Red tape costs UK businesses £104 billion a year, finds Keboko

Submitted by: Speed Communications
Wednesday, 27 October 2010

UK WORKERS HIT WITH ADMIN AGGRAVATION, REVEALS NATION-WIDE STUDY

New research by Keboko (http://www.keboko.com) has revealed that the average UK worker is tied to their desk for more than seven working weeks a year (37 days a year) carrying out basic administrative tasks, such as updating reports, inputting data, filing expenses, bookkeeping, timesheets, and invoicing and billing. The cost of this red tape to British businesses, equates to more than £104 billion a year.

The UK-wide survey of 1,117 people, by cloud service provider Keboko (http://www.keboko.com), discovered that data entry is the most time consuming administrative task, with 18 per cent of workers spending more than six hours a week on it. Scots were found to spend most time inputting data, dedicating half an hour longer than the UK average of two hours and 18 minutes.

The study showed that workers spend a fortnight a year updating reports, devoting just over 90 minutes a week to the job. Financial tasks, such as filing expenses, invoicing clients and bookkeeping were found to collectively take up another fortnight a year. Keboko's survey revealed that most workers spend 21 minutes a week on conference calls, but this still equates to nearly two and a half days throughout per year.

Keboko (http://www.keboko.com), which launched its cloud service offering today, commissioned the Populus poll to find out how much time UK organisations could save by streamlining their business processes. The study found that many Brits spend a large portion of their working week on non-billable tasks that aren't a core part of their job, and are unlikely to generate additional income. Nationally, the survey revealed that workers take five hours and 45 minutes a week to complete administrative tasks. If you combine this with internal meetings and conference calls this amounts to nine working weeks a year; almost twice the average Brit's holiday allowance.

Perhaps the most significant finding from the study is that most workers would rather spend their time at work focusing on new business activities. The majority of people polled said that they'd like to devote more of their working week to meeting prospective clients, promoting the business they work for, and supporting existing clients.

Commenting on the research, Charlie Cowan, CEO, Keboko, said, "With Britain starting to emerge from the global recession, you'd expect most companies to be hard at work trying to generate new business. However, many workers struggle to find time to do this, as non-core tasks, such as inputting data and updating reports, still take up too much time. It's costing UK businesses a fortune, with the money essentially going down the drain.

"If the average worker started working on these tasks at the beginning of 2011, they would work non-stop until lunchtime on Monday 7 March. Companies can't afford for staff to spend such a large amount of time on non-billable activities. A lot of the time workers are being held back by a lack of tools to help them get admin tasks done quickly and efficiently. Many companies still use outdated, badly-designed software that can only be accessed in the office.

"It's clear to see that a new generation of tailored and more flexible business applications is desperately needed by Britain's businesses. By adopting cloud-based applications that can be accessed via a web browser, organisations could work much smarter. Staff could reduce the amount of 'dead time' spent travelling to and from meetings by updating reports wirelessly whilst on the go. In some cases, tasks could even be performed automatically."

ENDS

About the research

Populus interviewed 1,117 adults, aged 18+, in full or part time work, online between 20th August and 22nd August 2010. A working week is classed as 37.5 hours. Average hourly wage in UK is £13.04. There are 29.02 million people in employment in the UK.

About Keboko

Keboko provides cloud services to small and medium sized businesses in the UK. Launched in 2010, Keboko helps companies to move their applications (Email, CRM, Accounts) into the cloud and provides ongoing support to the end users. In essence this means that instead of storing all of their files and applications on a big rack of servers in the corner of the office and having to manage it all themselves, they can access everything over the internet without having to worry about the day-to-day management. To this end, Keboko aims to help firms spend more time on growing their business and less time on admin, reporting and other non-core activities.

Keboko works closely with businesses to develop a strategy for migrating to the cloud, and provides end users with ongoing help and support. It works with two key vendor partners - Google, for email and productivity services and Salesforce.com, for marketing, CRM and support applications.

For more information about Keboko (http://www.keboko.com) please visit: www.keboko.com.