Digital transformation technologies insurers use today

- Data analytics: 55%
- Intelligent Document Processing: 29%
- No/low code technologies: 16%
- Robotic process automation (RPA): 39%
- Business intelligence: 52%
- Process mining: 32%
- Business process management: 42%

Top three biggest disruptions in the past year

- Business process mining: 67%
- Business intelligence: 30%
- Process mining: 27%
- No/low code technologies: 3%
- Business process management: 0%

According to insurance professionals

- Remote work: 61%
- Legacy systems: 42%
- Employees struggle getting the budget approved: 30%

Widespread business impact

- Lost/struggled to attract customers: 43%
- Couldn’t achieve financial goals: 37%
- Fell behind the competition: 23%
- Missed business opportunities: 17%

The current and future state

- 30% say they are well-prepared for the current climate.
- 35% expect the budget to increase.
- 45% expect their budget will stay the same next year.
- 15% expect the budget will be less.

The opportunity: optimize your budget for ROI

- 39% will increase their budget.
- 45% will keep the same budget.
- 10% will decrease their budget.

WHY A HOLISTIC SOLUTION MATTERS...

ABBYY 2021 Digital Transformation Survey

This research was conducted by Sapio Research during April and May 2021. The survey included 1,220 IT decision makers from technology organizations in the UK, US, France, Germany, and Japan. The survey compared the current state of digital transformation projects and the barriers businesses face, with the role that automation technologies play due to the COVID-19 pandemic.