

Knowledge Work Challenges

...AND HOW TO SOLVE THEM WITH AN AUTOMATION PLATFORM



For businesses that rely on knowledge workers, productivity and employee experience are critically important to growth and profitability. Although many companies have reaped the rewards of transforming other parts of their businesses, how knowledge workers handle information remains frustratingly manual.

Solving the knowledge work challenge helps you retain top talent, enables knowledge workers to be more productive, and can drive significant business outcomes.



THE MODERN KNOWLEDGE WORKER

Accountant, Consultant, Engineer, Architect, Advisor, Lawyer, Scientist...



CHALLENGE 1

FINDING THE RIGHT INFORMATION CREATES FRUSTRATION AND WASTES VALUABLE TIME

- Knowledge workers waste valuable time every day searching for information
- Multiple systems for document management complicate the process
- Saving documents involves decisions on filing, locations, and permissions

Automation is a benefit of M-Files – a very big one. The amount of manual work that users have managed to now bypass due to this has been fantastic. Our employees now spend their time doing better things.

Systems Developer, Professional Services
Source: Forrester

50%

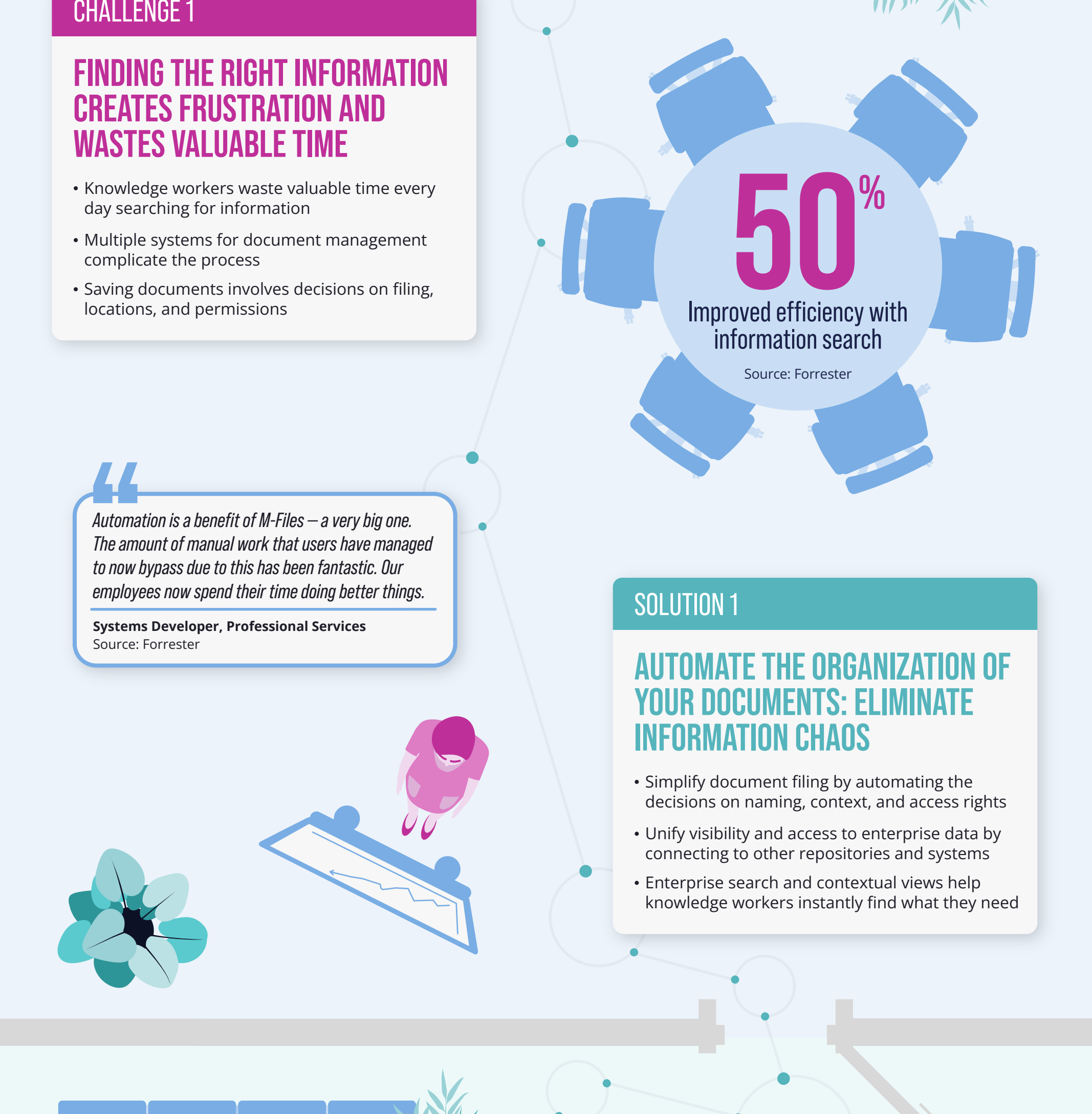
Improved efficiency with information search

Source: Forrester

SOLUTION 1

AUTOMATE THE ORGANIZATION OF YOUR DOCUMENTS: ELIMINATE INFORMATION CHAOS

- Simplify document filing by automating the decisions on naming, context, and access rights
- Unify visibility and access to enterprise data by connecting to other repositories and systems
- Enterprise search and contextual views help knowledge workers instantly find what they need



CHALLENGE 2

BUSINESS PERFORMANCE HINDERED BY SLOW AND ERROR PRONE MANUAL PROCESSES

- Processes from document creation to collaboration and approval are manual
- Re-inventing the wheel hampers performance as mistakes are made and opportunities are missed
- Interacting with customers and other external stakeholders is cumbersome

SOLUTION 2

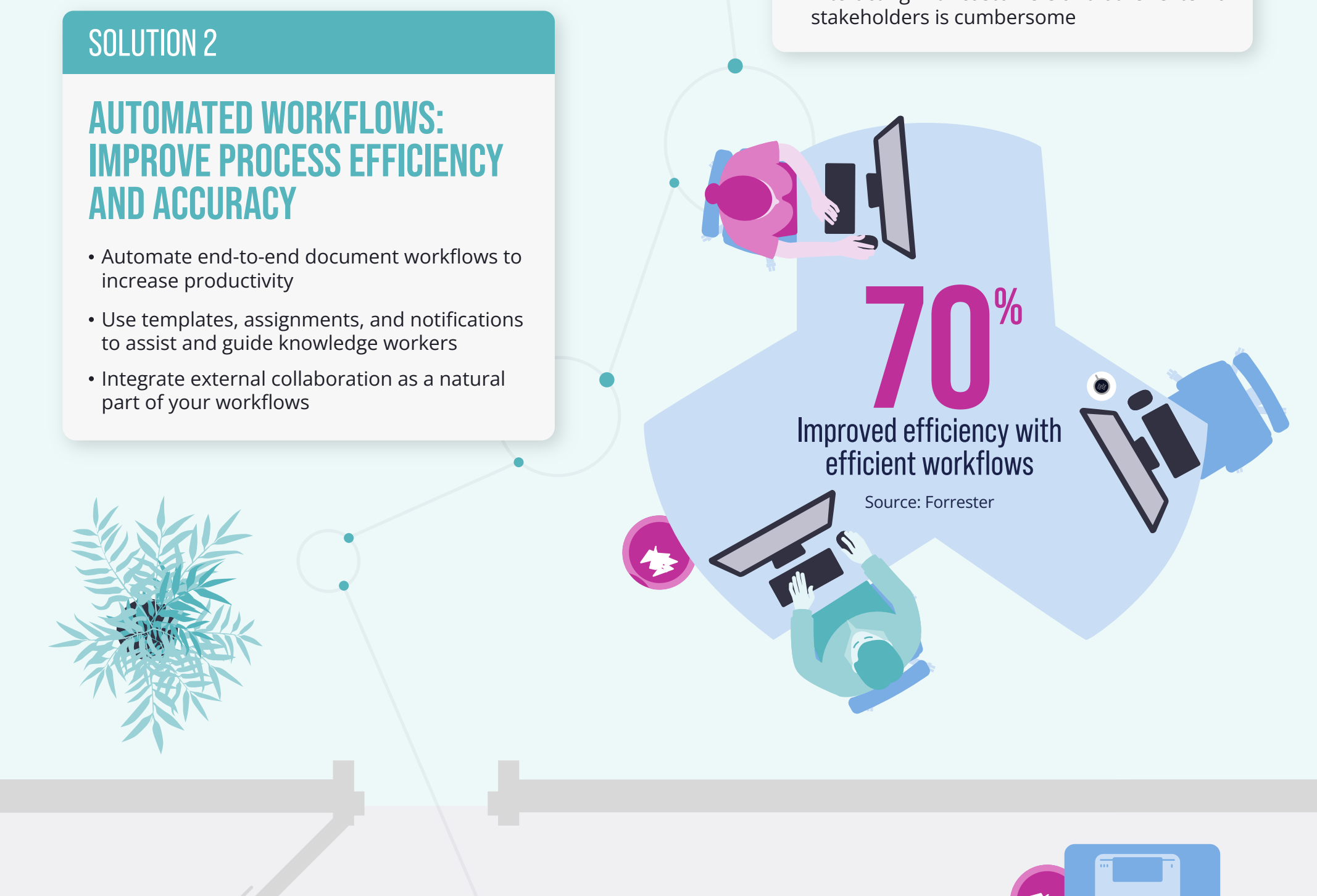
AUTOMATED WORKFLOWS: IMPROVE PROCESS EFFICIENCY AND ACCURACY

- Automate end-to-end document workflows to increase productivity
- Use templates, assignments, and notifications to assist and guide knowledge workers
- Integrate external collaboration as a natural part of your workflows

70%

Improved efficiency with efficient workflows

Source: Forrester



CHALLENGE 3

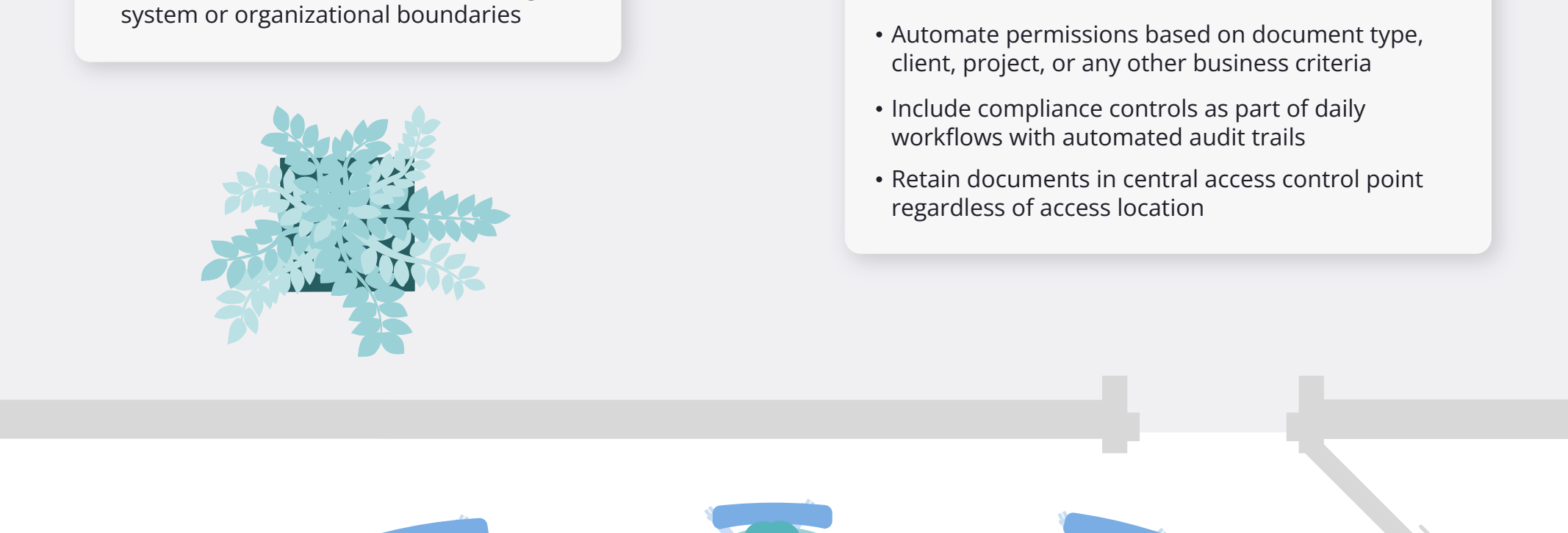
SECURITY AND COMPLIANCE MEASURES RELY TOO MUCH ON INDIVIDUALS

- Document access and sharing rules are applied manually by individuals
- Compliance controls are based on manually following procedures and checklists
- Audit trails break down when crossing system or organizational boundaries

SOLUTION 3

REDUCE BUSINESS RISK: AUTOMATE SECURITY AND COMPLIANCE

- Automate permissions based on document type, client, project, or any other business criteria
- Include compliance controls as part of daily workflows with automated audit trails
- Retain documents in central access control point regardless of access location

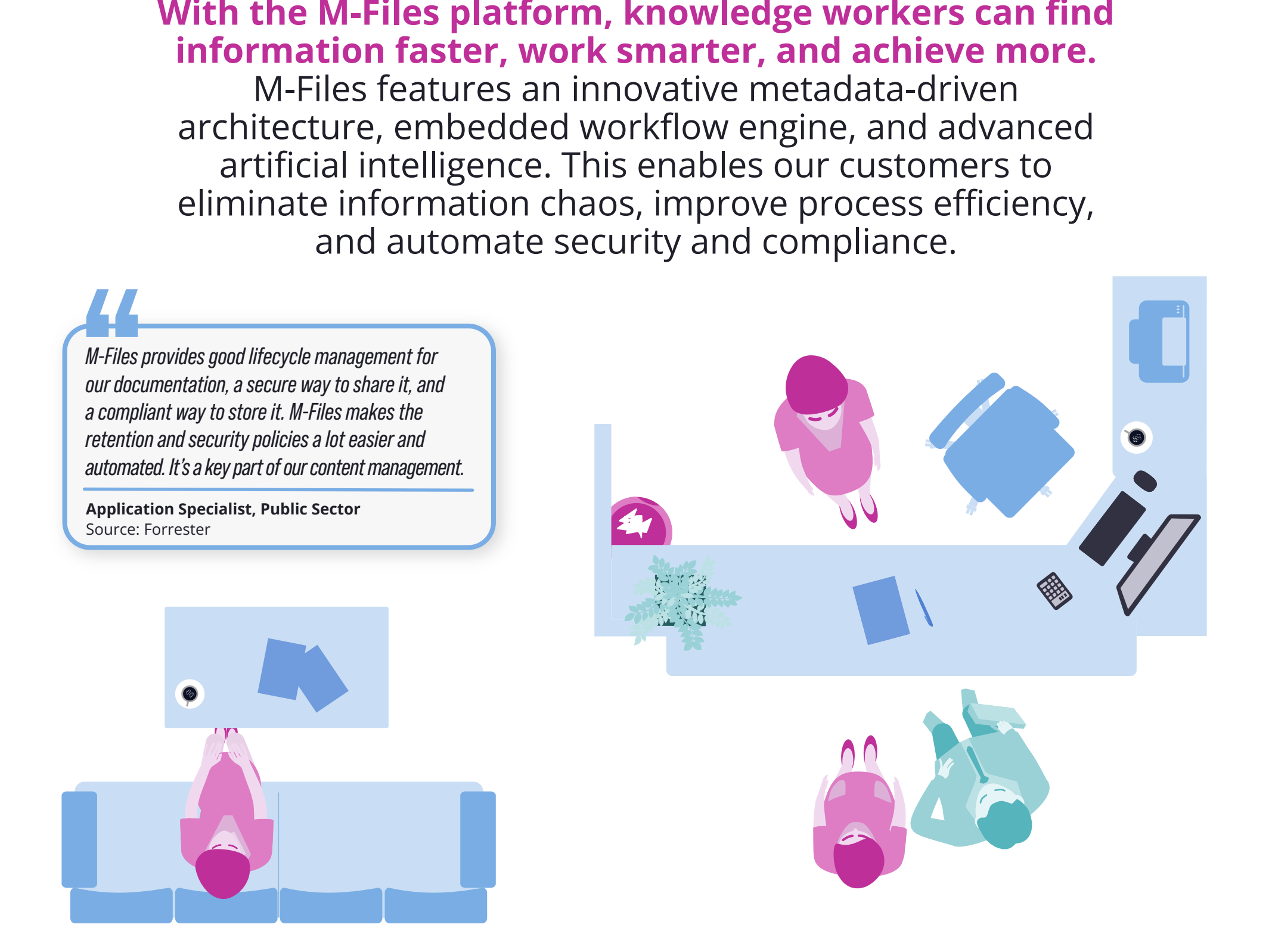


With the M-Files platform, knowledge workers can find information faster, work smarter, and achieve more.

M-Files features an innovative metadata-driven architecture, embedded workflow engine, and advanced artificial intelligence. This enables our customers to eliminate information chaos, improve process efficiency, and automate security and compliance.

M-Files provides good lifecycle management for our documentation, a secure way to share it, and a compliant way to store it. M-Files makes the retention and security policies a lot easier and automated. It's a key part of our content management.

Application Specialist, Public Sector
Source: Forrester



SCHEDULE A DEMO

to learn how M-Files can help you automate your knowledge work!

Sources

The Total Economic Impact™ of M-Files, a commissioned study conducted by Forrester Consulting on behalf of M-Files in August 2023