

# New Collaboration Tools Present a Challenge for IT Professionals

## Demand for Cloud, Mobile and SharePoint Growing

A survey of CIOs and IT directors shows that the sharp increase in cloud and mobile platforms is changing how people collaborate in the workplace, and presenting new challenges to corporate IT departments.

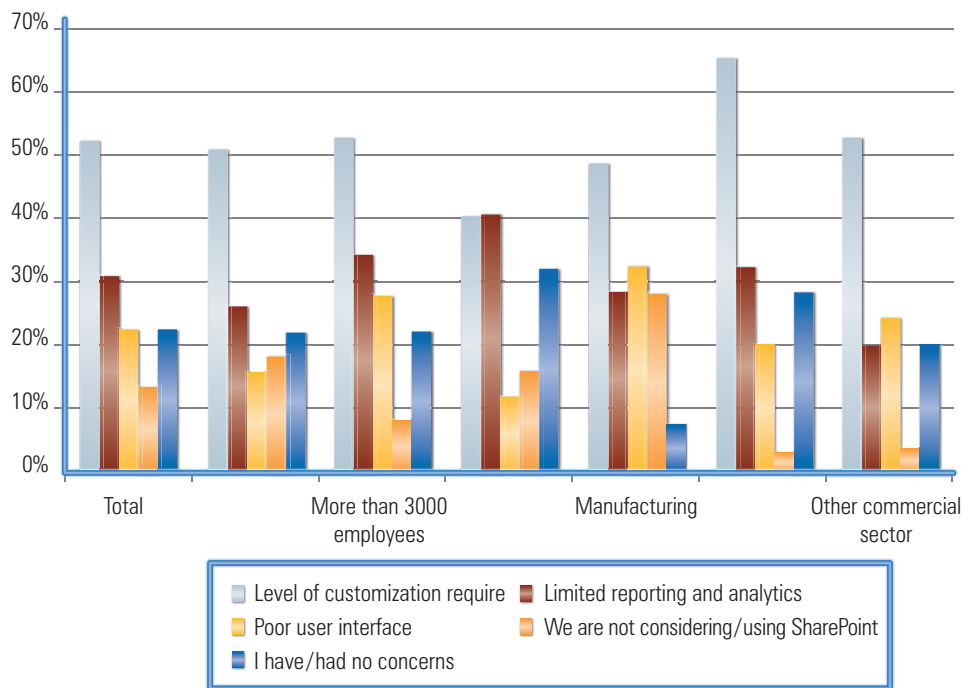
Although desktop email remains the preferred collaboration tool for 71% of workers, 87% of survey respondents generally and 92% of organizations with 3,000 or more employees have deployed SharePoint. While 53% indicated that SharePoint is helping their employees collaborate with colleagues, clients and suppliers, many respondents also expressed concerns about it. For example, 64% of respondents in the financial sector reported that SharePoint requires a high level of customization. SharePoint's limited reporting and analytics features were another sticking point for senior IT management, as was its poor user interface.

In addition to SharePoint, 54% of survey respondents indicated that they have already granted business users access to corporate documents via mobiles or tablets, or plan to within the next 12 months. Managing these new mobile collaboration tools presents a significant challenge for IT teams tasked with safe-guarding corporate documents and systems.

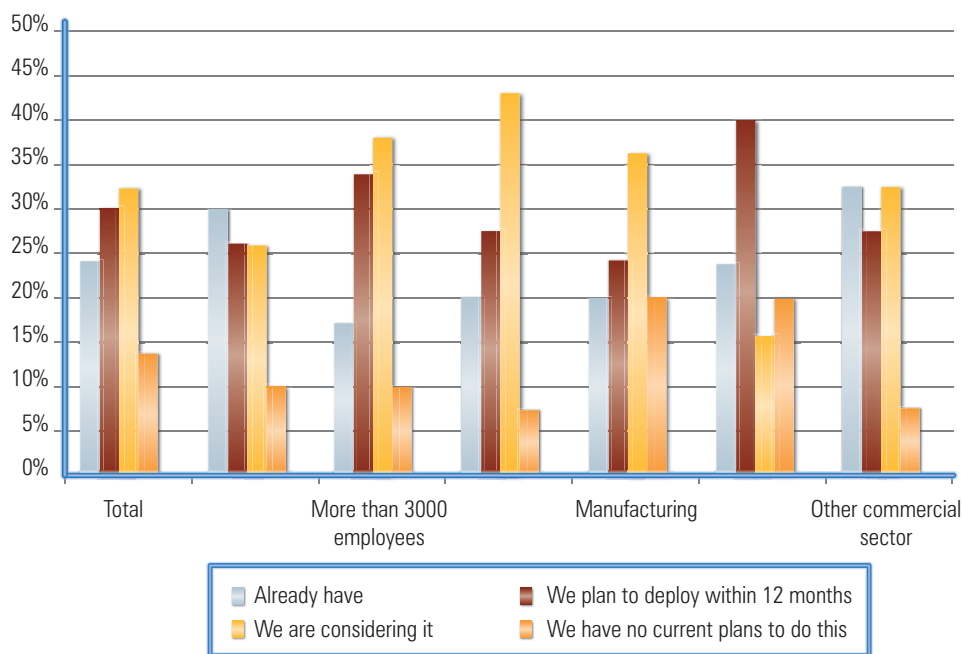
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What are/were concerns for you when implementing Microsoft SharePoint as your document/content repository?

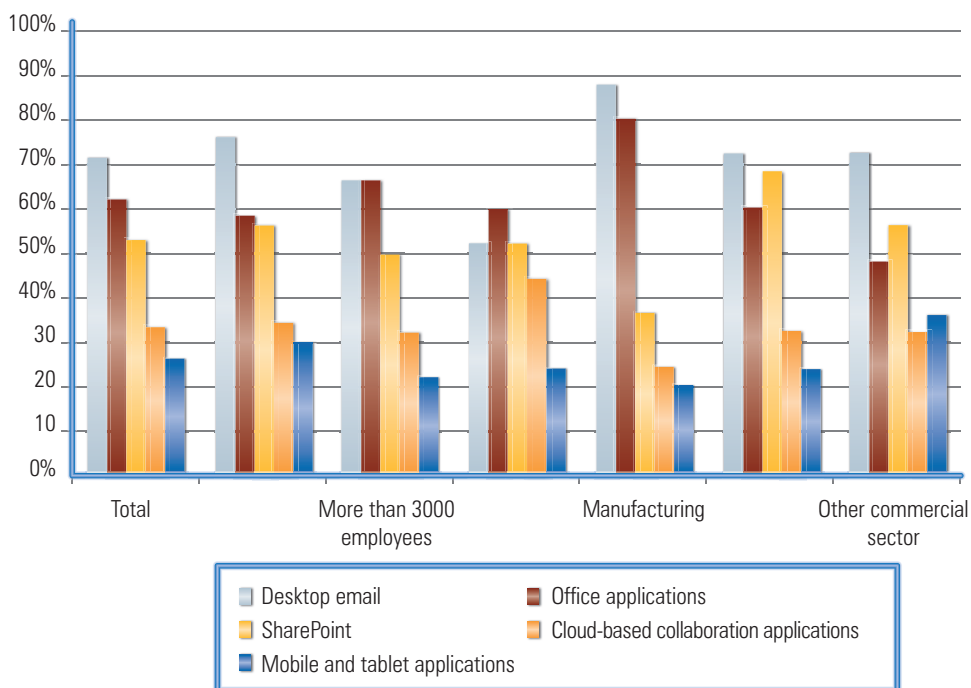


Does your organization plan to grant business users access to corporate documents and content repositories on mobile and tablet devices?

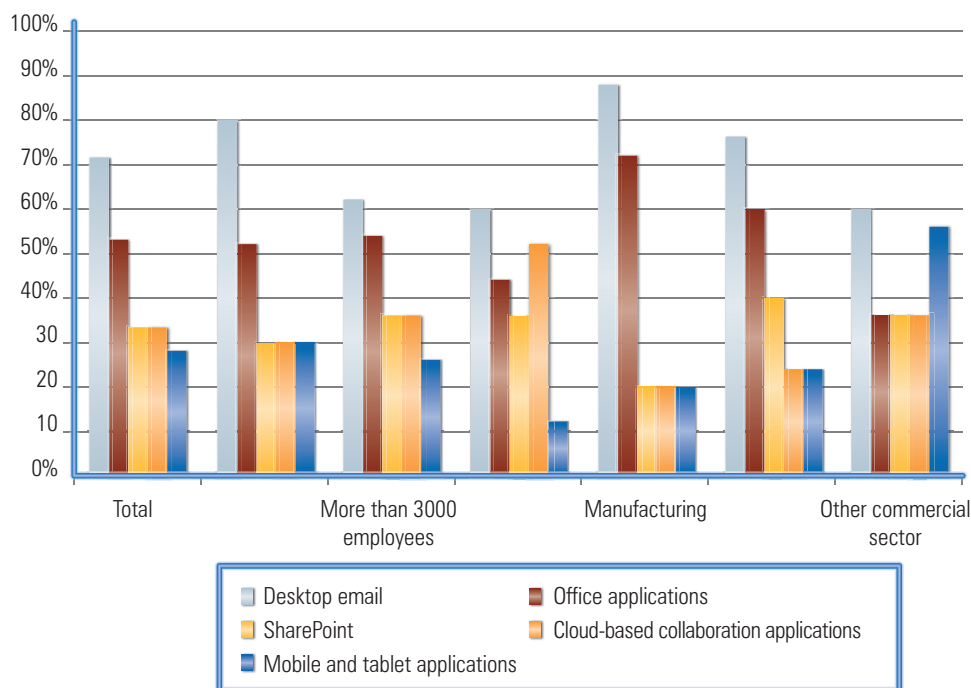


# New Collaboration Tools Present a Challenge for IT Professionals

Thinking about how internal business users and how they use collaboration technology, which of the following would you expect to be their preferred tool sets?



Thinking about how employees might collaborate externally for example with partners, customers and clients, what would you expect to be their preferred tool sets?



## Conclusion

These results point to an increasing demand for collaboration technologies that give users access to information on the move. They also underscore the need for integrated software tools that reduce the level of customization required to implement them.

However, customization and user interface issues are not the only challenges confronting IT departments. They still need to extend document and repository access to mobile devices and the cloud. But unless these collaboration solutions are easy to adopt, users will avoid them and the IT investment in time and technology will be wasted.

The results of this survey clearly show that IT professionals would like to deploy solutions that are integrated, user-friendly and cost-effective. At the same time, they need to keep documents secure as more mobile access points are created. Meeting all these challenges is imperative if workers are to remain productive and efficient while on the move.

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## About Workshare

Workshare provides document collaboration software to enable business professionals to accurately create, collaborate and control high-value content more efficiently. More than one million professionals rely on Workshare solutions to increase productivity and safeguard their confidential information, ultimately securing their intellectual property, customer relationships and the organization's reputation. Workshare's comparison and collaboration solutions provide risk management and security to over 18,000 organizations worldwide and easily integrate with line-of-business applications. For more information please visit [www.workshare.com](http://www.workshare.com).