

Market research ECM Insights 2017

"Hierarchical firms fare much worse"

(08/2017 - Bonn) Dispersed information, system diversity in information management and the resulting information silos are immense challenges for 75 percent of the companies surveyed in the market research series ECM Insights 2017, conducted by the SER Group. Suffering most from this situation are the speed of information sharing and the security of collaboration across company lines.



Organically grown and heterogeneous IT landscapes just kill efficiency! It is precisely these information silos that exacerbate information sharing and project collaboration - and this negatively affects in-house teamwork as much as it does work with external partners, suppliers and customers.

> Manfred Zerwas. Managing Partner of the SER Group

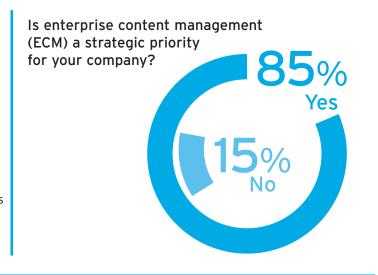
Do system diversity and information silos pose problems for your company?

Yes 75% different systems for document and business

Yes, we have many management in deployment

No 25%

No, the number of systems is kept to a minimum



Do you pursue an ECM platform strategy?

Yes, many of our company's areas use ECM Yes, an ECM strategy is currently being developed No, the application landscape has grown organically No, not noticeably, due to the many different systems

41% Yes
18% Yes
31% No
10% No

Study framework data:

Survey period: June 2016 to June 2017, n = 1,826 ClOs, process managers and IT managers of companies from all industries with over 100 million in revenue

You can find further information and images here: SER Solutions International GmbH | Alexandra Lilienthal | Communications Kurfürstendamm 21 | 10719 Berlin | Tel: +49 30 498582-214 | alexandra.lilienthal@ser.de | www.ser-solutions.com