



Exploring challenges, priorities, and tech strategies in financial services

We recently surveyed 100 financial services professionals, in a range of roles from organisations of different sizes, to assess their priorities for 2022. We focused on how they plan to approach productivity, stress, documentation requirements, and technology adoption.

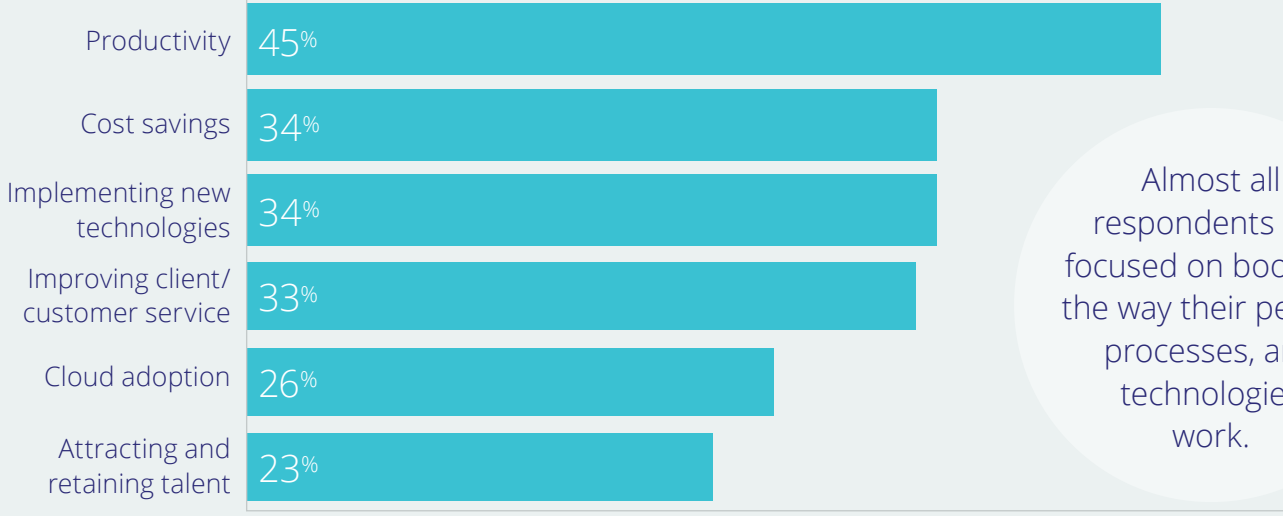


These are our top 5 findings

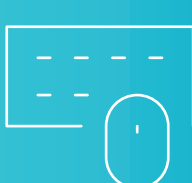


1 The bottom line is top of the agenda

Top priorities for financial services professionals in 2022 include:

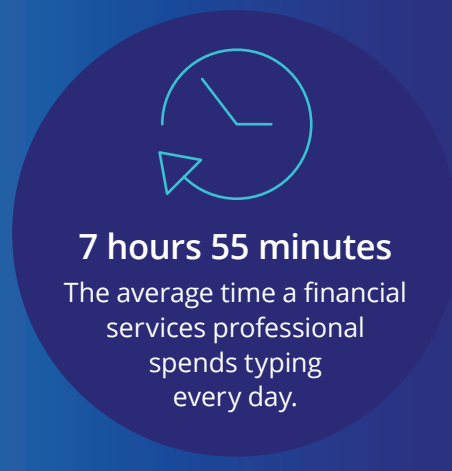


Almost all respondents are focused on boosting the way their people, processes, and technologies work.

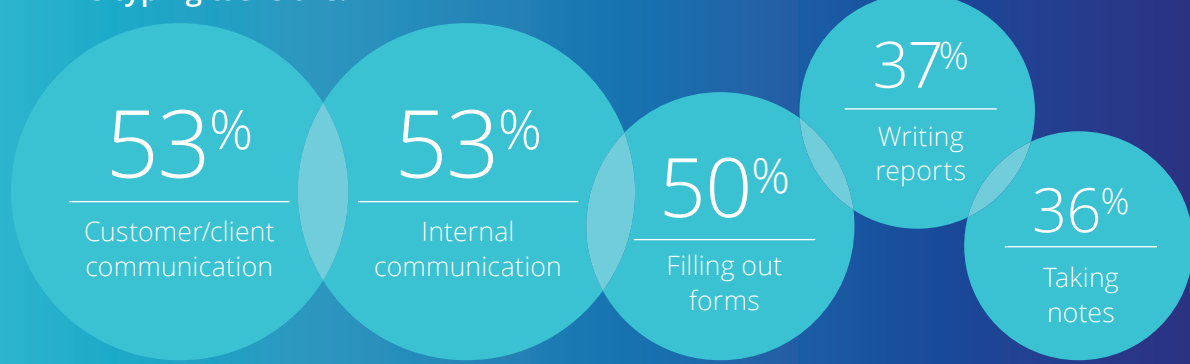


2 Typing takes up hours, even for fast typists

According to our respondents, most of a financial services professional's day is spent at the keyboard, with 69% spending at least four hours a day typing for work, and 64% spending at least another hour typing for personal reasons once their workday ends.



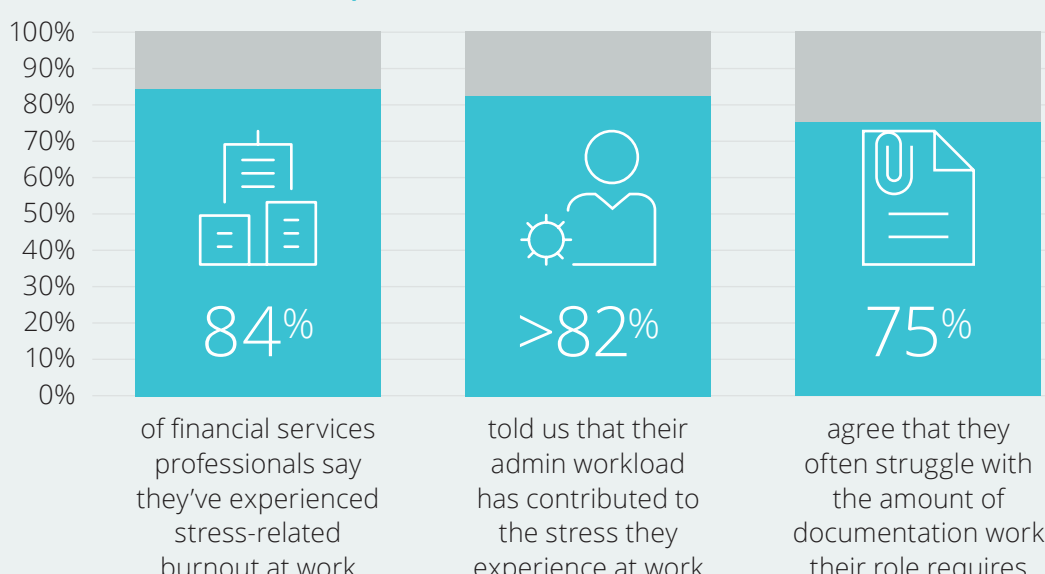
Financial services professionals' top five typing tasks are:



3 Stress is high—and huge admin burdens are making it worse

A year and a half of uncertainty has meant many professionals have felt more under pressure than ever before. According to our respondents the combination of an ever-growing mountain of documentation and compliance requirements and slow, complex admin processes are making stress worse.

Financial services professionals' main causes of stress:



4 The value of new technologies is clear

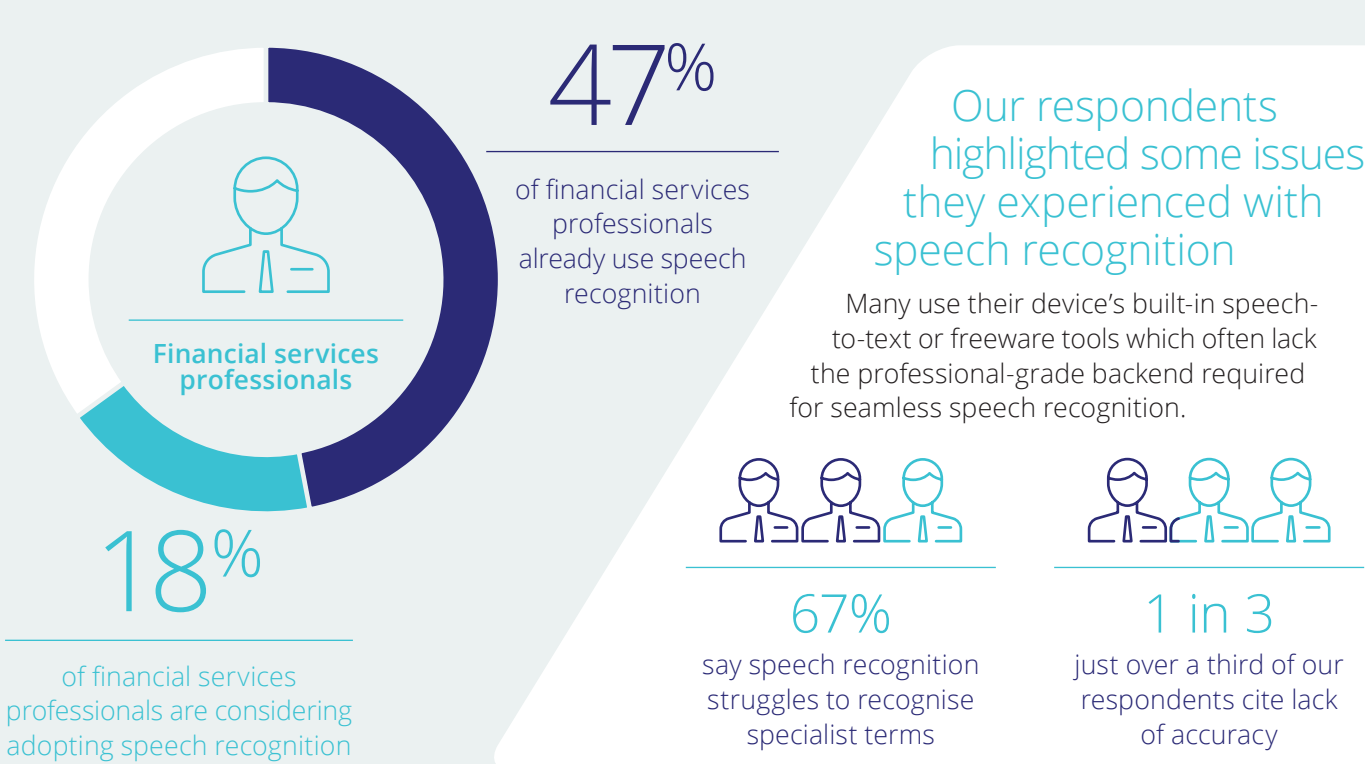
Implementing new technologies is a top-three priority for our respondents. The role of speech technologies was a particular interest for our survey.

We asked how professionals in the financial services industry viewed the potential of speech recognition:



5 Speech recognition is well known, but sometimes misunderstood

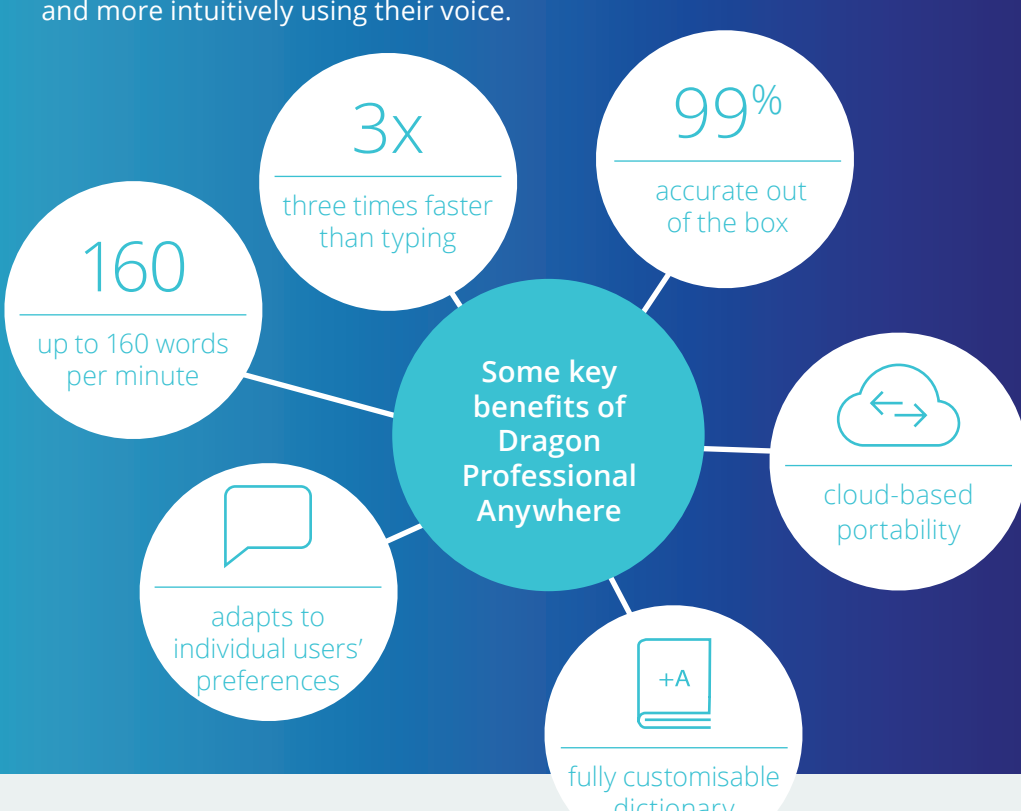
In various forms, speech recognition has been available for several decades. **We wanted to know whether it was a popular tool—and if not, why not?**



Dragon Professional Anywhere speech recognition

The right speech recognition tool, like Dragon Professional Anywhere, can help intuitive services professionals work faster, more efficiently, and more intuitively using their voice.

Dragon Professional Anywhere could be a key component in your technology adoption plans, and a powerful productivity tool for your people.



LEARN MORE

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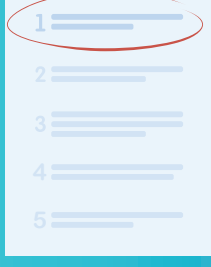
About Nuance Communications, Inc. Nuance Communications (Nuance) is a technology pioneer with market leadership in conversational AI and ambient intelligence. A full-service partner trusted by 77 percent of U.S. hospitals and 85 percent of the Fortune 100 across the globe, we create intuitive solutions that amplify people's ability to help others.

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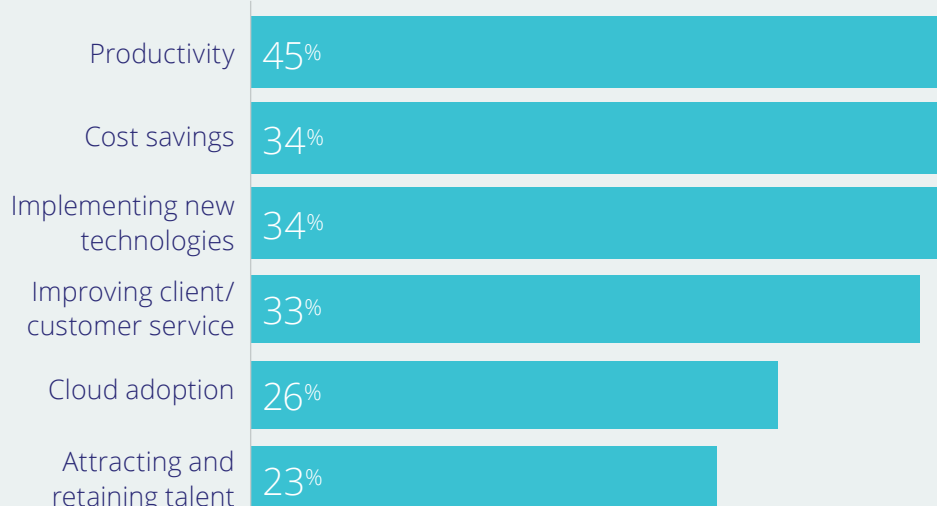


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Percent of respondents

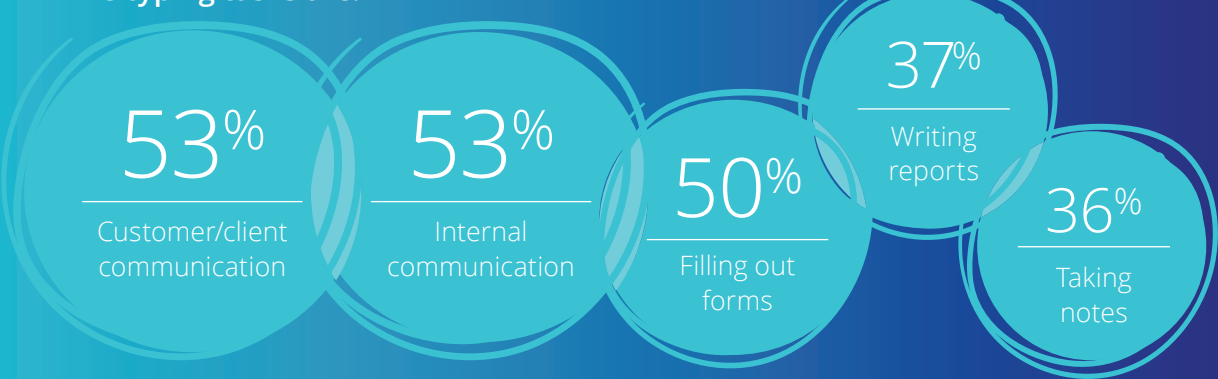
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Financial services professionals' top five typing tasks are:



7 hours 55 minutes

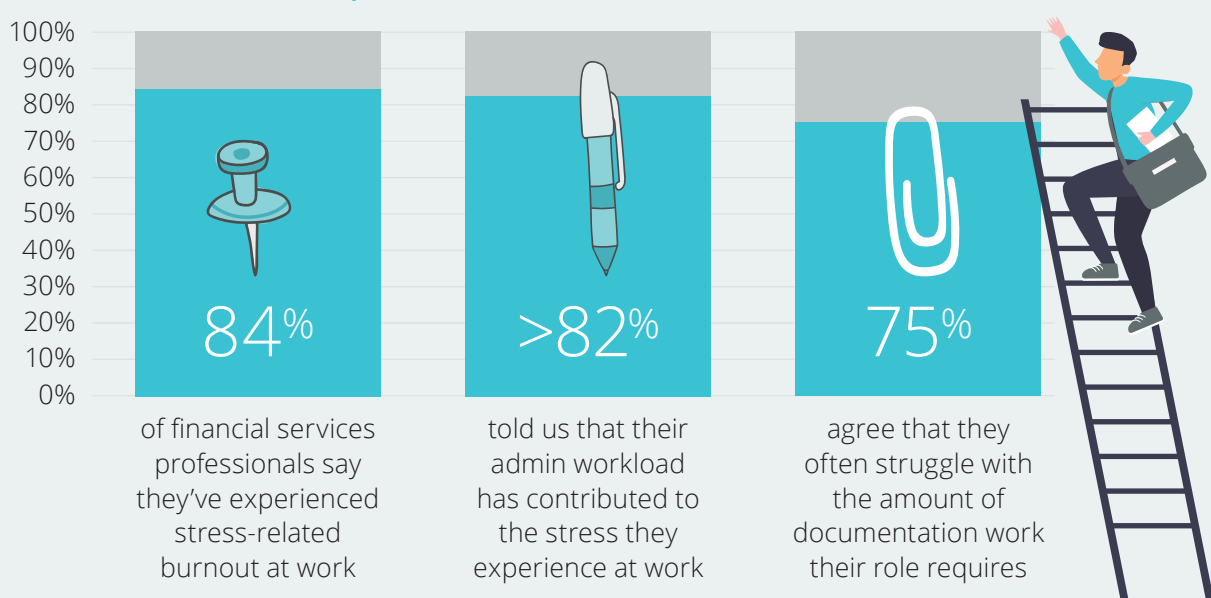
The average time a financial services professional spends typing every day.



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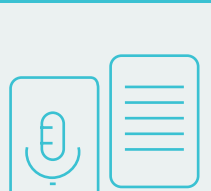
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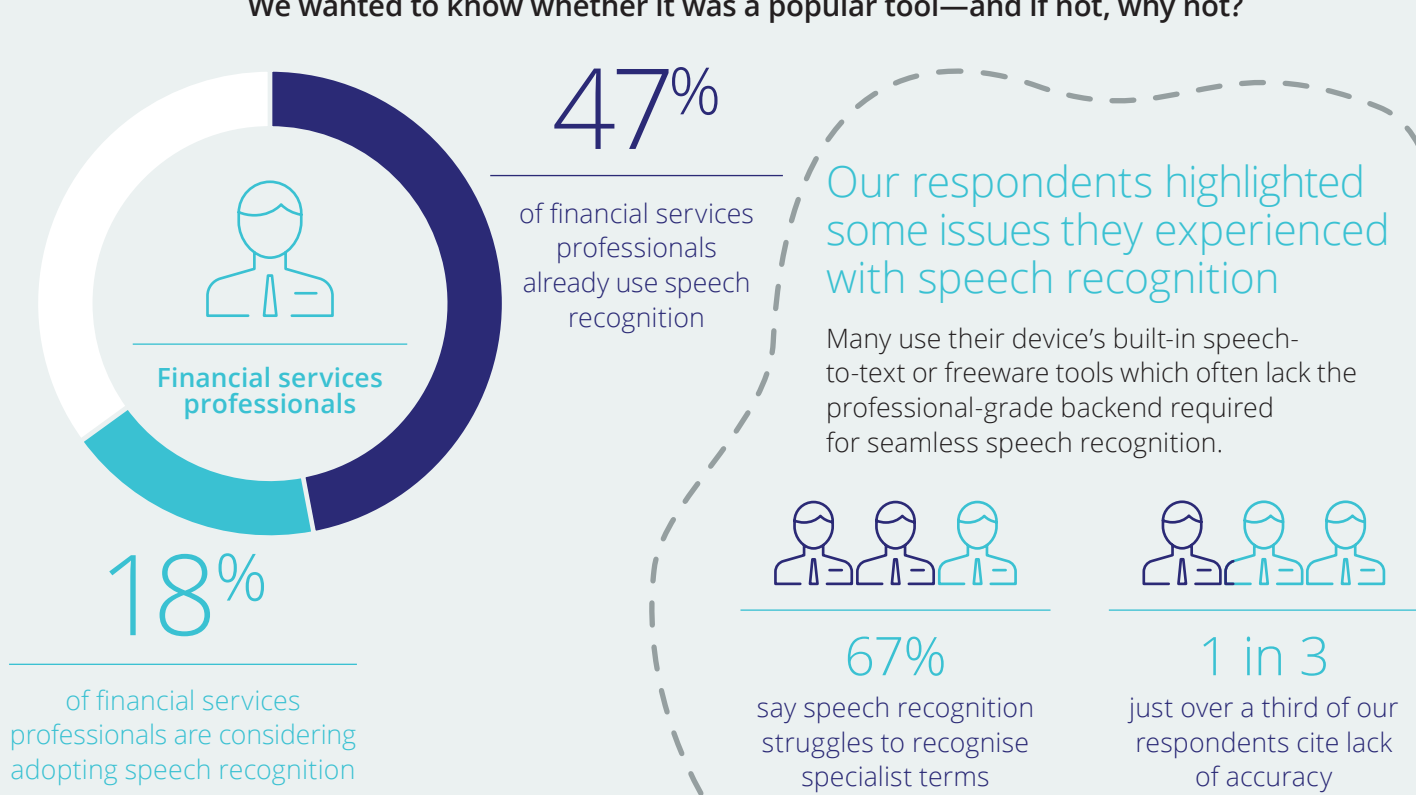
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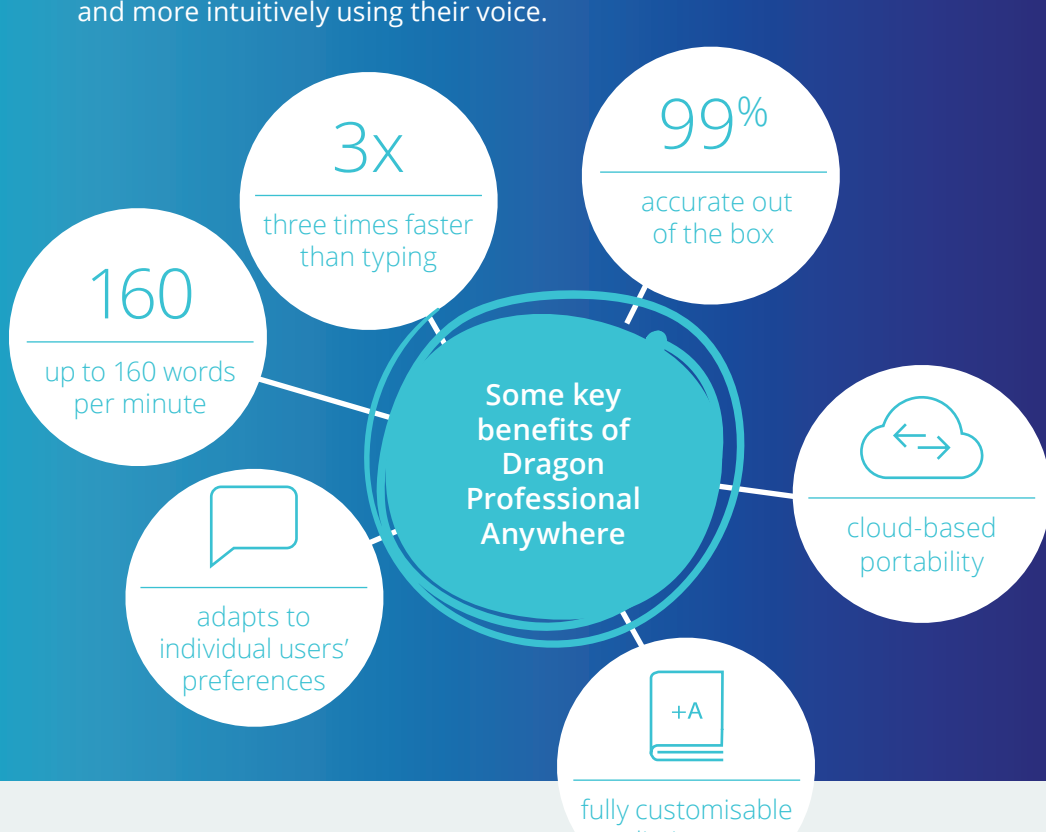
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