

SharePoint, ECM, and Cloud Storage Adoption

A Colligo Survey

Executive Summary

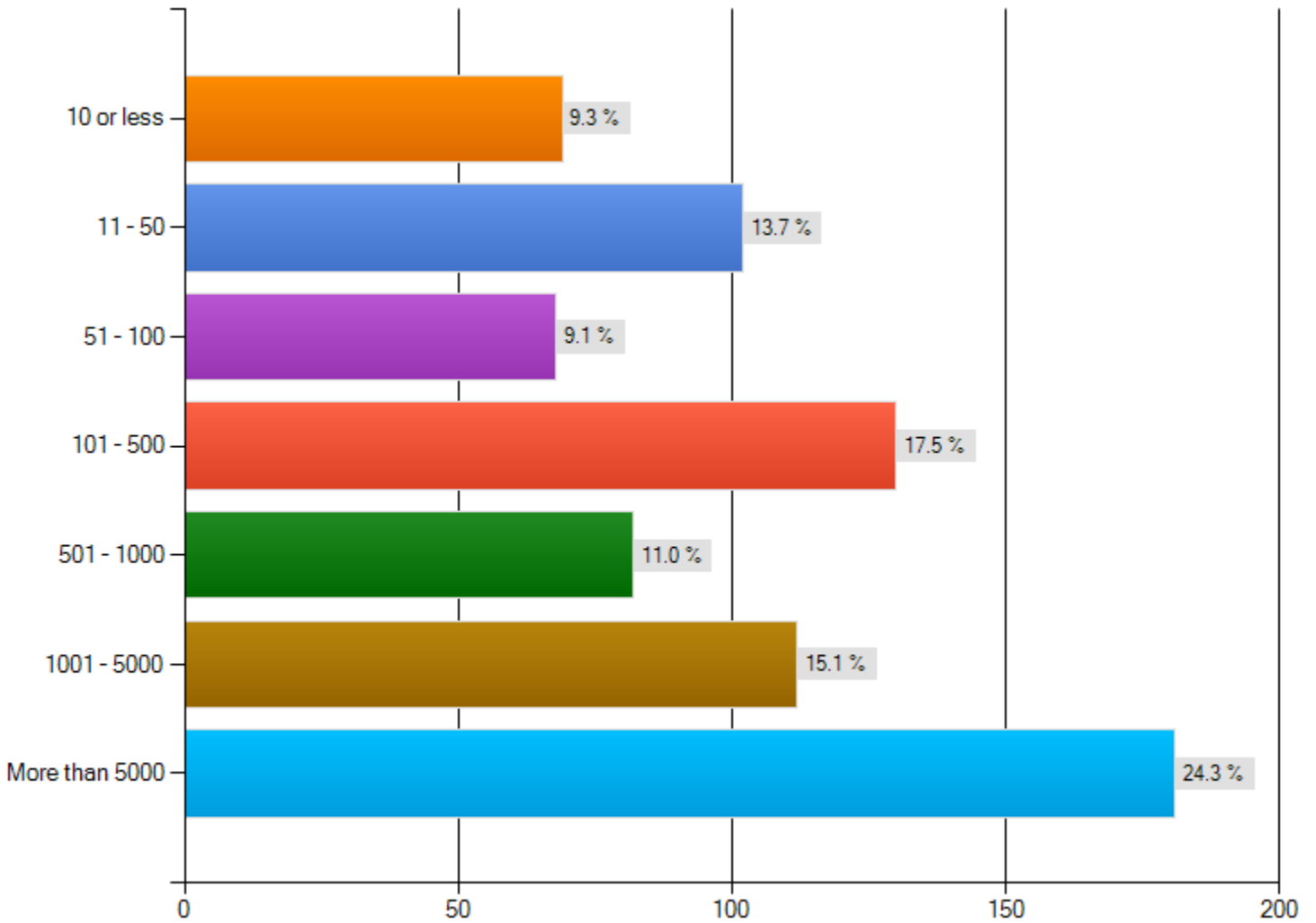
On July 30, 2010 Colligo Networks Inc. completed a survey on SharePoint, Enterprise Content Management (ECM), and Cloud Storage adoption. Over 750 SharePoint professionals participated in the survey.

The Colligo survey indicated a very high level of SharePoint adoption in the enterprise with the highest adoption in companies with over 5000 employees. SharePoint has achieved broad acceptance across the many departments of the enterprise, with the highest level of usage in IT/Technical followed by project management and operations. SharePoint is used mainly for collaboration, document management, and as a corporate Intranet/portal. End user adoption in organizations is approximately 50% with the satisfaction rating indicating an opportunity for improvement in the level of user adoption. Suggestions to improve adoption focused on more/better end user training, enhanced Search capabilities, and the anticipated improvement provided by the new SharePoint 2010 interface. Usefulness of SharePoint client technology was rated very high. Reported use of multiple ECM systems suggests that organizations need to consider the impact of operating in a multi-ECM environment. Frequent use of multiple cloud storage systems suggests that IT managers will need to address this trend with additional tools, support, and policies.

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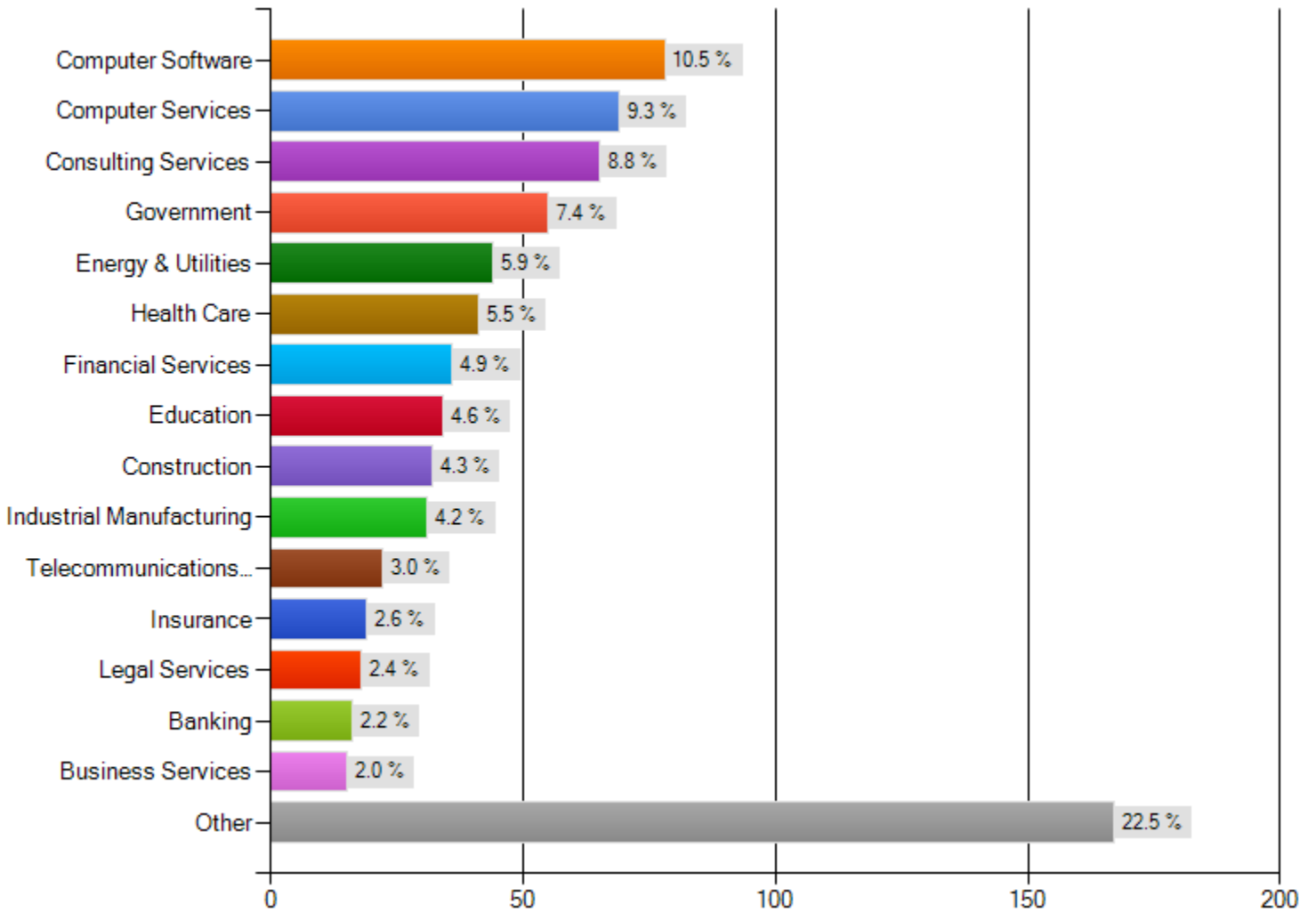
How many employees are there in your organization?



Survey respondents represented an excellent cross section of small, medium, and large firms: 32.7 % from small sized firms (less than 100 employees), 37.6% from medium sized firms (100 - 1000 employees), and 39.4% from large sized firms (1000+ employees).



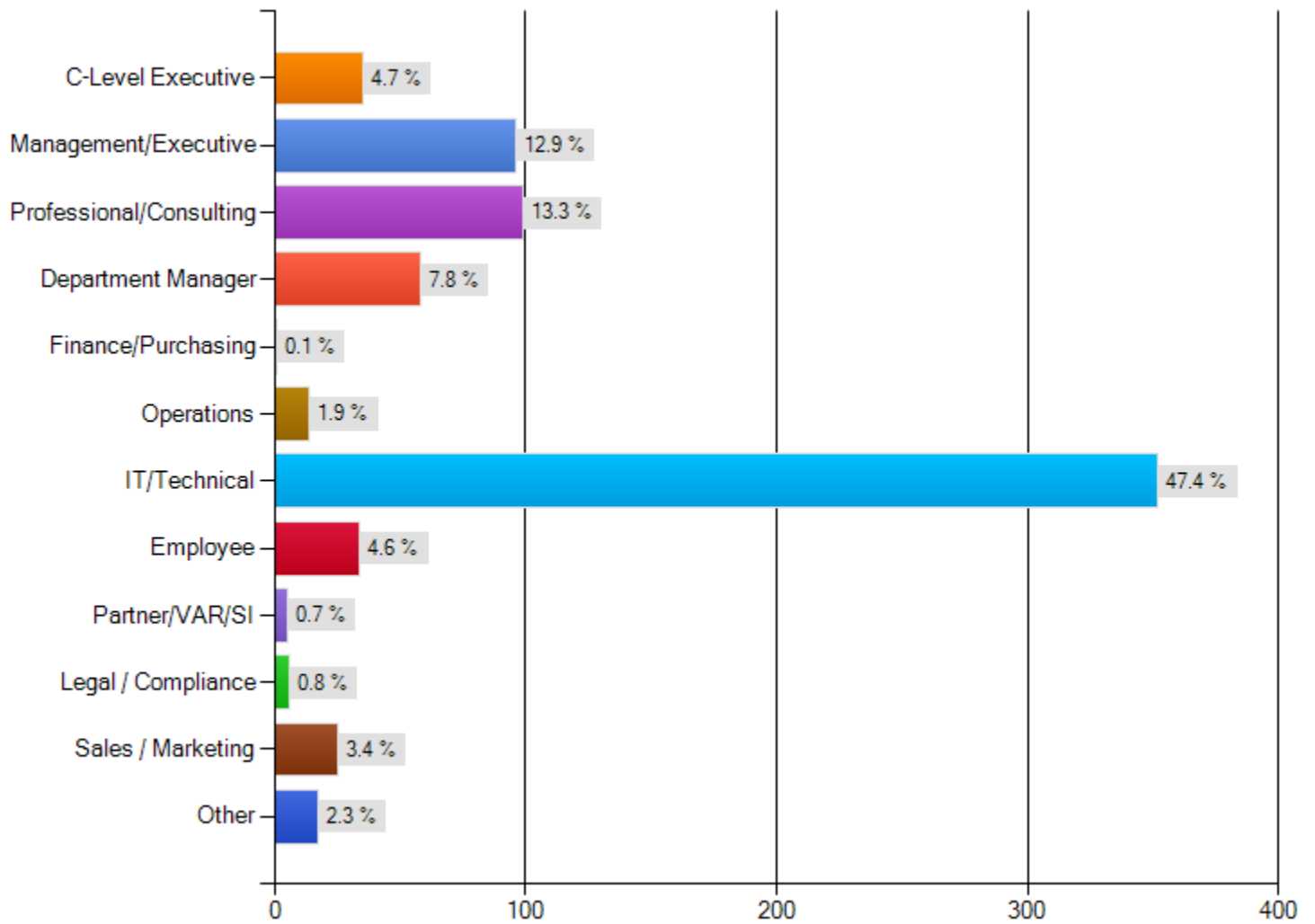
What is the primary industry served by your organization?



Survey respondents represented a wide range of industries: computer software and services (19.8%) the largest group, followed by professional services industries (14.4%), and banking/insurance/financial services (9.7%).



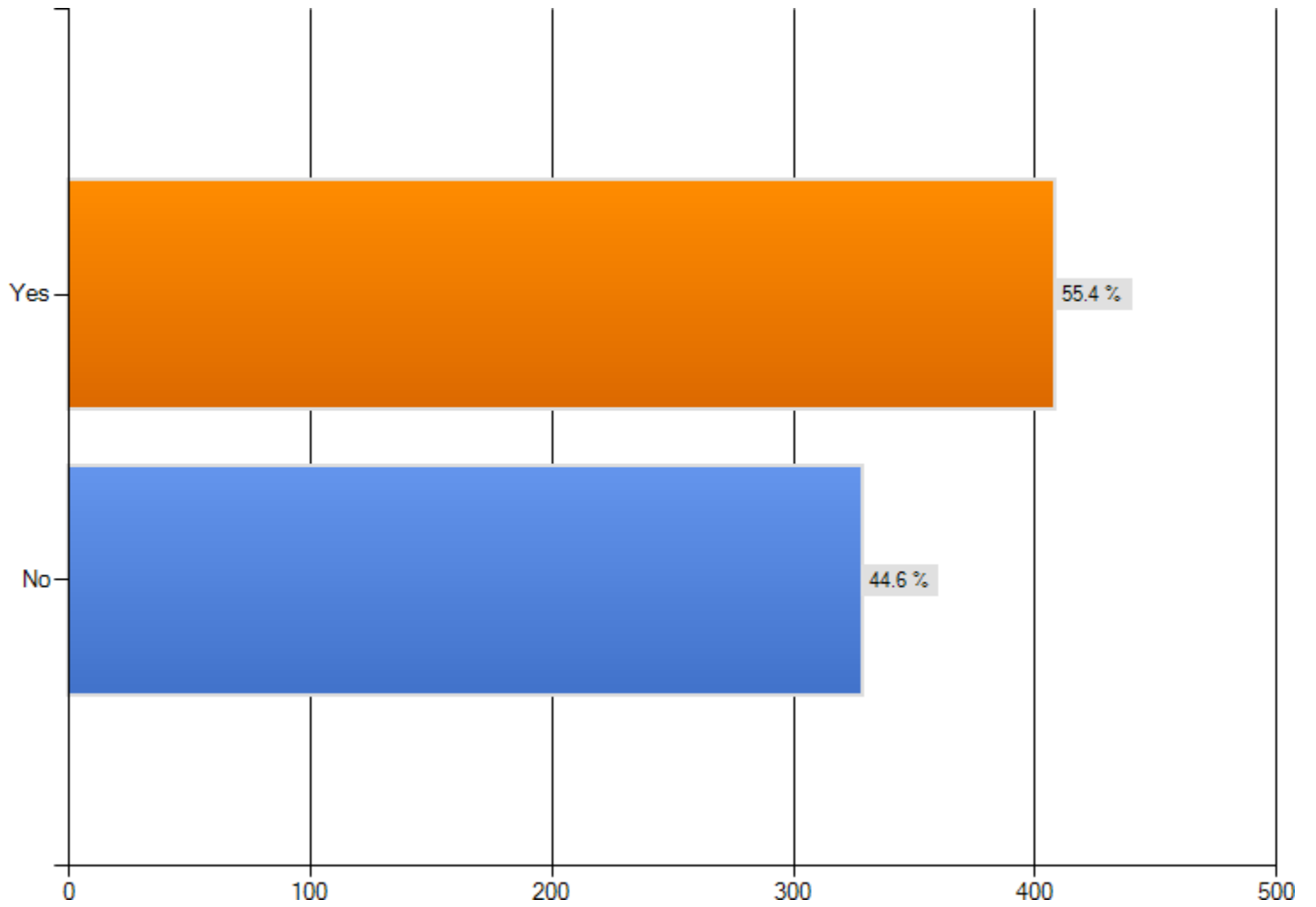
What is your role/position?



Nearly half of all respondents were in IT/Technical (47.4%) roles and many were in management positions (25.5%).



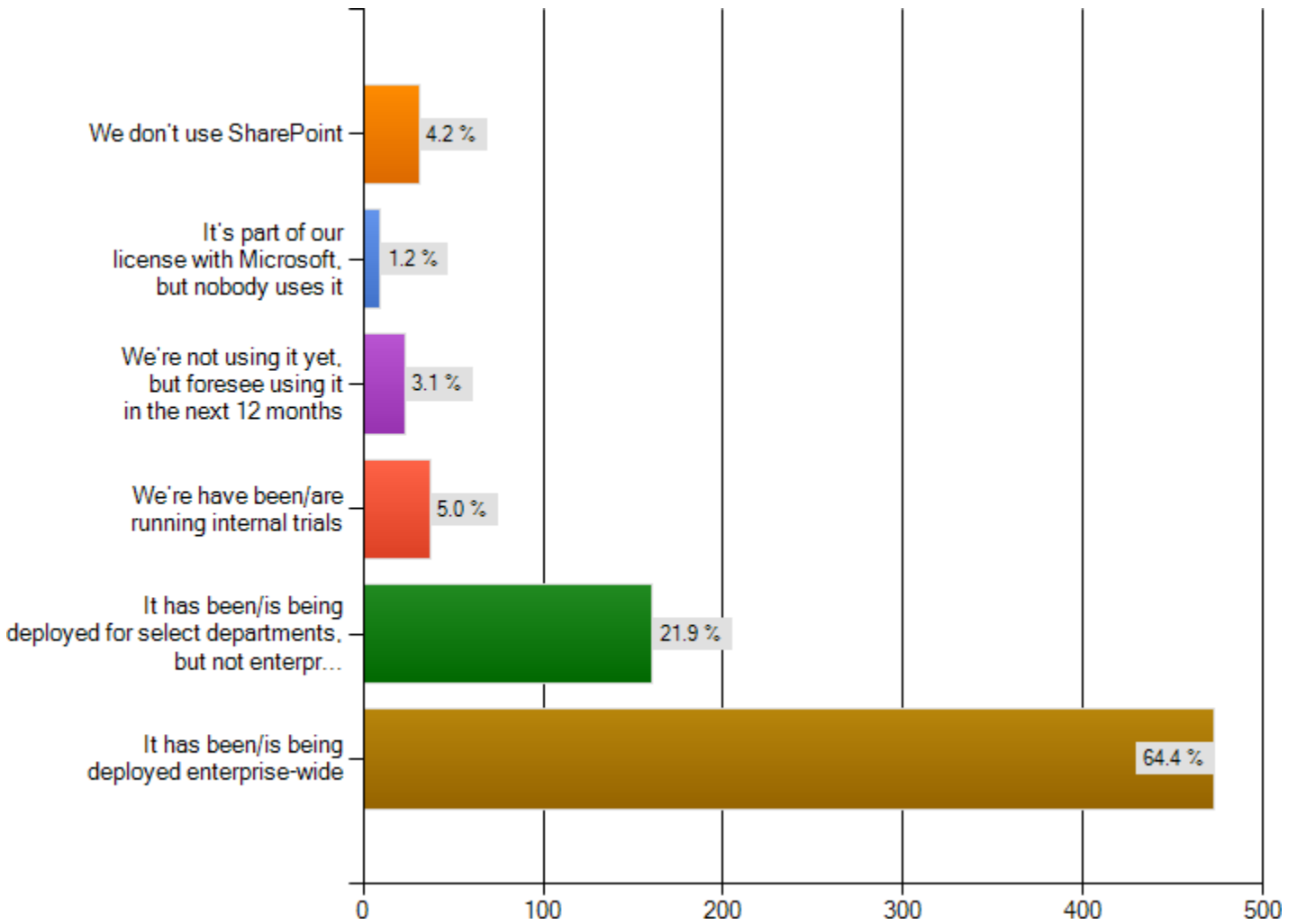
Are you an IT decision maker in your organization?



Over half of all respondents were IT decision makers in their organizations (55.4%)



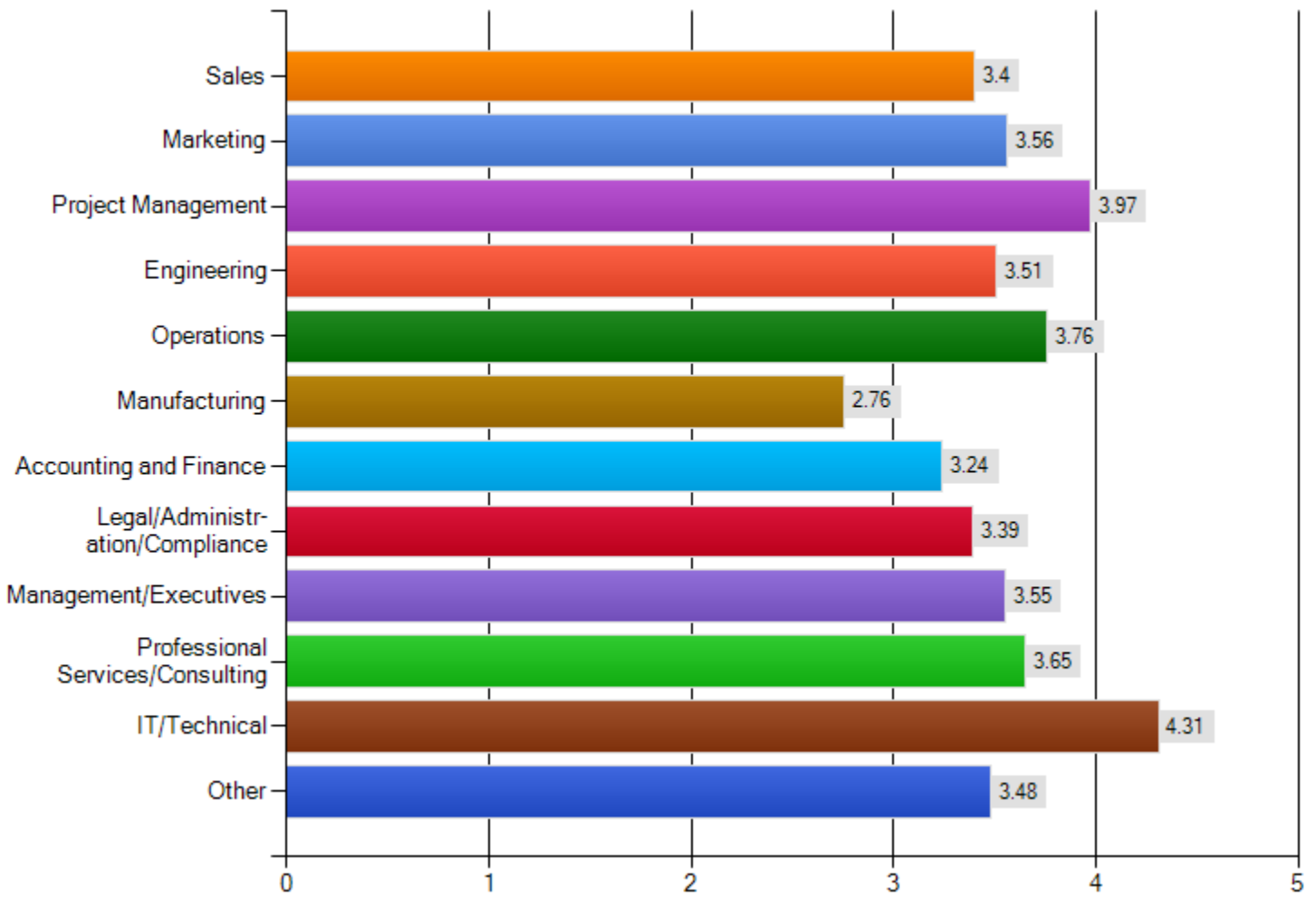
Describe the extent to which SharePoint has been deployed within your organization:



Survey respondents indicated that SharePoint is very highly adopted in their enterprise. Nearly 2/3 of all companies (64.4%) have deployed SharePoint enterprise-wide. Adoption of SharePoint for select departments is also high (21.9%) and when combined with the enterprise-wide deployments, indicated that 86.3% of all respondent firms are using SharePoint. When cross-referenced with size of firm data, 73% of very large companies (greater than 5000 employees) have deployed SharePoint enterprise-wide.



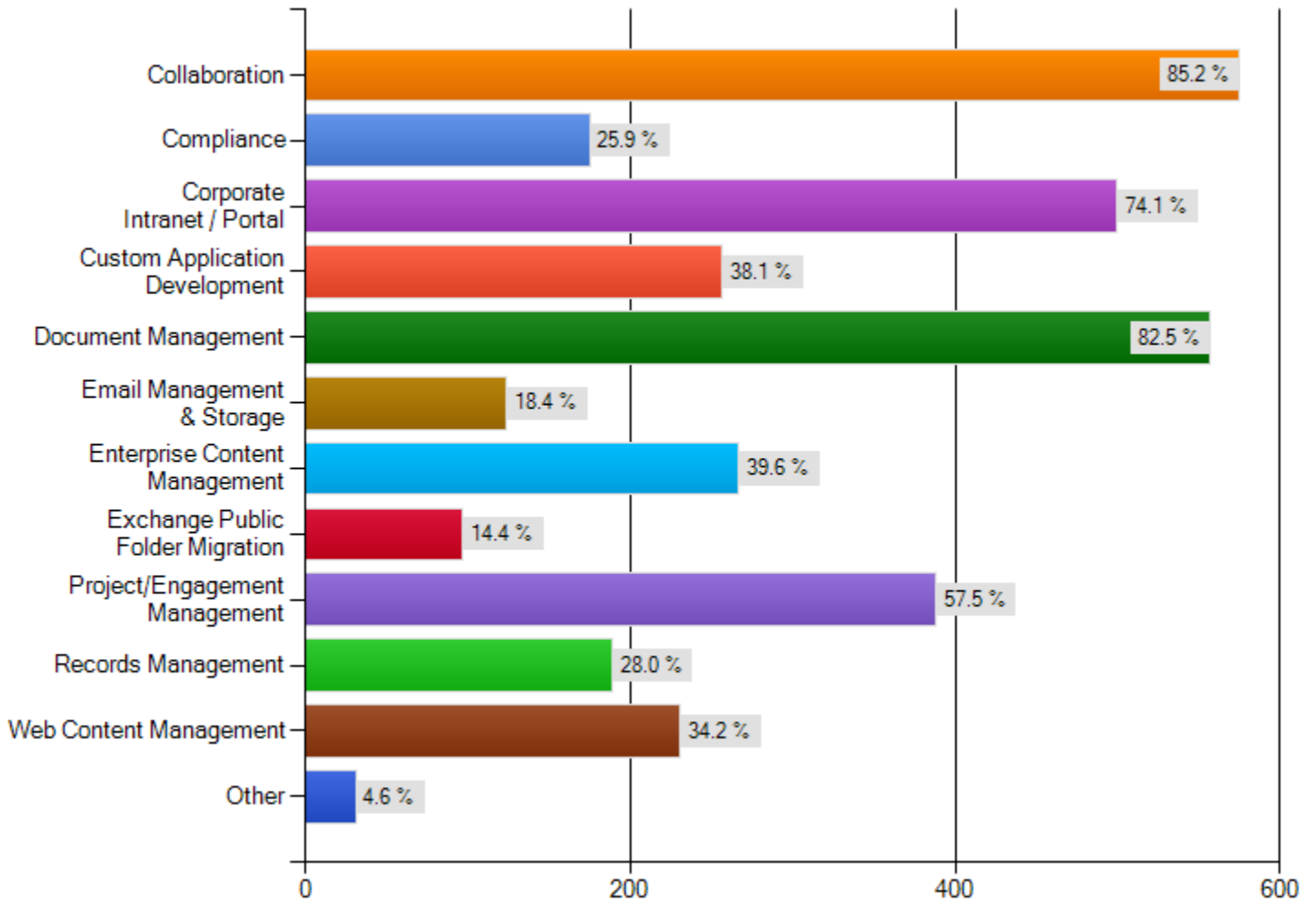
How commonly is SharePoint used in each of the following departments within your organization? 1 least common, 5 most common:



Survey respondents indicated that SharePoint is being used throughout the enterprise in a variety of departments. Highest usage (4.31 out of 5) is in IT/Technical, followed by project management (3.97), operations (3.76), and professional services/consulting (3.65). Our results indicate that SharePoint has found broad acceptance across the many departments of the enterprise.



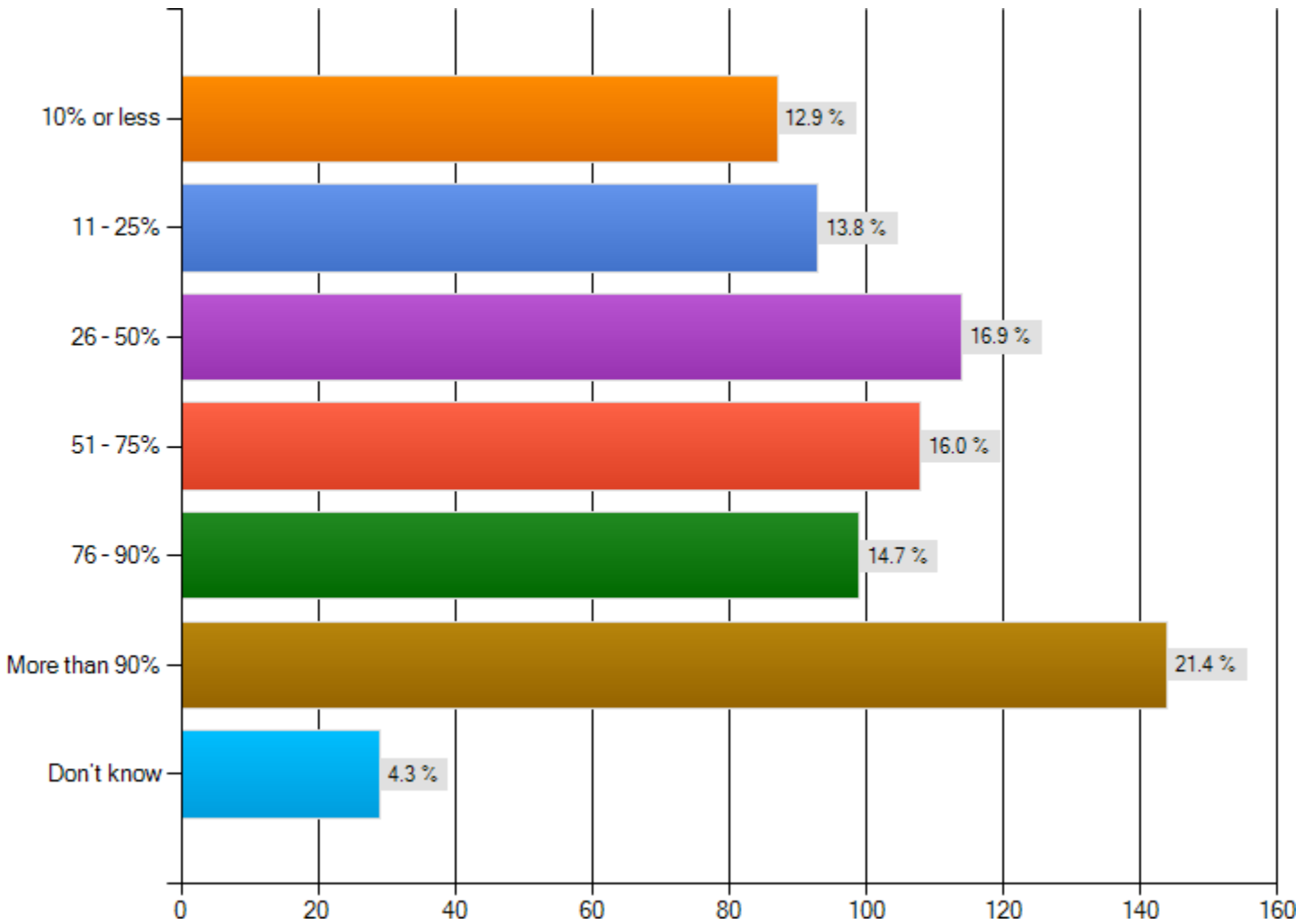
For what business activities is SharePoint being used inside your organization today? Click all that apply:



Survey respondents indicated that SharePoint is being used mostly for collaboration (85.2%), document management (82.5%), as a corporate internet/portal (74.1%), and for project/engagement management (57.5%). These results are in line with the general positioning of SharePoint in the enterprise. We anticipate that other popular applications such as enterprise content management (39.6%), records management (28.0%), and compliance (25.9%) will continue to grow as organizations take advantage of the new features of SharePoint 2010.



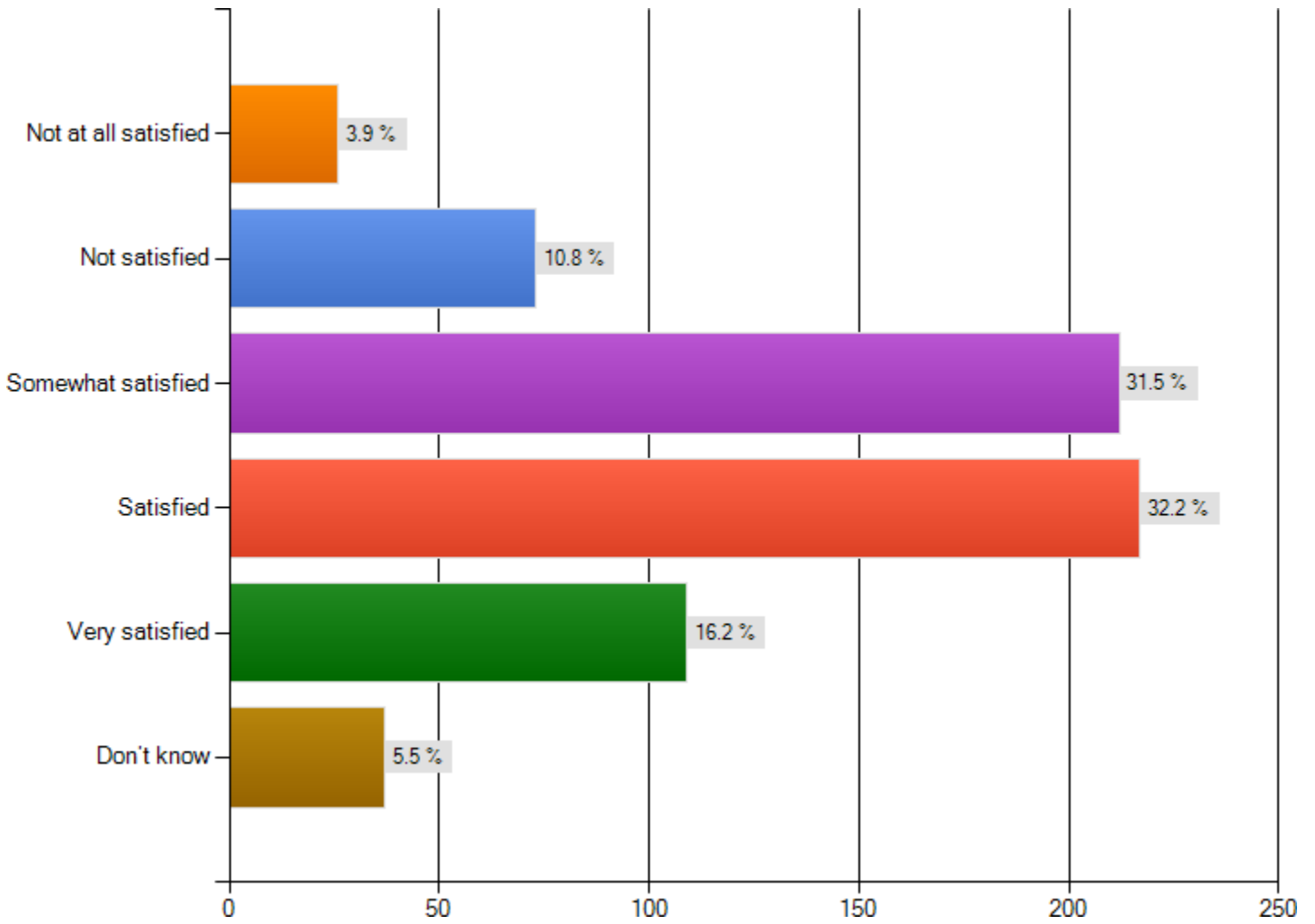
What percentage of employees in your organization use SharePoint?



Survey respondents indicated that 52.1% of organizations have deployed SharePoint to more than 50% of employees. These results support analyst observations that the SharePoint “White Space” (the difference between licenses purchased versus licenses deployed) is approximately 50%.



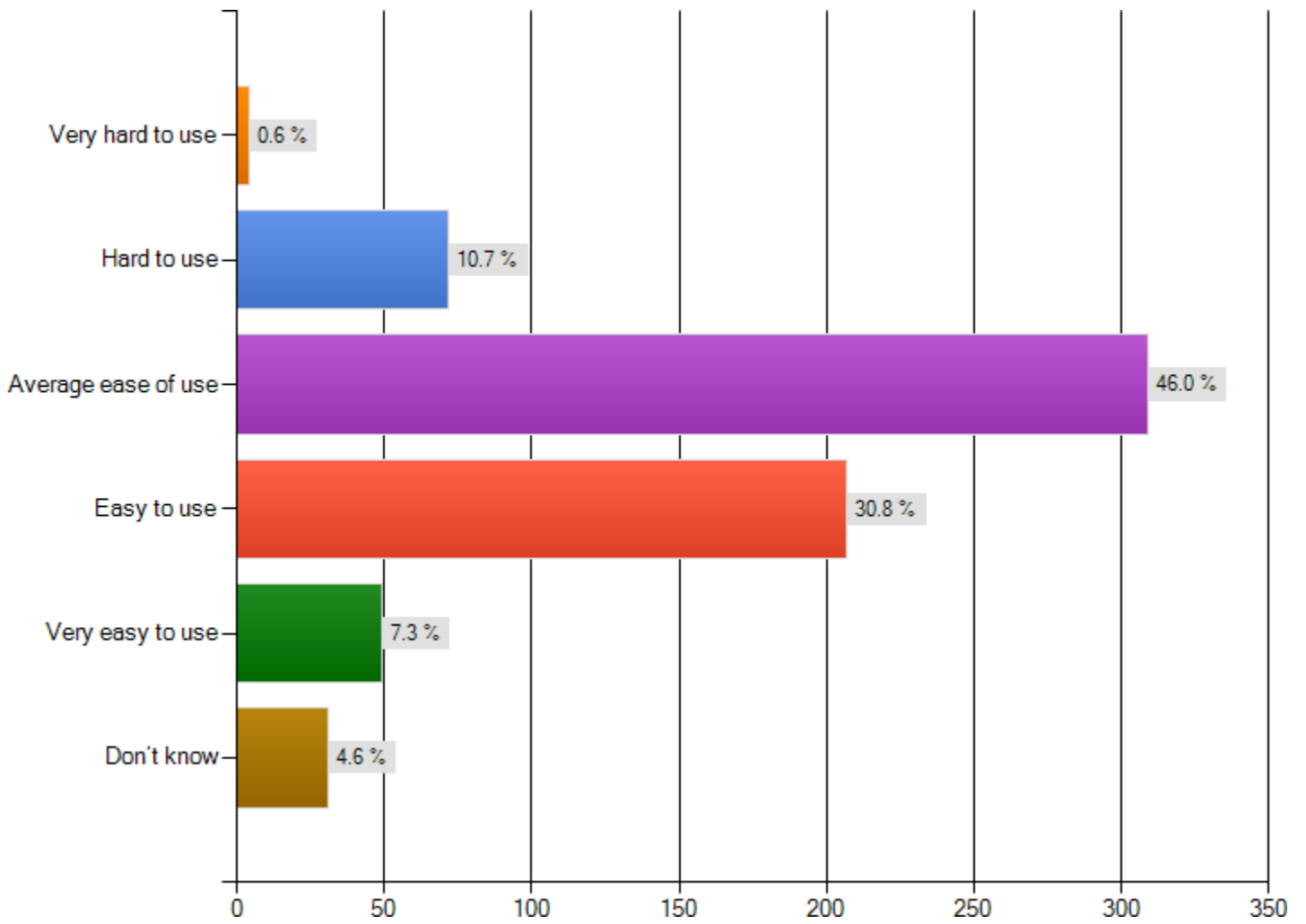
How satisfied are you with the level of user adoption of SharePoint in your organization?



48.4% of respondents said they are satisfied or very satisfied with the level of user adoption of SharePoint in their organization. However, with nearly half of respondents reporting that they were somewhat satisfied, not satisfied, or not at all satisfied, this indicates a clear opportunity for improvement in an organization's level of user adoption of SharePoint.



On average, how would your users rate SharePoint on usability?



Ease of use of SharePoint fares very well with 38.1% of respondents indicating their users rate SharePoint as either “easy to use” or “very easy to use.” 46.0% of respondents rated ease of use as “average” and only 11.3% rated it as “hard to use” or “very hard to use.”



What do you think could improve SharePoint usability and end user adoption in your organization?

Respondents provided a wide range of suggestions to improve SharePoint usability and end user adoption. By far, the most common suggestions focused on providing better/more end user training on SharePoint capabilities and features. Many respondents cited the new SharePoint 2010 interface and ribbon as a driver to improved usability and end user adoption.

Some of the other common suggestions included:

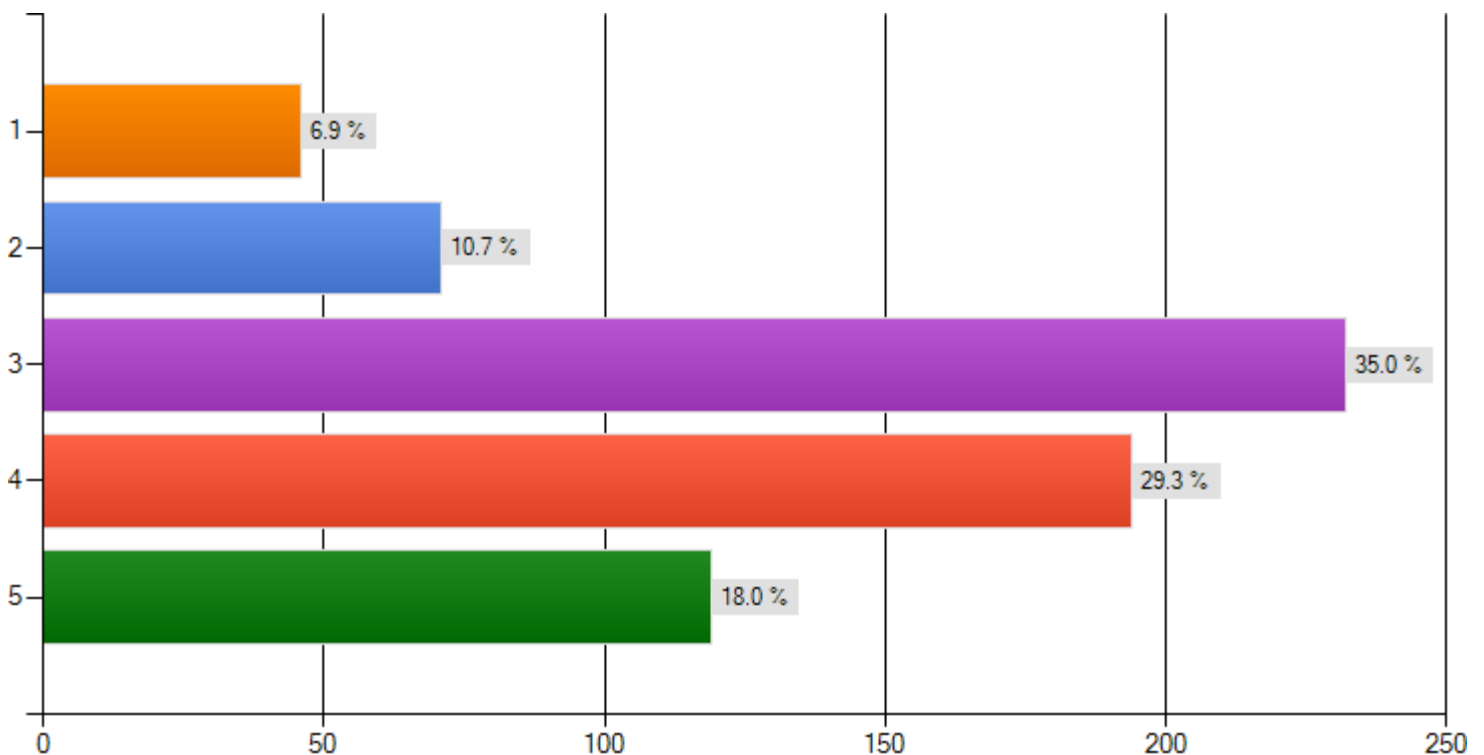
- enhance search capabilities in SharePoint
- improve email/Outlook integration
- enhance support for Wikis
- enhance Calendar integration
- less reliance on the browser to access SharePoint
- sample templates for various types of sites
- improve integration with other business systems
- provide context-sensitive Help
- better statistics/usage reporting



For this section, please read the SharePoint client software description below to support your answer to the related question that follows. Client software for SharePoint drives user adoption by enabling users to easily access, capture, and tag SharePoint content from popular desktop applications.

- **Choose the Best Desktop Application for the Task** - There are a number of user interface options, including a Microsoft Outlook Add-In, a Windows Explorer extension, and a standalone client. The simplicity of desktop operations (like drag-and-drop and right-click) make SharePoint easier to use.
- **Manage Emails & Attachments in SharePoint** - Users can save emails to Share Point via drag-and-drop, the Send & File button, Outlook rules, or by copying folders. Email message metadata is automatically captured. When sending emails, users are prompted to move attachments to SharePoint, replacing them with links.
- **Improve Content Tagging with Advanced Metadata Capture** - Advanced metadata support ensures that content is classified. Metadata and content types can be added and edited to one or multiple items at once with a simply right-click.
- **Access SharePoint Content Anywhere** - Information workers can instantly view, modify, and create SharePoint documents, forms, lists, and metadata, without having to worry about being connected to the network nor the quality of the connection.

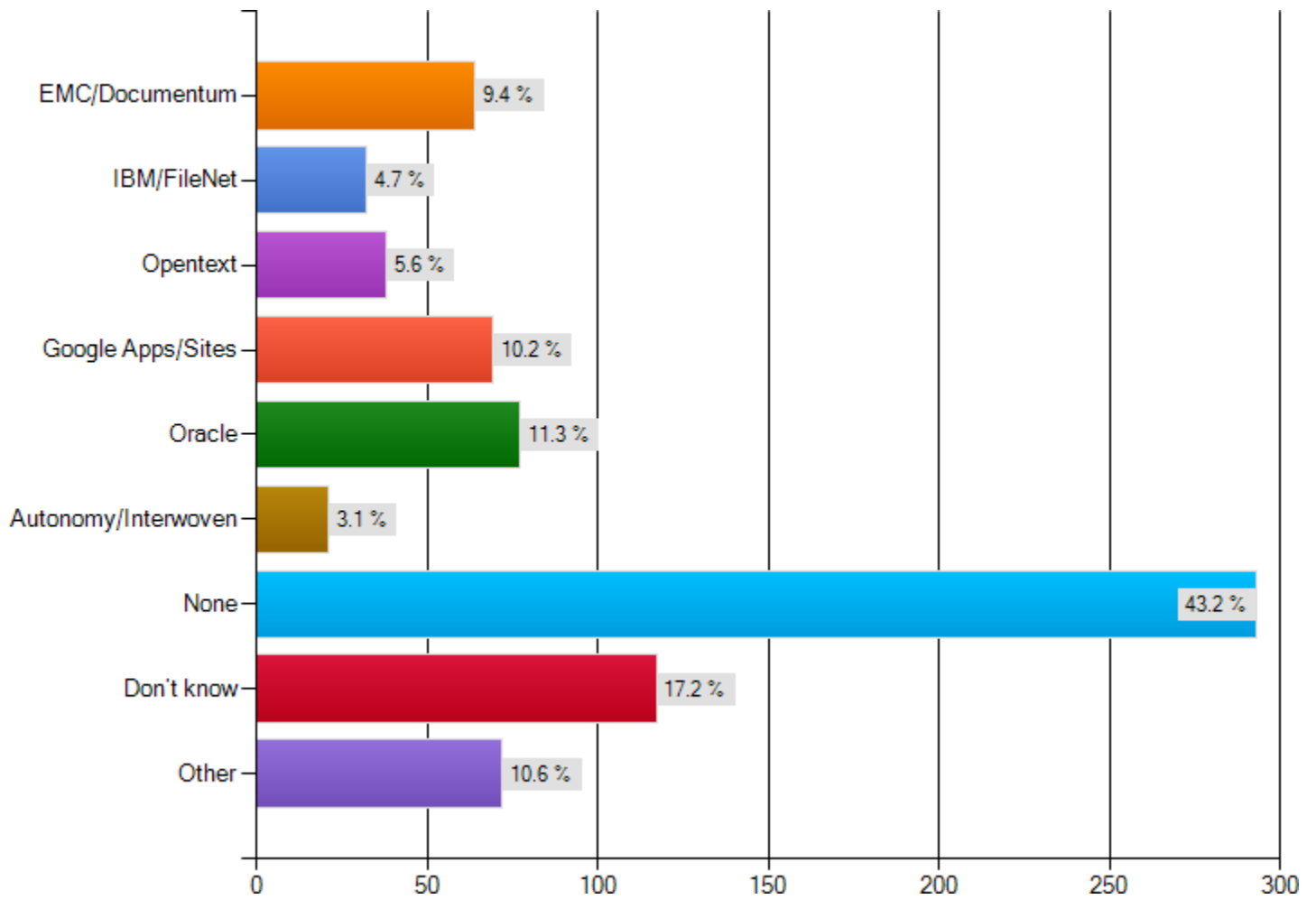
Question: On a scale from 1 to 5, with 1 being the lowest and 5 being the highest, please rate how useful a SharePoint client would be to users in your organization?



The usefulness of SharePoint client software was rated very highly with 82.3% of respondents indicating a usefulness rating of 3 out of 5 or better with 29.3% indicating 4 out of 5 and 18% indicating 5 out of 5.



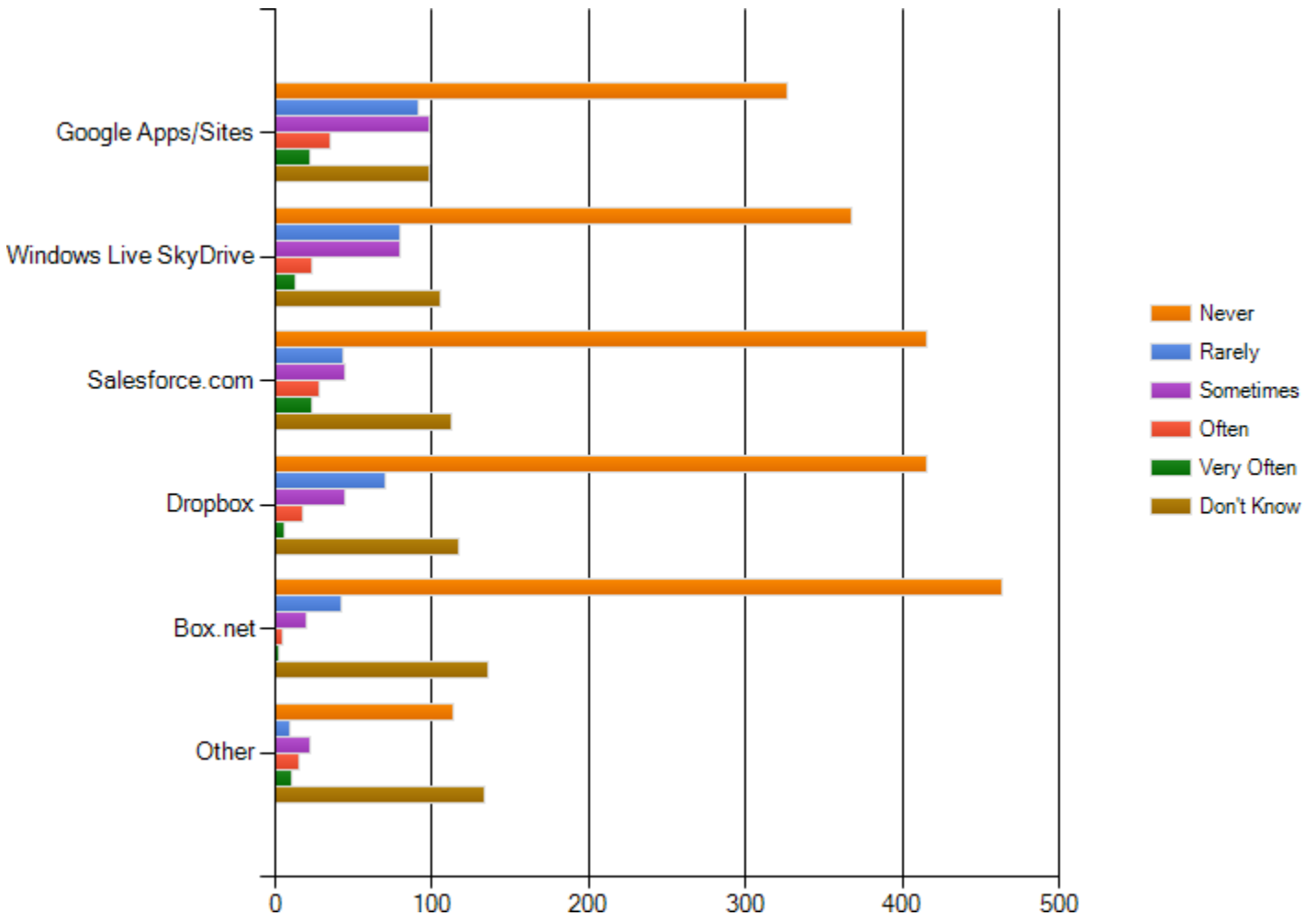
Aside from SharePoint, which of the following ECM systems are you also using at a corporate level? Check all that apply:



Over a third (37.0%) of respondents indicated that their organizations are using multiple enterprise content management platforms. After SharePoint, the most popular ECM platforms were EMC/Documentum (9.4%), Oracle (11.3%), and Google Apps/Sites (10.2%). However, this is much lower than SharePoint usage at 86.4%. These results suggest that organizations need to consider the impact of operating in a multi-ECM environment.



For each of the following cloud storage systems, please indicate how often your users access these systems for sharing business files:



Respondents indicated that cloud storage systems are frequently being used within their enterprises for sharing business files. For example, 36.7% of respondents indicated their users share business files via Google Apps/Sites. Other popular cloud applications were Windows Live SkyDrive (29.2%) and DropBox (20.6%). We anticipate that cloud storage will be a growing trend in the enterprise and that IT managers will need to address this trend with additional tools, support, and policies.

The award-winning Colligo for SharePoint client software suite drives SharePoint adoption by enabling users to easily access, capture, and tag content from popular desktop applications, including Outlook and Windows Explorer. Information workers can instantly view, modify, and create SharePoint documents, forms, lists, and metadata, online or offline. Users can also manage emails and attachments, automatically capturing metadata. Easy to deploy, learn, and use, Colligo Contributor and Colligo Reader require no server modifications. They provide a new level of desktop support for all shipping versions of Windows SharePoint Services and Microsoft Office SharePoint Servers.

Learn more or get a 30-day free trial at www.colligo.com.

