

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