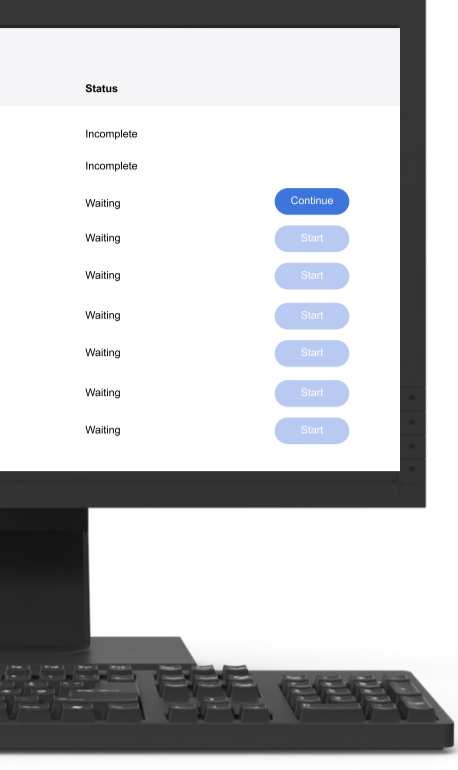


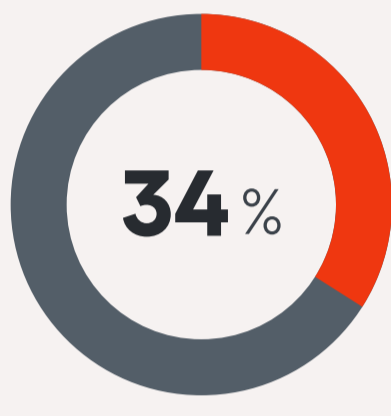
Why your automation approach hasn't bridged the talent crisis



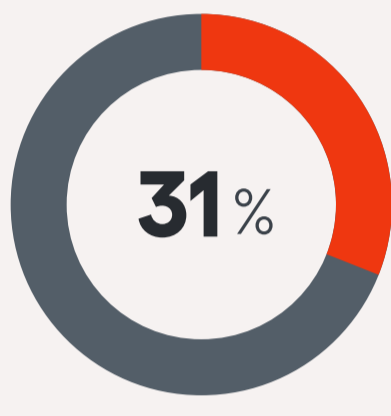
According to new research from WorkFusion and Enterprise Strategy Group (ESG)*, technology and business enterprise executives working in BFSI agree that automation is a key tool for future growth — but they have been frustrated by their automation attempts so far.

Failing to meet expectations

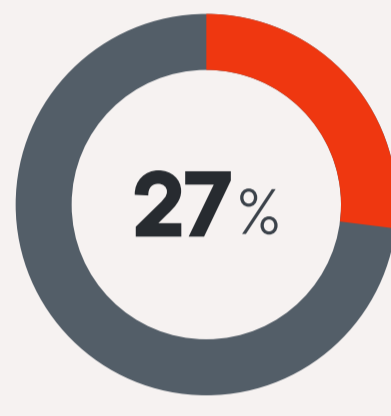
While **77%** of respondents have considered automation for filling knowledge workforce gaps, previous solutions have been disappointing. Top issues reported with existing automation approaches include:



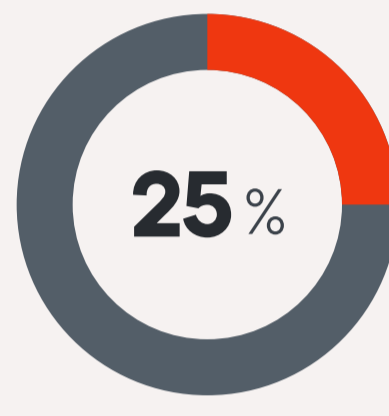
high technical debt



underestimated time to value



hard to deploy



limitations of technology

Executives need more complex automation

46%

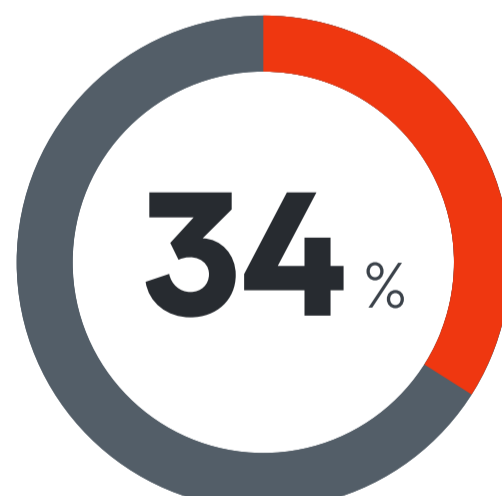
of respondents have gained benefits so far from automating lower-value tasks but only...

9%

say they expect that positive return to continue over the next 2–3 years



have successfully automated complex tasks that require human-like judgment but...



say they know that complexity is where they anticipate the most benefit within 2–3 years.

We know you're looking for answers, and are probably already investigating automation. But as this research shows, the wrong automation is not a solution.

WorkFusion's highly skilled Digital Workers intelligently support critical operations for Banking, Finance, Insurance, and other Fortune 500 enterprises — reducing costs, speeding compliance, and enhancing the experience of both your employees and your customers. Visit workfusion.com to request a demo today!

