SignNow

White Paper

The Paperless Office

This report is composed quarterly - 2017 Q1

Overview

The Paperless Office Report is based on a quarterly survey that SignNow conducts across 25+ industries which include organizations that use e-signature and organizations that do not use e-signature. The Paperless Office Report aims to provide insight into the current state of paper processes and paper usage across all office environments. Given the accessibility to e-signature, the rise of digital storage solutions and the increasing confidence in compliance and legal enforceability, paperless environments are becoming more prevalent, especially as they relate to new or smaller-sized organizations. Our findings suggest that e-signature is one of the key components driving the increase in paperless processes. Large enterprise organizations also recognize the cost and time-to-revenue benefits of paperless operations and as such, are beginning to explore which e-signature solutions can be implemented without disrupting their established businesses processes.

Most Organizations Expect to Be Paperless Within the Next Two Years

Paper processes continue to decline as more organizations move toward a paperless office environment. In fact, 52.5% of those surveyed were already paperless or expect to be entirely paperless by the end of 2018. Out of that 52.5%, 16.9% of those organizations are already paperless, 10.2% believe they will be paperless within 6 months and 25.4% believe they will be paperless within 2 years. The remaining 47.5% of respondents are uncertain as to when their organizations may become paperless.

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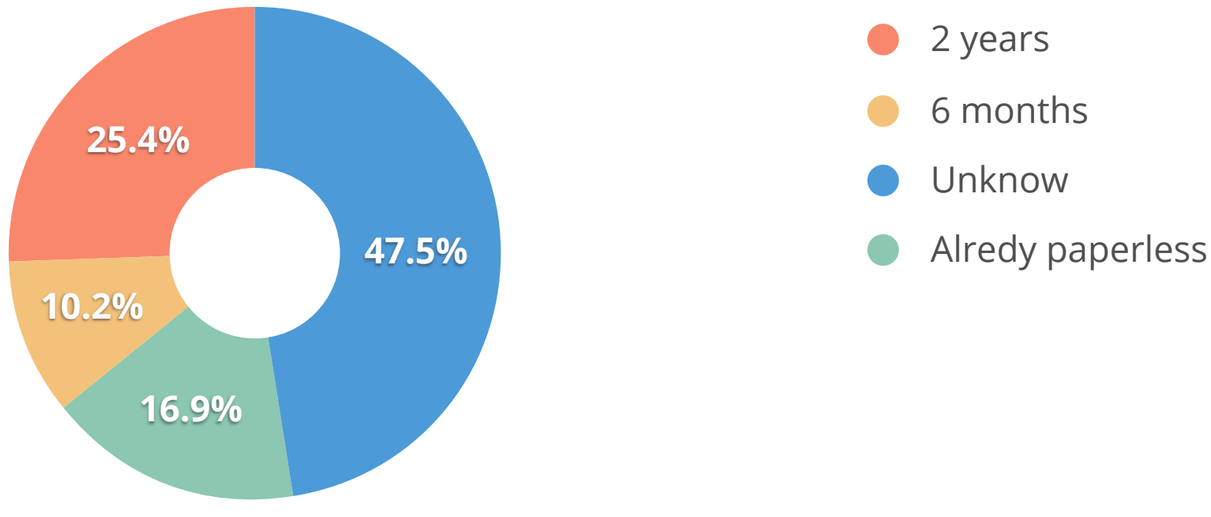
When do you expect your office to be entirely paperless?



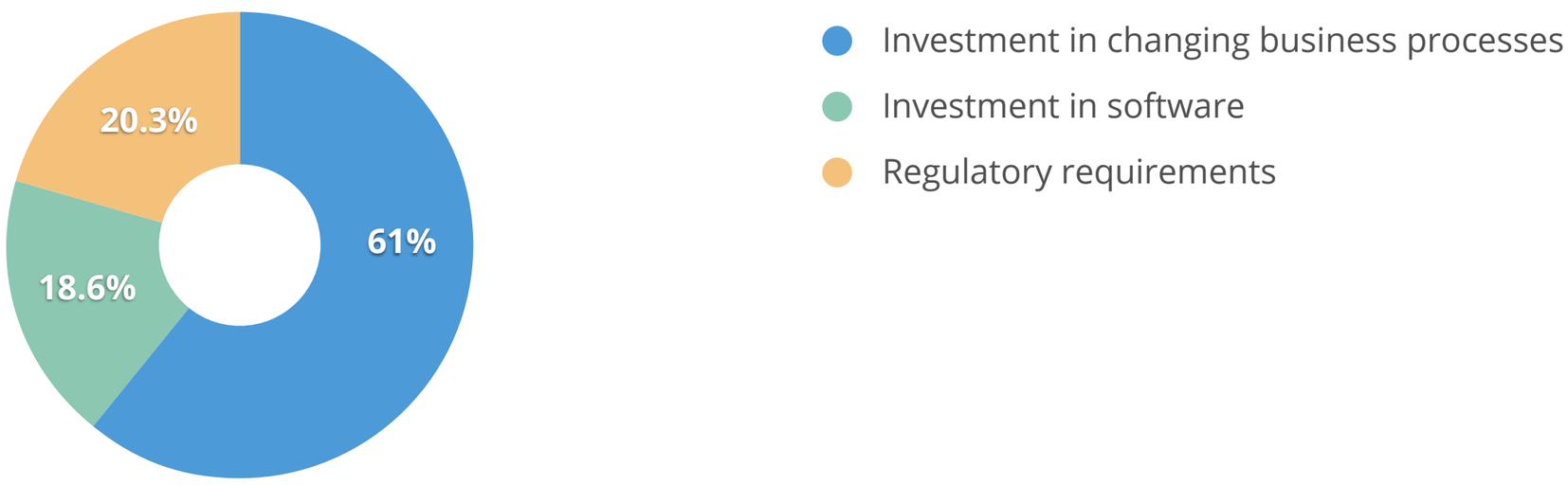
Reduced Cost is Considered the Top Benefit for Going Paperless; Faster Time to Revenue is a Close Second

The top benefit associated with going paperless is 'Reduced costs' as indicated by 37.3% of respondents surveyed. At a close 2nd, 30.5% of those surveyed see 'Improved velocity – faster time to revenue' as the top benefit. Additionally, 11.9% see 'Improved customer experience' as the top benefit, 8.5% believe it to be 'Reduced errors and 11.9% site 'Other' as the top benefit.

Investment in Changing Business Processes is the Biggest Barrier to Going Paperless

Changing or updating business processes is the biggest barrier to entry for organizations considering going paperless, according to 61% of those surveyed. Along those same lines, 18.6% of those surveyed cite 'Investment in software' as the biggest barrier while 20.3% site 'Regulatory requirements' as the biggest barrier.

What's your biggest barrier to going paperless?



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E-Signature Has Helped More Than 75% of Surveyed Organizations Go Paperless

Implementing e-signature has been identified as a key step toward transforming an organization or office into a paperless environment. Of those surveyed, 76.3% say that e-signature has helped their organization go paperless while 23.7% indicate e-signature has not helped their organization go paperless.

Organization Sizes and Industries Surveyed

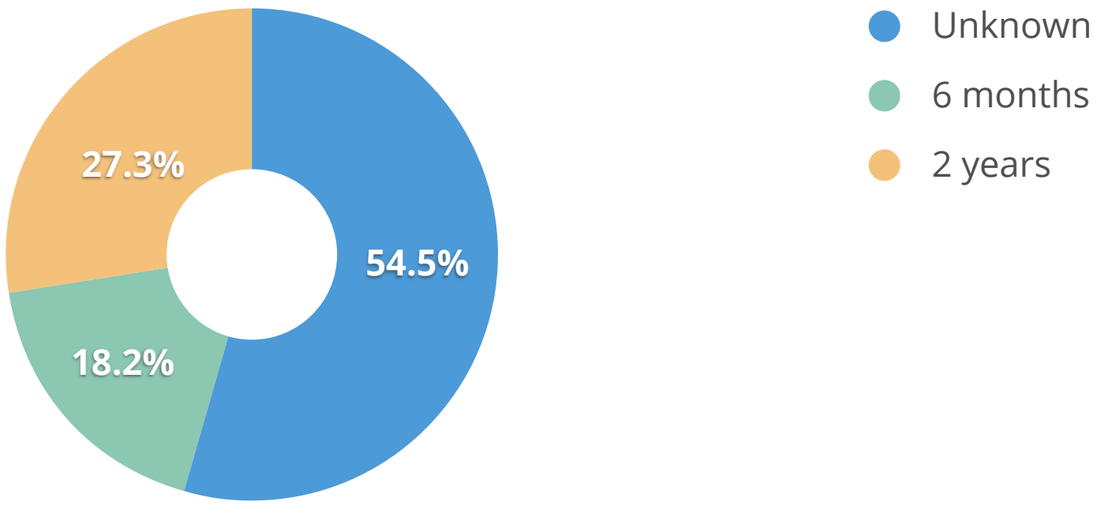
The 2016 Q4 Paperless Office Survey had submissions from the following industries: Technology, Retail, Real Estate, Printing and Publishing, Pharmaceuticals, Personal Services, Non-Profit, Media, Manufacturing, Legal, Insurance, Hospitality, Health Services, Government, Food and Beverage, Financial Services, Environmental, Energy, Education, Consulting, Construction, Business Services, Automotive, Agriculture, Wholesale, Transportation and Telecommunications. The following organization sizes were represented:

- **18.7% of respondents were from organizations with 501+ employees.**
- **25.5% of respondents were from organizations with 51-500 employees.**
- **55.9% of respondents were from organizations with 1-50 employees.**

Large Enterprises

A 54.5% majority of large enterprises surveyed indicated that they do not know when their offices will become paperless. Additionally, 18.2% of large enterprises surveyed indicated that they plan to become paperless within 6 months while 27.3% of large enterprises said that they plan to be completely paperless within two years.

When do you expect your office to be entirely paperless?



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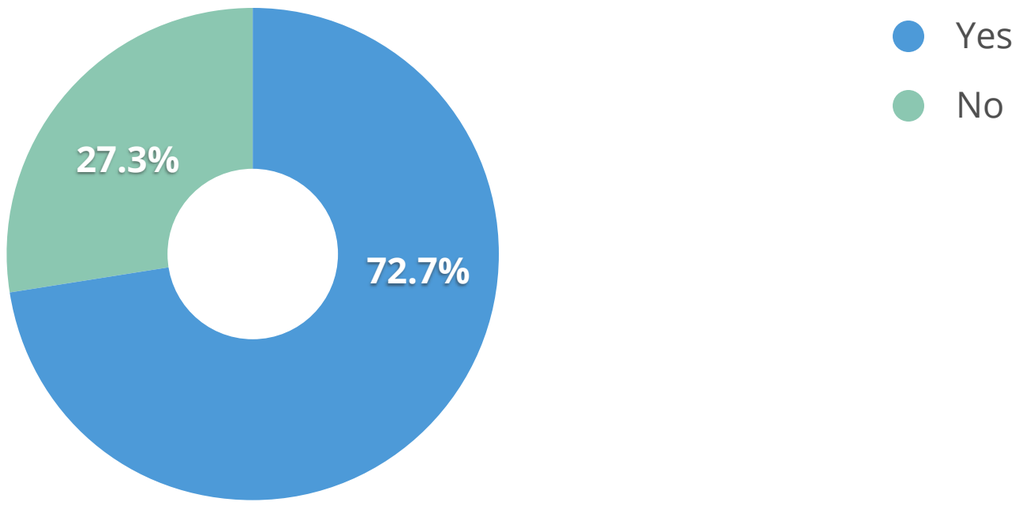
However, 72.7% stated that e-signature has helped their organization start the transition to going paperless. Based on the results of those surveyed, large enterprises see the benefits of implementing e-signature but are not yet paperless, and furthermore, are unclear as to when they might become paperless.

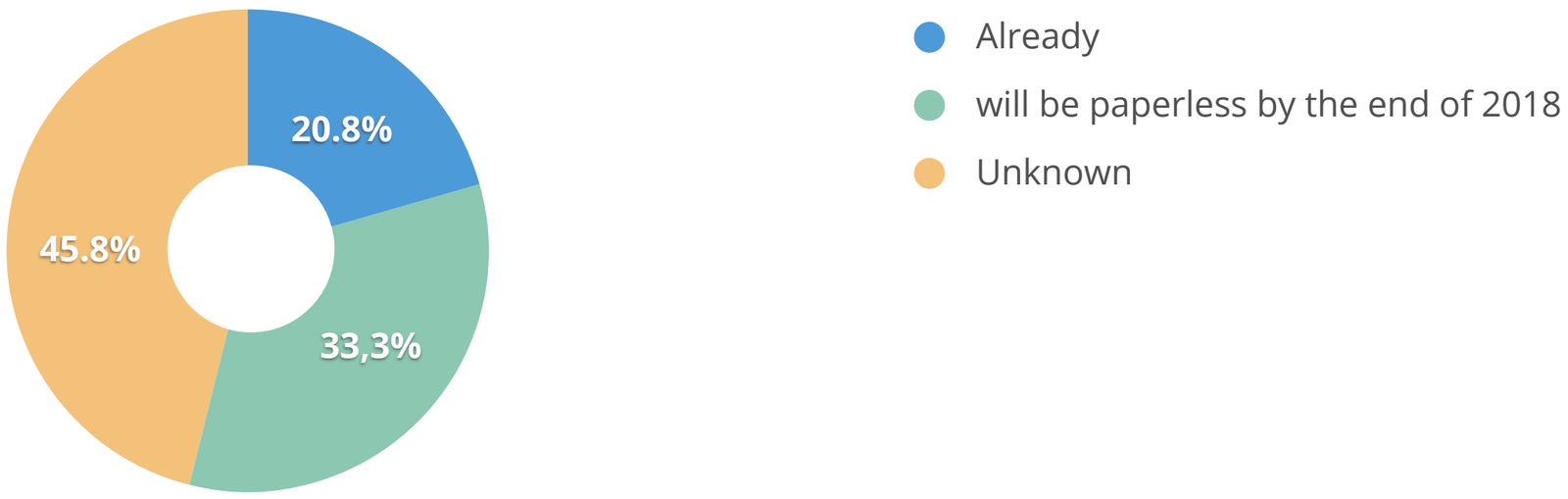
Has e-Signature helped your organization go paperless?



Smaller Organizations

Approximately 20.8% of smaller organizations (those organizations with 500 employees or less) are already paperless. Additionally, 33.3% of those surveyed believe their organization will be paperless by the end of 2018, while 45.8% are unsure as to when their organization will become paperless.

Small organization: when do you expect your office to be entirely paperless?



Smaller organizations also attribute more benefits with going paperless such as 'Improved tracking', 'Sustainable practices', 'Alignment with their missions' and more when compared to larger enterprises.

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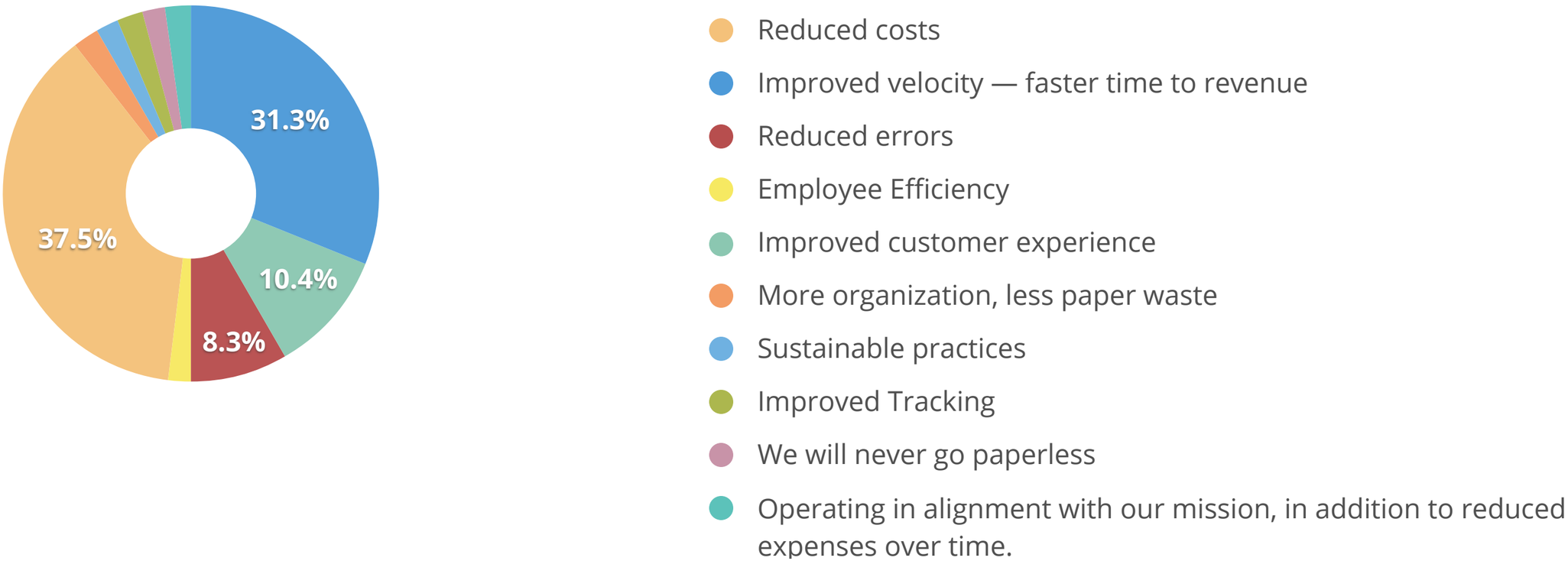
What is the top benefit of going paperless?



Conclusion

The 2016 Paperless Office Q4 survey results strongly indicate that paperless environments are on the rise. While concerns around compliance and implementation still exist, they do not negate the clear benefits of reducing costs and improving time to revenue. Smaller organizations, especially startups, are typically paperless from the start as they do not have to deal with existing infrastructures and processes that would otherwise delay or complicate implementation. As e-signature solutions become more accessible and easier to adopt, it is conceivable that more and more large scale enterprises will begin to make the transition toward going paperless as the impact on their bottom line becomes more obvious and tangible.

Customer experience is a factor for certain types of customer-facing organizations as e-signing becomes more commonplace, taking customer expectations along for the ride. The buying experience is undoubtedly improved for the customer, if only for the increased accessibility. E-signature is now poised to grow across industries with remaining issues such as ease of implementation, industry specific compliance and legal enforceability making up items to be acknowledged and accounted for.

SignNow’s e-signature service is uniquely equipped to address and accommodate any legitimate concerns with world-class solutions and specializes in keeping an organization compliant within its industry using government agency security standards. SignNow provides Advanced Threat Protection and the SOC 2 Type II certification focusing on a business’ non-financial reporting controls as they relate to security, availability, processing integrity, confidentiality and privacy of a system.

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About SignNow

SignNow is a complete e-signature solution used by more than 5.3 million people and over 40,000 customers to sign documents electronically, collect multiple signatures and manage documents on any device. SignNow regularly wins awards for ease of use, setup, responsive support and intuitive mobile apps for iOS and Android. SignNow's industry leading mobile capabilities have made it the #1 e-signature app on Apple's App Store. Enterprise users rated SignNow the #1 Enterprise E-Signature Software with an average satisfaction score of 9.56 out of 10.

SignNow easily integrates with the most popular CRMs, productivity apps and cloud storages including Salesforce, SharePoint, Office 365, Google Apps for Work and many other platforms. In addition, SignNow offers SaaS, public and private cloud deployment options using the same underlying API. Such flexibility enables customers to leverage the power and usability of the SignNow e-signature platform while meeting their particular security and compliance requirements.

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