

The Paperless Office

This report is composed quarterly - 2017 Q2

Overview

The Paperless Office Report is based on a quarterly survey SignNow conducts across 20+ 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 as well as e-signature adoption across all office environments.

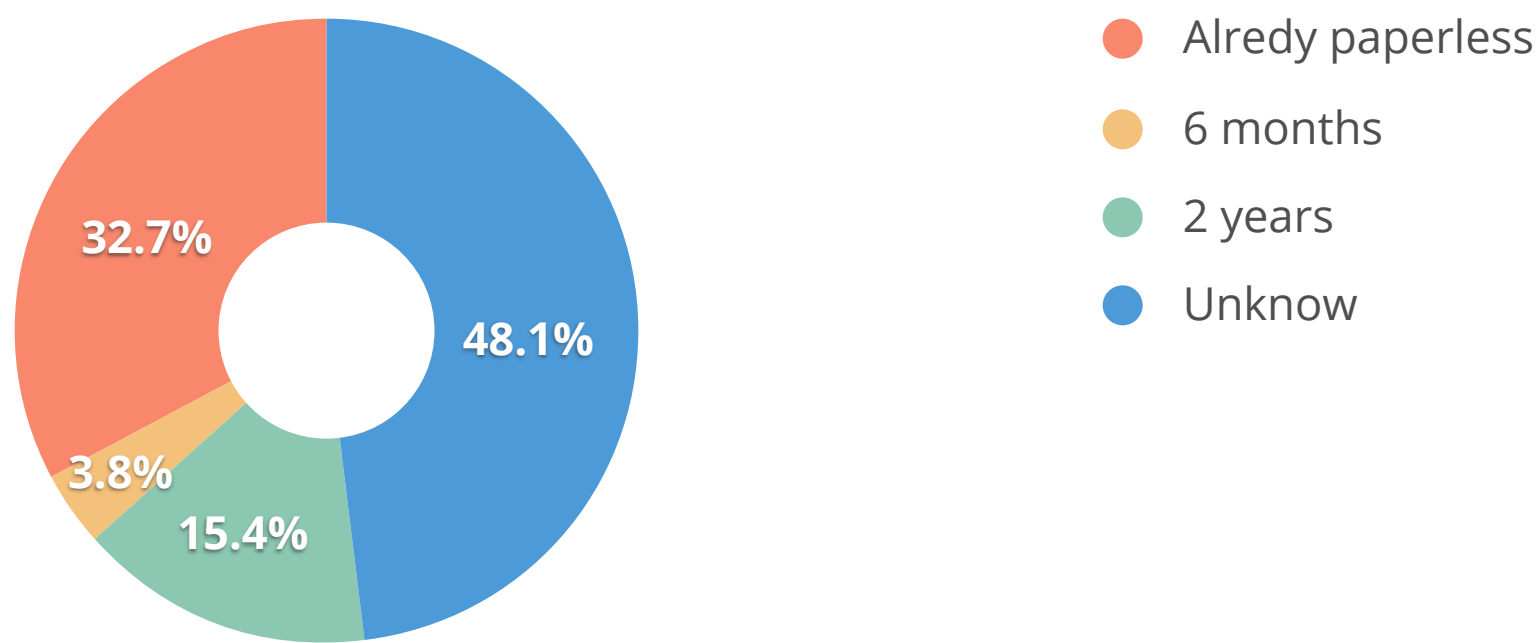
Notable Changes Since the Previous Survey

Compared to the 2017 Q1 Paperless Office Report, e-signature adoption continues to increase across all industries surveyed. Small to mid-sized organizations in particular are continuing to adopt e-signature at a rapid pace while also reporting more perceived benefits from implementing e-signature. The number of mid-sized organizations, which is represented by organizations with between 50-500 employees, that participated in our survey increased compared to the number of participants in the prior quarter.

Most Organizations Still Expect to Be Paperless Within 2 Years

Most organizations still expect to be paperless within two years and this trend persists in our Q2 findings. A 51.9% majority is still either already paperless or believes their organization will be completely paperless within two years, slightly down from the Q1 result of 52.5%. Of that 51.9%, 15.4% believe they will be paperless within two years, while 3.8% believe they will be paperless within six months, showing moderate growth in the number of organizations looking to benefit from going paperless. Particularly notable, there has been an increase in the number of organizations that are already paperless, representing 32.7% of those surveyed, up from 16.9%. This increase in paperless organizations may be impacted by mid-sized organizations having a larger share of representation in the Q2 survey results.

When do you expect your office to be entirely paperless?



The percentage of organizations that do not know when they'll become paperless has increased slightly from 47.5% in Q1 to 48.1% in Q2. While the change is almost negligible, it does represent a slight increase in uncertainty with regard to the adoption of paperless processes.

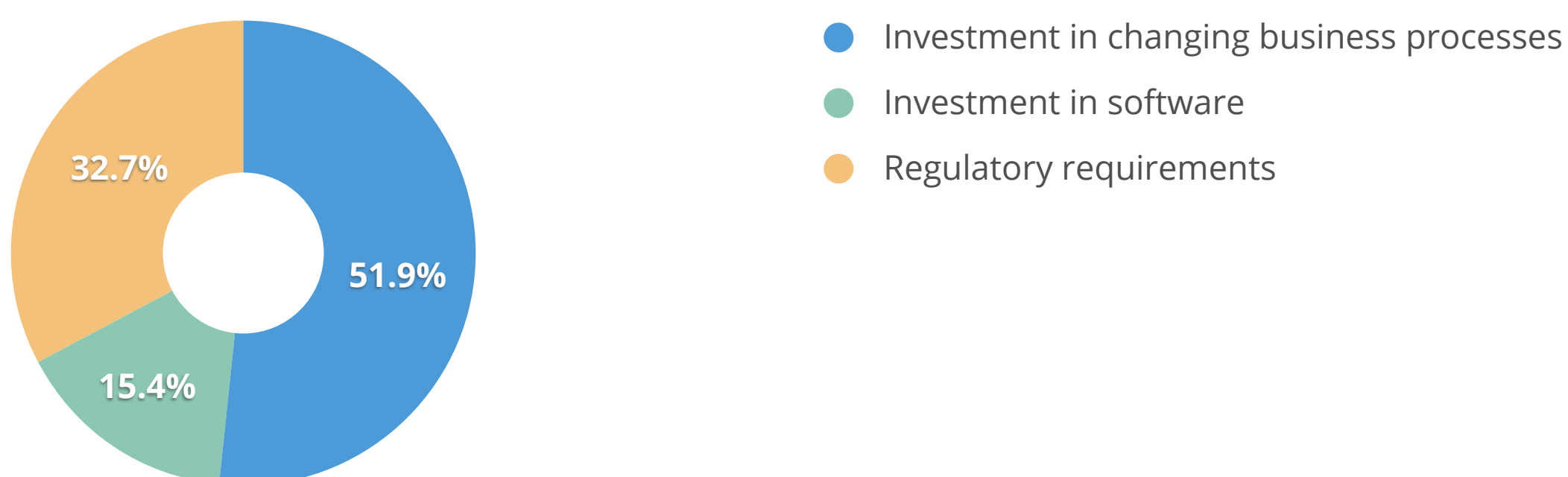
Improved Customer Experience is Considered the Top Benefit for Going Paperless; Faster Time to Revenue Remains a Close 2nd

In an interesting turn of events, 'Improved Customer Experience' (28.8%) has leapfrogged 'Reduced Costs' (17.3%) and 'Faster Time to Revenue' (25%) to be considered the greatest benefit of a paperless environment. 'Reduced Errors' remains close to its Q1 percentage coming in at 11.8%. Nine additional benefits, including increased work flow, improved efficiency and reduced administrative burden, were identified by 17.1% as paperless benefits.

Changing Business Processes is Still the Biggest Barrier to Going Paperless

While the numbers have shifted around slightly, according to 51.9% of those surveyed 'Changing or updating business processes' remains the biggest barrier to entry for organizations considering a paperless environment. Additionally, 15.4% of those surveyed cite 'Investment in software' as the biggest barrier (down slightly from Q1), while 32.7% cite 'Regulatory requirements' as the biggest barrier (up slightly from Q1).

What's your biggest barrier to going paperless?



Organization Sizes and Industries Surveyed

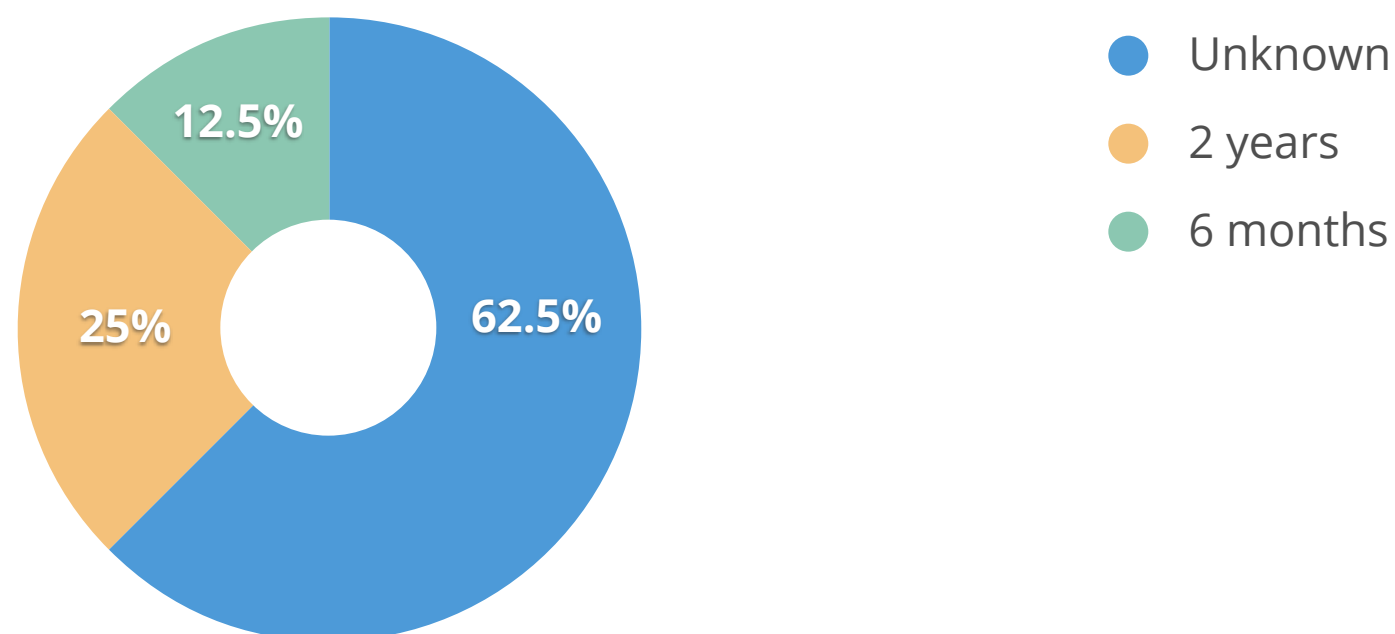
The 2017 Q2 Paperless Office Survey had submissions from the following industries: Food and beverage, Insurance, Financial services, Communications, Manufacturing, Health services, Business services, Printing and publishing, Technology, Utilities, Real estate, Construction, Transportation, Legal, Consulting, Education, Telecommunications, Media, Non-profit, Environmental, Entertainment and gaming, Personal services and Agriculture. The following Organization sizes were represented:

- 15.4% of respondents were from organizations with 501+ employees.
- 28.8% of respondents were from organizations with 51-500 employees.
- 55.8% of respondents were from organizations with 1-50 employees.

Large Enterprises Continue to Slowly Adopt E-Signature Solutions

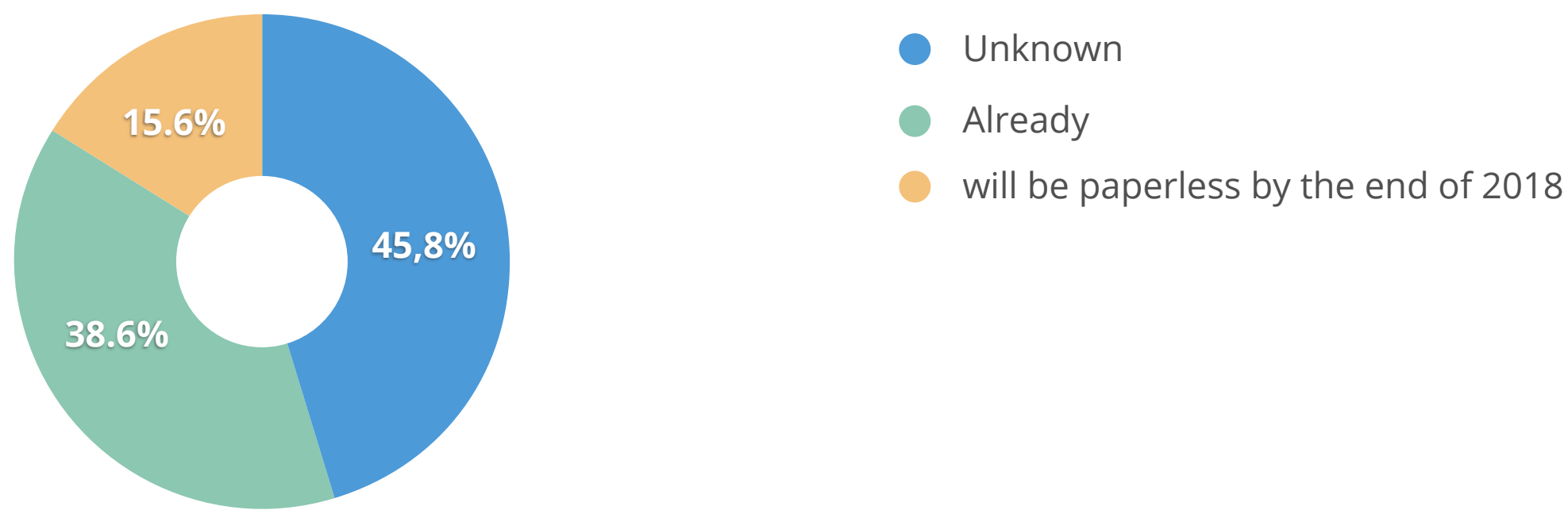
Up nearly 10 percentage points from our Q1 findings, a 62.5% majority of the larger enterprises surveyed indicated that they do not know when their organization will become paperless. And in identical fashion, when compared to our 2017 Q1 report, 0% indicated that they are currently paperless. However, 25% say that they expect their organizations to be completely paperless within two years and the remaining 12.5% say they plan to finish transitioning to a paperless office within six months.

When do you expect your office to be entirely paperless?



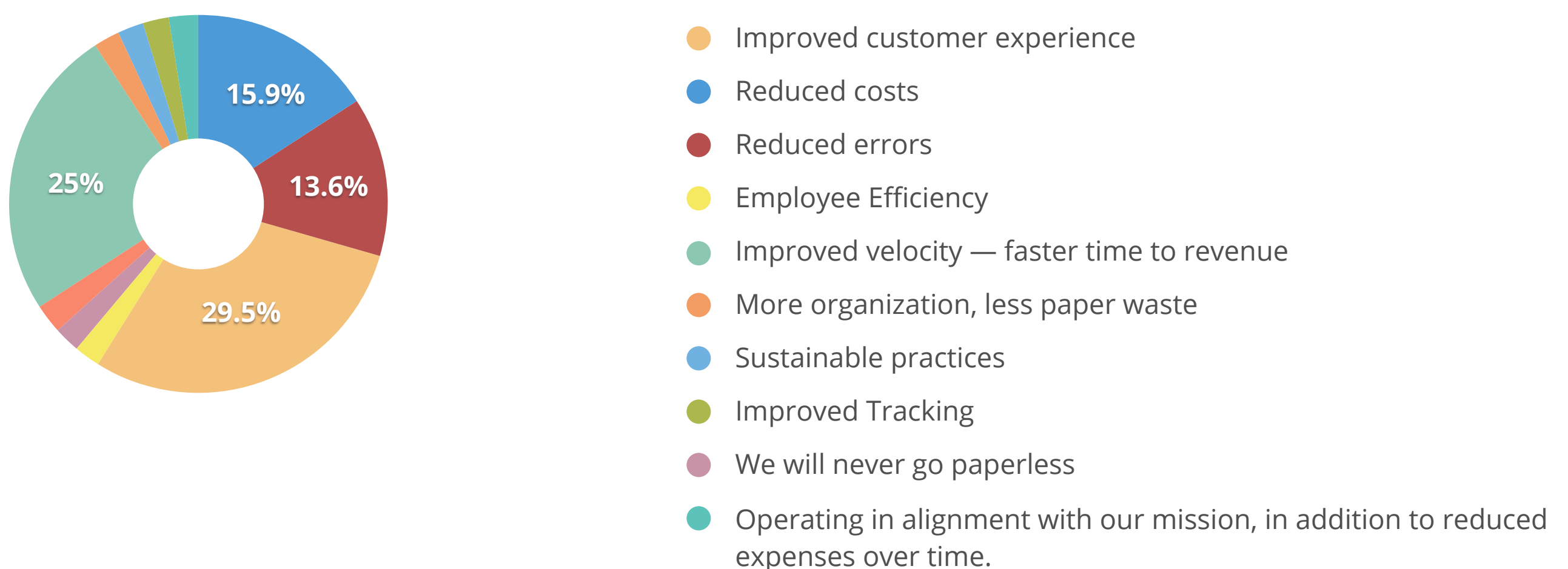
Roughly the same percentage (Q1 45.8% compared to Q2 45.5%) of small to mid-sized organizations do not know when their organization will become paperless. However, a much larger percentage reported that they are already completely paperless, up from Q1's 20.8% to Q2's 38.6%.

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



Additionally, smaller organizations continue to attribute more benefits with going paperless such as 'Expedience', 'Reduced administrative burden' and 'Increased storage space'.

Small organizations: what is the top benefit you see from going paperless?



Conclusion

The 2017 Q2 Paperless Office Survey results strongly indicate the continued adoption of e-signature across all/multiple industries. Small to mid-sized organizations in particular are becoming paperless at a relatively fast pace while larger organizations continue to wrestle with the challenges associated with replacing their outdated paper processes.

E-Signature adoption has been accelerated by customer expectations as electronic signing options have become commonplace for the vast majority of customer experiences across all industries. In addition to providing an improved customer experience, organizations continue to perceive e-signature as a way to speed up time to revenue while reducing costs and administrative burdens.

Concerns around compliance and implementation still exist; however, they were less prevalent in the 2017 Q2 survey results. Small to mid-sized organizations continue to go paperless faster as they often are better suited to make the transition due to creating their infrastructure with e-signature from the beginning.

As customer pressure continues to grow and the obvious benefits of e-signature are undeniable, larger organizations will be forced to consider adoption. E-Signature continues to grow across industries and as users see the real-time benefits, e-signature will likely continue to expand within large enterprises where the paperless waters are being tested as well as with small to mid-sized organizations with an eye on customer experience and efficiency.

For security purposes, SignNow provides Advanced Threat Protection and SOC 2 Type II certification that focuses on a business' non-financial reporting controls as they relate to security, availability, processing integrity, confidentiality and privacy of a system.

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.