



Modern working in financial services

We recently surveyed more than 100 professionals in various roles to ask them about their current working environments. We're particularly interested in investigating the pressures they are facing, and what strategies they are using to manage them.

Here are our key findings



A closer look at modern working According to our respondents, 62% work in a hybrid environment

and 9% are fully remote working. Here are some of the benefits and challenges:

Benefits can manage my day better I spend more time with friends and family Higher productivity

Challenges

Not able to speak to my team in person

Family & work in the same environment More interruptions

I don't have all the office tools available



Financial services professionals are facing the rising burden of admin Financial services professionals spend a staggering number of hours at a

physical or digital keyboard every day. 42% of professionals spend at least four hours a day typing for work, with 21% spending between 6–10 hours. We asked respondents about their views on admin:



The average time a financial services professional

spends typing every day.

admin tasks take time away from adding value to my clients

my day

I think the business could use more technology for completing admin tasks

to save time

I would enjoy my job more if my admin tasks took less time

admin tasks as I feel I don't have time in

I tend to put off

my hands often hurt at the end of the day from typing



Many respondents shared how much easier they explain concepts, thoughts and responses when speaking versus typing.

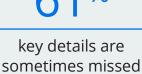
Speaking instead of typing

We asked how financial services professionals viewed speech recognition:

> 95% of speech recognition users

say it helps reduce

admin burden



instead of speaking

when typing information

89% of respondents said their company is looking to implement

this technology between now and the next 18months.

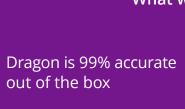
What was surprising about Dragon speech recognition?

use technology such as speech recognition are more likely to retain and

76%

thought companies which

attract talent



160 words per minute

The demand for speech recognition is clear

Dragon types up to

66% Dragon is three times Dragon speech faster than typing recognition

on client service.

Dragon has a customisable dictionary Dragon is available across multiple devices Dragon can be cloudbased and portable

What can speech recognition save time for? 20% of our financial services respondents are already using professional speech recognition technology at work to combat the administration burden. We drilled down into how the time saved is being used.

A professional-grade speech

recognition solution like Dragon will boost productivity, reduce outsourcing costs,

and help employees focus

family and friends

have been able to

finish work earlier

to spend time with

have been able to

spend more time

clients improving our

44% communicating with

relationship

Dragon

have been able to

focus on proactive

both colleagues

have been able

to spend more

time on career

development

and clients

41% ideas to benefit



have saved



Professional Use Dragon Professional speech recognition to rethink documentatrion and admin within your organisation

and dramatically improve productivity and efficiency regardless of your working environment, and reduce your firm's typing and transcription costs too.



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