IDENTIFY:
Key business processes in the paper intensive Legal, Financial Services, Healthcare and Education industries.

UNDERSTAND:
Adoption rates or barriers for specific automated business processes in these markets in order to capture opportunities or address obstacles.

PROMOTE:
Time savings, monetary, compliance and or auditability benefits utilizing these solutions based on research results.
Introduction

The Legal, Financial Services, Education and Healthcare industries have been known to be the most paper intensive markets. At the same time we see that most of these industries are now addressing the shift from paper to digital. However despite technology advances, compliance initiatives and automation there are still manual business processes that are still taking place in each of these industries. These remain to be obstacles in streamlining the flow of business. In addition we have seen that many of these manual processes often times involve paper that can unfortunately get lost, cannot be traced, is not auditable and worst of all can slow the business process down to a screaming halt.

The Business Process Automation Opportunities for Vertical Markets multi-client study will map out key business processes in each of these four paper intensive markets and identify manual paper based one’s that can be addressed with scanning, mobile and workflow solutions. In addition we will understand cultural, generational and attitudinal barriers or stimuli that are slowing or accelerating the adoption of each of these solutions. Lastly we identify key return on investment metrics for each of these processes that are time saving, monetary, compliance and or auditable that can be used to promote the benefits of an investment.

Objectives

InfoTrends took an in-depth look by mapping business processes within each of the following vertical markets keying in on specific paper intensive manual processes:

- Financial Services (Banking & Insurance)
- Healthcare
- Education (K-12)
- Legal
- Comparison of highly automated and highly paper-intensive companies
  - Productivity, costs, time
  - Compliance, traceability, auditability
  - Technology and services
  - Leadership, culture, generational
  - Best practices
- Current costs and potential future savings from BPA
  - Technology - devices, software
  - Services - integration, management
- Strategy and go-to-market recommendations
  - Services and technology
  - Partners
  - Positioning
Why Subscribe?

**Business Development**
This study will map the workflow and identify key specific business processes that can be addressed with capture, mobile and workflow solutions in paper intensive vertical markets.

**Solutions Development**
Understand how to architect specific business process workflows by understanding the flow of business and create the right mix of hardware, software and services for specific business processes.

**Solutions Marketing**
Use the data from the research to articulate the return on investment opportunities for each of the specific workflow’s key stakeholders.

**Solutions Sales Departments**
To better address barriers as well as key in on benefits for line of business managers and their business process knowledge workers.

**Market Research**
InfoTrends’ study methodology encompasses primary and secondary research, coupled with analysis of market news and trends.

**In-depth Interviews**
InfoTrends conducted in-depth telephone or face-to-face interviews (50+) with line of business stakeholders or key business process knowledge workers (5 to 10 per market) in order to map and identify business processes.

- Healthcare - Ambulatory, Hospitals
- Education - K-12
- Financial Services - Banking & Insurance (2)
- Legal
- VARs and managed service providers

**Web-based Surveys (400)**
- Structured interviews to understand distribution degree of BPA (approximately 100 surveys per market)
  > Range of automation - highly paper-based to highly automated
  > Metrics of productivity, costs
  > Barriers to automation, outsourcing
  > Use of technology, services

**Secondary Research**
InfoTrends thoroughly examined existing market information on market segments, competitors, and product categories using a variety of sources, including industry trade associations, government agencies, published industry reports, trade articles, industry databases, company websites, and other sources. InfoTrends also leveraged research it has previously published as part of its continuous consulting services and research.
Analysis & Project Deliverables

InfoTrends’ professional staff performed an extensive analysis of the research to develop an understanding of the opportunities and issues surrounding business process automation opportunities for vertical markets. Subscribers will receive:

- Executive Summary addressing key issues, findings, and overall recommendations
- Detailed written report with research findings
- Best practices analysis
- Solutions and services opportunity summary
- Private webinar presentation discussing results and recommendations

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Terms and Conditions

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Check vertical market(s) to purchase.

- Healthcare
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- Education

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InfoTrends is the leading worldwide market research and strategic consulting firm for the digital imaging and document solutions industry. We provide research, analysis, forecasts, and advice to help clients understand market trends, identify opportunities, and develop strategies to grow their businesses.

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