

The future of work

New perspectives in a time of disruption

Economic, societal, and technological disruption are changing the way we live and work. 5 years

40% of respondents expect big changes in the way we work over the next five years.



40%

58%

say employees are demanding better technology.

COVID-19 is super charging digital transformation

Only 14%

felt very well prepared to deal with COVID-19.

> 78% say preparing for a future crisis is a

high priority.

agendas.

Top three

- AI

technologies businesses in France will **invest in**:

Video conferencing -Cloud

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



agree that intelligent automation increases customer satisfaction.

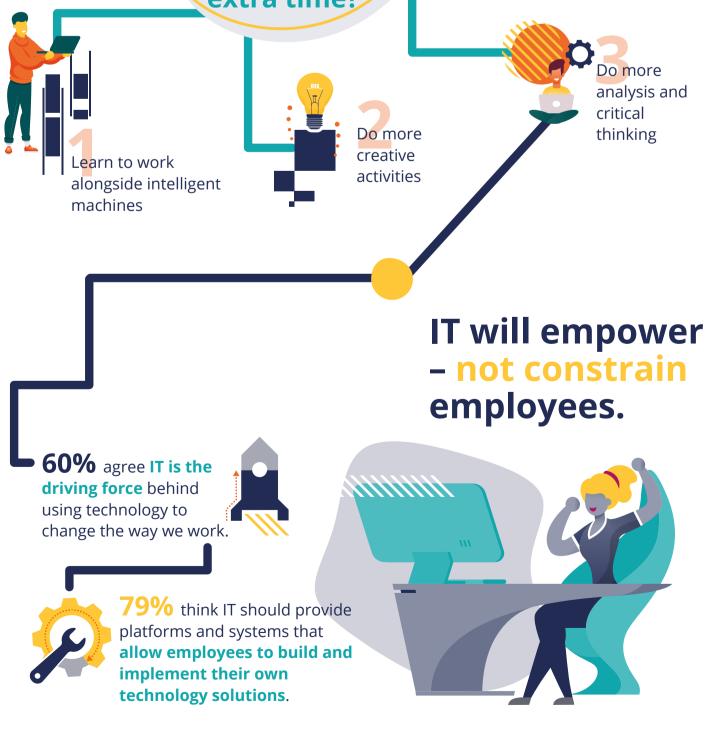
agree that intelligent automation reduces stress in the workplace.

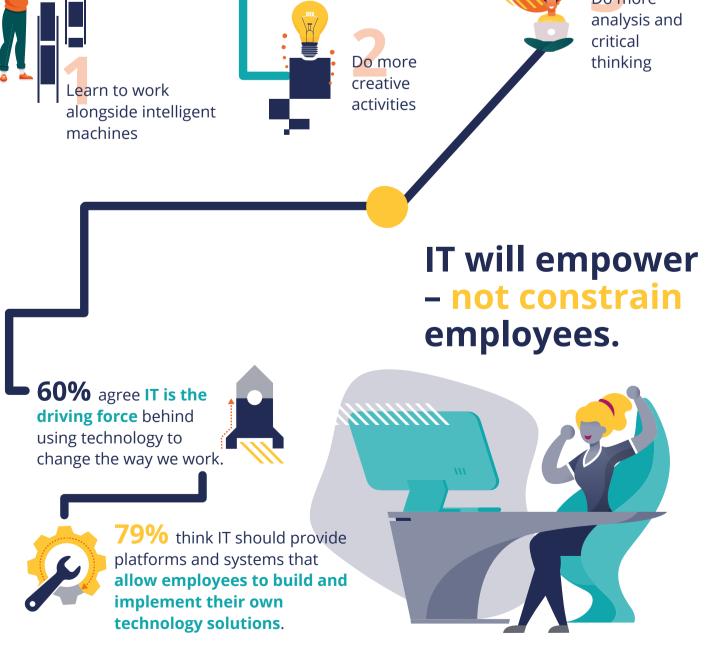


agree that intelligent automation will save 10+ hours per employee, per week over the next two years.

10 HOURS What will employees do with the extra time?

73%





This is the future of work.

Data taken from a survey of 295 French businesses as part of a global study of 3,158 businesses conducted for Pegasystems by Savanta in April 2020.





About Pegasystems

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.

For more information, visit us at **pega.com**.