

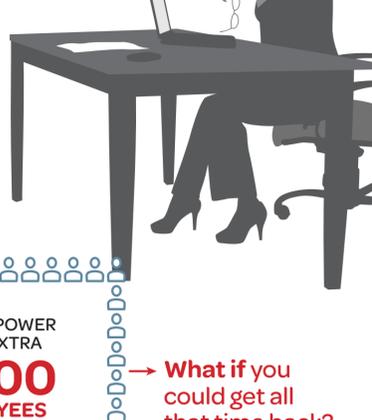
Today's State of Work: The Productivity Drain

We asked nearly 1,000 managers at companies in the US and UK with at least 500 employees to tell us how they spend their time at work.

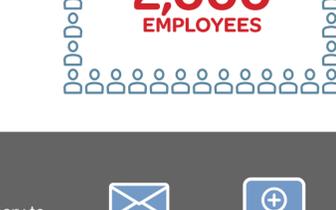
WASTED TIME

Managers spend almost as much time on admin work as they do on their jobs.

Average time that managers spend per week on admin work



If you have 5,000 people, that's the equivalent of:



→ What if you could get all that time back?

WHAT IS ADMIN WORK?

Repetitive activities that are necessary to business operations but not core to the job function. For example:

- Emailing updates
- Requesting support services
- Filling out forms
- Updating spreadsheets

THE CAUSES OF WASTED TIME

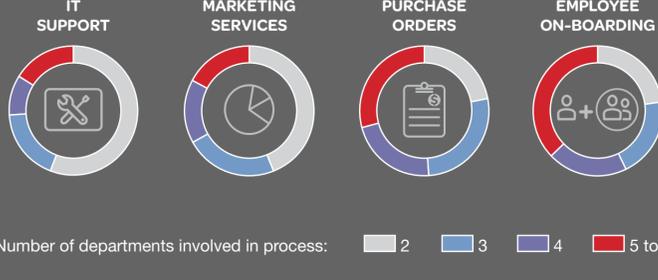
Three reasons why admin work takes so much time



REASON 1

1 Work processes are complex.

MOST WORK PROCESSES INVOLVE MULTIPLE DEPARTMENTS



DID YOU KNOW?



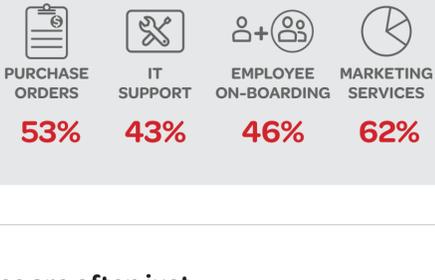
REASON 2

2 Work processes still use outdated and inefficient technologies.



More than 8 in 10 organizations—including even the largest companies—use emails, spreadsheets, phone calls, and personal visits to perform work processes.

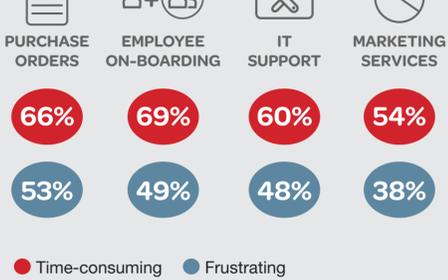
Email is the top method used in work processes



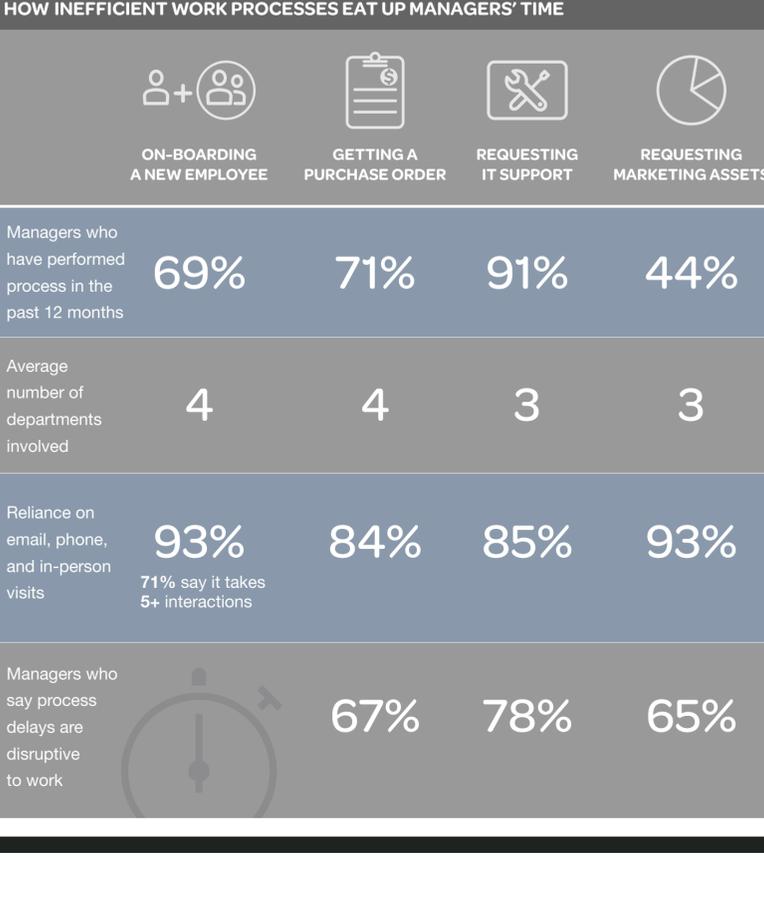
REASON 3

3 Routine work processes are often just plain inefficient—and exasperating.

Most managers describe work processes as time-consuming, and about half say they are frustrating.



HOW INEFFICIENT WORK PROCESSES EAT UP MANAGERS' TIME



THE IMPACT OF INEFFICIENT WORK PROCESSES

Time spent on admin work means lower productivity, more mistakes, and less strategic thinking.

Inefficient work processes slow everyone down.



9 OUT OF 10 managers say their productivity depends on how efficiently other departments deliver services.



Email and spreadsheets can kill productivity.



44% of managers agree that using email and spreadsheets for managing work reduces productivity at their companies.

Admin work can crowd out strategic initiatives.



49% of managers say administrative tasks leave less time for strategic initiatives.



THE SOLUTION

Managers strongly support consumerization.

76% want to order work services online, like they do on consumer websites.

86% say automating work processes would make them more productive.



Approximately 1 IN 10 companies is already using online apps that automatically route the request to the right approvers and departments.

IT support requests and purchase requests are 2X more likely to use online apps than marketing asset requests and employee on-boarding.

