



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

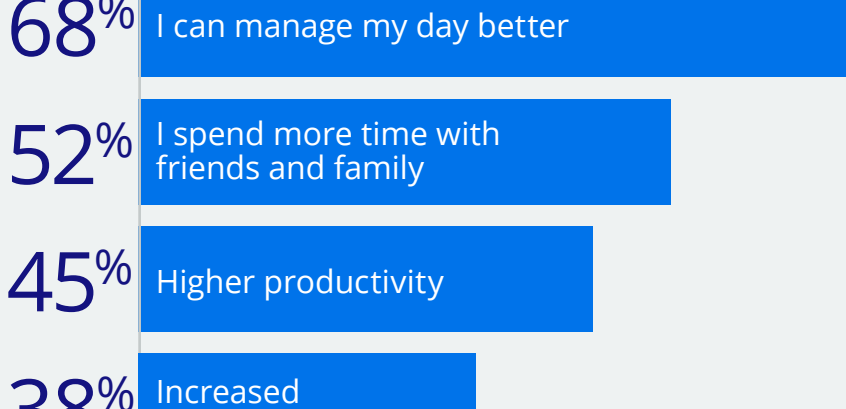


1 A closer look at modern working

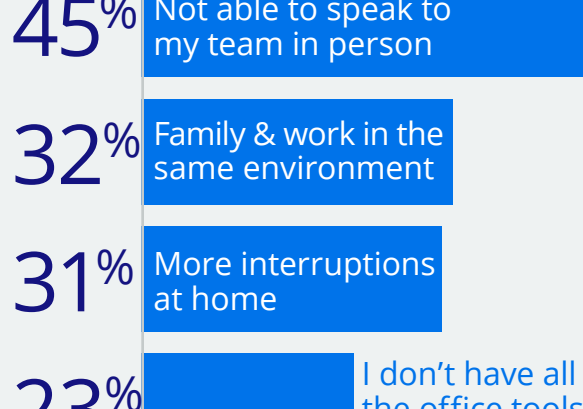
According to our respondents, 62% work in a hybrid environment and 9% are fully remote working.

Here are some of the benefits and challenges:

Benefits



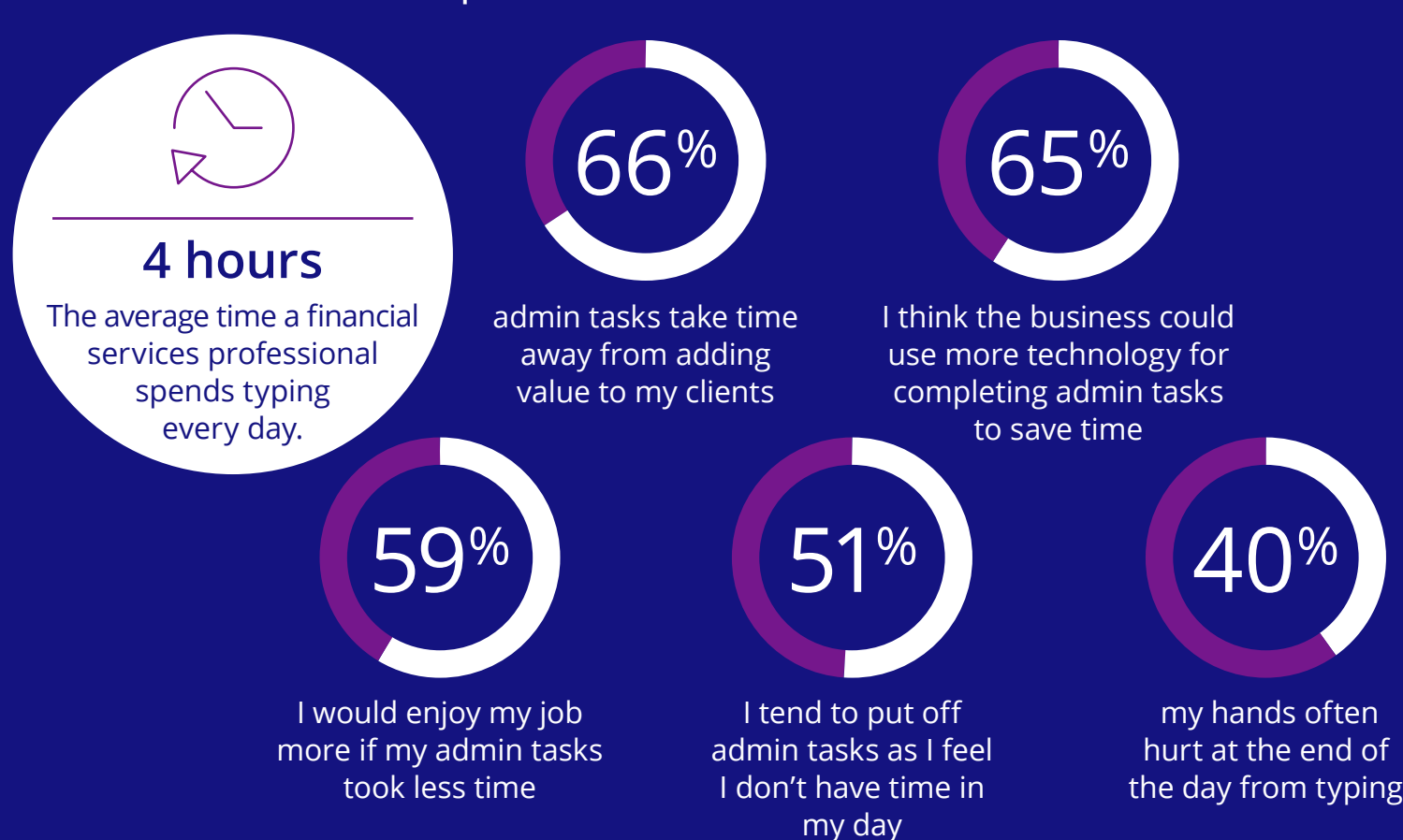
Challenges



2 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.

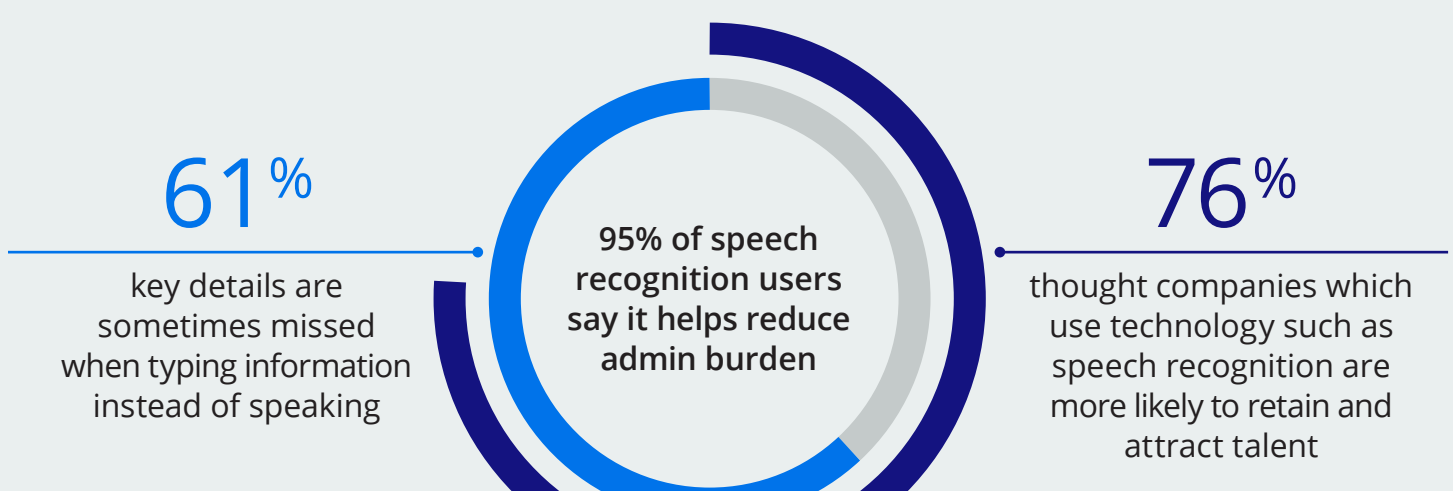
We asked respondents about their views on admin:



3 Speaking instead of typing

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

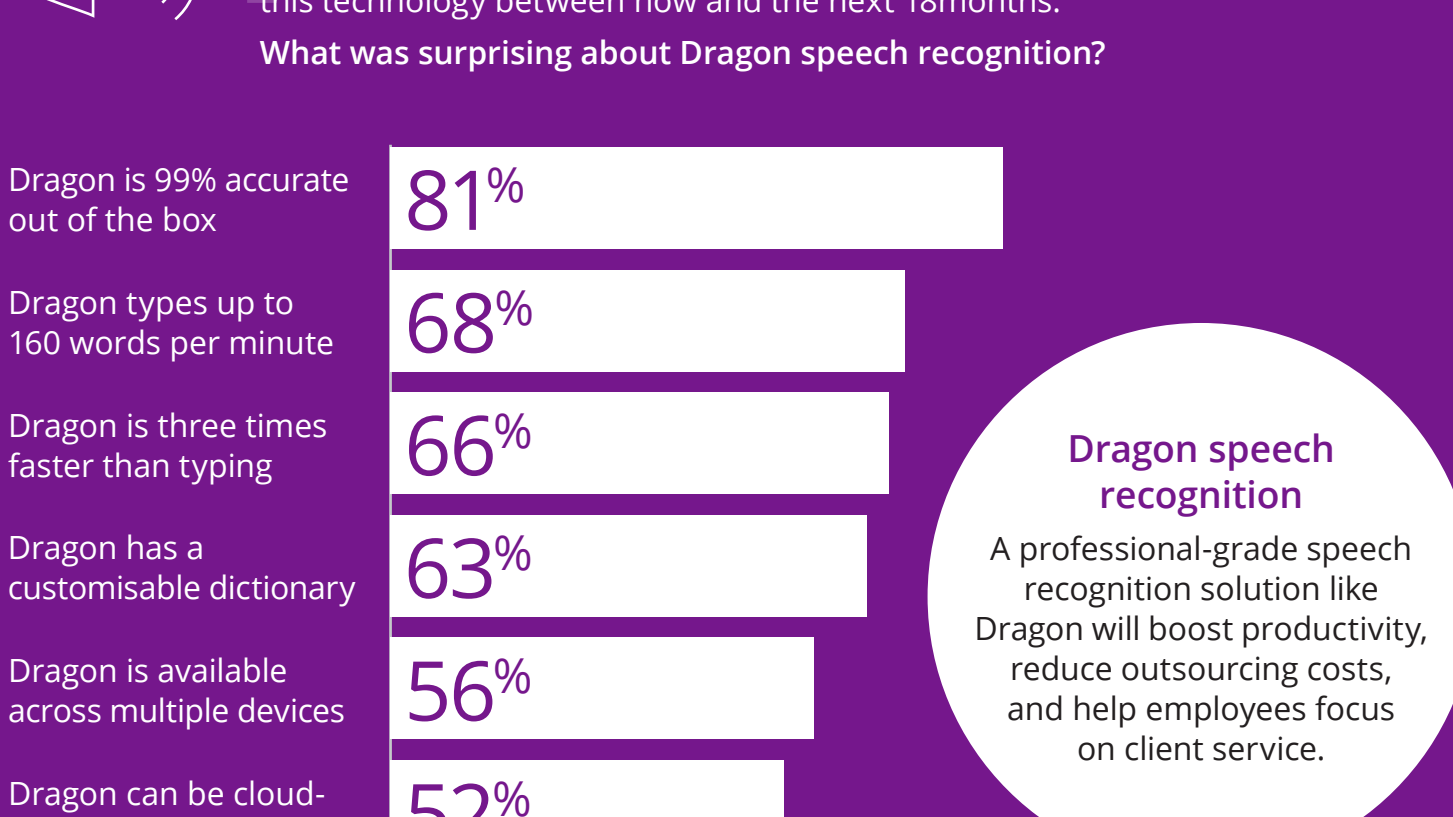
We asked how financial services professionals viewed speech recognition:



4 The demand for speech recognition is clear

89% of respondents said their company is looking to implement this technology between now and the next 18 months.

What was surprising about Dragon speech recognition?



5 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.



Dragon Professional speech recognition

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