Global Print 2025 Study

PRINT2025

Second Edition
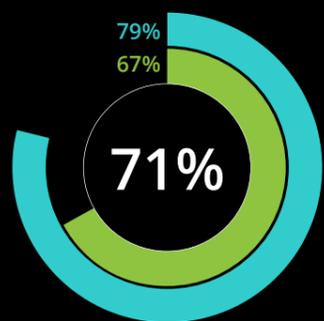## Survey findings at a glance

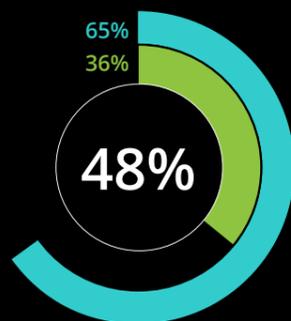| IT decision maker | office worker |

IT decision makers and office workers are disconnected on the future of print

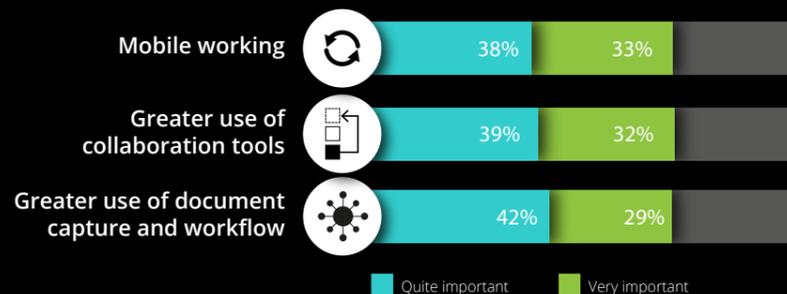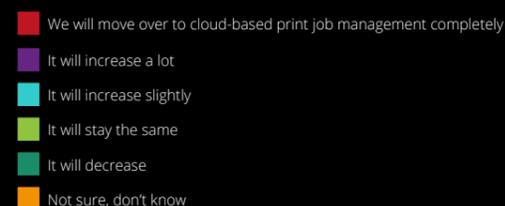48% of businesses believe that print will be important by 2025, compared to 71% in 2019

2019
79%
67%
71%

2025
65%
36%
48%

Digitisation efforts are increasing

76% of organisations believe digitisation of paper based processes will be important by 2025

Mobility, document capture and collaboration will be key factors in reducing print between now and 2025

	Quite important	Very important	
Mobile working	38%	33%	
Greater use of collaboration tools	39%	32%	
Greater use of document capture and workflow	42%	29%	

Quite important   Very important

Print management is moving to the cloud

73% of organisations expect to transition to cloud print management

- We will move over to cloud-based print job management completely — 8%
- It will increase a lot — 31%
- It will increase slightly — 34%
- It will stay the same — 18%
- It will decrease — 7%
- Not sure, don't know — 2%

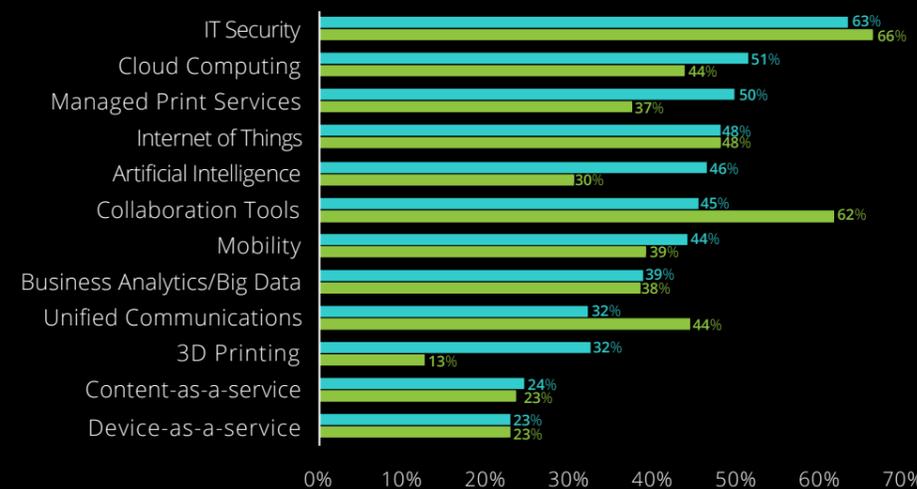### Sustainability is high on the agenda

83% expect sustainability to be important to their business by 2025, from 73% in 2019

57% expect a supplier to adopt a leading position for sustainability by 2025, compared to 42% in 2019

52% cited reducing environmental impact as a top print management challenge, above cost reduction

Security tops technology investment priorities, but office workers place higher importance on collaboration and communication platforms than IT decision makers

	IT decision maker	office worker
IT Security	63%	66%
Cloud Computing	51%	44%
Managed Print Services	50%	37%
Internet of Things	48%	48%
Artificial Intelligence	46%	30%
Collaboration Tools	45%	62%
Mobility	44%	39%
Business Analytics/Big Data	39%	38%
Unified Communications	44%	32%
3D Printing	32%	13%
Content-as-a-service	24%	23%
Device-as-a-service	23%	23%

0% 10% 20% 30% 40% 50% 60% 70%

By 2025, print suppliers are expected to evolve into strategic partners

59% Deliver business process automation

58% Strategic partner to IT and LOB

57% Drive sustainability

56% Provide analytic insight

55% Support digital transformation initiatives

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