

ALL Associates Group

10 Major Barriers

Removing the 10 Major Barriers

Even though simple business improvements or even transformational change may sometimes appear daunting or complex—our evidence and experience shows that removing the blockages or barriers is the best prescription to ensure success. It also simplifies real change.

Working with many major companies, ALL Associates has identified ten major barriers that the ‘best of breed’ companies initially identified and then removed.

1. No accountability

There is no clear accountability for the entire document system; many decisions are taken too low in the organization and there is an element of fear still present in organizational hierarchies.

2. Fragmentation and Dysfunction

Fragmented budget holders across fragmented technologies, resources and equipment have historically created isolated silos that sub optimize and cause dysfunction within the whole document system.

3. Turf Wars

As convergence has occurred in equipment (such as copiers, printing, fax and scanning) the departmental silos have spent more time on internal ‘turf wars’ than collaboration.

4. No Common Maps

Facilities Management, Information Technology, Procurement, Business Units and End Users have no common shared ‘map’ of the current or future document landscape resulting in resistance to change, ownership squabbles and more turf wars.

5. Price vs. Lost Value

Without an experienced systems view of the holistic document system, RFIs, RFPs and final decisions on output hardware continue to be made at the iceberg level – at the 10% to 15% visible cost level. Price is the primary motivator and the broader tangible business values are ignored through lack of knowledge.

6. Combative vs. Collaborative

Because of price vs. value relationships with multiple vendors and suppliers, few collaborative endeavors achieve extraordinary business value. The relationships remain combative, destroying the potential for true partnership value creation. In essence, the number of suppliers needs to be reduced...and partnerships increased.

7. No Shared Language

There is no common shared language. Document Management, Electronic Documents, Paper-based Documents, Document Content, Document Solutions, Knowledge Management, Managed Print Services, Total Cost of Ownership, Forms Management, Workflow Tools, Document Repositories and Indexing, Image Capture, Multifunction Devices, et al. They are too broad and generic and mean different ‘things’ to different people. Most are technology-based “promise everything” solutions but often under-deliver the value promised.

8. Office Document Crisis

The office document landscape is the most out of control area, paradoxically heightened by increased volumes and workload from the digitally connected environment. This is fueled by the converging world of printer-centric and copier-centric companies colliding in both a common market space and historically fragmented internal decision silos.

9. End User Crisis

End users, faced with growing workloads and new technologies, fail to leverage the promised benefits of

new systems and document input, output and management tools. Knowledge-workers fail to maximize the ultimate connection with information and knowledge that undermines 'people-centric' movement towards understanding and wisdom.

10. Environmental Crisis

Environmental efforts remain at best focused on 'after the event' recycling of paper and cartridges. Print avoidance, smarter technology advantage, internal communications and education, eco-friendly document design, etc. have the potential for 4X to 10X economic and environmental savings.

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strength in numbers

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