



## **Information Management Systems Survey**

[What types of information do your employees want to access as part of their daily tasks?](#)

[What type\(s\) of information does your enterprise search system allow employees to search?](#)

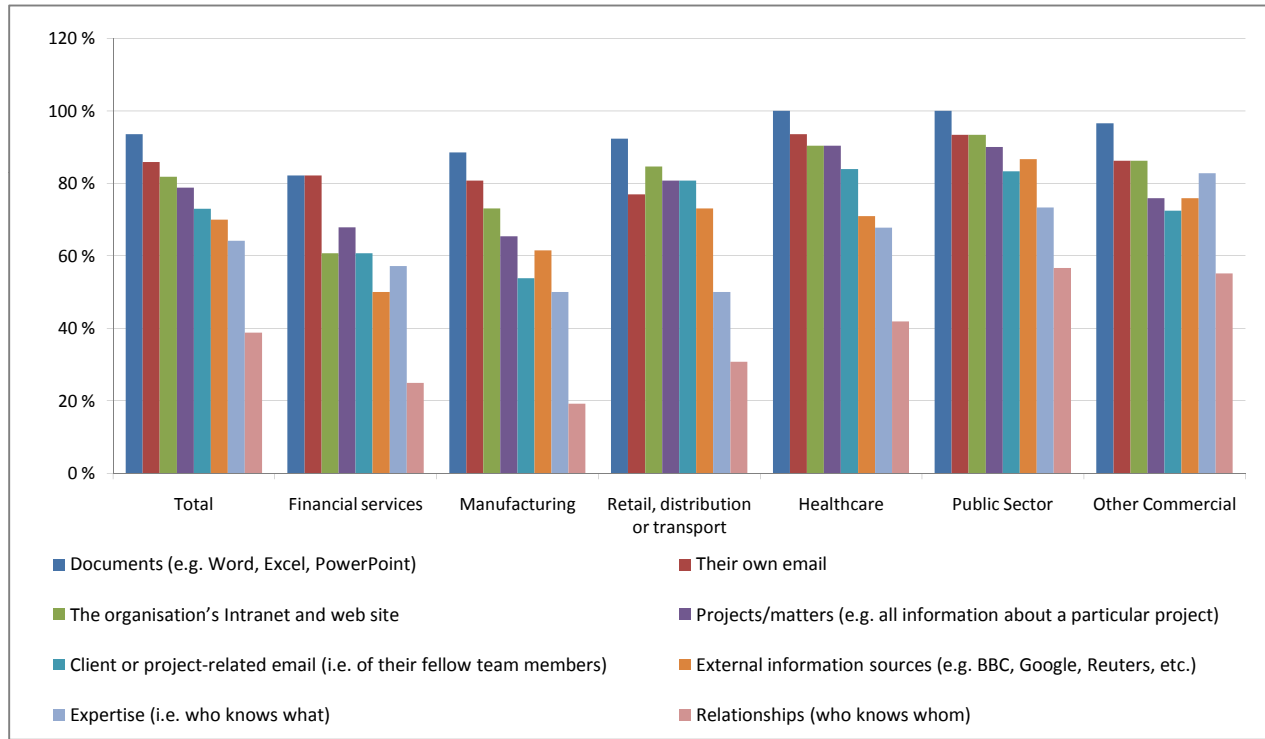
[On average, how much time do your employees spend each week looking for information they need \(including documents, email, people, expertise, client projects/matters, etc.\) without finding it?](#)

[What concerns do you believe might be preventing your organisation from providing access to the information users say they want?](#)



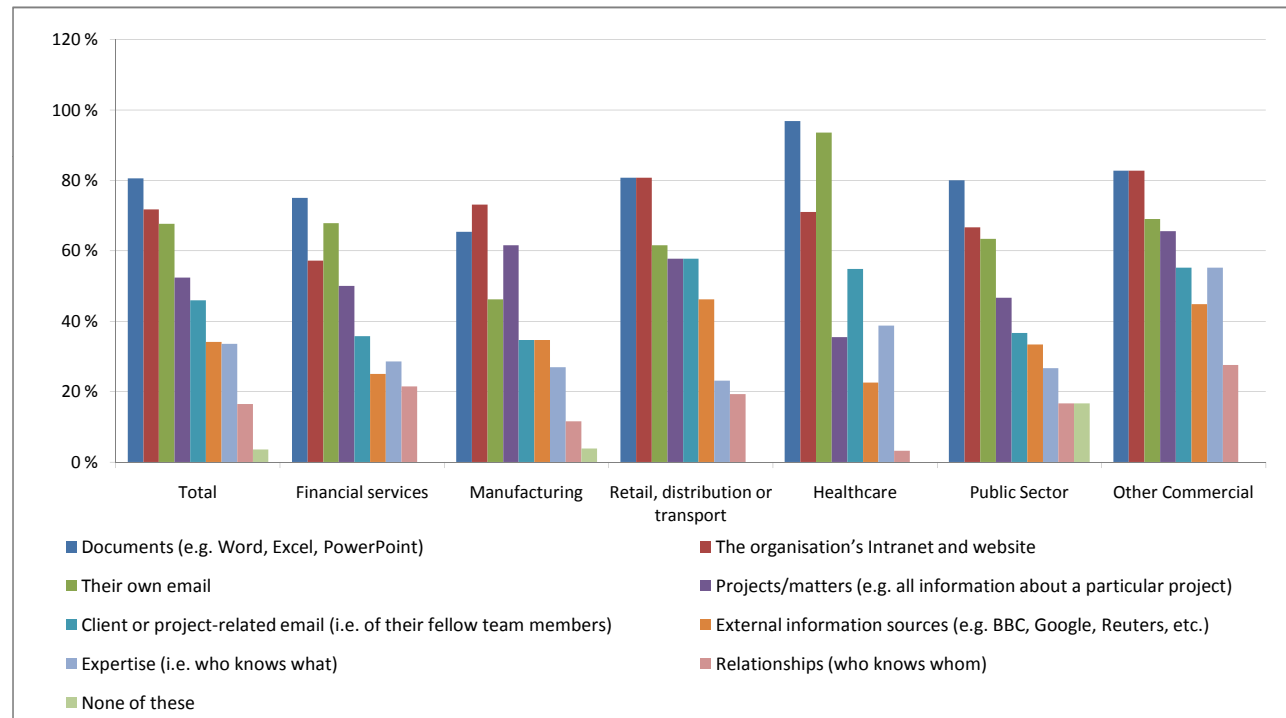
What types of information do your employees want to access as part of their daily tasks?

	Total	Financial services	Manufacturing	Retail, distribution or transport	Healthcare	Public Sector	Other Commercial
Documents (e.g. Word, Excel, PowerPoint)	94 %	82 %	88 %	92 %	100 %	100 %	97 %
Their own email	86 %	82 %	81 %	77 %	94 %	93 %	86 %
The organisation's Intranet and web site	82 %	61 %	73 %	85 %	90 %	93 %	86 %
Projects/matters (e.g. all information about a particular project)	79 %	68 %	65 %	81 %	90 %	90 %	76 %
Client or project-related email (i.e. of their fellow team members)	73 %	61 %	54 %	81 %	84 %	83 %	72 %
External information sources (e.g. BBC, Google, Reuters, etc.)	70 %	50 %	62 %	73 %	71 %	87 %	76 %
Expertise (i.e. who knows what)	64 %	57 %	50 %	50 %	68 %	73 %	83 %
Relationships (who knows whom)	39 %	25 %	19 %	31 %	42 %	57 %	55 %
<b>Base</b>	<b>170</b>	<b>30</b>	<b>25</b>	<b>25</b>	<b>30</b>	<b>30</b>	<b>30</b>



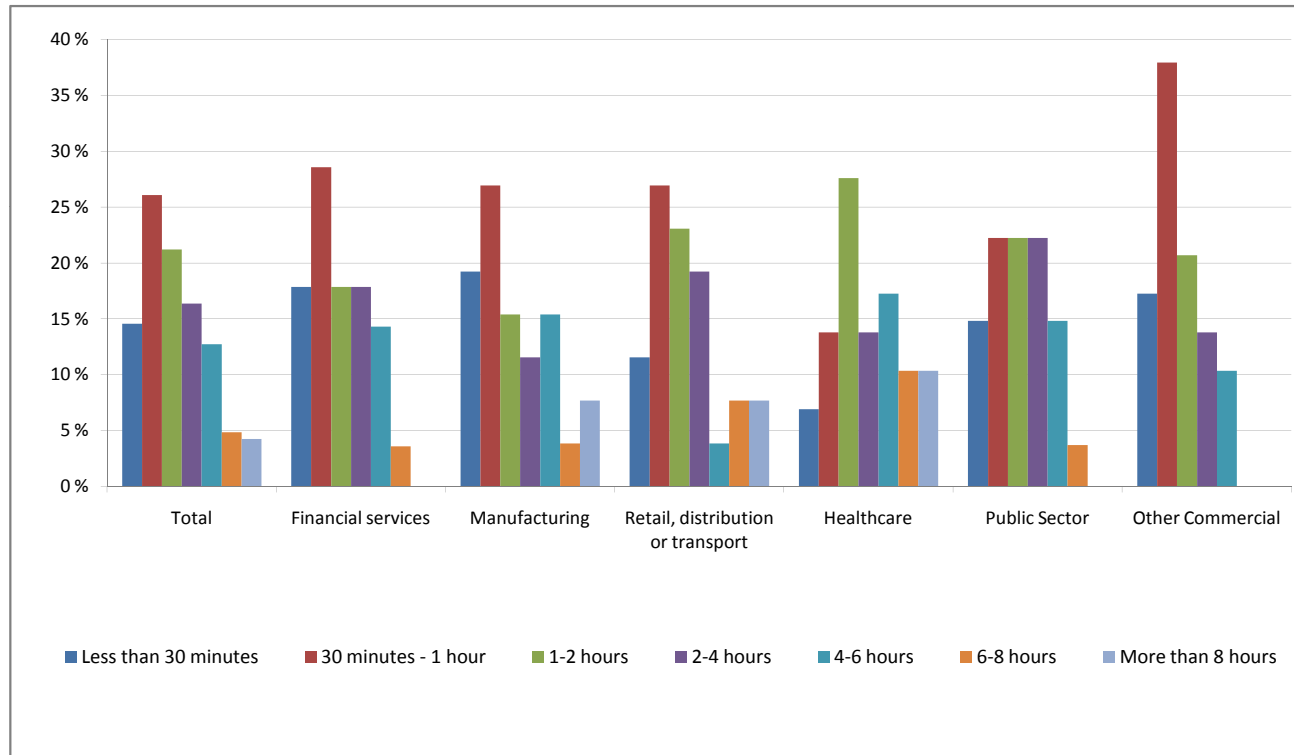
What type(s) of information does your enterprise search system allow employees to search?

	Total	Financial services	Manufacturing	Retail, distribution or transport	Healthcare	Public Sector	Other Commercial
Documents (e.g. Word, Excel, PowerPoint)	81 %	75 %	65 %	81 %	97 %	80 %	83 %
The organisation's Intranet and website	72 %	57 %	73 %	81 %	71 %	67 %	83 %
Their own email	68 %	68 %	46 %	62 %	94 %	63 %	69 %
Projects/matters (e.g. all information about a particular project)	52 %	50 %	62 %	58 %	35 %	47 %	66 %
Client or project-related email (i.e. of their fellow team members)	46 %	36 %	35 %	58 %	55 %	37 %	55 %
External information sources (e.g. BBC, Google, Reuters, etc.)	34 %	25 %	35 %	46 %	23 %	33 %	45 %
Expertise (i.e. who knows what)	34 %	29 %	27 %	23 %	39 %	27 %	55 %
Relationships (who knows whom)	16 %	21 %	12 %	19 %	3 %	17 %	28 %
None of these	4 %	0 %	4 %	0 %	0 %	17 %	0 %



On average, how much time do your employees spend each week looking for information they need (including documents, email, people, expertise, client projects/matters, etc.) without finding it?

	Total	Financial services	Manufacturing	Retail, distribution or transport	Healthcare	Public Sector	Other Commercial
Less than 30 minutes	15 %	18 %	19 %	12 %	7 %	15 %	17 %
30 minutes - 1 hour	26 %	29 %	27 %	27 %	14 %	22 %	38 %
1-2 hours	21 %	18 %	15 %	23 %	28 %	22 %	21 %
2-4 hours	16 %	18 %	12 %	19 %	14 %	22 %	14 %
4-6 hours	13 %	14 %	15 %	4 %	17 %	15 %	10 %
6-8 hours	5 %	4 %	4 %	8 %	10 %	4 %	0 %
More than 8 hours	4 %	0 %	8 %	8 %	10 %	0 %	0 %



**What concerns do you believe might be preventing your organisation from providing access to the information users say they want?**

	Total	Financial services	Manufacturing	Retail, distribution or transport	Healthcare	Public Sector	Other Commercial
Security – unable to control who sees what information	70 %	57 %	58 %	65 %	94 %	73 %	69 %
Data privacy (e.g. with email)	57 %	43 %	50 %	58 %	74 %	60 %	55 %
Data not searchable (e.g. email not organised or indexed in any effective way, corrupted metadata, etc.)	50 %	36 %	46 %	35 %	58 %	70 %	52 %
Lack of features with current systems (e.g. no effective relationship or expertise location)	46 %	46 %	35 %	42 %	32 %	67 %	55 %
Lack of flexibility with current system – would require some/a lot of customisation	41 %	43 %	42 %	50 %	45 %	40 %	24 %
Too much manual work required to make data searchable or usable	35 %	25 %	19 %	35 %	42 %	57 %	28 %
No project-orientation of data	22 %	11 %	19 %	23 %	29 %	40 %	7 %

