



A Look Ahead

BPOL: The Future of Managed Document Services

Outlook for managed document services

When the BPOL Team met last fall to plan the direction for BPOL Next Generation, they knew they would need to research market and industry trends for managed document services. From that research, the team identified the following trends that could impact the development of BPOL in the next five to ten years.

Client needs

- Continued importance of **sustainable design principles and practices**
- Increased use of **Building Information Modeling (BIM)** in workflows from design to fabrication to assembly
- Pressure to **collaborate across disciplines and between firms** throughout the project lifecycle
- Provide **additional client required documentation** detailing a project or a process to ensure project success

Technology

- Increased use of **mobile computing platforms** as smart phones and tablets become the computers of choice for business users
- Increased use of **cloud computing** as online applications support mobile computing and displace desktop applications



Processes

- Support growth of **document process outsourcing** enabling documentation standards and consistency across the enterprise
- Implement **digital approval workflows** for government agencies that streamline processes, reduce waste, and improve efficiency
- Continued push for **metrics and accountability** as clients and customers compel businesses to provide metric data to account for claims and costs



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