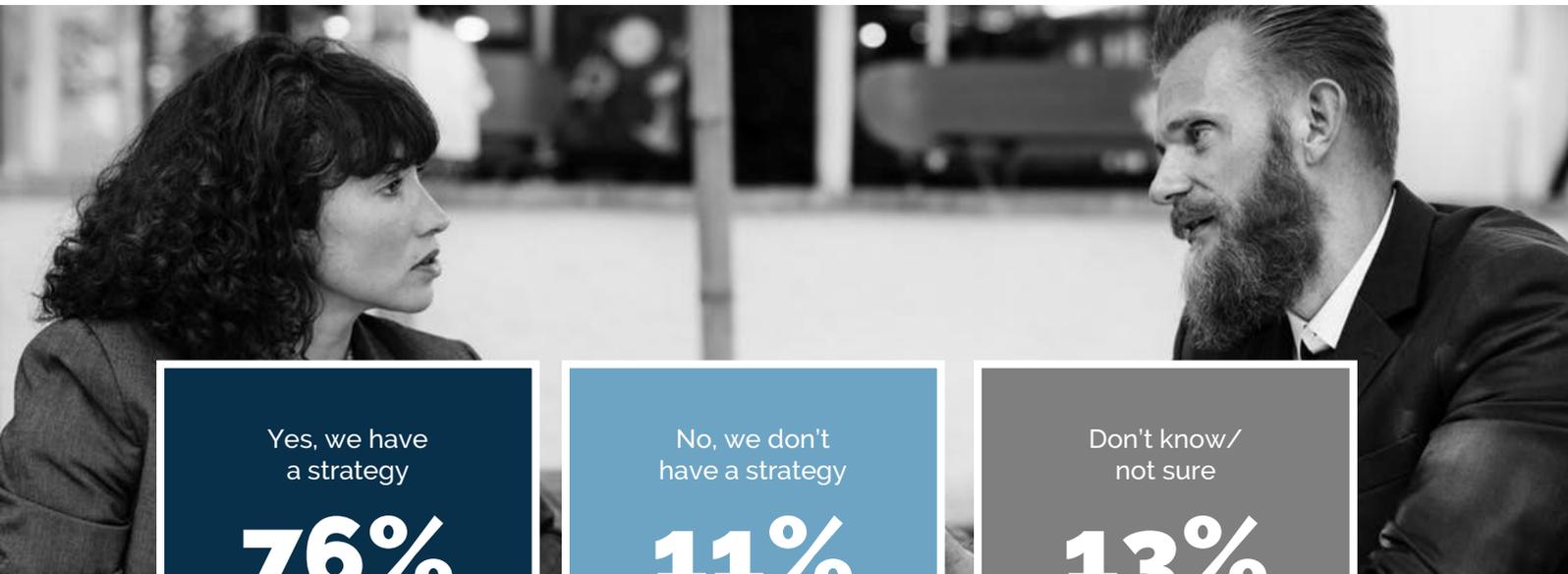


SAP Content Server does help customers, but it shouldn't displace other EIM solutions.

Familiarity is low (10%). Of those that are familiar, one third is interested in using SAP Content Server in the future. SAP Content Server is seen as easy to use, but its users struggle with connectivity and duplication issues.

Corporate Document Strategies

Most have an enterprise information strategy in place. Interestingly, 1 in 4 working at larger organizations is unsure if their company has a defined strategy. This could indicate a need for improved education across the organization.



78%
Less than \$1.5B

13%
Less than \$1.5B

9%
Less than \$1.5B

69%
More than \$1.5B

7%
More than \$1.5B

24%
More than \$1.5B

Q: Does your company have a strategy for how it manages information and content?

Benefits of Managing Documents

Most respondents (76%) have experienced improvements in efficiency and productivity as a result of managing documents. Regulatory compliance and accessible information are benefits for many, but few are seeing improvements in the growth of how many documents their companies are creating or storing.



Q: Which of the following are benefits you have experienced with managing electronic documents?

Benefits of Managing Documents

Those that have a corporate EIM strategy are more likely to experience long-term benefits (e.g., reduced operating costs, controlled growth of records), whereas those without a strategy experience short-term benefits (e.g., easy-to-access information, safeguarding information). This indicates that a corporate strategy helps companies achieve long-term results rather than just quick wins. It also directly affects the bottom line.

	Strategy	No Strategy	Don't know
n=	102	15	18
Improve efficiency and productivity	78%	67%	67%
Ensure regulatory compliance	77%	60%	50%
Provide easy-to-access information	67%	73%	78%
Safeguard vital information	62%	73%	44%
Reduce operating costs	62%	53%	39%
Minimize litigation risks	43%	53%	17%
Adoption of new records-management tech	44%	27%	28%
Control the creation/growth of records	39%	27%	22%

n=135

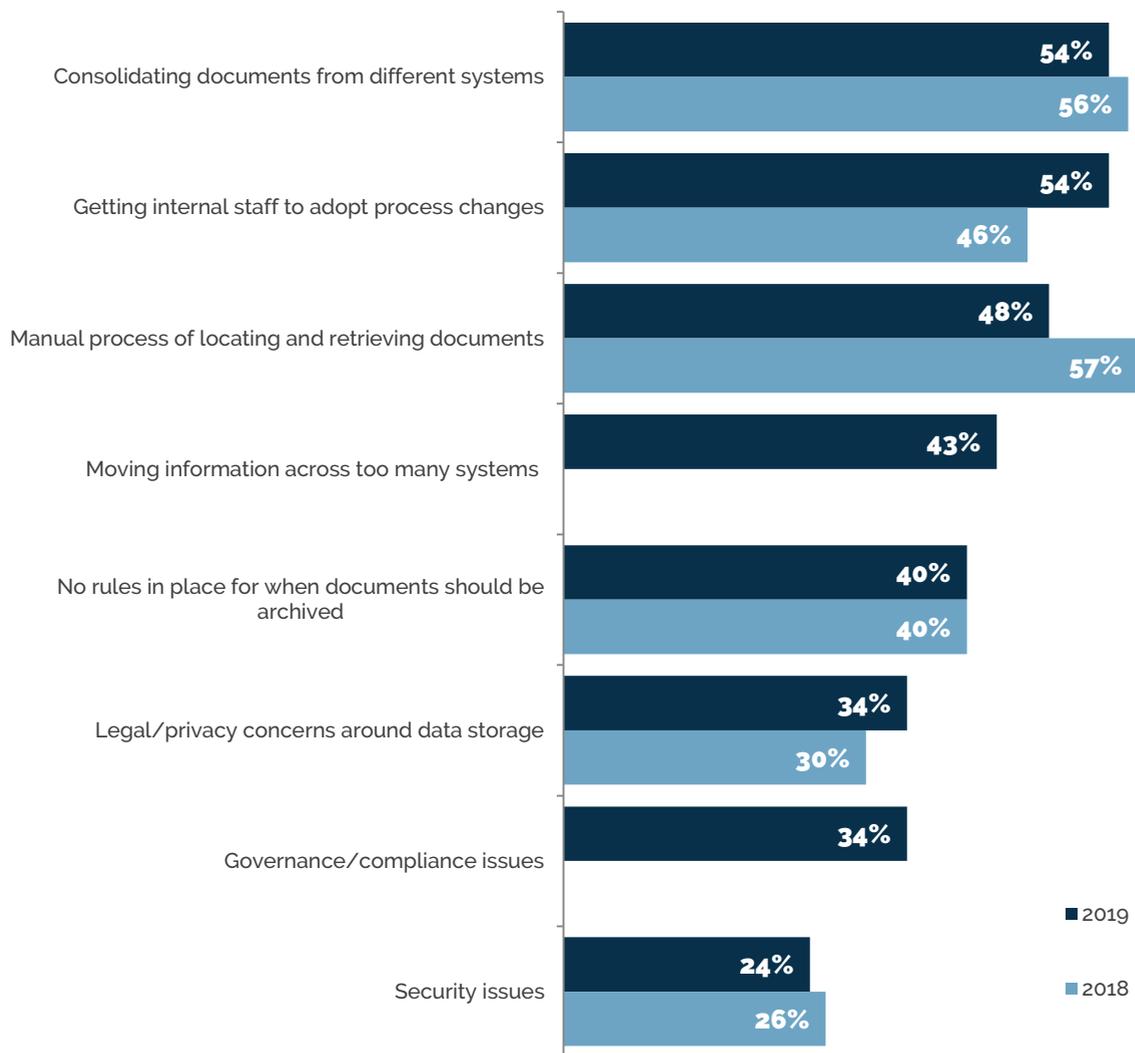
Average no. of benefits selected:



Q: Which of the following are benefits you have experienced with managing electronic documents?

Challenges of Managing Documents

Consolidation continues to pose a challenge when it comes to EIM. Moving documents across too many systems is also a similar pain point for this audience. Change management sees the biggest jump in terms of challenges, a nearly ten percent increase from the prior year. Not surprisingly, those further along in their SAP S/4HANA implementation experience greater issues with change management (data not shown).



Q: Which of the following are challenges you and/or your company have experienced with managing electronic documents?

Document Challenges by Industry

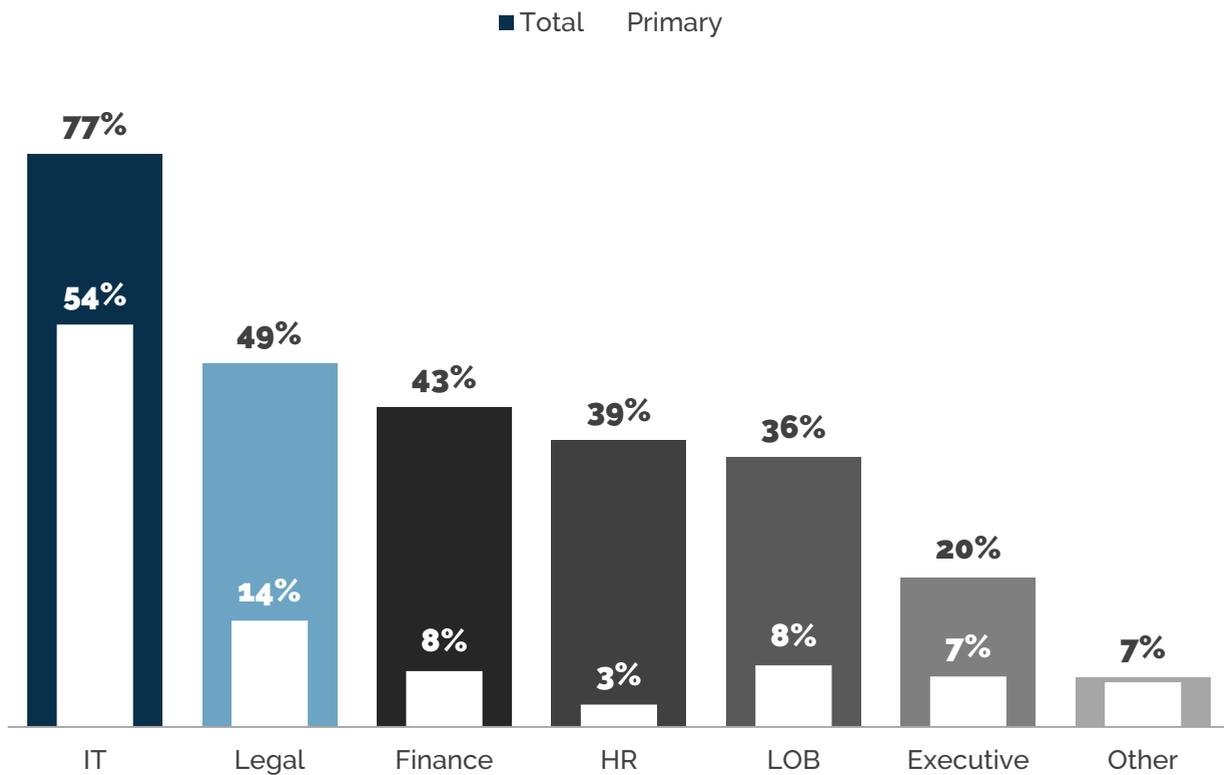
Companies in other goods and services industries struggle with moving information across systems and setting ground rules for archiving legacy data more than companies in industrial sectors. These types of companies are in greater need of streamlining services.

	Total	Industrial (e.g., utilities, manufacturing)	Other goods and services (e.g., CPG, public sector)
	135	52	83
Consolidating documents from different systems	54%	58%	52%
Getting internal staff to adopt process changes	54%	52%	55%
Manual process of locating and retrieving documents	48%	44%	51%
Moving information across too many systems	43%	33%	49%
No rules in place for when documents should be archived	40%	29%	47%
Legal/privacy concerns around data storage	34%	31%	36%
Governance/compliance issues	34%	33%	35%
Security issues	24%	21%	27%

Q: Which of the following are challenges you and/or your company have experienced with managing electronic documents?

Responsibility of Managing Documents

More than half of respondents believe that IT is primarily responsible for managing electronic records. The remaining half splits the responsibility across other business functions. IT is not solely creating these documents. If IT is driving the rules for document management, the rules may be more arbitrary than strategic in nature. This could impact a company's ability to conduct business if critical documents are being stored, moved, or archived by IT without line of business awareness or approval.



Q: Which functions are responsible for managing electronic documents?

Q: Which function has PRIMARY responsibility for managing electronic documents?

Responsibility of Managing Documents by Job Role

Interestingly, respondents across different job roles do not agree on who is primarily responsible for managing electronic documents. All job roles believe that IT holds a level of responsibility, but that level of involvement varies by role. Defined responsibilities and roles will help align all teams on current and future EIM processes.

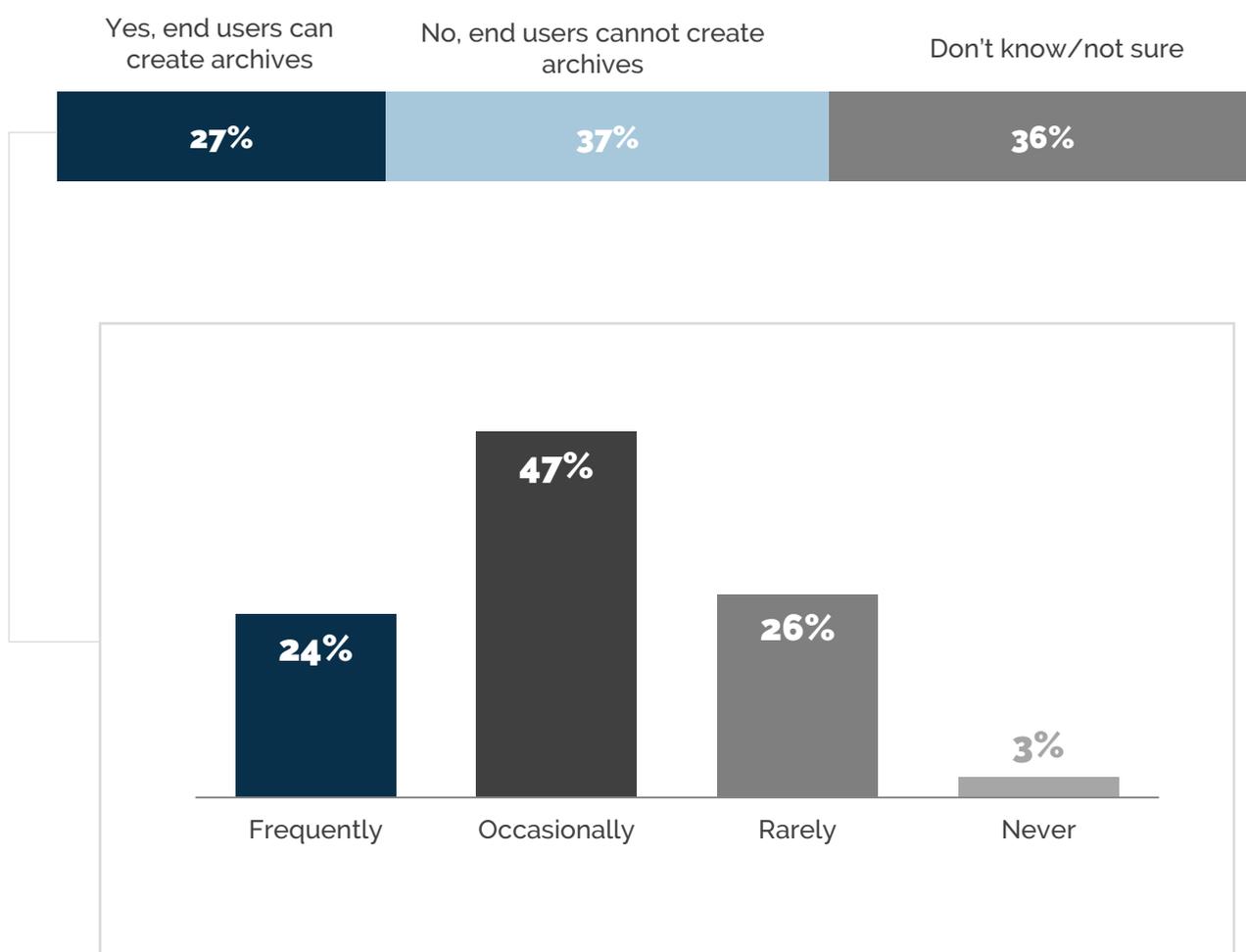


*Responses commonly refer to Information Management team

Q: Which function has PRIMARY responsibility for managing electronic documents?

End Users' Ability to Archive

Surprisingly, more than a third of respondents do not know if end users have permission to create archives. Those working at larger organizations (greater than \$1.5 billion) are even less likely to know (data not shown). This could indicate potential gaps in strategy or a lack of EIM knowledge throughout the organization. One in four companies that allow end users to create archives believes it happens frequently.



Q: Does your company allow end users (i.e., general employees) to create their own archives?

Q: If you are aware, approximately how often do end users (i.e., general employees) archive information?

Corporate Retention Policy

Most companies (73%) have a formal document retention policy in place at their organization. Interestingly, 1 in 3 respondents from large companies do not know if their company has a retention policy. It is important, especially for large organizations, to keep staff educated and updated on EIM policies.

73%

Yes, we have a data retention policy

08%

No, we don't have a data retention policy

19%

I don't know if we have one or not



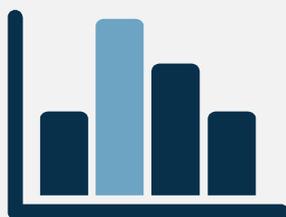
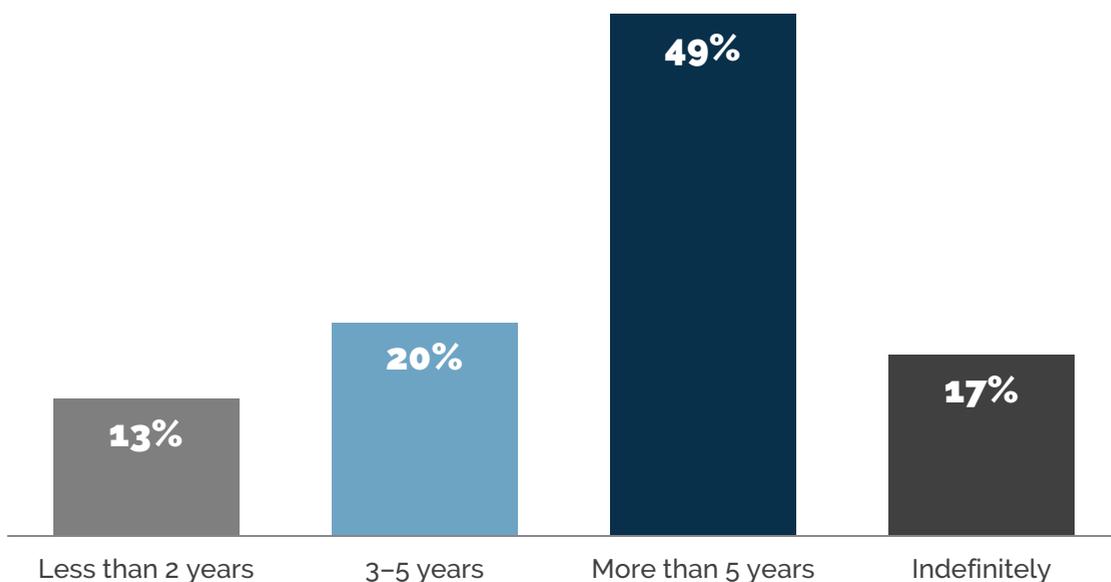
1 in 3

respondents from larger companies (greater than \$1.5B) is unsure of whether or not their company has a retention policy

Q: Does your company have a formal document/data retention policy?

Corporate Retention Policy

Most respondents retain content for more than five years. Small companies (less than \$1.5B) are twice as likely to retain content indefinitely compared with larger organizations. While this allows companies to track trends or look back historically, it could be substantially slowing down their systems to keep large quantities of historical records.



2X

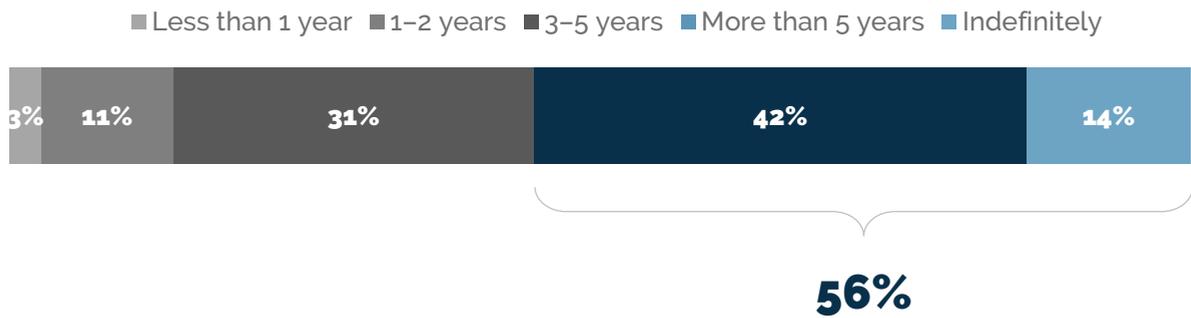
Smaller companies are twice as likely as larger organizations to keep content indefinitely.

Q: How long does your organization retain content in its archiving system?

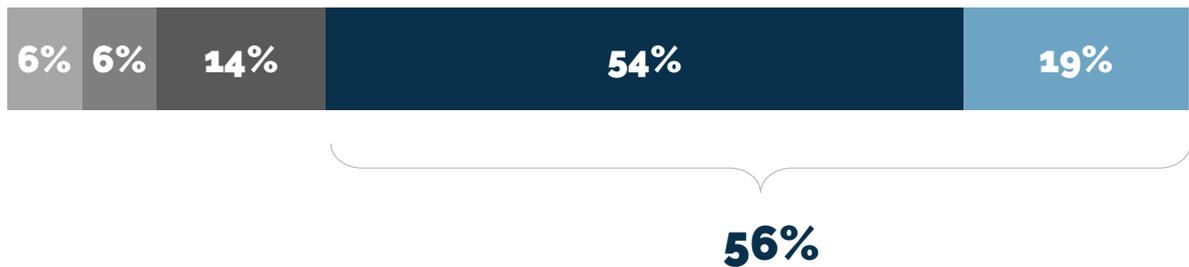
Corporate Retention Policy by Industry

Companies in other goods and service industries are more likely to retain records for longer periods of time relative to industrial companies.

Industrial



Other goods & services



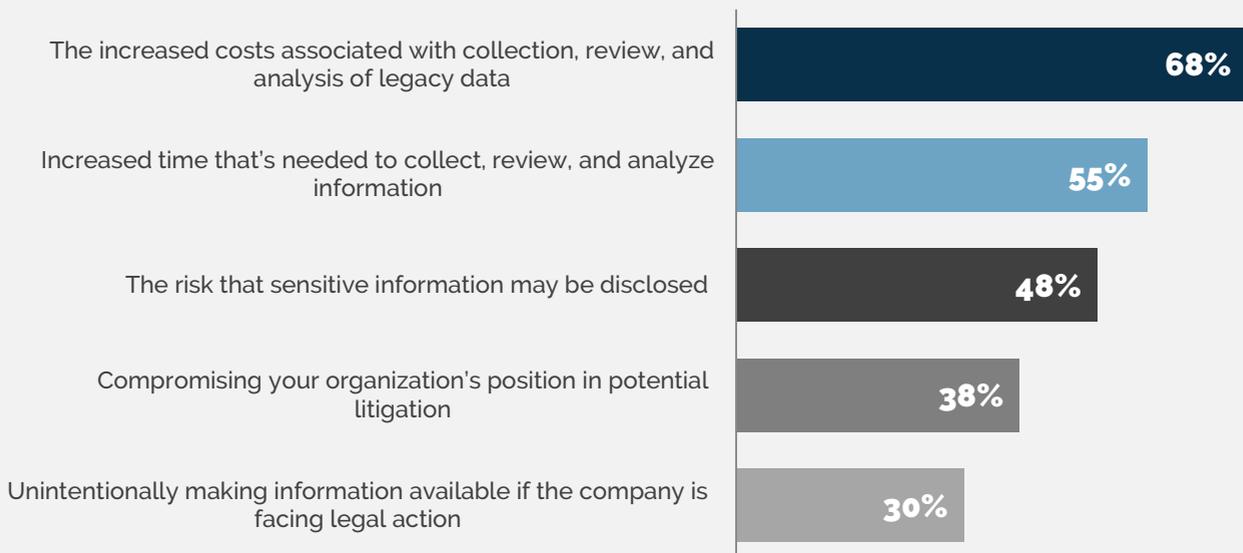
Q: Does your company have a formal document/data retention policy?

Q: How long does your organization retain content in its archiving system?

Content

Retention Concerns

The biggest concern is the increased costs associated with collection, review, and analysis of legacy data. Since reducing operating costs is a benefit realized more often by those with document strategies, this could be a compelling message for potential customers. Small companies (less than \$1.5B) exhibit higher levels of concern compared with larger organizations.



	Less than \$1.5B	More than \$1.5B
	93	42
	67%	71%
	58%	48%
	52%	40%
	46%	19%
	37%	17%

"Other" answer option not shown (5%)

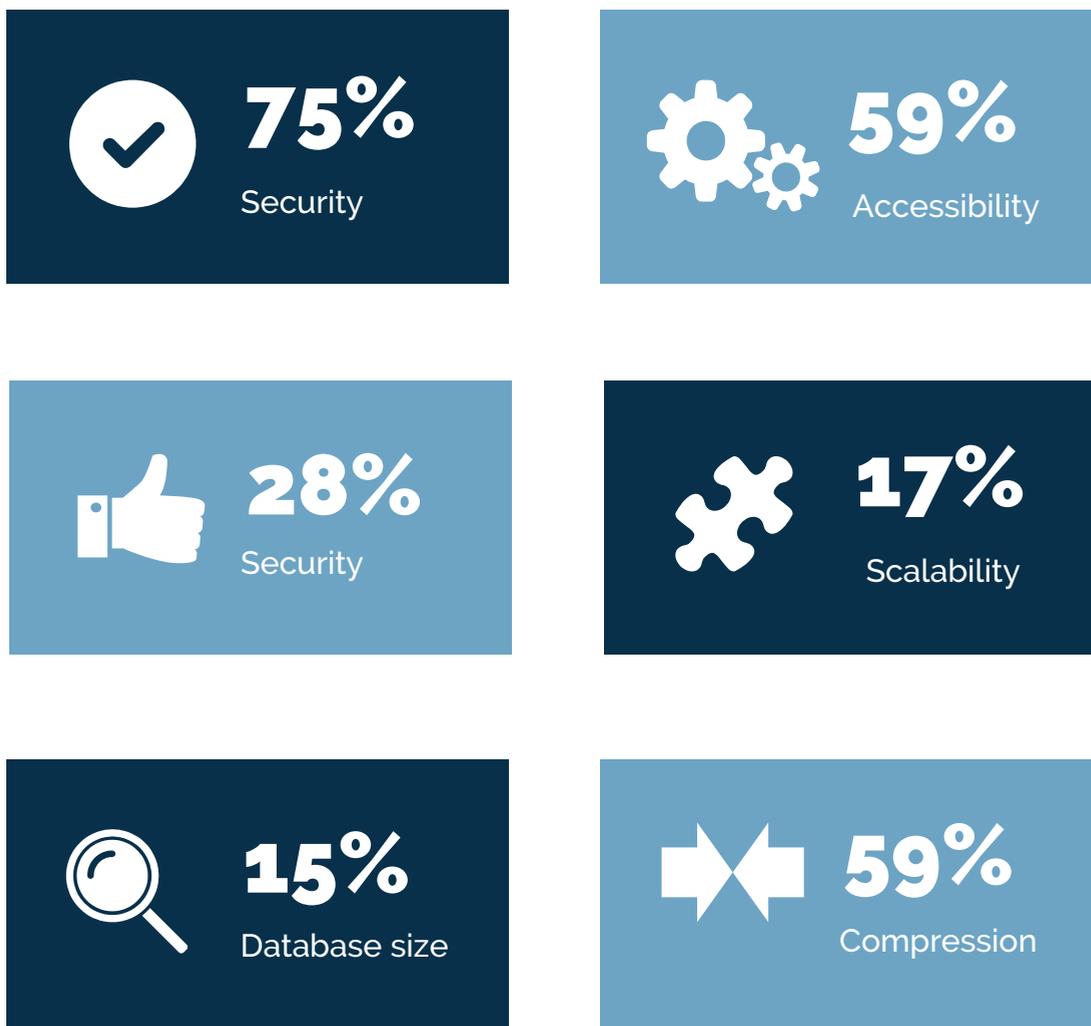
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Q: What concerns do you have about preserving more than you need to?

Storage System

Attribute Importance (top 2)

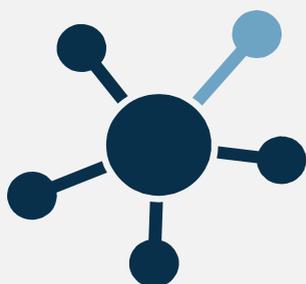
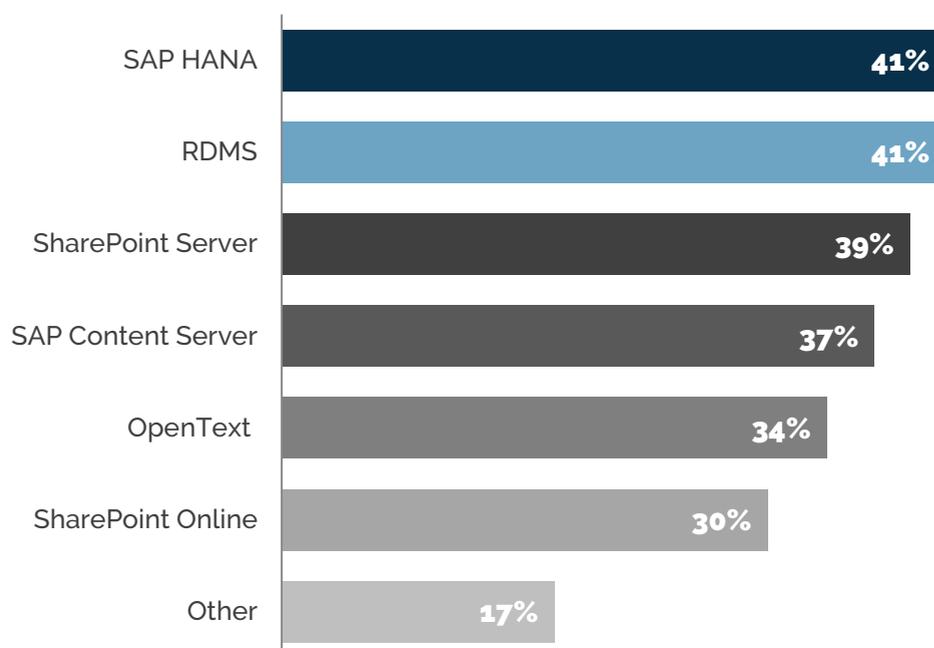
Security is the most important attribute related to storage systems. As previously shown, 61% of respondents experienced security benefits with managing documents and do not see security as a challenge, suggesting that this is currently well managed by most. Accessibility is number two in importance, and some of the top challenges (consolidation, retrieving documents) directly relate to this.



Q: How would you rank the following features in order of importance as it relates to your information archiving system?

Storage System Type

There is a fairly even split in terms of software use, which could mean the market is nearing saturation. The average respondent stores SAP-related records and documents in one to two systems. This supports the finding that consolidation of documents across different systems is a key challenge (slide 7). More than a third of respondents already use SAP Content Server.



1.8

The average company stores data in 1–2 archiving systems.

Q: How would you rank the following features in order of importance as it relates to your information archiving system?

Storage System Benefits

The greatest portion (36%) of this audience finds their storage systems easy to use. Generally speaking, benefit rates are relatively low, meaning that it can take time to see benefits or there is opportunity for improvement in this space. Despite respondents saying that security is the most important attribute, only 18% have experienced it as a benefit to their current storage systems.



Q: How would you rank the following features in order of importance as it relates to your information archiving system?

Storage System Benefits by System Type

Those who use SAP Content Server experience greater benefits relative to other storage systems, especially when it comes to ease of use.

	SAP HANA	RDBMS	SAP Content Server	OpenText	SharePoint Server	SharePoint Online
n=	56	56	50	46	53	41
Ease of use	21%	30%	36%	30%	25%	22%
Automatic backup of stored documents	21%	29%	32%	26%	15%	17%
Improved accessibility and visibility	18%	32%	28%	22%	17%	20%
Reduced SAP database load	16%	23%	22%	20%	15%	12%
Simple configuration	16%	18%	22%	11%	11%	10%
Flexible/scalable architecture	14%	20%	24%	20%	21%	20%
Ability to meet GRC requirements	13%	23%	16%	17%	11%	17%
Ability to create file system/database repositories	9%	20%	14%	13%	17%	15%
Secure storage and support for security certificates	9%	18%	22%	11%	17%	20%

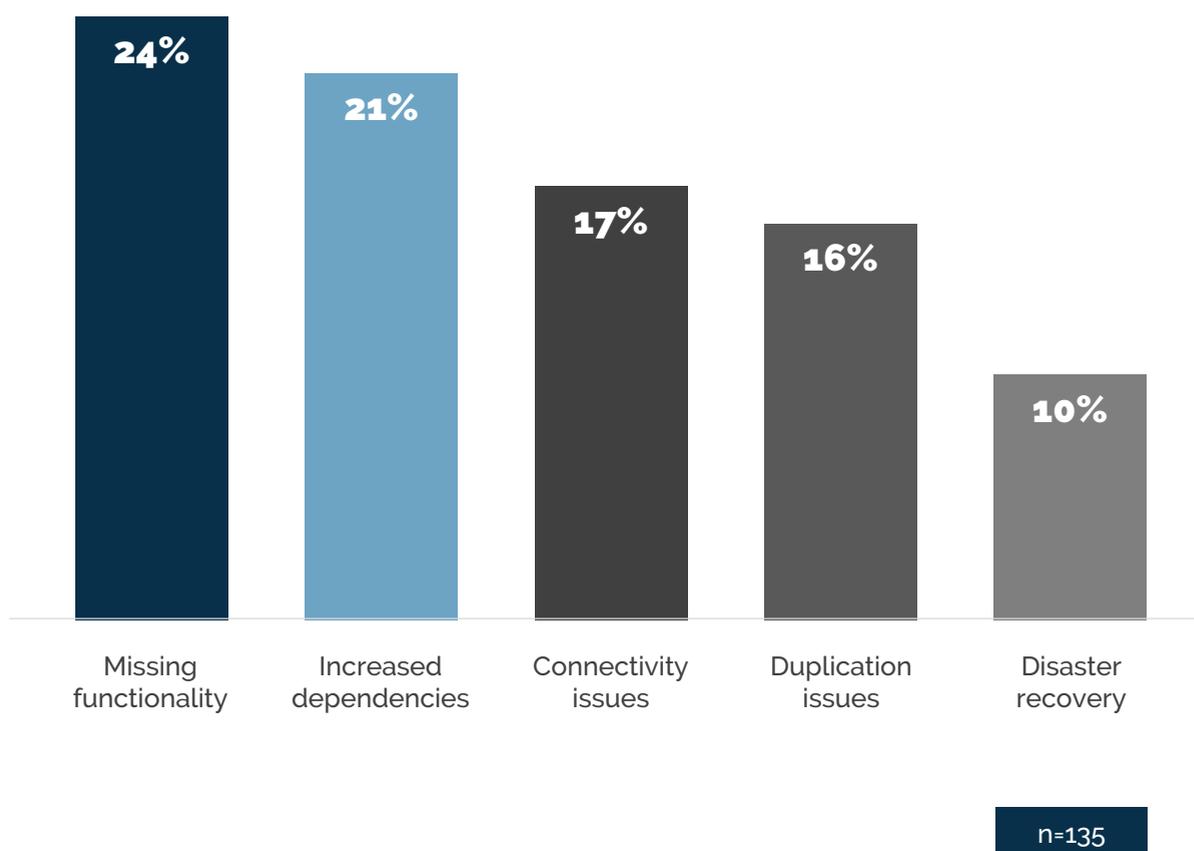
"Other" answer option not shown

n=135

Q: Which of the following benefits have you experienced in your choice of SAP content/data storage?

Storage System Challenges

Missing functionality is the biggest challenge with current storage systems, though most don't struggle with any of these potential challenges. The technical aspects of storage systems (e.g., increased dependencies, connectivity issues, duplication issues) also pose problems for some companies. Providers with a split emphasis on building new system functionality and improving core capabilities will best serve their customers.



Q: Which of the following challenges, if any, have you experienced in choice of SAP content/data storage?

Storage System Challenges by System Type

Those using SAP Content Server are more likely to face duplication and connectivity issues compared with those using other systems. Interestingly, SAP HANA does a much better job than most on satisfying functionality needs.

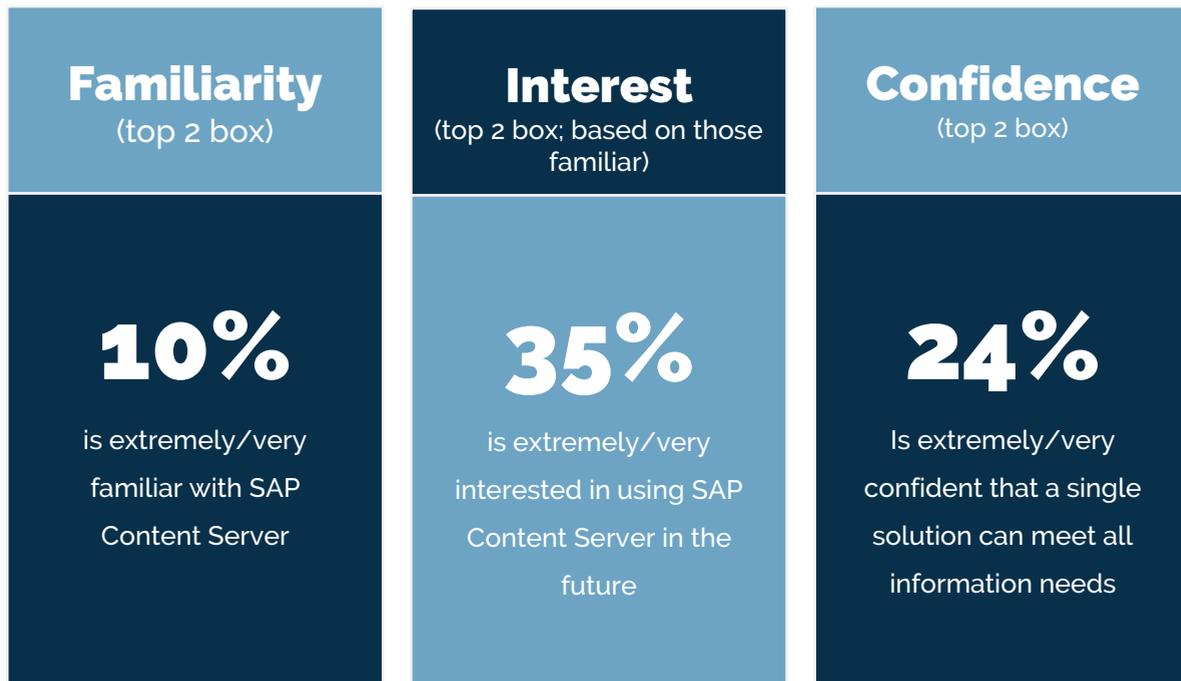
	SAP HANA	RDBMS	SAP Content Server	OpenText	SharePoint Server	SharePoint Online
n=	56	56	50	46	53	41
Missing functionality	9%	27%	24%	17%	21%	20%
Increased dependencies	11%	25%	14%	20%	21%	22%
Connectivity issues	18%	11%	26%	15%	17%	17%
System copy/refresh causing duplication issues	9%	13%	20%	17%	17%	17%
Disaster recovery	11%	11%	12%	11%	8%	5%

n=135

Q: Which of the following challenges, if any, have you experienced in choice of SAP content/data storage?

Interactions with SAP Content Server

While 37% report use of SAP Content Server at their companies, 90% of respondents are unfamiliar with SAP Content Server. This indicates a lack of awareness about the product and that it is not widely used within organizations. One third of those familiar with the product show interest in using it in the future. Despite this, only 1 in 5 is confident that a single source provider, like SAP Content Server, can meet all of their organization's information needs, leaving the door open for other solution providers to continue to fill gaps.



Q: Before today, how familiar were you with the SAP Content Server offering?

Q: What is your level of interest in using SAP Content Server in the future?

Q: How confident are that a single solution like SAP Content Server would be sufficient to meet all of your information archiving and retention needs?



Contact

info@gimmel.com

+1 (877) 944-6625

support.gimmel.com