

# The Future of Document Management

Document management is currently changing at a more rapid pace than at any time in the past 20 years, and this pace of change will continue through 2025 as shown here

## EVOLUTION OF DOCUMENTS & CHANNELS



Traditional paper document management market in decline



Digital is increasing 13% per annum



Application of RPA, analytics & cognitive is critical

## INCREASING ROLE OF UNSTRUCTURED DATA



Unstructured data is key to the future of document management



Companies with tech & humans working in a seamless process have a great advantage



Volume of unstructured data growing exponentially

## DOCUMENT MANAGEMENT PROCESS TRANSFORMATION



Digital transformation should be driven by business KPIs, not SLAs



Tech architecture adopted must be modular



Key tech includes OCR/machine vision, NLP, RPA & ML

## BUILD OR BUY?



Inability to reimagine & implement digital is a key factor in outsourcing



Nearshore centers still needed for local language capability



Offshore centers will handle back-office processing