

Eighty-Two Percent of Employees Report Poor Information Management is Damaging Productivity in the Workplace

New global research from M-Files identifies top document management challenges impeding job efficiency

DALLAS – Jan. 16, 2018 - Poor information management processes are making jobs harder for staff and reducing their productivity and effectiveness in the workplace, according to new research today released from [M-Files Corporation](#), the intelligent information management company.

The M-Files [2019 Global Intelligent Information Management Benchmark Report](#) surveyed 1,500 office workers across multiple global regions to establish an organizational benchmark on how business information is organized and accessed. Research included the identification of top document management challenges that thwart workplace efficiency, costing organizations time and money.

Findings revealed that poor information handling steals job output: 82 percent of respondents stated navigating different systems and locations to find the correct version of a file they are looking for negatively affects their productivity. In addition, 91 percent of respondents reported that their job would be easier if they could quickly and easily access the most current version of a document, without having to worry about the system or repository in which it resides. Poll participants identified the following additional impediments to staff productivity and effectiveness:

- 42 percent cited challenges with improper or incorrect labelling of documents
- 41 percent reported that information was frequently stored in the incorrect folder or system -- with 29 percent asserting information was misplaced or lost
- 26 percent cited challenges determining which system or repository to search, while 26 percent were unsure whether they found the current version of a document

These findings indicate that many businesses manually store information utilizing outdated hierarchical folder structures across a variety of disparate and often unintegrated systems. Modern intelligent information management systems allow users to search for information using context established by the type of document, such as a contract or proposal, and its relationships to customers, projects, cases or literally any other organizational element

important to the business. This removes much of the complexity for staff, enabling them to intelligently organize and easily retrieve the most relevant and current information without having to worry about where it's actually stored.

“These findings clearly show the need for change in information management practices across all organizations – both large and small – wherever they are in their transition to a digital workplace,” said Greg Milliken, senior vice president of marketing at M-Files. “With the exponential proliferation of information in today’s business environment, many companies are failing to give their employees quick and easy access to the information they need, severely reducing productivity. To combat this, enterprises will need to adopt intelligent information management solutions that dramatically change the way they manage and process information, enabling workers to focus on adding more value to the organization.”

Detailed findings from the study can be found in the new M-Files 2019 Global Intelligent Information Management Benchmark Report. [Request a copy here.](#)

About the 2019 Global Intelligent Information Management Benchmark Report

The Global Intelligent Information Management Benchmark Report is based on a bi-yearly worldwide survey conducted by M-Files to monitor global trends and practices in information management. The survey was conducted during 2018 by independent market research firm Vanson Bourne, polling 1,500 office workers from private and public sector organizations, in order to understand their document and information handling practices and challenges in the workplace. Respondents’ organizations varied in size, ranging from small-to-medium sized businesses (SMBs) to large enterprises, and came from a broad range of industries. In addition, the respondent group represented constituents from nine countries – the U.S., Australia, Austria, Finland, France, Germany, New Zealand, Sweden, Switzerland, and the United Kingdom – and a variety of business departments.

About M-Files Corporation

M-Files provides a next-generation intelligent information management platform that improves business performance by helping people find and use information more effectively. Unlike traditional enterprise content management (ECM) systems or content services platforms, M-Files unifies systems, data and content across the organization without disturbing existing systems and processes or requiring data migration. Using artificial intelligence (AI) technologies in its unique Intelligent Metadata Layer, M-Files breaks down silos by delivering an in-context experience for accessing and leveraging information that resides in any system and repository, including network folders, SharePoint, file sharing services, ECM systems, CRM, ERP and other business systems and repositories. Thousands of organizations in more than 100 countries use M-Files for managing their business information and processes, including NBC Universal, OMV, Rovio, SAS Institute and thyssenkrupp. For more information, visit www.m-files.com.

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