Document automation and its impact on the future of work.

S&P Global
Market Intelligence
451 Research Business Impact Brief

Productivity Depends Upon Security Practices

The 451 Take

There's no denying that many work trends that began during the pandemic continue today, including hybrid and remote work models and digital transformation, which largely involves modernization of work processes and transformation to cloud-based architectures. Along with these is an increase in worker collaboration, both inside and outside of corporate boundaries with partners, customers, suppliers, all of which require additional user autonomy and place an increasing emphasis on securing those systems. As such, it makes sense that two of the top drivers for digital transformation are improving worker productivity and managing risk — for example, cybersecurity, data privacy and systems reliability (see Figure 1).

Top drivers for digital transformation

Improving workforce productivity and engagement	59%
Improving customer experience	58%
Reducing costs through operational efficiencies	50%
Managing risk	46%
Managing increasing volume of data growth	44%
Increasing competitive differentiation	47%
Enhancing the ability to innovate	39%
Creating new business models	31%
Strengthening environmental, social and governance policies	28%

Q: In your opinion, what are the main drivers for digital transformation? Please select all that apply.
Base: All respondents (n=850)
Source: 451 Research's Voice of the Enterprise: Workforce Productivity & Collaboration, Digital Transformation, October 2021

With these two driving forces, it's clear that security and privacy will be foundational elements in the architecture of next-generation productivity and collaboration experiences. And this security-centric approach will have the greatest impact among the tools and technologies that are most associated with worker productivity. Survey respondents indicate that the top three tools that most contribute to personal productivity at work are all-in-one suites with word processing, forms and slideshows (48%), collaboration and communication tools (47%) and file sharing or content management tools to share and manage documents (42%), according to 451 Research's Voice of the Enterprise: Workforce Productivity & Collaboration, Work Execution Goals & Challenges 2023 survey. These are followed by tools such as business systems of record and project management tools.

The least common denominator among those tools is documents. Documents play a key role in individual productivity but are also critical for sales, HR and project management — and their optimization is a strategic investment in next-generation productivity. However, as we noted, increased demand for user autonomy and a growing interactivity with individuals in the extended enterprise (i.e., outside the firewall) demand a renewed focus on securing these documents to drive new business outcomes.

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Secure document productivity is a key component of successful digital transformation. Find out why security is intrinsically tied to next-gen productivity and collaborative experiences — and with the rise of hybrid workplaces, why it is crucial for business success — in this Business Impact Brief from 451 Research. You will also:

- Learn how a security-centric approach will have the greatest impact on worker productivity
- Discover how modern security practices can transform your document data and workflow ecosystem
- Uncover how partnering with the right vendors can help businesses take advantage of data integrations with less risk

Explore in this brief how secure document productivity will continue to be a key business enabler in today's hybrid work environment.