



# The future of work

New perspectives in a time of disruption

Economic, societal, and technological disruption are changing the way we live and work.

Almost half of respondents expect **big changes** in the way we work over the next five years.



**66%** say employees are demanding better technology.

COVID-19 is super charging digital transformation agendas.

**Only 26%** felt very well prepared to deal with COVID-19.

Top three technologies UK businesses will invest in:

- Cloud
- Video conferencing
- AI

**80%** say preparing for a future crisis is a high priority.

It's time to refocus and harness the power of intelligent automation.

**64%** agree that intelligent automation **increases customer satisfaction.**

**61%** agree that intelligent automation **reduces stress in the workplace.**

**63%** agree that intelligent automation will **save 10+ hours per employee, per week** over the next two years.

What will employees do with the extra time?

- 1 Learn to work alongside intelligent machines
- 2 Engage more with customers
- 3 Do more creative activities

IT will empower – **not constrain** employees.

**71%** agree **IT is the driving force** behind using technology to change the way we work.

**74%** think IT should provide platforms and systems that **allow employees to build and implement their own technology solutions.**

This is the future of work.

Data taken from a survey of 383 UK businesses as part of a global study of 3,158 businesses conducted for Pegasystems by Savanta in April 2020.

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Pega is the leader in cloud software for customer engagement and operational excellence. The world's most recognized and successful brands rely on Pega's AI-powered software to optimize every customer interaction on any channel while ensuring their brand promises are kept. Pega's low-code application development platform allows enterprises to quickly build and evolve apps to meet their customer and employee needs and drive digital transformation on a global scale. For more than 35 years, Pega has enabled higher customer satisfaction, lower costs, and increased customer lifetime value.

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