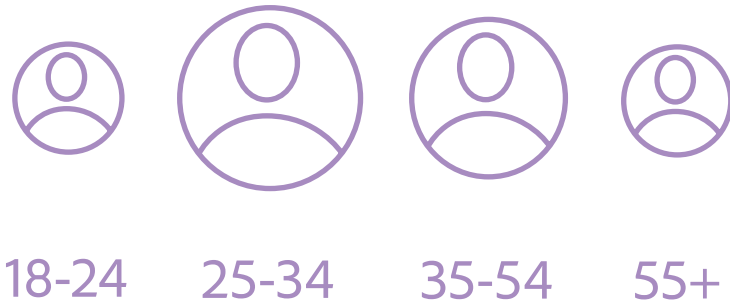


DOCUMENT DRAIN

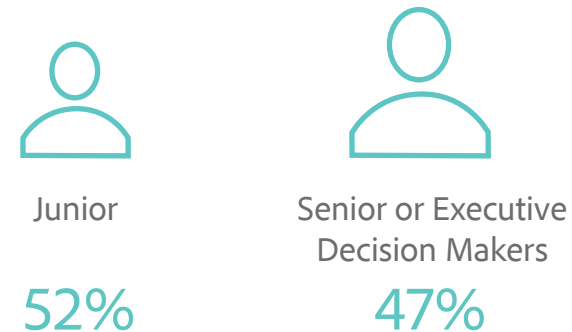
How Back-Office Processes are Shredding Productivity

Who Did We Survey?

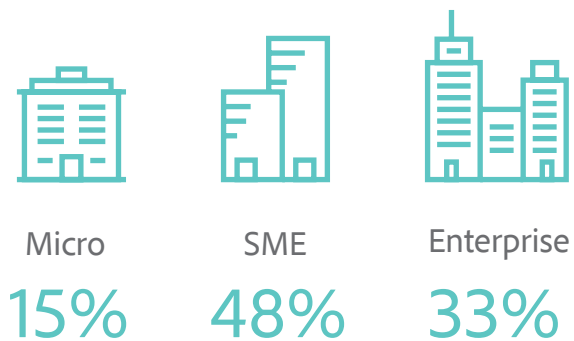
Age



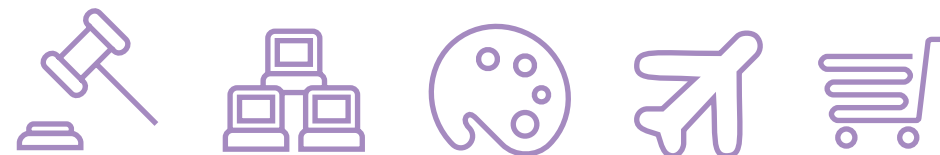
Seniority



Company size*



Industries





Legal, IT, Retail & Leisure, Data Science & Analytics, Professional Services, Writing, Healthcare, HR, Travel & Transport, Education, Real Estate, Arts & Entertainment, Design & Creative, Finance, Manufacturing & Utilities.

* 4% didn't specify company size

Sample Size of Office Professionals

2,000  

500  

1,000  

500  

1,000  

500  

1,000  

500  

Admin: Our Definition

In this report, “office admin” relates to a variety of electronic or paper-based admin tasks involving document processing in the workplace. These include:



Chasing signatures



Searching for
lost documents



Filling out forms



Enrolment or
on-boarding



Printing documents



Emailing documents



Following up on previously
sent documents



Handling contracts or
legal agreements



Invoicing



Raising purchase orders



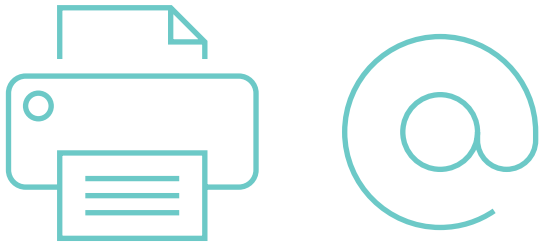
Submitting expenses



Filing

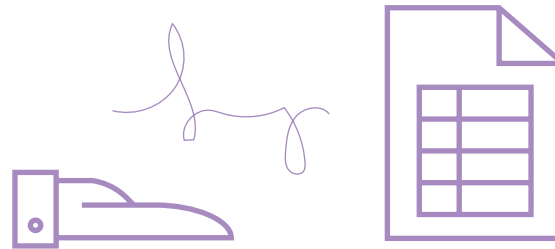
KEY FINDINGS

European Companies Paying the Price For Poor Processes



European employees say simple office admin tasks are unnecessarily complex.

Printing and emailing documents are the most time-intensive tasks for Europeans (96% - Page 11), despite three quarters of workers saying both processes are boring, time consuming or challenging. (Page 17)



Admin is rarely hassle-free. A third of all office admin tasks - such as following up on documents and chasing people for signatures don't go to plan. (Page 12)

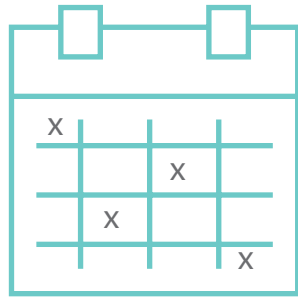
In France specifically, three in four professionals reported an inability to invoice as a result of office tasks not going to plan. (Page 13)



This document drain holds significant consequences for European businesses.

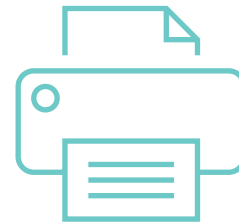
Nearly half of respondents (48%) said they've lost a contract due to office admin going wrong and one in three (33%) have been forced to cancel a project entirely. (Page 13)

Basic Admin is Draining Employees



**6.8
hours**

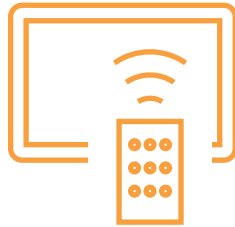
Seemingly simple office admin is not a small part of the job as European professionals devote one day a week to these (average 6.8 hours); France and Sweden are spending the most time (average of 7 hours). (Page 16)



There is no simple life in the office for European employees as 60% find office admin to be overly complex. (Page 18)

Respondents cited searching for lost documents (65%), on-boarding (62%), printing documents (62%), and chasing signatures (61%) as the most complex tasks. (Page 18)

There's a Better Way to Move Business Forward



European employees don't have the right tools in place to tackle the document drain, with almost half (46%) of Europeans noting that a "lack of efficient technology" most affected workflow. (Page 20)



Nearly half of French (49%), UK (45%) and German (44%) professionals believe company-provided mobile apps would transform their workflows. (Page 22)



A large majority of Europeans (79%) indicated that lost documents were to blame for slow work. (Page 20)



Electronic signature are also key in transforming the European office, with the vast majority of employees (74%) acknowledging their value and potential for improving productivity. (Page 21)

Freedom, Not Frustration



Professionals are losing out on precious personal time, working late (64%) or on weekends (49%), due to office admin not going to plan. (Page 24)

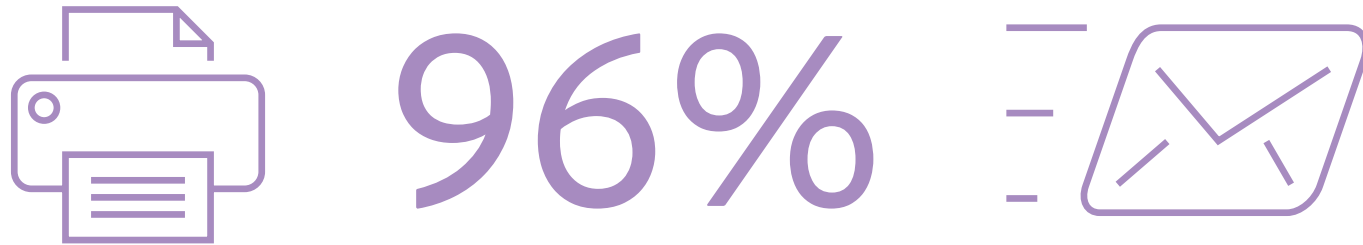


People want to spend more time with others, and less time with documents.

Almost half of Europeans indicated they would spend time lost to office admin with their partners (45%), while a third would spend the time with their families (32%). (Page 25)

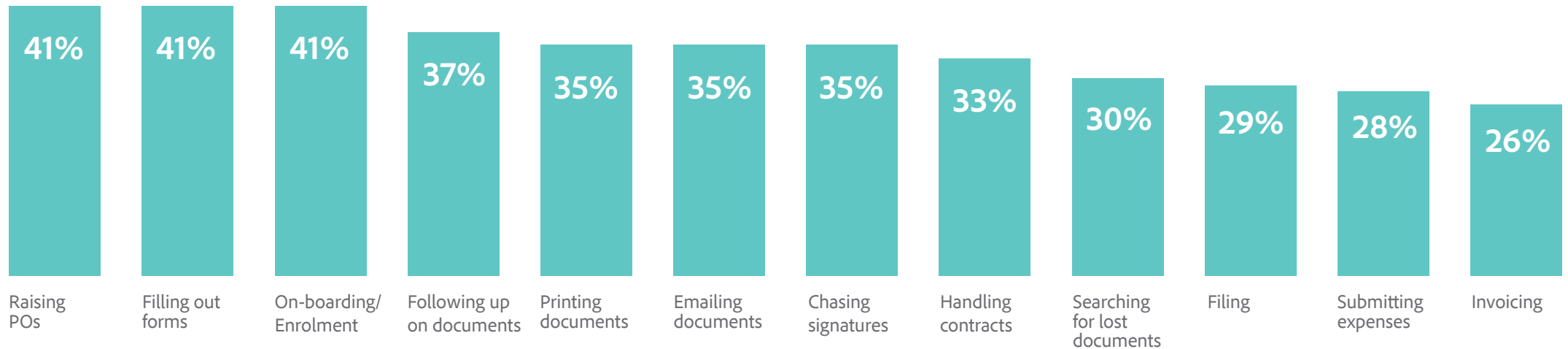
EUROPEAN COMPANIES PAYING THE PRICE FOR POOR PROCESSES

Printing and Emailing Documents is the Most Time-Consuming Admin



Q. Think about the following selection of office tasks. How much time do you think you spend on each of the following activities each week?

Admin Tasks Rarely Go to Plan




Regional Breakdown

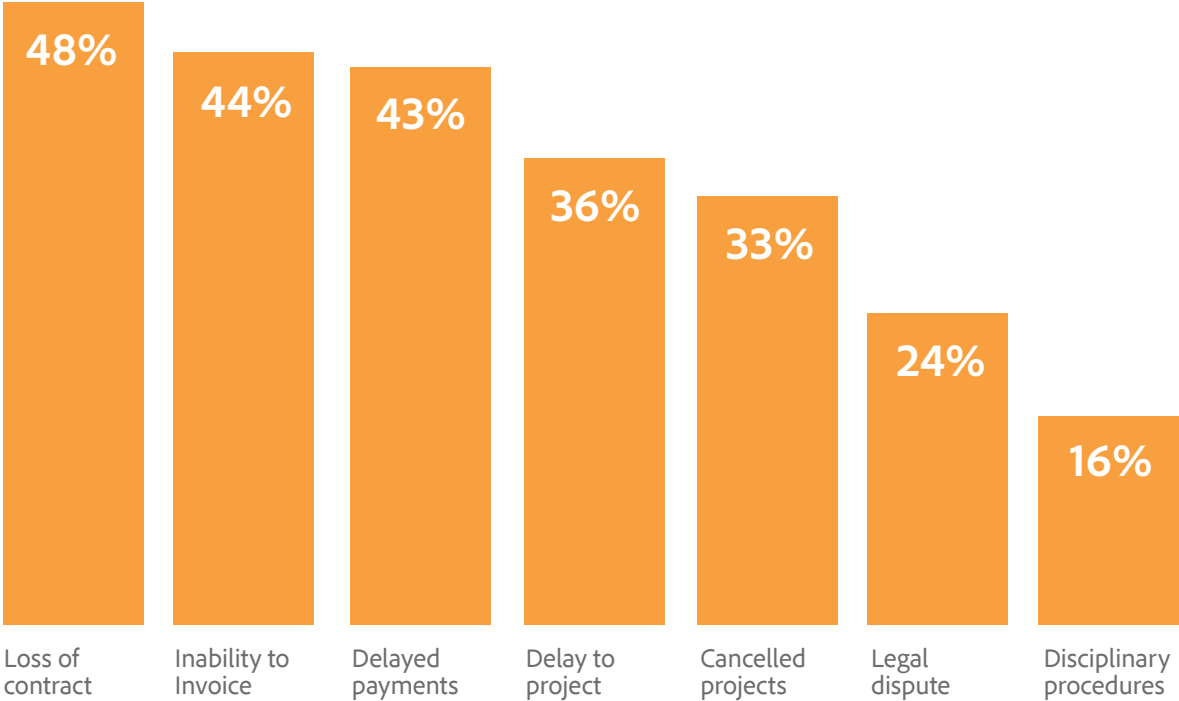
UK	37%	42%	36%	33%	36%	35%	36%	36%	21%	42%	24%	21%
France	48%	34%	60%	33%	35%	36%	48%	38%	35%	75%	25%	45%
Germany	N/A	54%	N/A	25%	36%	33%	30%	31%	28%	25%	56%	N/A
Netherlands	N/A	50%	N/A	42%	36%	34%	36%	47%	34%	25%	17%	N/A
Nordics	N/A	33%	13%	33%	35%	34%	27%	29%	29%	15%	28%	N/A

Q. Thinking about your experience in carrying out office admin, how often does the process actually run smoothly, and how often is there some kind of error, loss, unnecessary repetition or general frustration related to the jobs?

Businesses May Face Severe Consequences When Office Admin Tasks Go Wrong

48% 

Number of European employees who have lost a contract due to office admin going wrong



Regional Breakdown

	Loss of contract	Inability to Invoice	Delayed payments	Delay to project	Cancelled projects	Legal dispute	Disciplinary procedures
UK	31%	51%	50%	50%	49%	27%	23%
France	52%	75%	23%	55%	21%	24%	26%
Germany	77%	43%	57%	23%	25%	23%	15%
Netherlands	61%	34%	49%	21%	27%	19%	11%
Nordics	40%	25%	35%	25%	28%	24%	8%

Q. Thinking about occasions when administrative activities have not gone to plan in the past 12 months, has this resulted in any of the following outcomes?

Most Likely to Lose a Contract due to Workflow Issues



Germany



The Netherlands

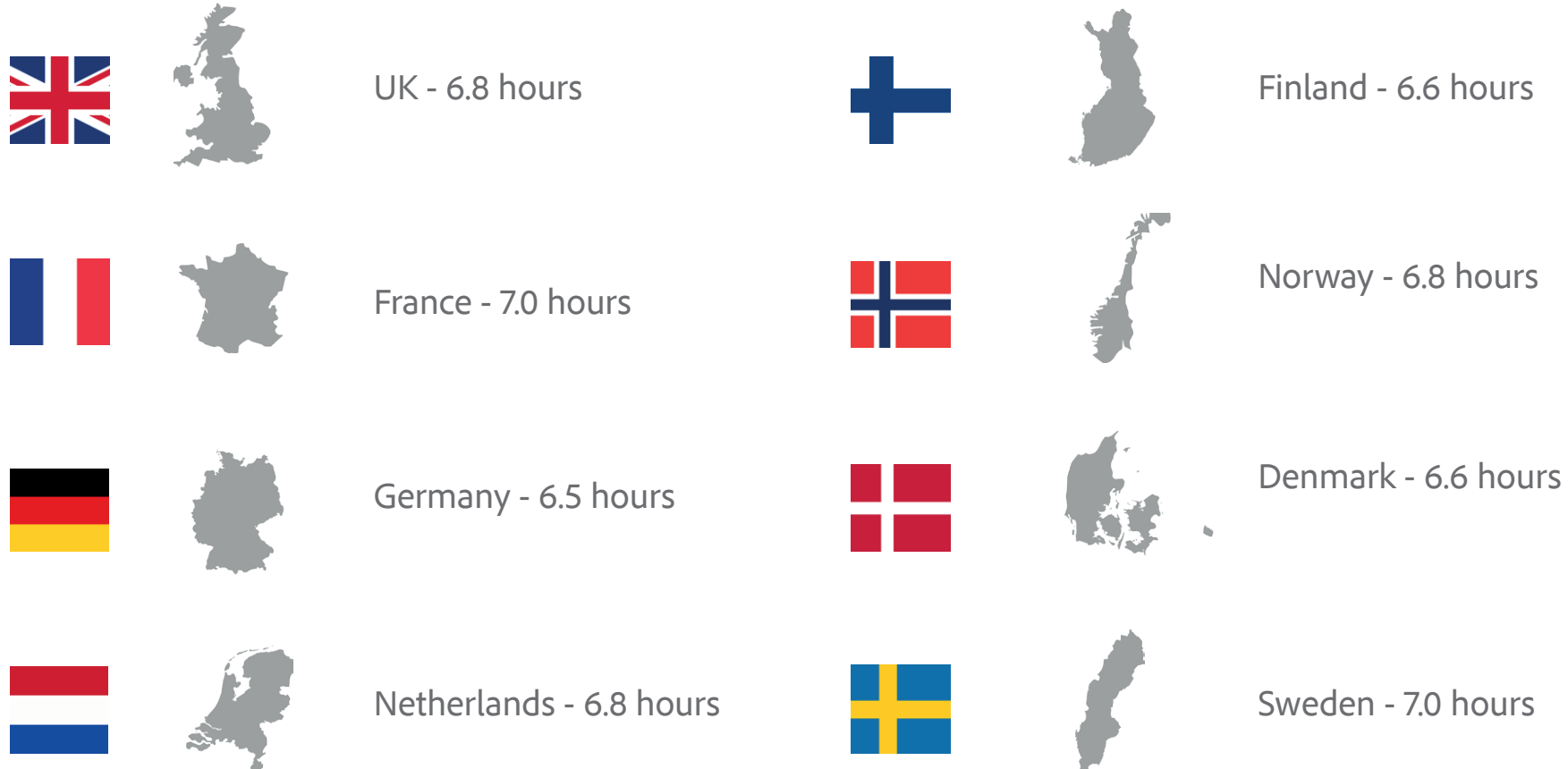


Q. Thinking about occasions when administrative activities have not gone to plan in the past 12 months, has this resulted in any of the following outcomes?

A close-up, slightly blurred image of a clock face with a teal and blue color gradient. The clock hands are visible, and the numbers 7 through 11 are prominent.

BASIC ADMIN IS DRAINING EMPLOYEES

European Employees Spend One Day a Week on Office Admin



Q. Think about the following selection of office admin. How much time do you think you spend on office admin?

Negativity High for Admin Tasks at Work

3/4 

employees find office admin tasks boring, time-consuming or challenging.

Printing Documents



Emailing Documents



Usefulness



Useful
Necessary
Interesting



Not Useful
Challenging
Boring
Difficult
Annoying
Time-consuming
Unnecessary
Other (please specify)

Q. For each of the following office admin, rate (in %) how much of the task fits the criteria below:

Admin is Overly Complex



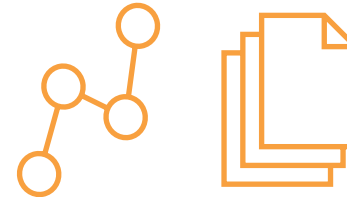
69%

Raising POs



65%

Invoicing
Searching for lost
documents



62%

On-boarding
Handling contracts
Filling out forms
Printing documents
Filing
Submitting expenses
Following up
Emailing documents



61%

Chasing signatures

Q. In your opinion, how would you rate the complexity of the processes your company puts in place for the following [office admin] activities?

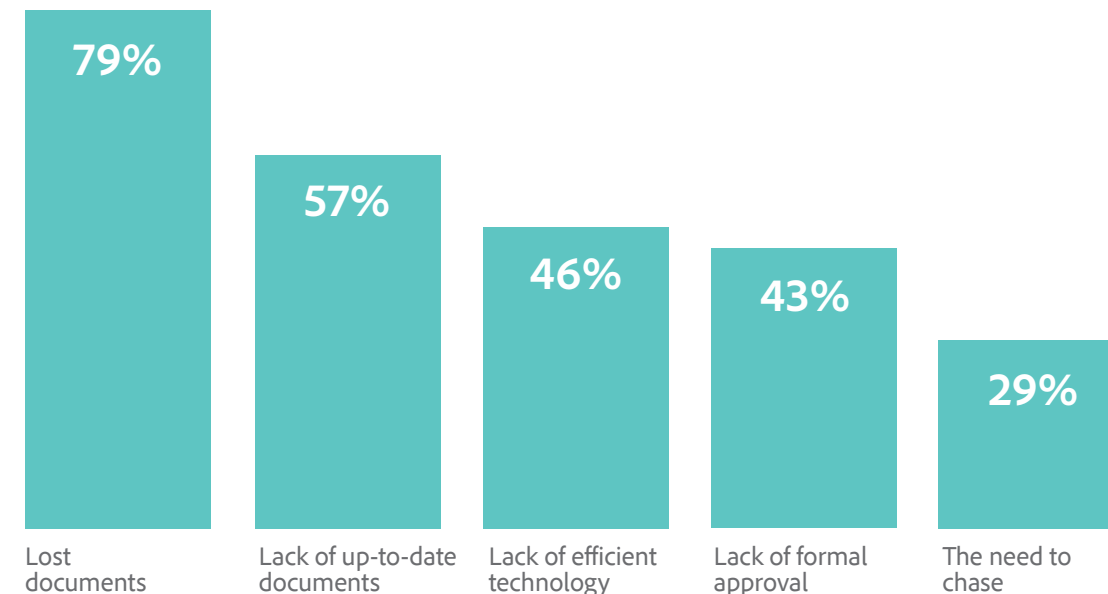
The background of the slide features a top-down view of a wooden table. A large, light-colored tablet is lying flat, and a dark-colored smartphone is placed diagonally across its lower-left corner. In the upper-left corner of the frame, a portion of a white ceramic cup and saucer is visible. The text 'THERE'S A BETTER WAY TO MOVE BUSINESS FORWARD' is centered over the tablet in a white, bold, sans-serif font. A thin white horizontal line is positioned directly below the text.

**THERE'S A BETTER WAY TO
MOVE BUSINESS FORWARD**

Technology Plays a Key Role in Simplifying Office Admin and Enabling Productivity

79%

of Europeans indicated lost documents were to blame for slow work.

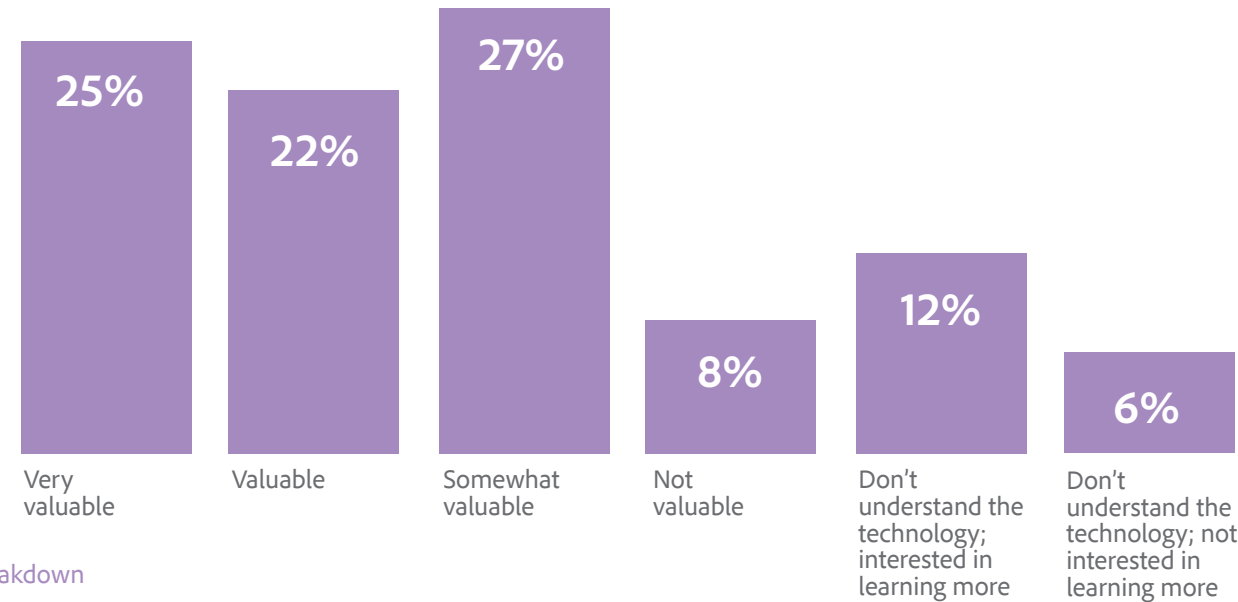


Regional Breakdown

UK	79%	57%	47%	43%	29%
France	79%	57%	47%	43%	31%
Germany	79%	56%	46%	43%	27%
Netherlands	78%	57%	43%	43%	28%
Nordics	78%	57%	47%	43%	29%

Q. Thinking about those times when activities don't go to plan, what are the main reasons for this?

Electronic Signatures Key to Alleviating Office Admin



Regional Breakdown

UK	22%	26%	29%	6%	13%	4%
France	24%	22%	22%	14%	10%	8%
Germany	21%	19%	25%	9%	14%	12%
Netherlands	25%	17%	38%	6%	15%	0%
Nordics	32%	21%	22%	9%	8%	8%

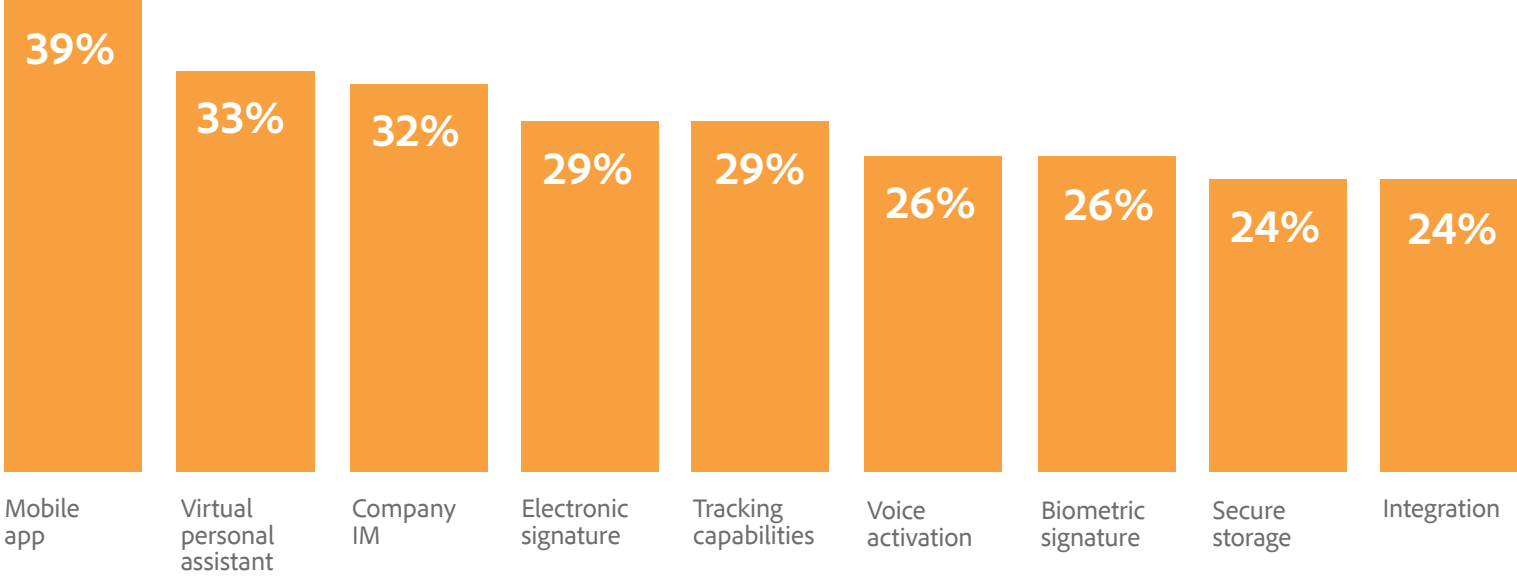
74% 

of European office employees identify e-signatures as valuable

Q. Electronic signatures contain digital signature technology that allow users to securely and legally sign and manage documents on desktop and mobile. Thinking about electronic signatures, how valuable do you feel this technology would be to your organization?

Digitise the Workplace with Mobile Apps

Nearly half of French, UK, and German office employees believe they would improve their office work and allow them to work anywhere at any time.



Regional Breakdown

UK	45%	25%	28%	25%	20%	26%	29%	24%	22%
France	49%	45%	41%	37%	39%	21%	26%	20%	24%
Germany	44%	57%	42%	43%	47%	27%	24%	22%	26%
Netherlands	34%	29%	30%	28%	28%	26%	26%	26%	24%
Nordics	25%	25%	27%	23%	24%	28%	24%	26%	24%

Q. Think about the following types of technology. Which of these do you think help solve some of the problems we've discussed above/previously?

FREEDOM, NOT FRUSTRATION

Europeans Work Late and Over the Weekend to Keep up with Admin



64%

of Europeans work late



49%

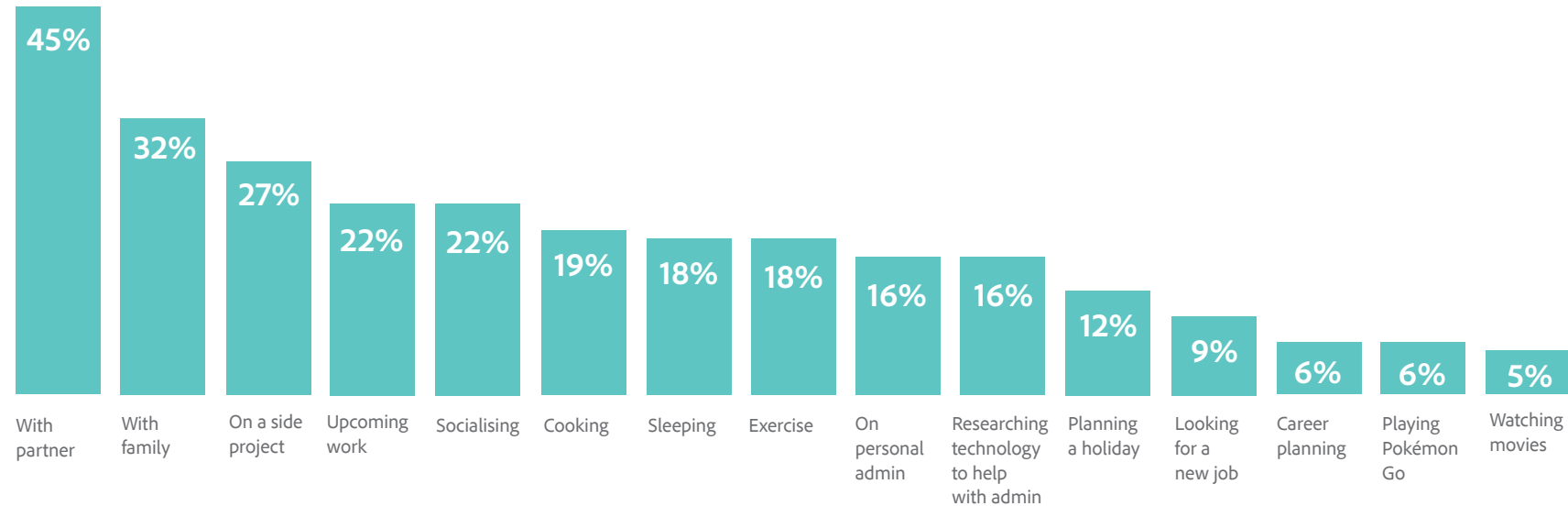
of Europeans work on the weekends

Regional Breakdown

	Working late	Working weekends
UK	68%	34%
France	79%	45%
Germany	78%	78%
Netherlands	74%	75%
Nordics	39%	38%

Q. Thinking about occasions when administrative activities have not gone to plan in the past 12 months, has this resulted in any of the following outcomes?

How Employees Want to Spend Free Time



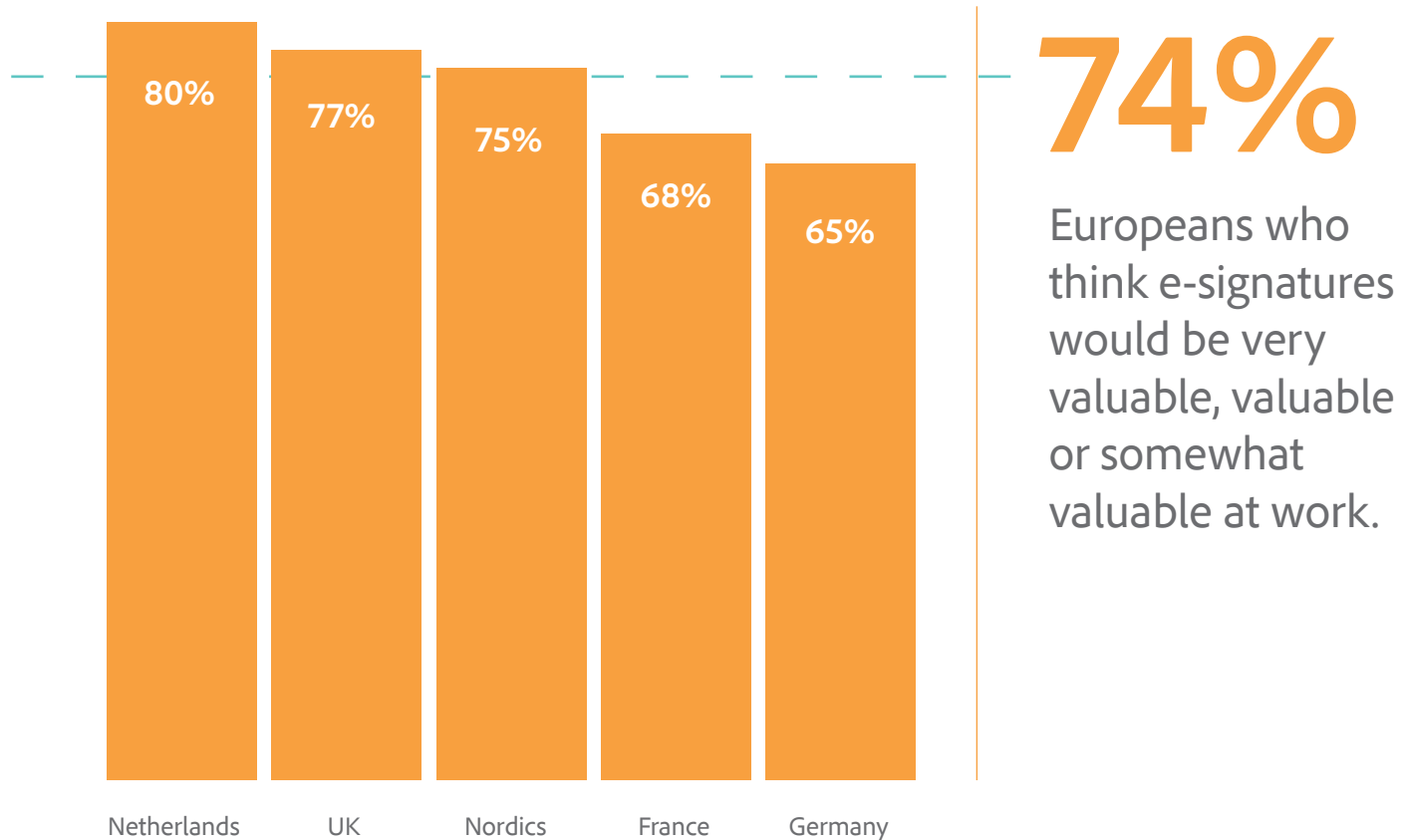
Regional Breakdown

	With partner	With family	On a side project	Upcoming work	Socialising	Cooking	Sleeping	Exercise	On personal admin	Researching technology to help with admin	Planning a holiday	Looking for a new job	Career planning	Playing Pokémon Go	Watching movies
UK	37%	22%	42%	41%	25%	28%	22%	0%	25%	25%	6%	0%	0%	7%	4%
France	36%	21%	22%	23%	26%	27%	26%	44%	21%	24%	0%	0%	0%	18%	11%
Germany	40%	21%	28%	25%	40%	23%	29%	31%	18%	28%	5%	0%	0%	1%	9%
Netherlands	52%	48%	16%	9%	15%	10%	25%	0%	22%	8%	28%	15%	10%	5%	5%
Nordics	55%	43%	21%	6%	10%	8%	0%	23%	0%	1%	19%	22%	14%	0%	0%

Q. Thinking about the time you've lost due to office admin. How would you have preferred to spend that time?

REGIONAL HIGHLIGHTS

Electronic Signatures Are Considered Valuable Across European Countries

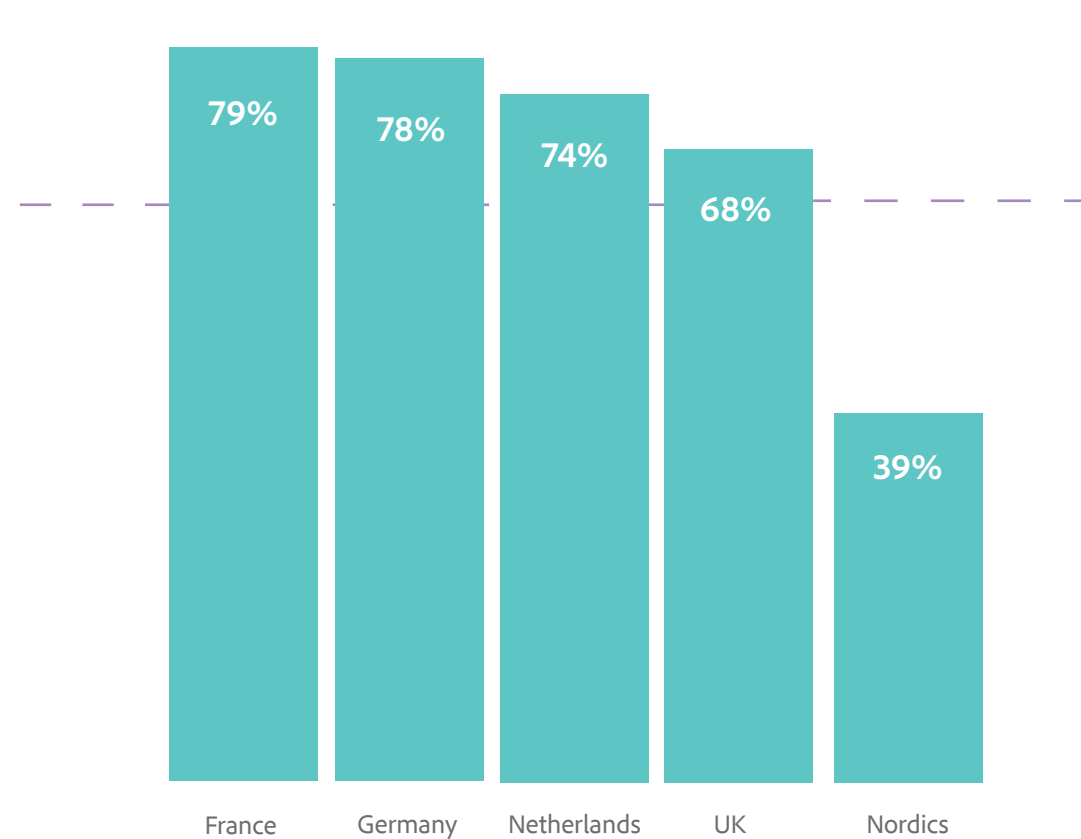


Q. Electronic signatures contain digital signature technology that allow users to securely and legally sign and manage documents on desktop and mobile. Thinking about electronic signatures, how valuable do you feel this technology would be to your organization?

Office Pros in the Nordics Least Likely to Put in Extra Hours

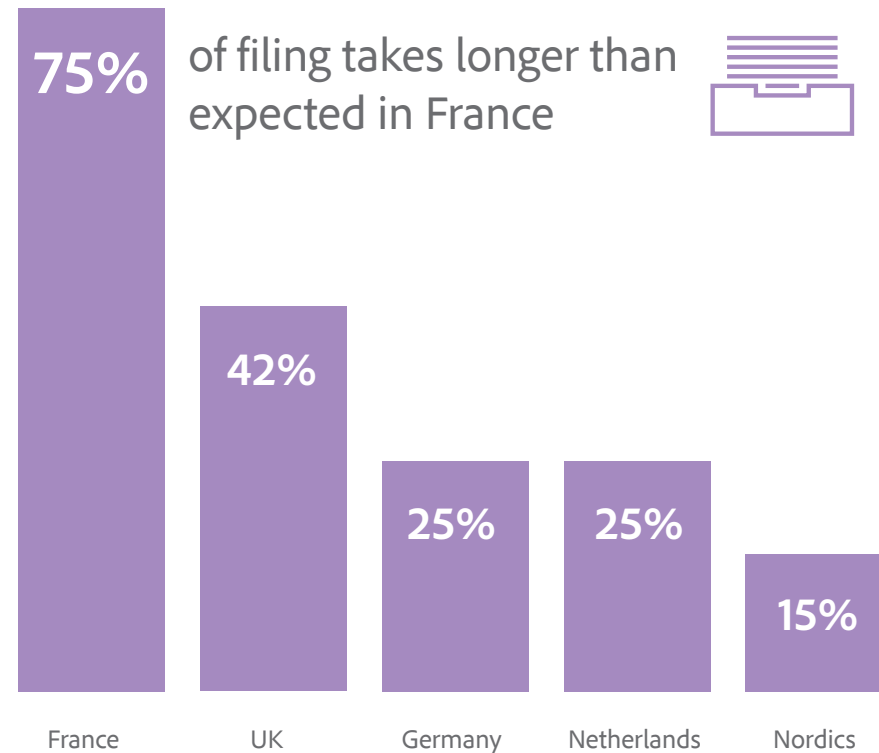
62%

Likelihood of working late when admin work doesn't go as planned



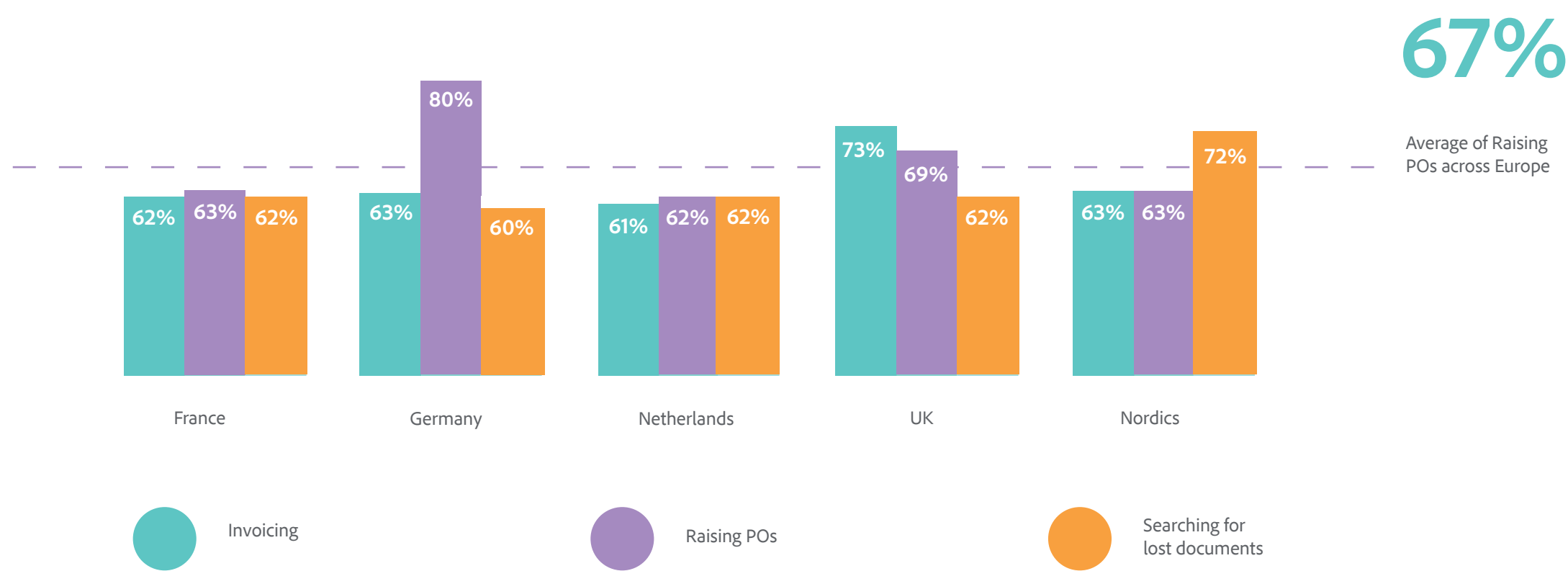
Q. Thinking about occasions when administrative activities have not gone to plan in the past 12 months, has this resulted in any of the following outcomes? (working late was one option listed)

Filing is Frustrating in France, While Germans are Dragged Down by Expenses



Raising POs a Most Complex Process in Germany

- In Denmark and Sweden, 'searching for lost documents' is perceived to be the most overly complex (67% across all European countries)
- In the UK, 'invoicing' tops the rankings (64% across all European countries)



Q. In your opinion, how would you rate the complexity of the processes your company puts in place for the following [office admin] activities?



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