

## ***Capture and Scanning in the Financial Services Industry***

*Key Findings from AIIM  
End User Survey conducted  
in February 2005*

*Survey excerpts for 101  
Banks and Insurance  
companies*



***Industry Watch***

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## ABOUT THE SURVEY SPONSOR

[AIIM—www.aiim.org](http://www.aiim.org)

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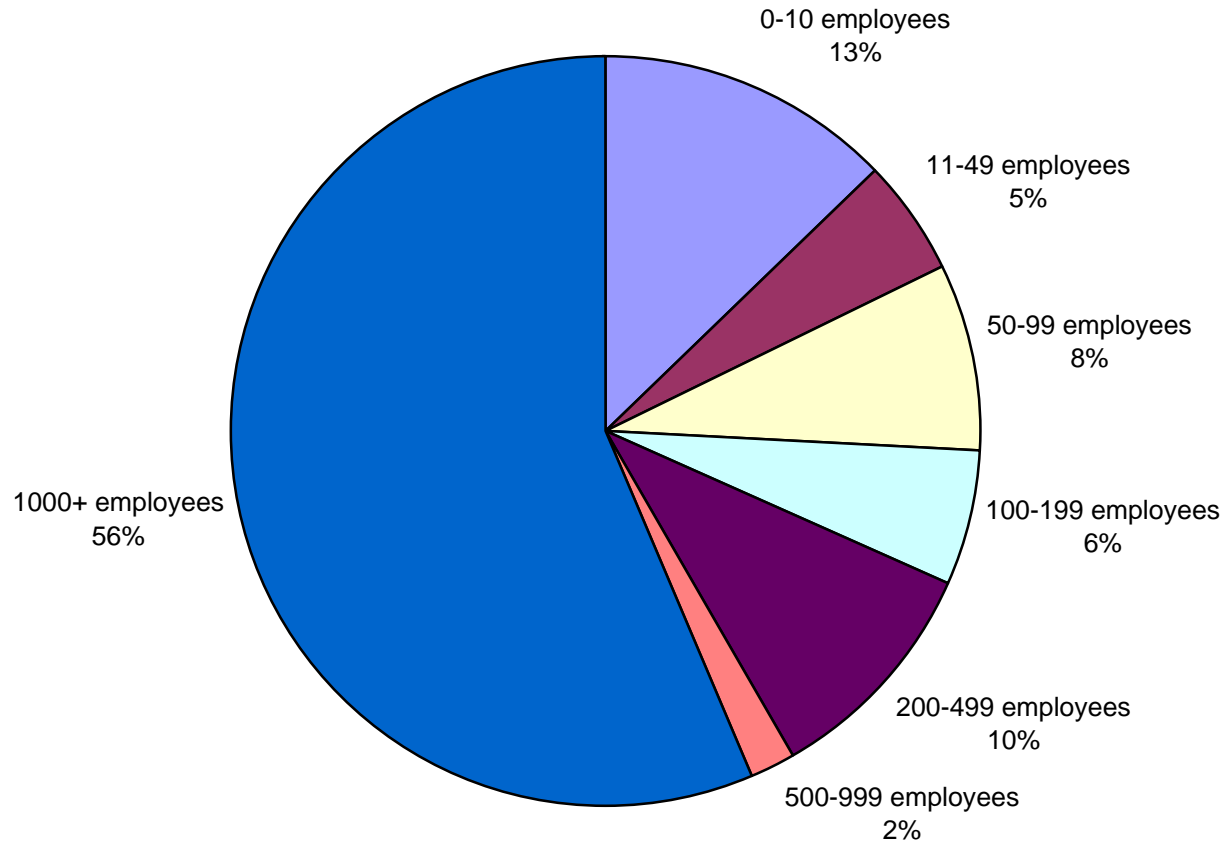
AIIM, the international authority on Enterprise Content Management (ECM), is leading the way to the understanding, adoption, and use of the technologies, tools, and methods associated with managing documents, content, and business processes. ECM tools and technologies provide solutions to help users with four key business drivers: continuity, collaboration, regulatory compliance, and reduced costs.

As a non-profit association for more than 60 years, AIIM provides industry news and information, educational events and career development, industry standards and advocacy, and professional networking. Complete information about AIIM is available on the Web at [www.aiim.org](http://www.aiim.org).

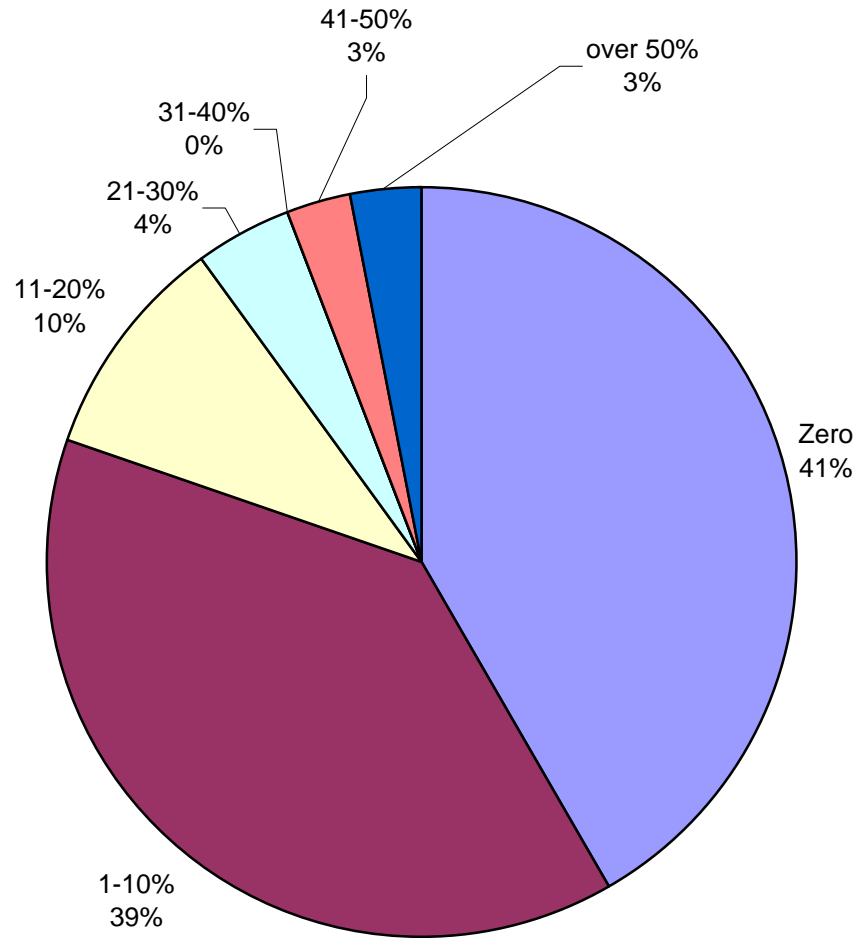
AIIM provides:

- **Market Education**—AIIM provides unbiased information through AIIM E-DOC Magazine and MiD (Managing Information and Documents), the leading industry magazines in, respectively, North America and the UK; its 20-city Content Management Solutions Seminar in the U.S. and Canada; the Document Management Road Show event held throughout the UK, and InfoIreland.
- **Professional Development**—The Web-based Fundamentals of ECM Certificate Program familiarizes users with the core concepts and technologies related to ECM. The AIIM Webinars round out user education on key issues. IM University is a multi-faceted program offered in Europe.
- **Peer Networking**—Through chapters, networking groups, programs, partnerships, and the Web, AIIM creates opportunities that allow, users, suppliers, consultants, and the channel to engage and connect with one another.
- **Industry Advocacy**—AIIM, as an ANSI (American National Standards Institute) accredited standards development organization, acts as the voice of the ECM industry in key standards organizations, with the media, and with government decision-makers.

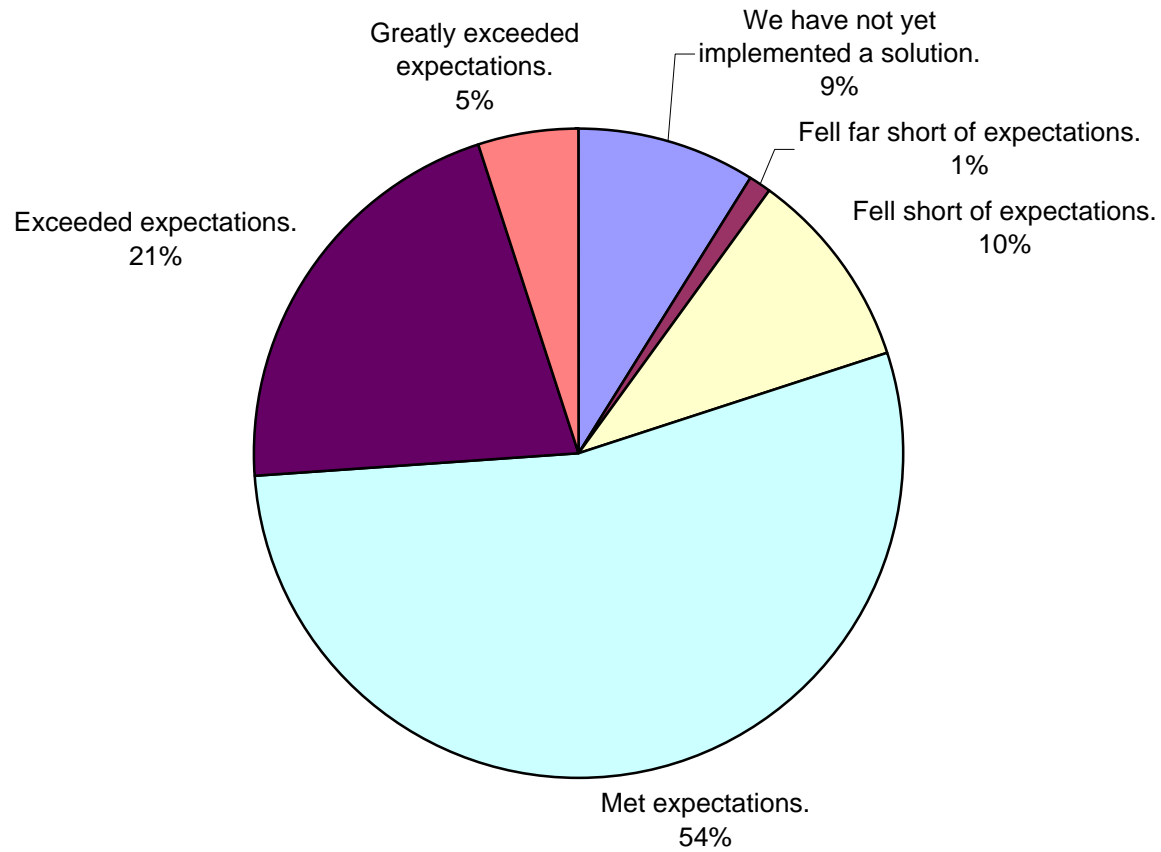
**Approximately how many employees are there in your ORGANIZATION as a whole?**



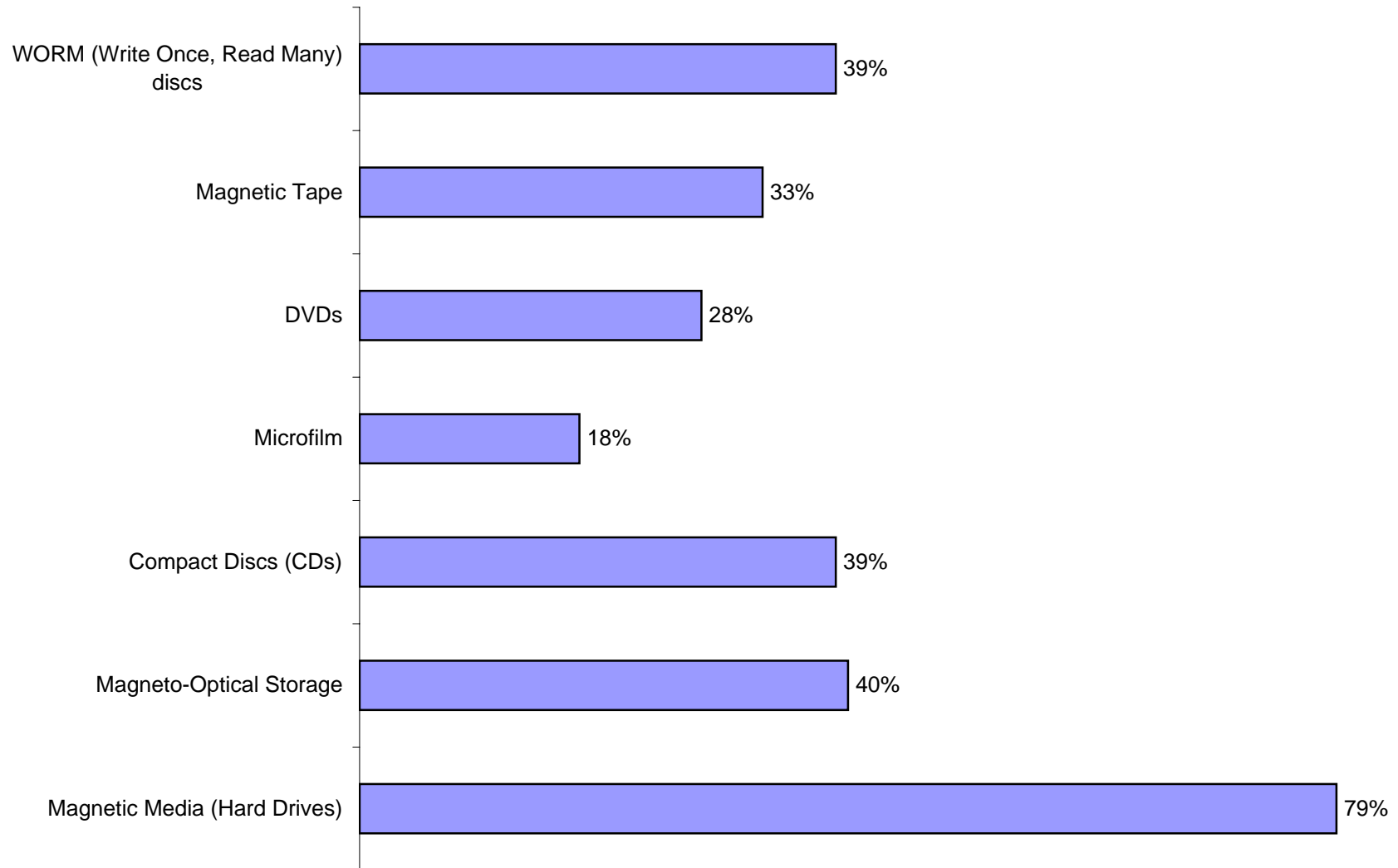
**Approximately what percentage of your scanning is in color?**



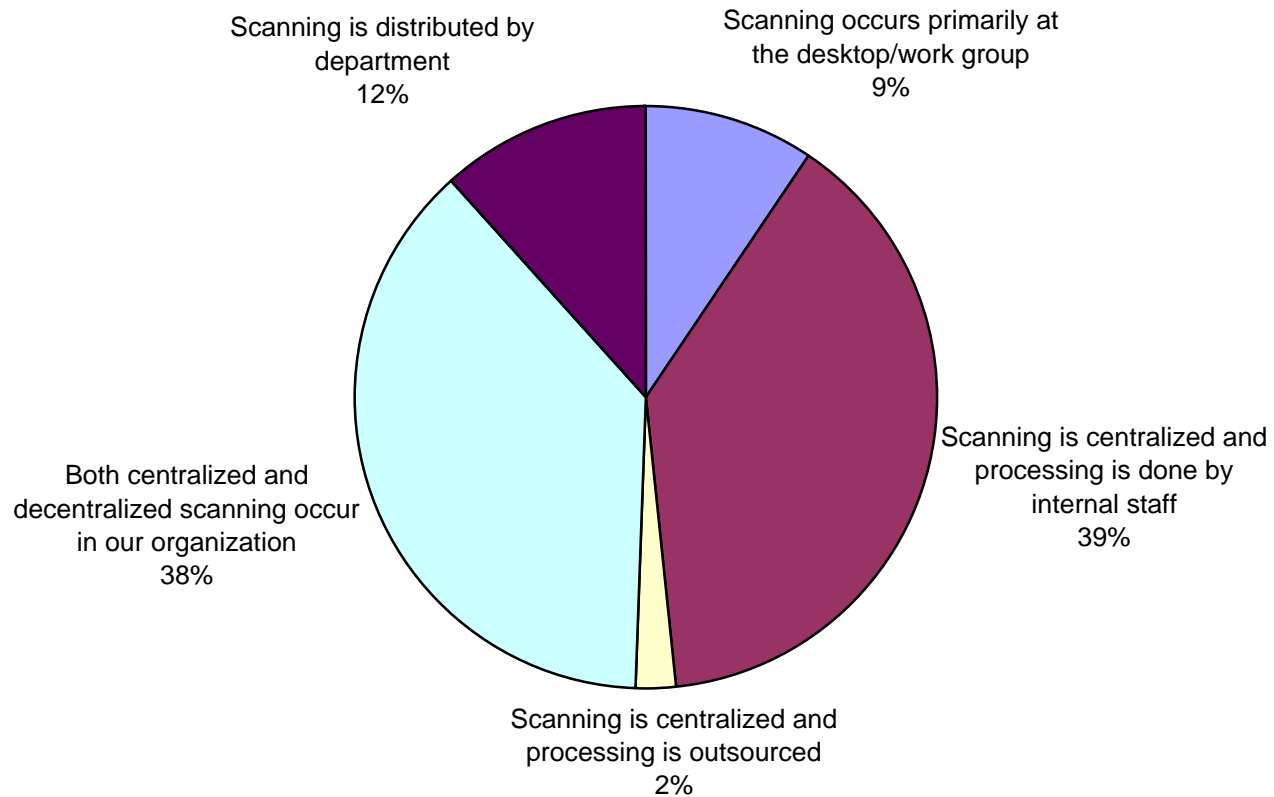
**Overall, summarize the Return on Investment (ROI) of your organization's scanning and capture implementation(s).**



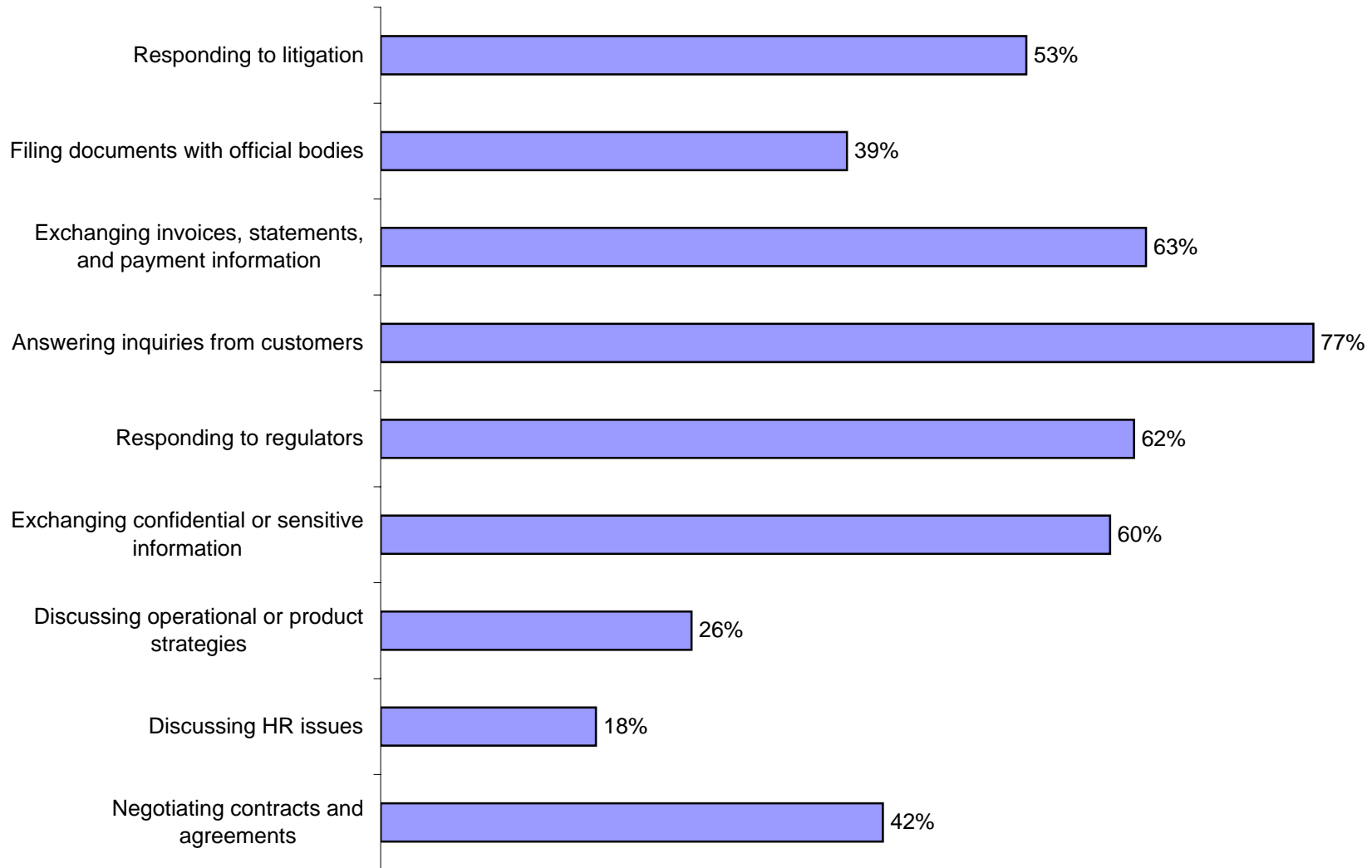
**Please note which of the following technologies are used in your organization for storage or preservation of scanned images. (Please check as many as apply.)**



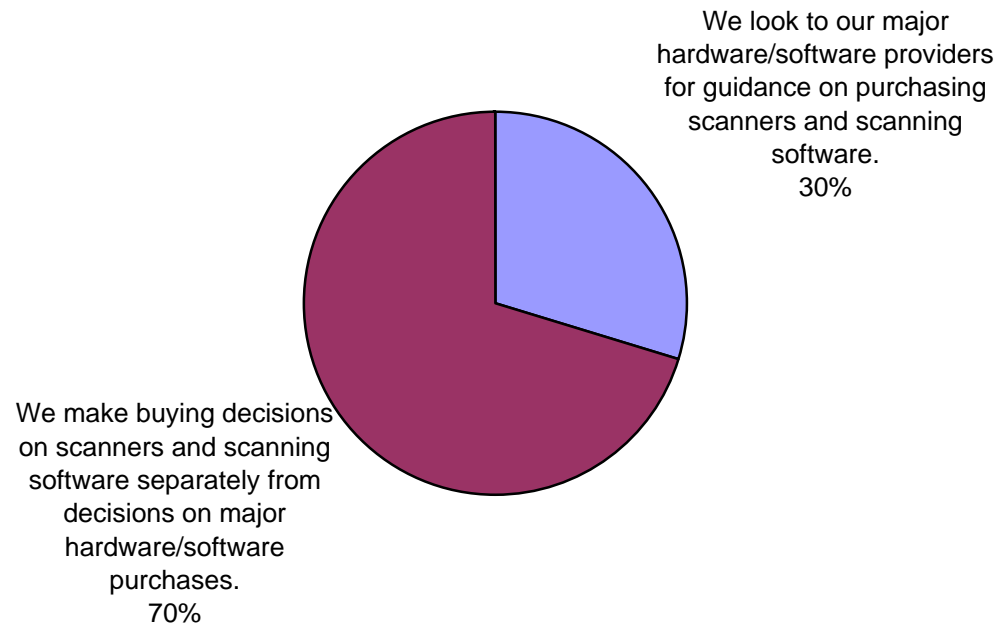
**If you were to describe the overall CURRENT scanning environment within your organization, which term would BEST fit? (Please select only one -- the best fit.)**



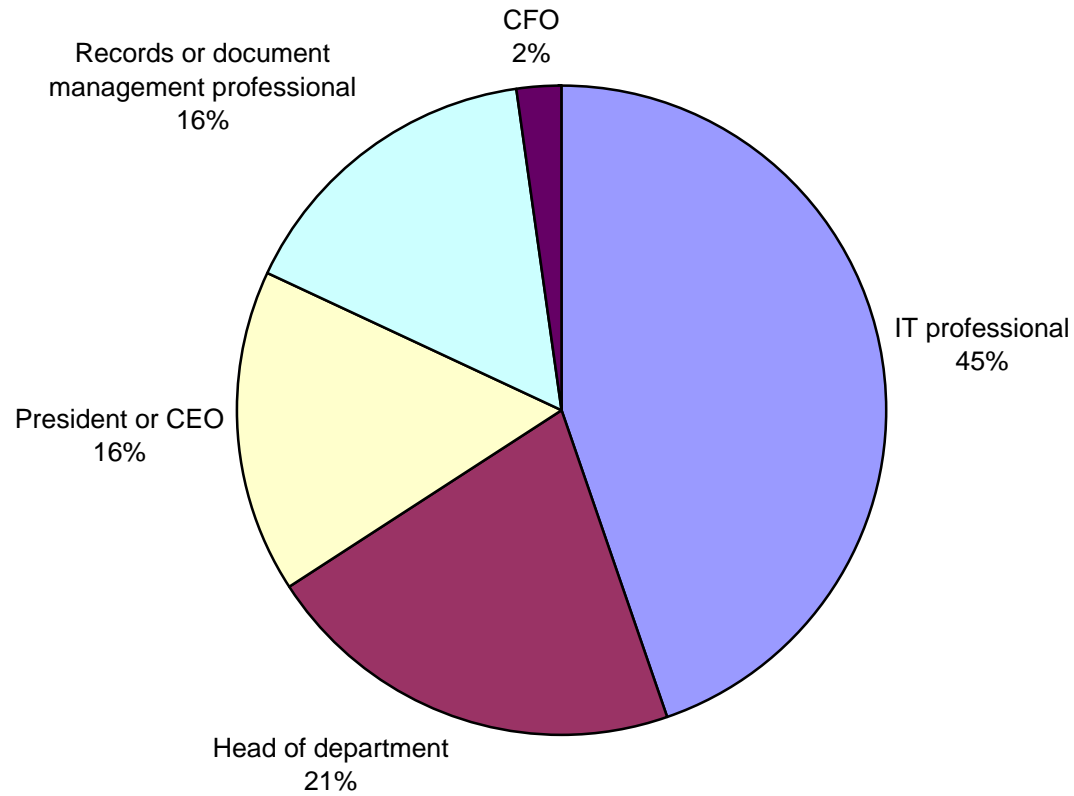
**Please indicate whether scanned documents or images are used in any of the following applications or processes within your organization:**



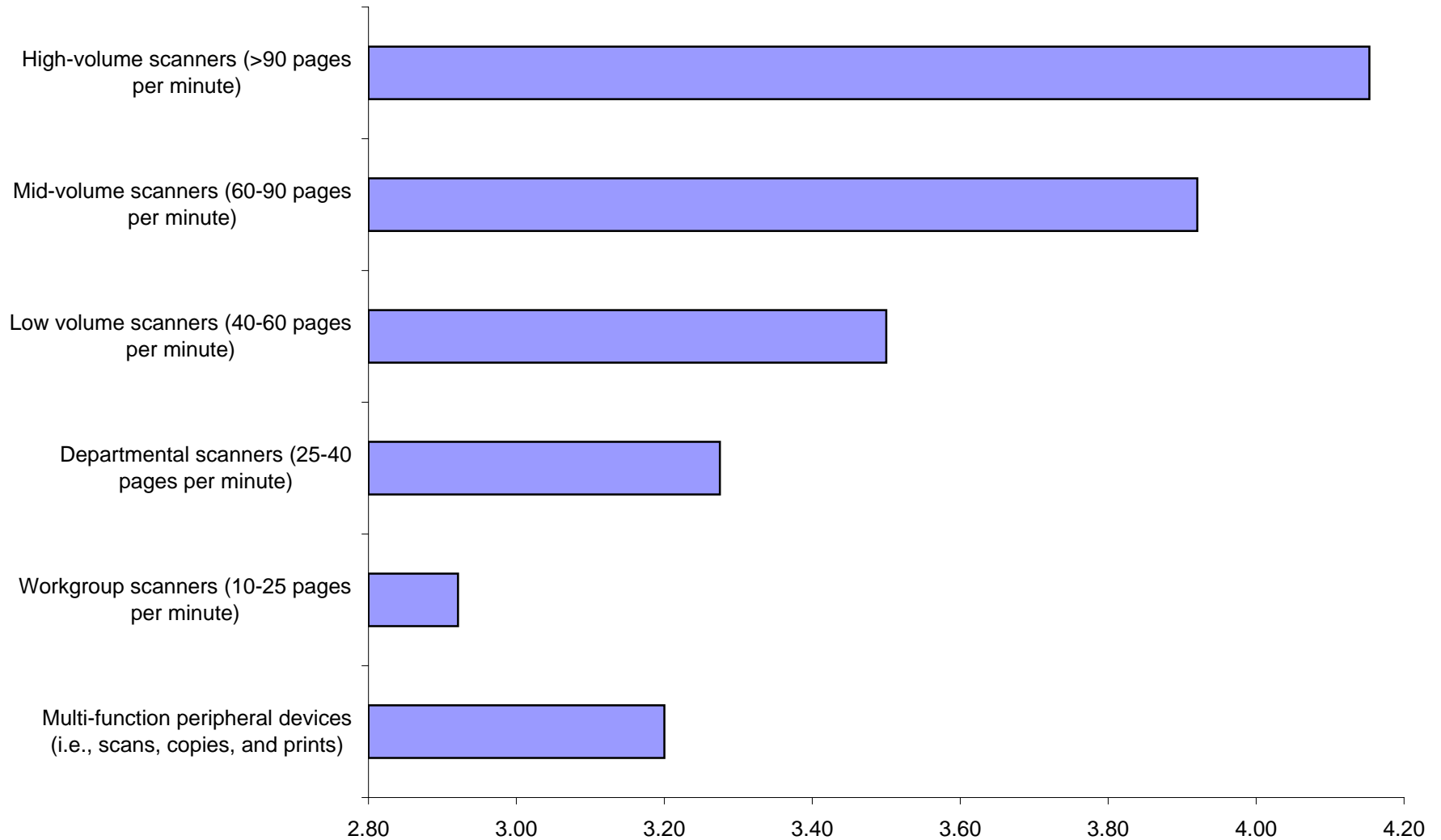
**Which statement BEST describes the way in which your organization makes decisions on scanning technologies?**



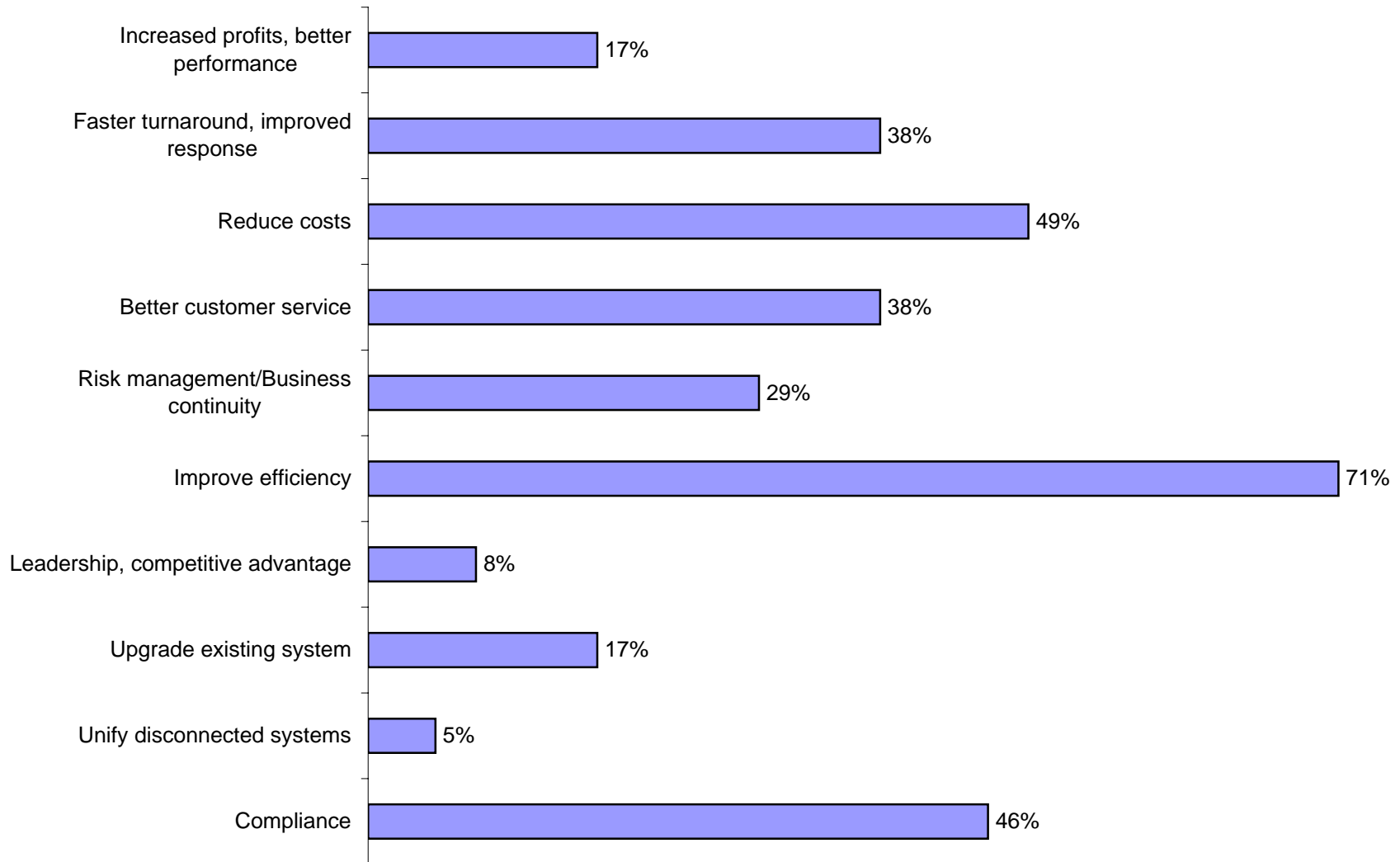
**Who has the major responsibility within your organization for making purchase decisions on scanning and capture technologies?**



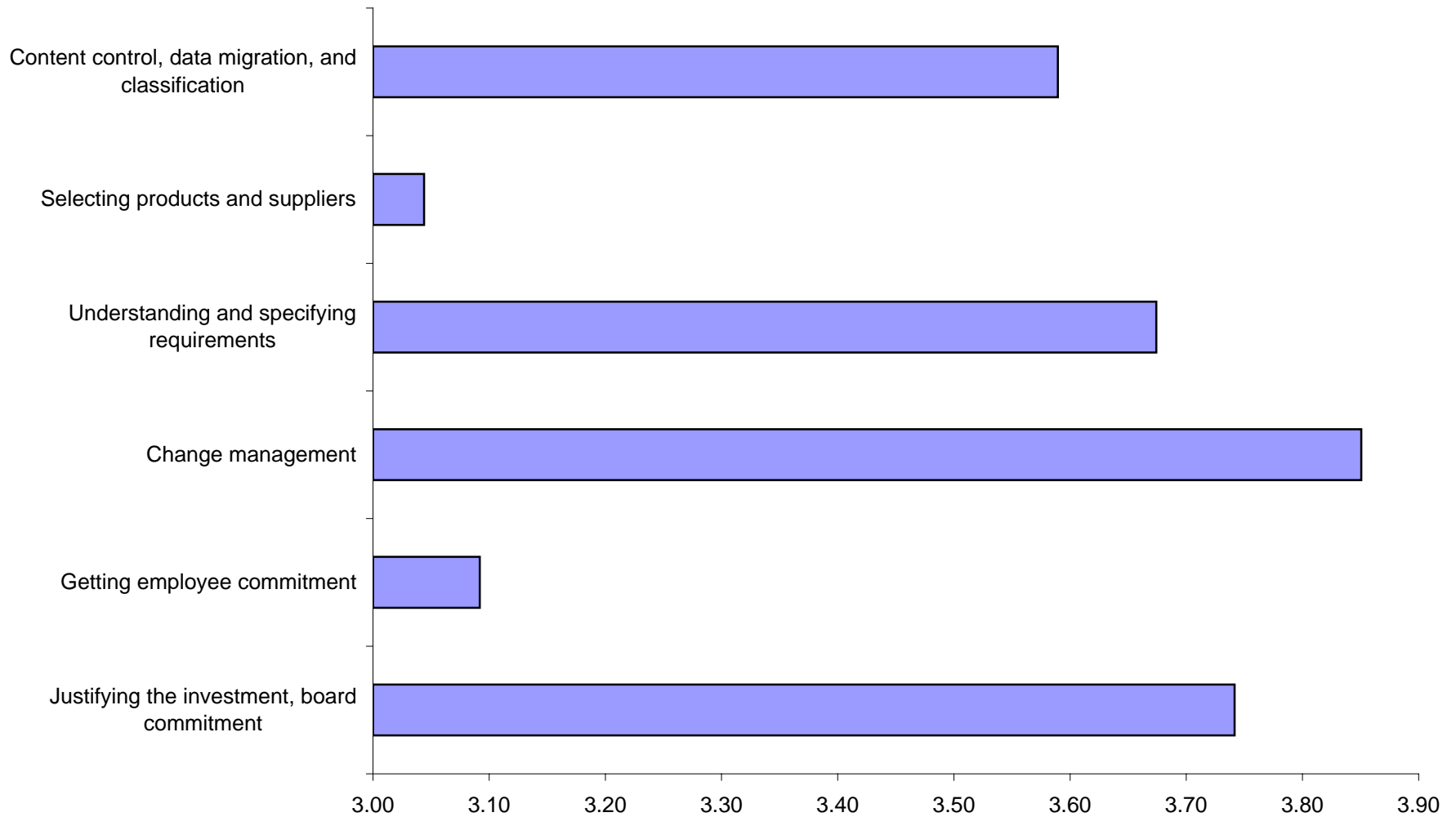
**Please rank the relative importance of the following types of scanning devices in your organization. (Weighted ranking, with higher rankings being more important.)**



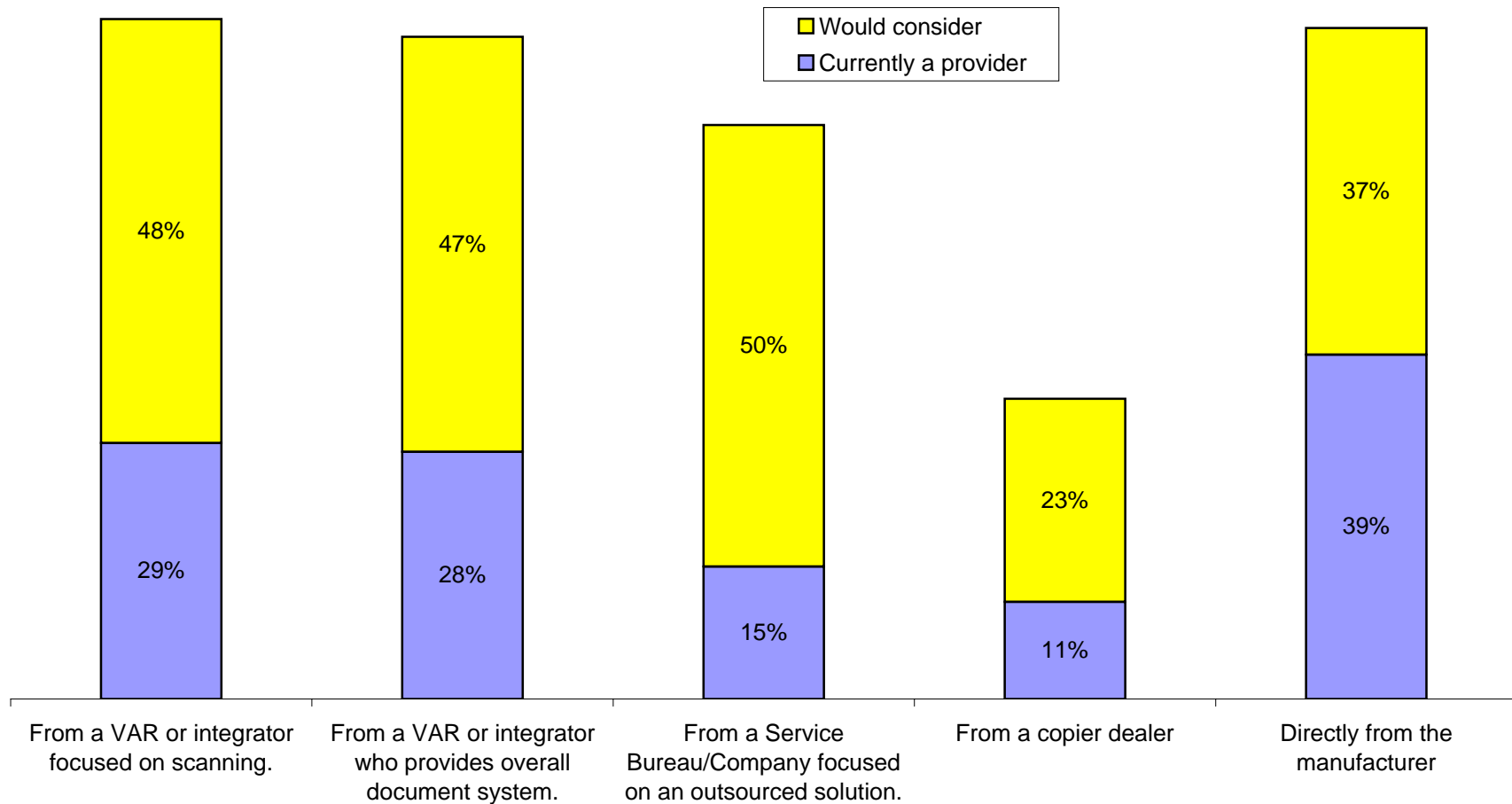
**What do you see as the top three business drivers for capture spending in 2005? (i.e., "what are you trying to accomplish?") (Please check only the THREE most important.)**



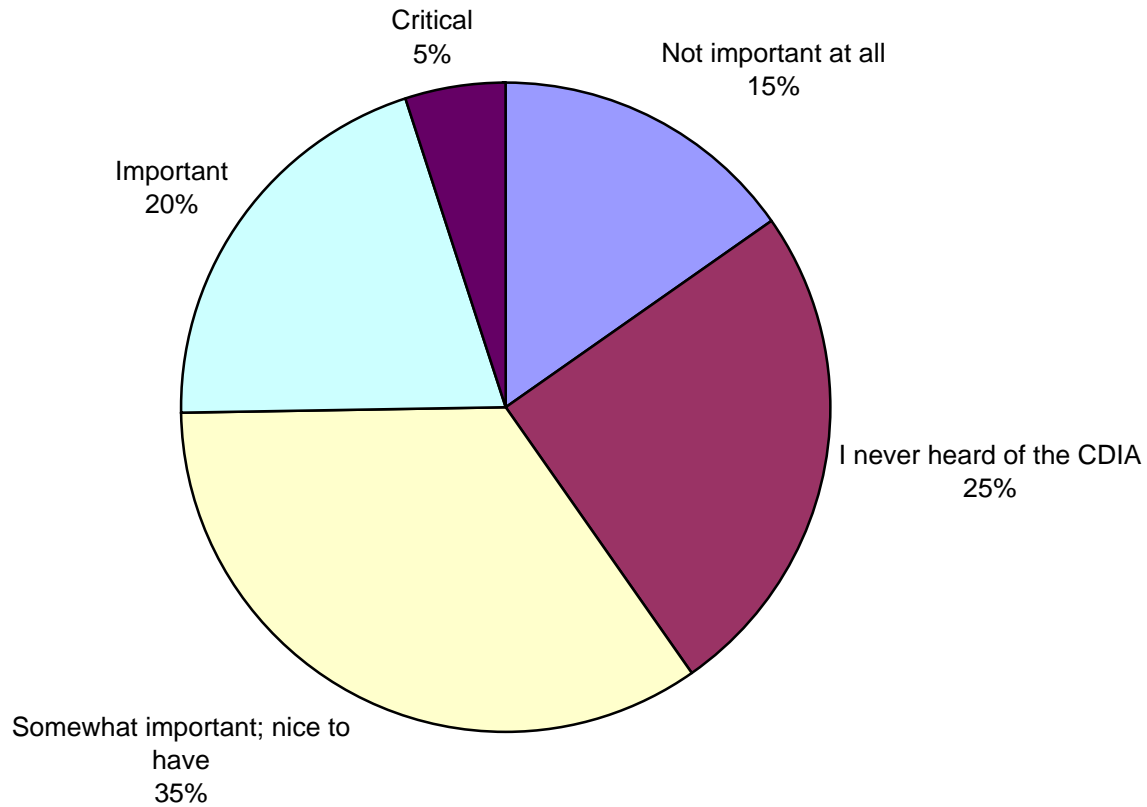
**Please rank the relative importance of the following OBSTACLES or CHALLENGES to implementing scanning and imaging in your organization. (Weighted ranking, with higher rankings being more important.)**



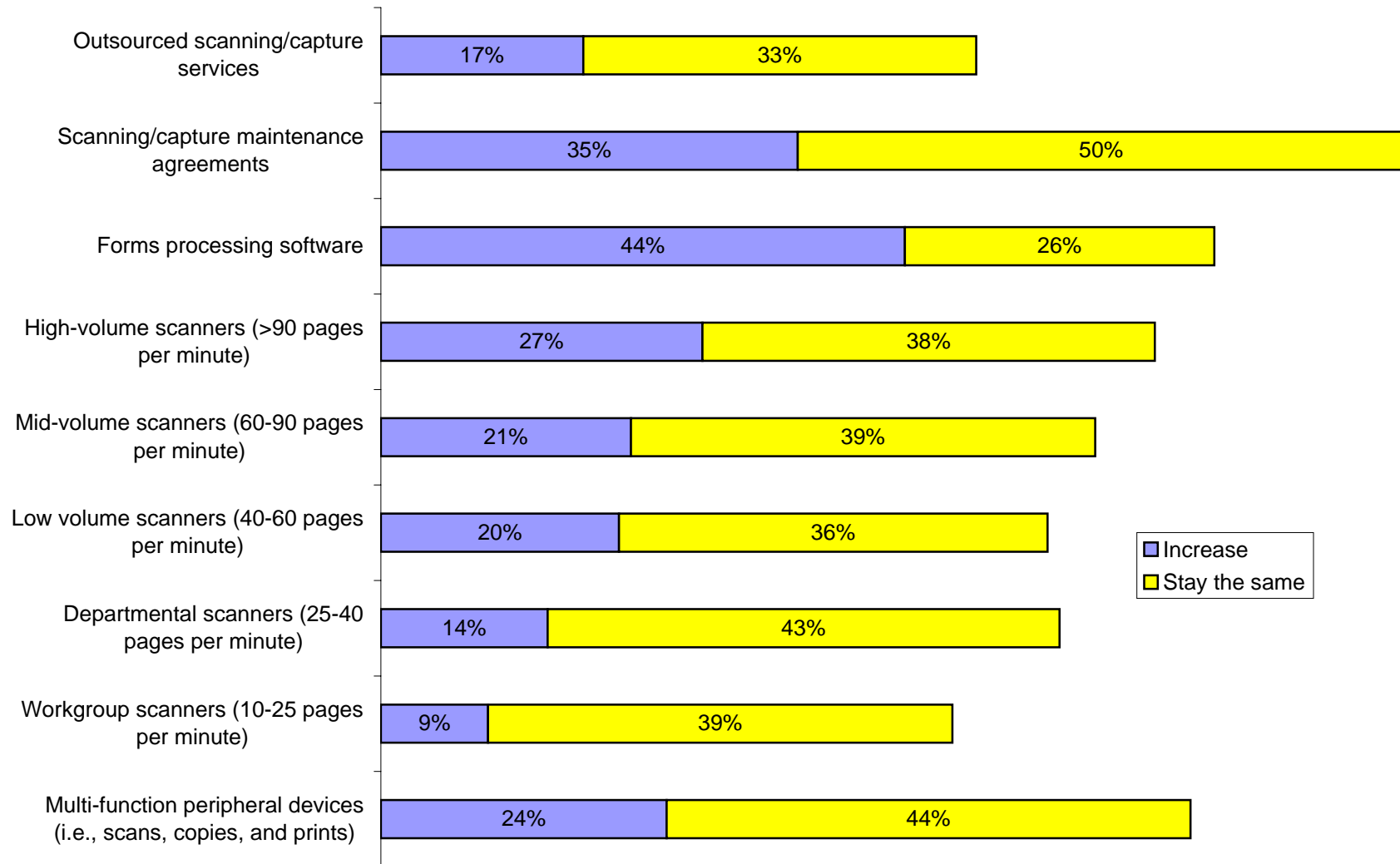
**Please tell us how your organization either currently purchases or would consider purchasing capture and scanning technologies:**



**In thinking about potential providers of scanning and capture technologies, how important is it that they have a CDIA+ (Certified Document Imaging Architect) certification?**



**Please indicate if your 2005 spending levels are likely to increase, decrease, or stay the same for the following functional areas:**



**In the past 12 months, has your organization made any changes in the way that documents are used or retained at your organization as a result of:**

