When used to its maximum potential, enterprise content management (ECM) can vastly improve productivity, quality and service.

According to a 2019 Cornerstone Advisors survey sponsored by Fiserv, financial institutions categorized as "high performers" in their ECM system usage experienced the following benefits:

- **Productivity**: Overall improvement in productivity was 25%.
- **Quality of Work**: 40% improvement in Accounting and 77% improvement in Digital Banking.
- **Delivery Times**: Average improvement was 10%.
- **Estimated Cost Savings**: Increase in productivity is equal to roughly $300,000 in savings.
- **Maximizing Automation**: 62% have fully imaged their legacy mortgage loan files and 64% have a secure way for customers or members to submit documents.
- **Average Departmental Customer Delivery Time Improvements Ranged From**:
  - 74% improvement in consumer lending.
  - 50% increase in both quality and speed of delivery of consumer lending.
  - 62% improvement in loan origination.

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