



The Case for Better Document Collaboration

Findings from Harris Interactive®
Knowledge Worker Survey,
Commissioned by Perforce Software



83%

of knowledge workers* **lose or waste time each day** on document collaboration issues.

* Adults age 18 or older who are employed full or part time, use a computer in their place of employment and share any type of computer file with others at their jobs.

DOCUMENT COLLABORATION OFFERS BIG OPPORTUNITIES FOR PRODUCTIVITY GAINS

Collaborating with colleagues on business documents—Microsoft Word files, spreadsheets, presentations, and other types of unstructured content—is a fact of everyday life for today’s knowledge workers. Digital technology makes documents incredibly easy to change. And people do make changes frequently.

The question is, how often do these changes lead to unintended, negative consequences for knowledge workers and their organizations? The goals of the Harris Interactive® Knowledge Worker Survey were:

- To understand how frequently the document collaboration practices in use today give rise to version management issues
- To identify and quantify the business and personal productivity consequences of these issues
- To understand how well current productivity tools such as document management and file sharing systems mitigate document-related issues

The results of this survey point to a clear opportunity – organizations that take control of document collaboration can achieve significant productivity gains.

TABLE OF CONTENTS

Executive Summary	5
Most Work Still Gets Done in Standalone Documents	6
Outdated Document Collaboration Practices Lead to Pervasive Issues	7
Existing Systems Do Not Eliminate Version Management Issues	8
Document Collaboration Issues Generate Real Business Costs	10
Ineffective Document Collaboration Has Deeper Business Implications	11
What Business People Can Learn from Developers	12
Methodology and Respondent Profiles	13
Introducing Perforce Commons	13
About Perforce	14
About Harris Interactive	14

EXECUTIVE SUMMARY

Ineffective document collaboration issues are pervasive across the United States and the United Kingdom. These issues are costly in terms of lost productivity and even lost business; and they are detrimental to morale. Surprisingly, existing document management systems and file sharing services do not seem to reduce the frequency of document-related issues.

This report illustrates the effects of document collaboration issues quantified by a Harris Interactive online survey of 1,004 knowledge workers¹ conducted in the United States and the United Kingdom during August 2012.

The survey results make it clear that organizations should provide their knowledge workers with better document collaboration systems—ones that fit the way business teams work and that accommodate simple, everyday tasks.

Version management issues include:

- Wasting time looking for the right file
 - Manually merging edits from multiple contributors
 - Working on the wrong or outdated document
 - Sending the wrong document to a coworker or customer
-

¹ Adults age 18 or older who are employed full or part time, use a computer in their place of employment and share any type of computer file with others at their jobs.

83% of knowledge workers **lose or waste time** each day **on version management issues.**

These issues have a **greater hit on productivity than losing network connectivity or dealing with spam.**

Although **69%** of knowledge workers use a document management system or file sharing service, these respondents encountered document collaboration issues **at the same rate, or even more frequently.**

Other business and personal implications include **poor business decisions** from inaccurate information, **loss of prestige, loss of clients,** damage to personal reputation or working relationships, and even job loss.

More than
9 out of **10**
knowledge workers **still**
engage in simple document
collaboration practices

IN THE NEW DIGITAL WORLD, MOST WORK STILL GETS DONE IN STANDALONE DOCUMENTS

Organizations have come a long way technologically. They now rely heavily on digital documents that change at an ever-increasing pace. Tools from the PC to the tablet and smartphone make it easier and easier to add to this digital flow. Nevertheless, most knowledge workers manage documents, presentations, and spreadsheets the same way they did in the 1990s.

For example, more than 9 out of 10 (92%) knowledge workers in the United States and the United Kingdom conduct document review via email.

Percentage of knowledge workers
sharing documents via email

● Once a day ● Once per week ● Ever

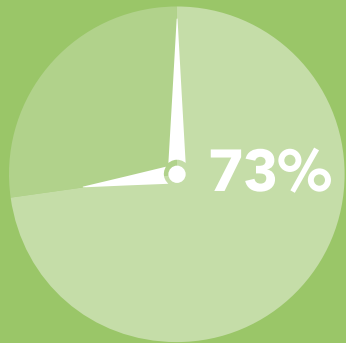
43% 69% 92%

OUTDATED DOCUMENT COLLABORATION PRACTICES LEAD TO PERVASIVE ISSUES

These widespread document collaboration behaviors are patterned on the computing models of the pre-LAN era. And not surprisingly, they lead to a number of version management issues – problems that occur as documents pass through many people and many versions.

83%

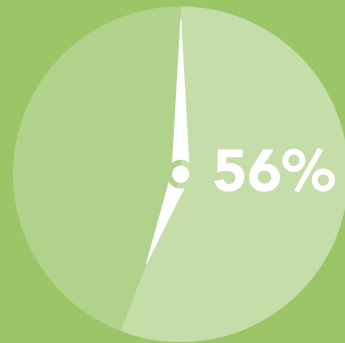
of knowledge workers **lose time to versioning issues every day**



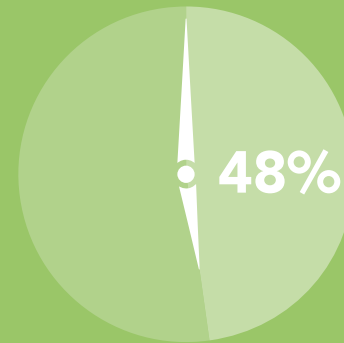
Waste time looking for a file



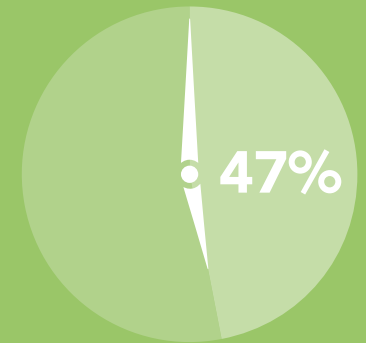
Are confused which is the right document



Have to manually merge changes



Email the wrong version to a boss, client or coworker



Work on the wrong version

EXISTING FILE-SHARING SERVICES AND DOCUMENT MANAGEMENT SYSTEMS DO NOT ELIMINATE VERSION MANAGEMENT ISSUES

The survey indicates half of United States and United Kingdom knowledge workers use a file sharing service² at their places of work, and over two-fifths (44%) use a document management system.³

Two-thirds (69%) report that they use at least one of the two of these systems, while only 31% report that they use neither.

However, nine in ten knowledge workers who have either a document management system (87%) or a file sharing service (90%) experience document collaboration issues.

² A file sharing service distributes or provides access to digitally stored information, such as computer programs, multimedia (audio, images and video) or documents. It may run on a company's internal network or be an externally hosted service accessible via the internet.

³ A document management system is a computer system (or set of computer programs) system to track and store electronic documents and/or images of paper documents.

88%

of knowledge workers who use document management or file sharing **still experience versioning issues**



The percentage of knowledge workers who experience document collaboration issues stays more or less the same regardless of whether a file sharing service or document management system is in place.

What's Wrong with Today's Document Collaboration Systems?

Systems to help with document collaboration have been available for a long time. So we were somewhat surprised with the finding that their users still experience document-related issues at the same rate (in fact, slightly higher) as other knowledge workers. When we talked to our customers to gain their perspective, we identified two key barriers that prevent these systems from being as effective as they could be.

● Ease of use

Most traditional document management systems are large-scale solutions for large-scale problems. Because these systems impose strict processes and workflows, people find them simply too onerous to use when they are trying to solve simple, everyday problems.

As a result, we see that quite a lot of the companies with established document management systems have employees across departments "going off the range" to hosted file-sharing systems that do not meet enterprise requirements for security, compliance, reliability, and more.

● Individual control

How often have you kept a document on your desktop, in a file, somewhere in your private collection because you were unsure of how it might fare once it left your possession? Knowledge workers have a natural tendency to "protect" their documents from potential harm by maintaining control of the "master."

In order to achieve user adoption, a document collaboration solution must be able to address both of these barriers. The system needs to be user friendly and deliver direct benefits that outweigh the cost of using the system. Employees have to choose to use the system rather than work around it.

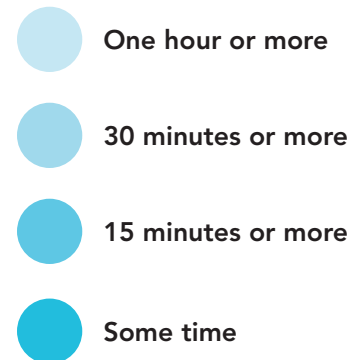
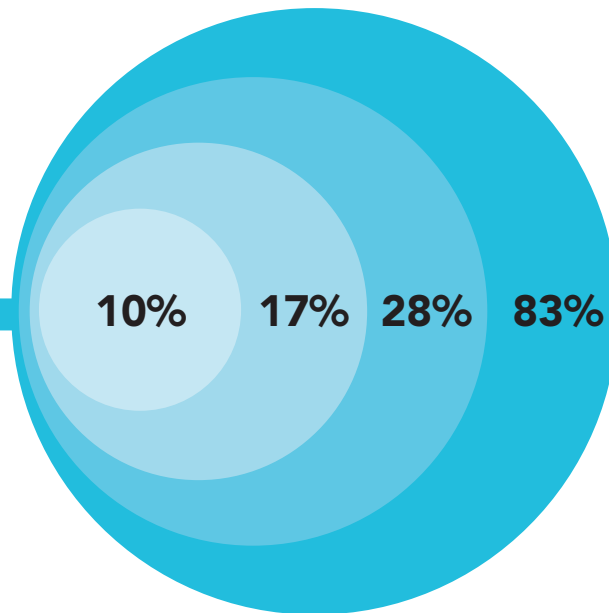
A greater **loss to productivity** than **spam** or **junk mail**.

DOCUMENT COLLABORATION ISSUES GENERATE REAL BUSINESS COSTS

83% of knowledge workers say they lose or waste at least some time each day on document collaboration issues. 75% say that they have lost at least some productivity, and 82% find them to be somewhat or very frustrating.

These issues cost organizations more productivity than cost by network connectivity issues or dealing with spam.

“Approximately how many minutes per day, on average, do you lose/ waste due to these document-related issues at your job? ”

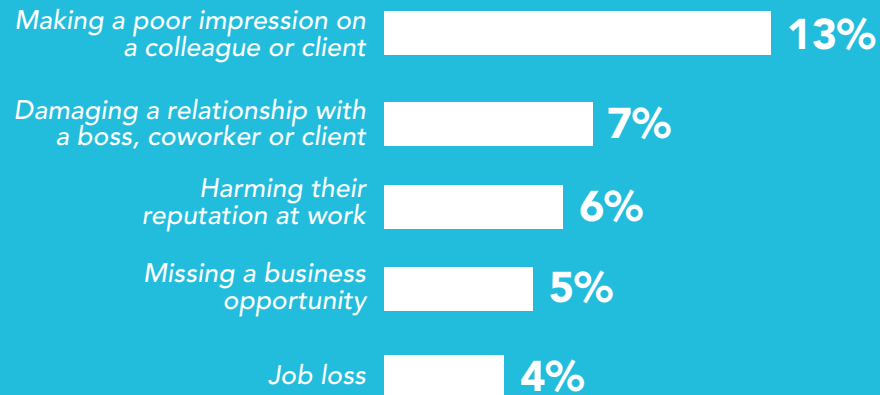


INEFFECTIVE DOCUMENT COLLABORATION HAS DEEPER BUSINESS IMPLICATIONS

While the cost of document-related issues in terms of lost productivity is huge, knowledge workers in the United States and United Kingdom indicate that the business impact does not end there. Beyond productivity losses, knowledge workers reported that document versioning issues affect their businesses and them as individuals:

- The business implications included poor decisions, loss of prestige, and even the loss of clients
- Personal implications included a loss of reputation, damage to relationships with superiors or co-workers, and even job loss

Other Consequences:



81%

of knowledge workers have found themselves **working on the wrong version of a file**

Another negative result is frustration. In fact, eighty-three percent of knowledge workers recognize the frustration of versioning issues. That's higher than scenarios such as:

- Not being able to dial-in to a conference call or access an online meeting
- Running out of power on their mobile phones
- Locking keys in the car or getting a parking ticket
- Looking for their wallet or purse
- Having to work on a weekend
- Realizing they need to load paper in the printer

What Business People Can Learn from Developers

by Christopher Seiwald, CEO, Perforce



At Perforce, we've spent years working with some of the world's most innovative companies to prevent collaboration problems in highly complex software development environments. Since we store and manage our customers' most valuable intellectual property, the developers who use our products take collaboration very seriously. And they have insights they can share with business users.

1 Collaboration is not a monolithic process.

While five people might dig a ditch five times faster than one, you can't get five people to write a poem or a legal brief five times faster. The rules of how best to collaborate depend entirely on what you're trying to achieve. A ditch is one thing. A presentation, a report or a spreadsheet are all quite different. Software developers have learned to handle this diversity. Business people too often take a one-size-fits-all approach to document collaboration, and that's one reason they suffer from so many document-related issues.

2 Digital assets have a beginning, but they take many different paths from there.

People work best when they know the origin of an asset, its current state, and its intended outcome. But most documents don't follow a single flow. Document-related issues crop up because business people tend to use collaboration methods—like email or passing around a thumb drive—that spawn multiple versions of the same document.

Some people think using a network drive or a file sharing service like Dropbox is sufficient workflow management. This might work better than email because at least everyone knows that the shared directory is the ultimate source for content. However, these systems create knowledge gaps in that you just don't know the history of a particular document or how many other versions are out there. Software developers know that they need something more.

3 Given full visibility into the version history, people actually know how to do the right thing.

With more than 5,500 customers—including the likes of the New York Stock Exchange, Salesforce.com and Pixar—we've seen first-hand that version management is at the core of collaboration. And while we would never recommend that these customers work without clear workflow processes, they've quickly learned how to work together effectively just so long as they can always access the right version of a software asset.

The *Harris Interactive Knowledge Worker Study* illustrates that business teams are impacted by many of the same versioning issues that plagued developers before improvements were made to software version management. It also shows that solving these issues will bring tremendous value to business professionals throughout an organization.

METHODOLOGY AND RESPONDENT PROFILES

Harris Interactive® fielded the study online in the United States and United Kingdom on behalf of Perforce from August 9-13, 2012, interviewing a sample of 1,004 knowledge workers (500 in the US and 504 in the UK), defined as adults aged 18 years or older who are employed full or part time, use a computer in their place of employment and share any type of computer file with others at their job. Figures for company size were weighted where necessary to bring them into line with their actual proportions in the population.

All sample surveys and polls, whether or not they use probability sampling, are subject to multiple sources of error which are most often not possible to quantify or estimate, including sampling error, coverage error, error associated with non-response, error associated with question wording and response options, and post-survey weighting and adjustments. Therefore, Harris Interactive avoids the words “margin of error” as they are misleading. All that can be calculated are different possible sampling errors with different probabilities for pure, unweighted, random samples with 100 percent response rates. These are only theoretical because no published polls come close to this ideal.

Respondents for this survey were selected from among those who have agreed to participate in Harris Interactive surveys. Because the sample is based on those who agreed to be invited to participate in the Harris Interactive online research panel, no estimates of theoretical sampling error can be calculated.

INTRODUCING PERFORCE COMMONS

Commons is an easy-to-use but powerful document collaboration tool that lets business professionals work together better. Commons supports all file types and sizes and has powerful merge capabilities for the most common document types, including Microsoft Word and PowerPoint. Because it keeps track of the complete history of any file, it saves users significant time and trouble in finding, revising and collaborating on files with their coworkers.

Perforce Commons is free for up to 20 users at: www.perforce.com



About Perforce

Perforce Software enables teams to version everything. Perforce enterprise version management products help teams work in concert on important digital assets including software code, documents, multimedia, spreadsheets, images and more. They are unique in their ability to handle large and distributed collections of content, enabling higher productivity, lower costs and improved security and compliance. Perforce is now making it easy for everyone to take advantage of enterprise version management. The company is headquartered in Alameda, California, with international operations in the United Kingdom, Canada and Australia. For more information, visit www.perforce.com.

About Harris Interactive

Harris Interactive is one of the world's leading market research firms, leveraging research, technology, and business acumen to transform relevant insight into actionable foresight. Known widely for the Harris Poll® and for pioneering innovative research methodologies, Harris offers proprietary solutions in the areas of market and customer insight, corporate brand and reputation strategy, and marketing, advertising, public relations and communications research. Harris possesses expertise in a wide range of industries including health care, technology, public affairs, energy, telecommunications, financial services, insurance, media, retail, restaurant, and consumer package goods. Additionally, Harris has a portfolio of multi-client offerings that complement our custom solutions while maximizing our client's research investment. Serving clients in more than 196 countries and territories through our North American and European offices, Harris specializes in delivering research solutions that help us—and our clients—stay ahead of what's next. For more information, please visit www.harrisinteractive.com.

perforce.com



North America

Perforce Software Inc.
2320 Blanding Ave
Alameda, CA 94501
USA
Phone: +1 510.864.7400
info@perforce.com

Europe

Perforce Software UK Ltd.
West Forest Gate
Wellington Road
Wokingham
Berkshire RG40 2AT
UK
Phone: +44 (0) 845 345 0116
uk@perforce.com

Australia

Perforce Software Pty. Ltd.
Suite 3, Level 10
221 Miller Street
North Sydney
NSW 2060
AUSTRALIA
Phone: +61 (0)2 8912-4600
au@perforce.com