

# How are workflow solutions being used?

## WHO

uses workflow solutions?

## WHY

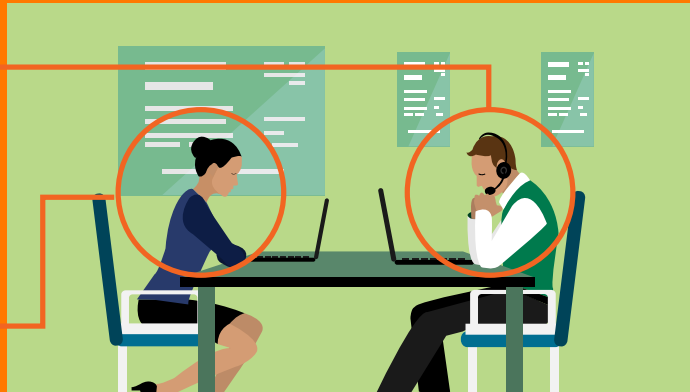
do they use workflow solutions?

**23%**

IT

**17%**

Finance/  
Administration



**39%**

To automate processes

**21%**

To create forms

**17%**

Human Resources

**16%**

Operations,  
Delivery &  
Procurement



**21%**

To provide solutions for customers

**12%**

Sales &  
Marketing

**11%**

Customer Service &  
Support



**17%**

To integrate data from disparate systems



## WHAT

are the benefits?

Ranked 1-7  
in order of importance.

1. Faster, more efficient processing
2. Less manual handling

3. Increased staff satisfaction
4. Reduction in cost
5. Improved records and document management

6. Regulatory compliance
7. Paper reduction