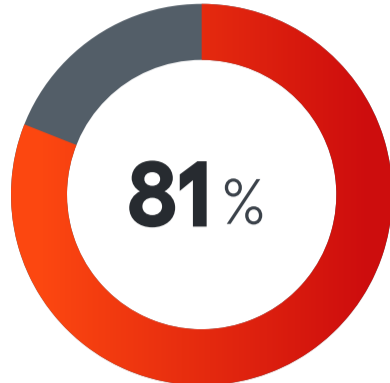




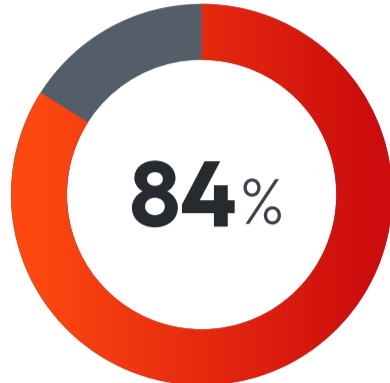
The Promise of Digital Workers

According to new research from WorkFusion and Enterprise Strategy Group (ESG)*, technology and business enterprise executives working in BFSI agree that automation is a key tool for future growth and addressing their key performance indicators (KPIs).

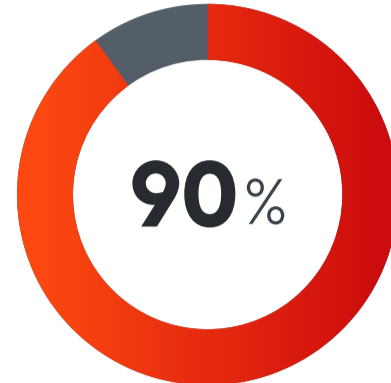
Looking ahead



agree automation can help overcome future labor shortages

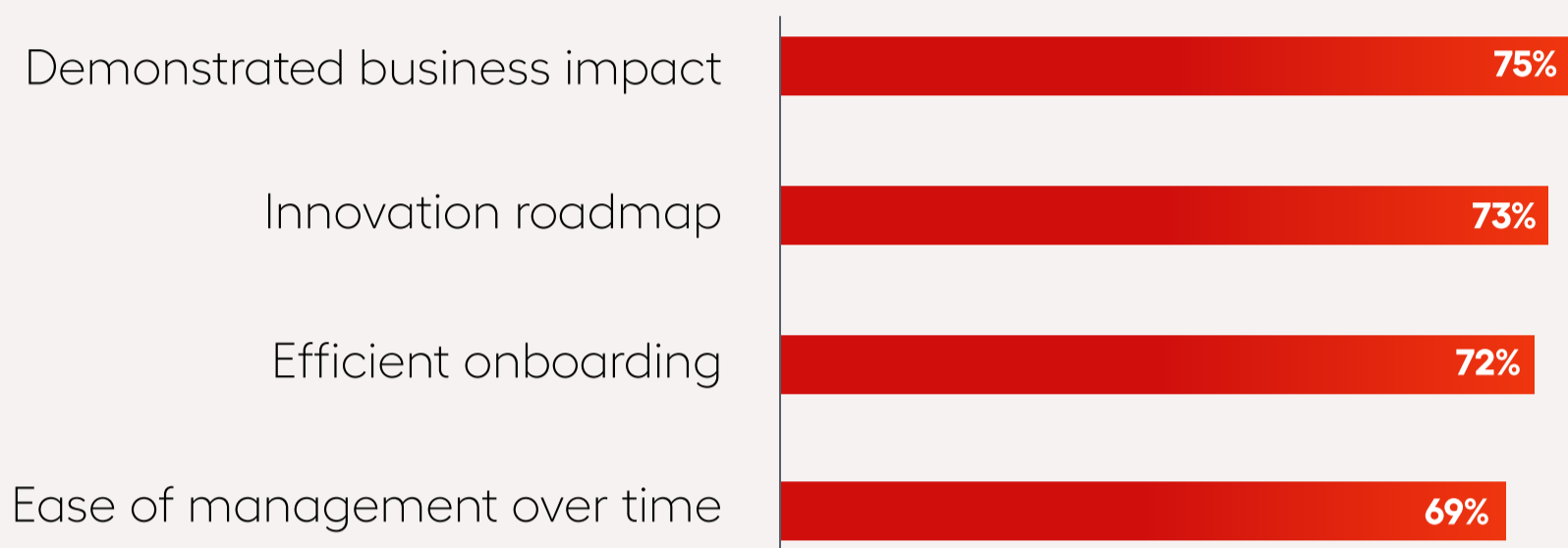


agree automation can help increase profits

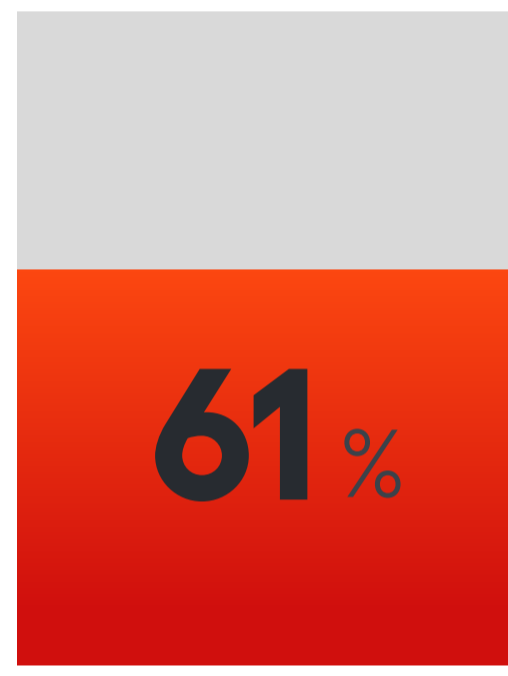


expect significant spending on AI/ML within 12–24 months

Forward-thinking leaders recognize that the most effective and scalable automation is found in packaged, highly skilled Digital Workers. The "critical" or "important" characteristics respondents said they look for in a digital workforce include:



This trend already is clear in IDP

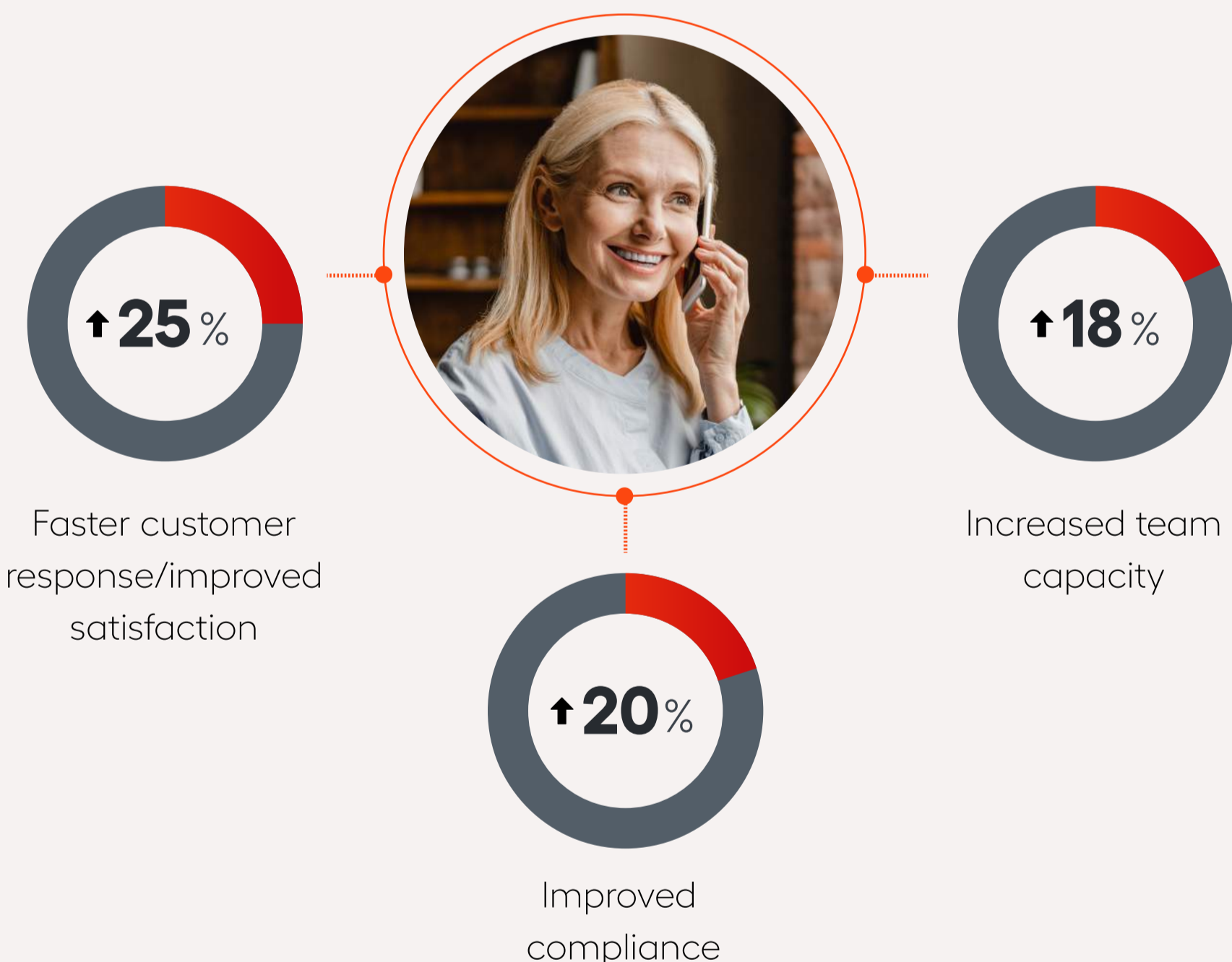


Most respondents are using automation for Intelligent Document Processing (IDP)

which strongly suggests that as an industry, we recognize what's on the horizon, and are only in the early days in terms of hiring intelligent Digital Workers

Keeping focus on customers and employees

Revealingly, when asked about their most valuable single KPI in document/data processing roles, improved customer experience (CX) was #1 with compliance and employee experience (EX) close behind:



WorkFusion's solutions have the capabilities today that financial services are seeking for tomorrow.

Customers want automation to get more intelligent — merely speeding up low-value tasks doesn't meet these enterprises' true needs.

Digital Workers are easy to hire in a single-click download, arrive on the job fully trained, and return value immediately. These packaged, highly skilled roles support critical customer-care and compliance operations in Banking, Finance, Insurance, and other Fortune 500 enterprises.

Contact us to learn more.



WorkFusion

* Research: "Navigating the Great Resignation with Digital Workers: Addressing Human Capital Issues with Automation, Efficiency, and Intelligence" by Mike Leone, ESG Senior Analyst. © May 2022