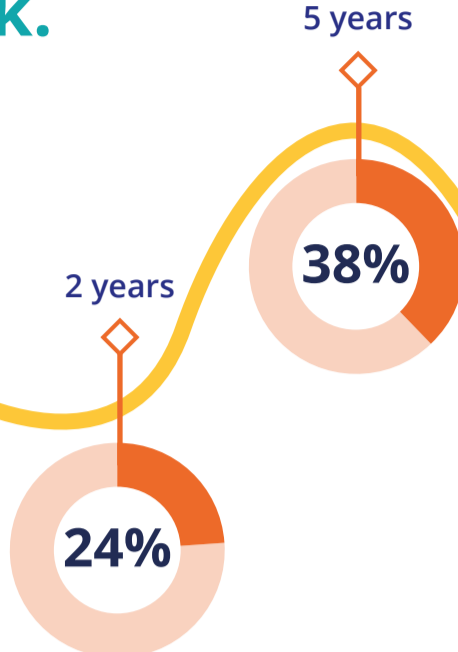


The future of work

New perspectives in a time of disruption

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

38% of respondents expect **big changes** in the way we work over the next five years.



65% say employees are demanding better technology.

COVID-19 is super charging digital transformation agendas.



Only **22%** felt very well prepared to deal with COVID-19.

Top three technologies Insurance businesses will **invest in**:

- AI
- IoT sensors
- Cloud



74% say preparing for a future crisis is a **high priority**.

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

79% agree that intelligent automation **increases customer satisfaction**.

76% agree that intelligent automation **reduces stress in the workplace**.

64% 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 Do more creative activities
- 3 Do more analysis and critical thinking

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

84% agree **IT is the driving force** behind using technology to change the way we work.

86% 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 577 Insurance businesses as part of a global study of 3,158 businesses conducted for Pegasystems by Savanta in April 2020.

Get the report



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.

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