

MAKING KNOWLEDGE WORK.™

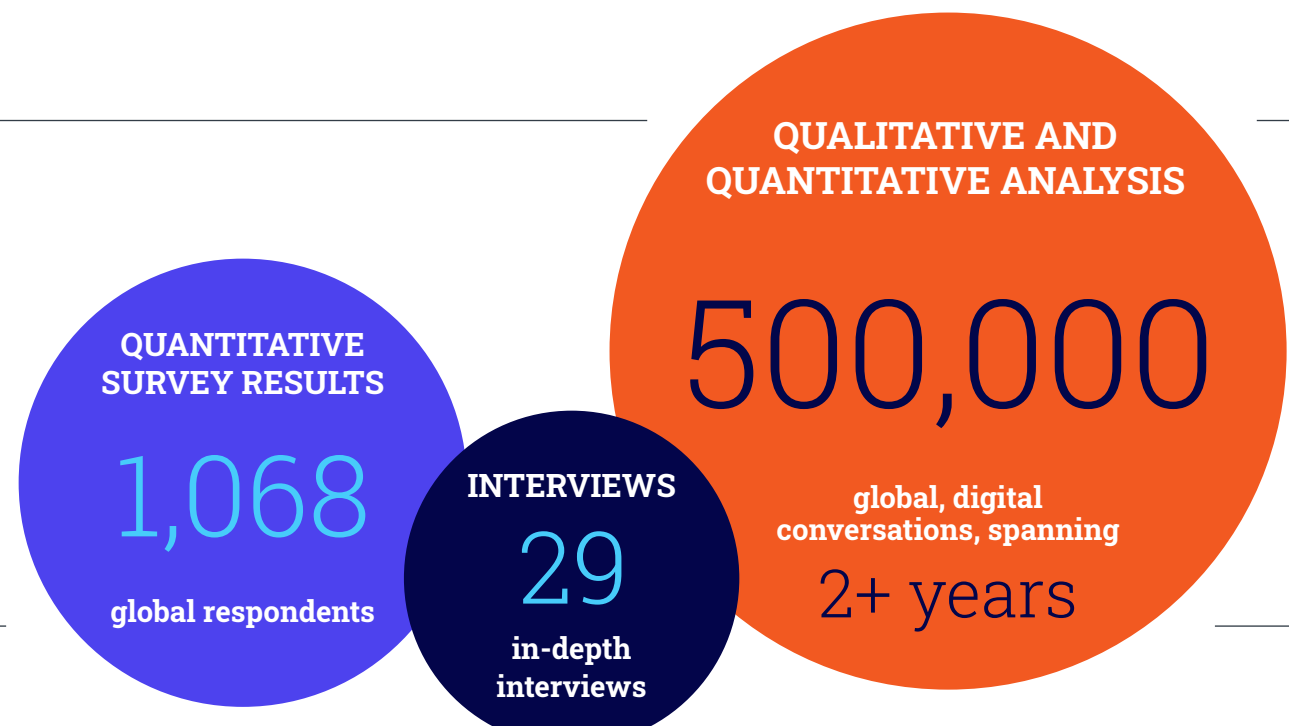
FIND YOUR EDGE



Knowledge is the beating heart of all organizations, and in increasingly competitive marketplaces it gives businesses the edge. Knowledge work holds the key to unlocking this opportunity. iManage partnered with Metia Group to understand the current state of knowledge work, with some insightful results.

About the research

iManage partnered with Metia Group to conduct a largescale data analysis of knowledge workers' views, goals, aspirations, challenges, and frustrations.

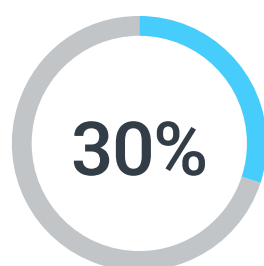


68% of survey respondents described **the information contained in digital documents and files** as the **most important thing to their business** and yet in many organizations knowledge work is neglected and sometimes ignored.

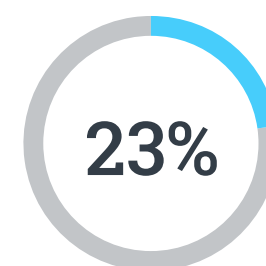
Research highlights 3 shifts in knowledge work

Shift 1

The knowledge imperative



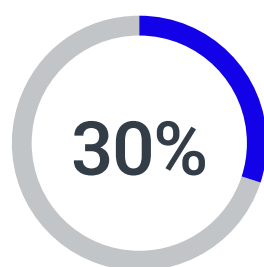
30% of respondents stated their company is underinvesting or not investing at all in knowledge work technology.



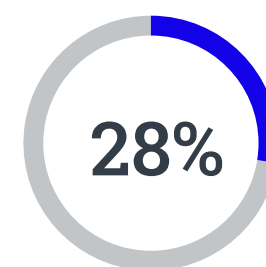
23% of respondents said that their organization is ahead of the curve in terms of digital capabilities supporting knowledge work.

Shift 2

The information overwhelm



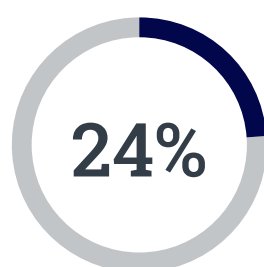
30% of respondents said that documents reach their organization via five or more channels.



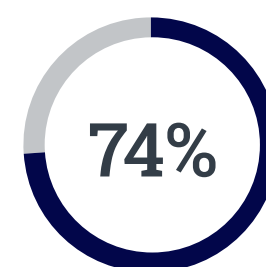
28% of survey respondents said that most or all of their documents are scattered and siloed across multiple systems.

Shift 3

Ways of working



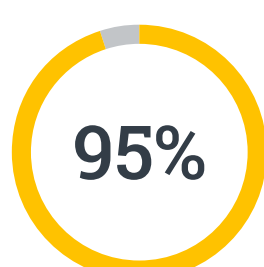
24% say the decrease in face-to-face interaction makes collaborative knowledge work even more critical in a post-COVID-19 world.



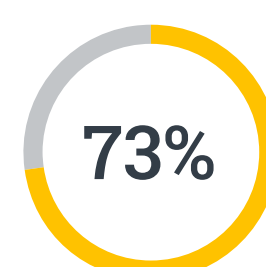
74% believe knowledge work will be even more important to business in a post-COVID-19 world.

Every day until 2030, 10,000 baby boomers in the US will reach age 65 – a milestone that many associate with retirement (Source: [Census.gov, 2019](https://www.census.gov/2019)). Each retiring boomer will take with them 30–40 years of professional expertise and institutional knowledge.

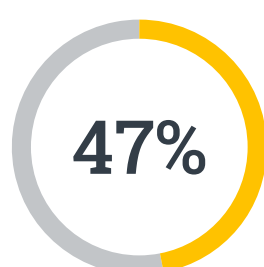
The knowledge work opportunity



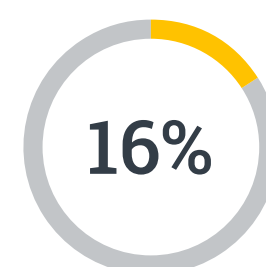
95% of respondents said they somewhat or completely agree that optimizing the resources, processes, and tools they use to support knowledge work will be key to helping their organization reach its goals.



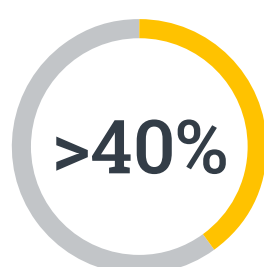
73% of our survey respondents believe knowledge work is key to business success.



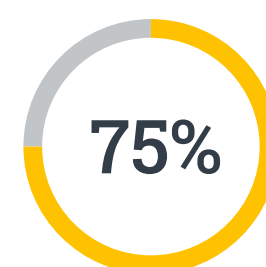
47% of survey respondents said that one of their organization's top goals is to improve employee productivity and collaboration.



16% of survey respondents identified the need to train existing employees in required skills as the top priority for optimizing knowledge work.



>40% of respondents said that their department uses Document Automation Technologies when working with extremely or very important digital documents or files.



75% of business leaders in surveyed organizations said that creating and preserving knowledge across evolving workforces is important to their success over the next 12 to 18 months. (Source: [Deloitte 2020](https://www.deloitte.com))

We're committed to helping you and your business make knowledge work in four core ways:



Create

Find and create value inside your organization and activate your expertise



Collaborate

Connect and share safely anywhere and eliminate friction to make faster, better decisions



Protect

Manage and protect the IP under your care by embedding governance security into your workflows



Innovate

Innovate with confidence in our ecosystem of partners and integrations

ABOUT iMANAGE: iManage is the company dedicated to Making Knowledge Work.™ Its intelligent, cloud-enabled, secure knowledge work platform enables organizations to uncover and activate the knowledge that exists inside their business content and communications. Advanced Artificial Intelligence and powerful document and email management create connections across data, systems, and people while leveraging the context of organizational content to fuel deep insights, informed business decisions, and collaboration. Underpinned by best-of-breed security and sophisticated workflows and governance approaches, iManage has earned its place as the industry standard by continually innovating to solve complex professional challenges and enabling better business outcomes for over one million professionals across 65+ countries.

