

STATE OF INTELLIGENT AUTOMATION REPORT | APRIL 2022

Behaviors Driving Intelligent Automation

ABBYY 2022 State of Intelligent
Automation Survey Results

ABBYY



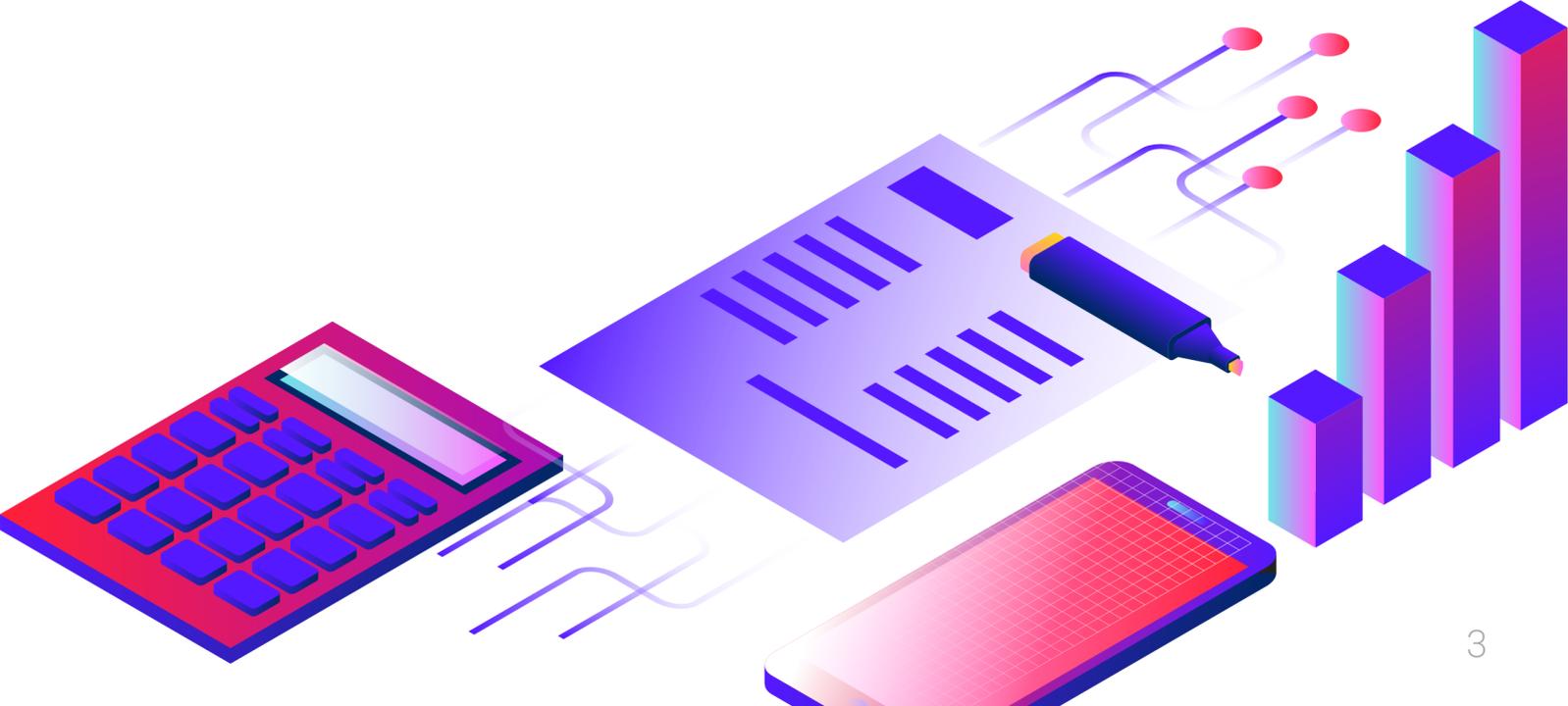
Survey methodology

This survey was conducted by Sapio Research in March 2022 on behalf of ABBYY. The survey was conducted among 1,208 IT decision makers across the UK, US, France, Germany, and Japan asking where businesses have invested in automation projects, why they have adopted technologies, and how behavior impacted the success of projects.



Table of contents

- Key findings.....4
- Individual question analysis.....6
- Personality impacts intelligent automation outcomes.....46
- Overview of global respondents.....48
- About ABBYY.....53



Key findings



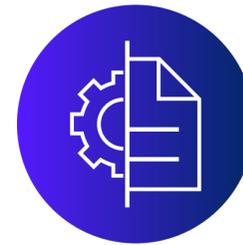
More projects deployed during 2020 - 2022

45% of respondents said they implemented three to four projects in the last two years. 89% believed they were successful – a significant increase from 2019 when only 30%-50% said they were successful when using RPA alone.



ROI expectations high

62% of decision makers expected 2x the cost of investment and 43% said their projects delivered as expected. However, 34% said the ROI was 1x the cost of investment.



Document-centric automation is leading

Replacing old software drove the need for automation. Document-centric process automation (44%) and process automation (including process mining 43%) are the two most implemented automation technologies in the last two years.



It takes a long time to understand if an automation process is working

83% of respondents have spent anywhere between three months to a year utilizing an inefficient automation process.

Key findings



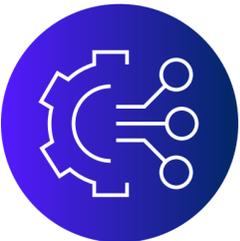
Reasons automaton projects failed were people oriented

Top three reasons projects failed included vague automation goals (24%), skilled employees leaving (23%), and employees not being trained well enough (17%).



Reaction to failure varied

While most projects were successful, failures did occur. Respondents reported their next step when a failure occurred included consulting a C-suite member (34%), replacing processes or changing the provider (32%), brought in external partners to help (28%), while 9% admitting doing nothing.



Reasons automaton projects succeeded influenced by experience

Top three reasons projects succeeded included the automation technology was easy to use (40%), higher in the US (44%) and lowest in Germany (26%), the vendor offered sufficient training (24%), and colleagues had previous experience using the technology (19%).

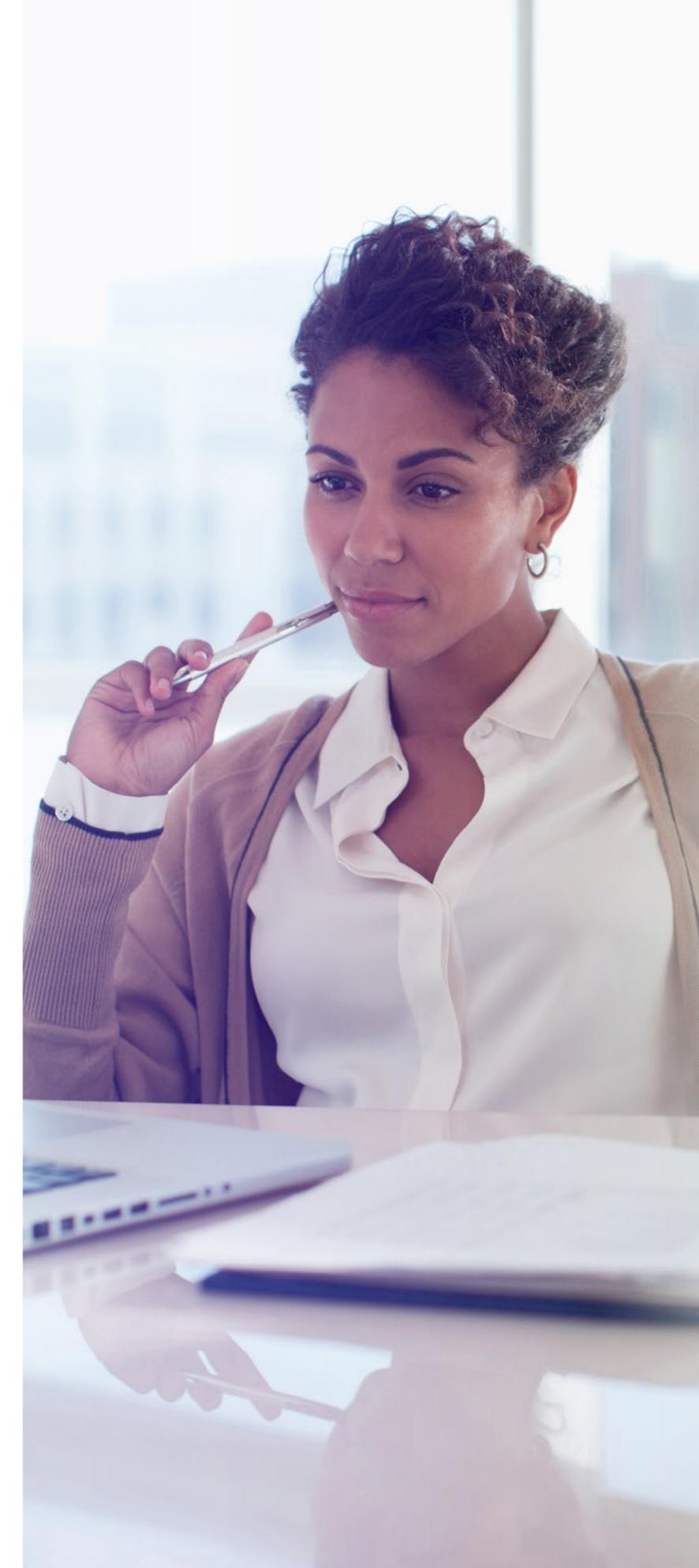


Introverts and extroverts have different drivers

Decision makers who are extroverts make bolder technology decisions while introverts spot failure earlier. Introverts cite more people drivers for automation such as pressure from employees, addressing staff burnout or supporting the neediest teams. 28% of introverts spotted a failure early compared to 14% of extroverts.

Q1. Has your business implemented automation in any of the following departments in the last two years?

- 59% of respondents have implemented automation in the IT department.
- 37% have implemented automation in accounting/finance.
- The lowest percentage of automation implementation was in legal, compliance, security (16%) and field service (12%), indicating that departments with a higher level of responsibility and human involvement are more challenging to automate.
- **76% of CFOs have said automation has been implemented in the accounting/finance departments as 74% of CIOs and 77% of CTOs listed the IT department.**
- Across manufacturing, banking/finance and insurance, IT was the leading department where automation has been implemented (avg of 58%).



	Global	US	UK	Germany	France	Japan
	1,208	400	203	203	200	202
Information Technology (IT)	59%	70%	69%	49%	41%	53%
Accounting/Finance	37%	49%	40%	32%	34%	17%
Operations/Facilities Management	29%	33%	36%	22%	20%	30%
Human Resources	24%	35%	26%	18%	19%	14%
Marketing	24%	33%	25%	19%	21%	14%
Customer Service/Onboarding	24%	33%	27%	24%	16%	11%
Sales	23%	29%	25%	24%	20%	15%
Procurement/Purchasing	22%	27%	23%	22%	21%	16%
Legal, Compliance, Security	16%	19%	15%	16%	16%	12%
Field service	12%	14%	9%	13%	10%	9%
Other	1%	0%	0%	2%	1%	1%

Q2. Why did you decide to automate this department specifically?

- The biggest reason for an automation is old software needing an upgrade, according to 40% of respondents, of which highest percentage were US and UK based.
- The team needing most support was the second biggest reason for deciding to automate, identified by 34% of respondents.
- The third reason cited for automation is having had previous success with automating processes for that department.
- Across all industries identified, the biggest reason was old software needing an upgrade. (highest in insurance: 47% and banking: 43%).



	Global	US	UK	Germany	France	Japan
	1,208	400	203	203	200	202
The department was using old software and needed an upgrade	40%	42%	52%	36%	34%	37%
The team needed the most support	34%	41%	37%	27%	27%	31%
I've had success previously with automating processes for this department	32%	44%	30%	36%	22%	16%
It would lead to the most ROI	30%	41%	32%	21%	22%	24%
I was instructed by C-suite to automate it	26%	39%	12%	20%	21%	24%
Recommended by the vendor/consultant	25%	33%	19%	20%	22%	21%
It felt the safest department to start with in case of failure	24%	32%	24%	24%	19%	14%
I needed a replacement for employees that had left the business	18%	23%	20%	20%	13%	10%
Other	0%	1%	1%	0%	-	0%
Don't know	1%	1%	1%	0%	1%	3%

Q3. In which departments have you seen automation technologies be most successful?

- Global results show that the IT department saw automation technologies be most successful, according to 53% of respondents.
- 32% of respondents also saw accounting/finance as utilizing successful automation.
- The least successful automation technology were in field service, legal, compliance, validating the hypothesis that departments which require more human checks are adopting automation less.
- Tech leaders such as CTO, CIO, IT Managers named the IT department as the one utilizing automation most successfully, as 72% of CFOs named accounting and finance.

*assuming they take roughly 5 weeks off throughout the year, thus calculating based on 47 working weeks



	Global	US	UK	Germany	France	Japan
	1,208	400	203	203	200	202
Information Technology (IT)	53%	69%	57%	46%	36%	44%
Accounting/Finance	32%	44%	27%	31%	33%	17%
Operations/Facilities Management	28%	32%	33%	23%	20%	29%
Customer Service/Onboarding	22%	28%	22%	26%	15%	16%
Procurement/Purchasing	20%	21%	19%	20%	24%	17%
Human Resources	19%	28%	16%	13%	17%	14%
Sales	19%	24%	17%	19%	21%	11%
Marketing	17%	23%	14%	19%	14%	11%
Legal, Compliance, Security	13%	16%	10%	15%	13%	8%
Field service	10%	14%	10%	10%	7%	5%
Please specify	0%	0%	0%	0%	-	0%
None	1%	-	0%	1%	1%	5%



Q4. What form of automation technology has your company implemented in the last two years?

- Document-centric process automation (44%) and process automation (43%) are the two most implemented automation technologies in the last two years.
- AI and IDP are followed, and the least implemented is RPA.
- The US is leading the implementation across all forms of automation as Japan and France see a slower adoption by comparison.
- The banking/financial sector is leading in adoption across all processes (on average 44%, but higher in document centric process automation 48%, and process automation 50%).
- By comparison, the government and transportation sectors each see an average of 32% adoption across all technologies.

	Global	US	UK	Germany	France	Japan
	1,208	400	203	203	200	202
Document-centric process automation (includes Intelligent Document Processing)	44%	54%	48%	38%	39%	32%
Process automation (includes process mining and task mining tools)	43%	54%	49%	38%	33%	28%
Artificial Intelligence (AI)	40%	52%	40%	35%	28%	32%
Intelligent Document Processing (IDP)	39%	52%	38%	38%	30%	26%
Machine learning technology	36%	49%	33%	37%	24%	26%
Robotic Process Automation (RPA)	32%	39%	28%	25%	26%	36%
Other	0%	0%	1%	-	-	1%
None of the above	2%	2%	1%	1%	1%	6%

Q5. Why did you implement the technology?

- From a global perspective, remote (48%) or hybrid working (47%) were the clear drivers of tech implementation, with an even heavier weight in the US.
- CFOs (56%), CIOs (53%) and CTOs (57%) all cite these reasons as the most important ones.
- These key drivers are also identified in the banking/financial sector (55% average), government and manufacturing (47% average), whereas transportation and insurance see a more even split of the reasons.
- On average, 53% of respondents across all industries/ departments have implemented between three and six projects over the last two years.



	Global	US	UK	Germany	France	Japan
	1,183	393	201	200	199	190
To better prepare for remote working	48%	62%	47%	40%	42%	36%
To better prepare for hybrid working	47%	62%	49%	41%	33%	36%
Pressure from market investing in technology	37%	44%	33%	41%	31%	29%
To combat employee burnout and empower workforce	35%	39%	45%	31%	31%	27%
Pressure from superior or board	22%	25%	17%	22%	20%	27%
Pressure from employees	20%	24%	17%	22%	15%	17%
Other	1%	1%	4%	-	-	1%



Q6. Who is the leading decision maker for intelligent document processing (IDP) projects?

- 33% of respondents have said the CEO is leading the decision making process – showing that the highest percent of decision makers are not necessarily tech savvy.
- 24% have said the CTO is making the decisions and another 24% said the Director of Technology.
- CDOs and managing directors are least likely to be the decision makers.
- CEOs are more likely to be the decision makers in banking/ financial industry and government, whereas in manufacturing, transportation and insurance industries the responsibility is more evenly split.

	Global	US	UK	Germany	France	Japan
	475	206	78	78	60	53
CEO	33%	43%	24%	35%	12%	26%
CTO	24%	31%	18%	10%	25%	28%
Director of Technology	24%	27%	23%	31%	12%	19%
IT Team Leaders	21%	23%	14%	23%	17%	26%
CIO	20%	22%	14%	13%	23%	28%
CFO	16%	22%	13%	5%	10%	17%
CMO	13%	13%	9%	17%	15%	13%
COO	13%	17%	5%	8%	17%	15%
IT Mng	11%	14%	12%	12%	8%	2%
Senior Mng	10%	15%	4%	9%	5%	4%
CDO	9%	13%	1%	4%	7%	17%
Managing Directors	6%	8%	4%	3%	7%	8%

Q6 continued. Who is the leading decision maker for these automation projects?



AI

29% of respondents have said the Director of Technology is the lead decision maker, followed by the CEO (28%).



RPA

29% of respondents have said the Director of Technology is the lead decision maker, followed by the CTO (28%).



PROCESS
AUTOMATION

25% of respondents have said the CTO is the lead decision maker and another 25% have said the Director of Technology.



MACHINE
LEARNING

28% of respondents have said the CTO is the lead decision maker, followed by the Director of technology (26%).



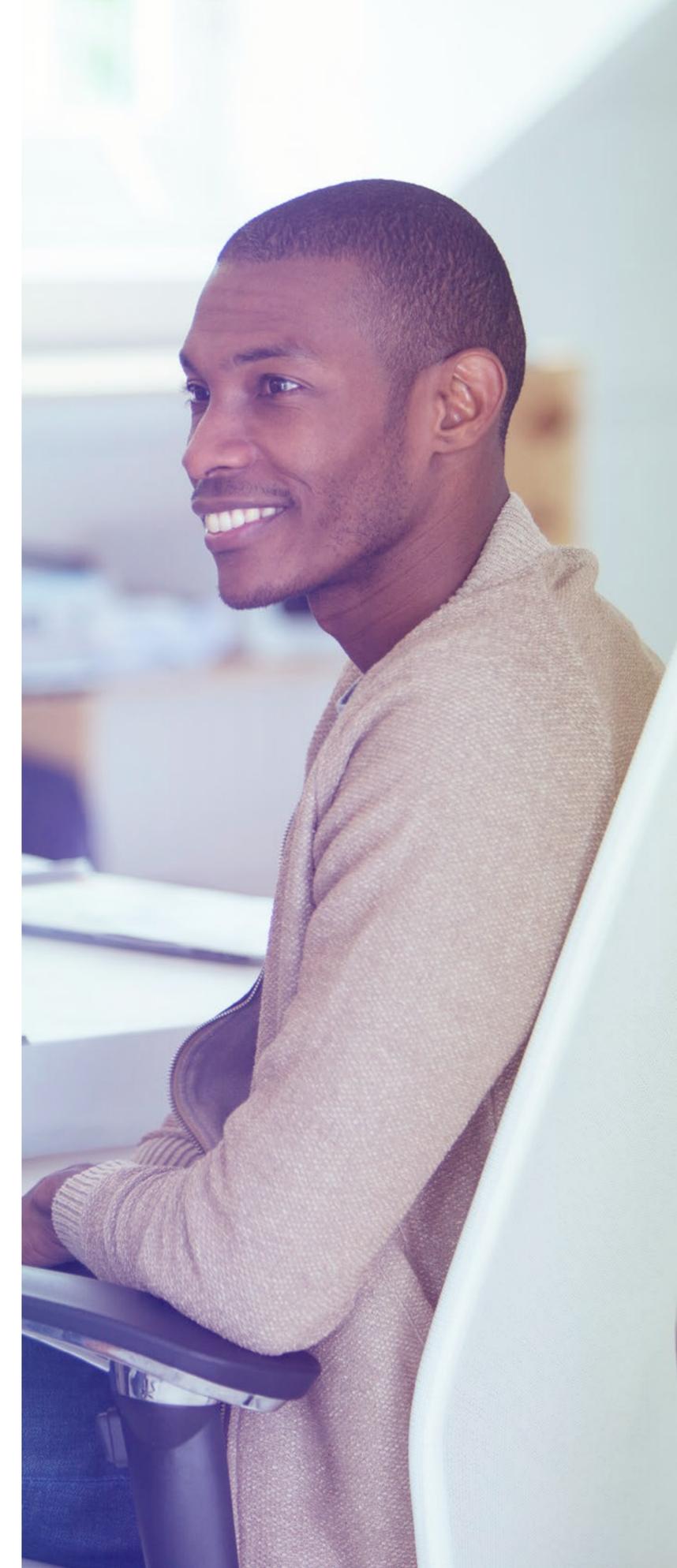
DOCUMENT CENTRIC
PROCESS AUTOMATION

25% of respondents have said the CTO is the lead decision maker, followed by the Director of Technology (23%).

	CEO	CIO	CFO	CMO	CTO	COO	CDO	Director of Technology	IT Team Leaders	MD	Senior Mng	IT Mng
Intelligent Document Processing (IDP)	33%	20%	16%	13%	24%	13%	9%	24%	21%	6%	10%	11%
Artificial Intelligence (AI)	28%	24%	14%	11%	27%	13%	11%	29%	23%	7%	8%	14%
Robotic Process Automation (RPA)	21%	24%	15%	9%	28%	14%	11%	29%	26%	6%	9%	11%
Process automation (includes process mining and task mining tools)	23%	21%	14%	11%	25%	14%	10%	25%	23%	4%	9%	10%
Machine learning technology	20%	20%	15%	14%	28%	13%	13%	26%	22%	6%	6%	10%
Document-centric process automation (includes Intelligent Document Processing)	21%	19%	18%	12%	25%	13%	10%	23%	19%	4%	9%	9%
Other	40%	-	20%	-	40%	-	-	40%	20%	-	-	20%

Q7. In your opinion, have they been successful at deploying automation technologies?

- Majority of respondents have said the deployment has either been very successful (44%) or somewhat successful (45%), giving the success rate an overall score of 89%.
- Higher success rates in US and UK and lower in Japan and France.
- The highest percentage of success rate has been identified in the US, whereas the other countries have seen somewhat successful automation deployment.
- The highest 'very successful' rating was given by CFOs (71%), whereas other roles have seen a more balanced picture.
- 56% of the banking/financial industry has seen a very successful deployment as the rest of the industries have cited a 'somewhat successful' deployment.



	Global	US	UK	Germany	France	Japan
Very successful	44%	67%	37%	44%	34%	16%
Somewhat successful	45%	30%	56%	50%	48%	57%
Neither successful nor a failure	9%	4%	6%	6%	16%	22%
Somewhat failed	1%	-	1%	-	3%	5%
Completely failed	-	-	-	-	-	-
% Successful	89%	96%	93%	78%	60%	53%

Q8. What were you hoping to achieve through automation?

- 56% of respondents were hoping to improve efficiency with the automation deployment and 54% were looking to increase productivity.
- **The lowest rated reasons were retaining customers (25%) and attracting employees (24%).**
- Efficiency and productivity growth have been cited as most important wishes by all hierarchical levels as well as across all industries reviewed.



	Global	US	UK	Germany	France	Japan
Improve efficiency	56%	62%	71%	42%	50%	49%
Increase productivity	54%	63%	66%	46%	40%	49%
Grow revenue	38%	50%	40%	30%	32%	29%
Business transformation	35%	40%	39%	26%	28%	35%
Increase market share	28%	40%	26%	21%	25%	17%
To attract customers	27%	34%	27%	22%	31%	13%
To retain employees	26%	30%	28%	21%	26%	19%
To retain customers	25%	29%	23%	28%	25%	19%
To attract employees	24%	30%	20%	21%	24%	16%
Other	0%	0%	0%	1%	-	-
Don't know	1%	0%	1%	0%	-	2%

Q9. Thinking about the last automation project you worked on, did the project deliver what you expected?

- At a global level, 84% of respondents have said the last automation project deployed has improved the areas they had hoped for.
- The percentage was highest in US (95%) and UK (90%), whereas in Japan only 65% of respondents said the performance has been improved.
- 91% of CFOs and 90% of CTOs have said the areas they had hoped for had been improved.
- 90% of banking/financial and 76% of transportation sectors agree with that.

	Global	US	UK	Germany	France	Japan
Yes, it improved performance in areas I had hoped for	84%	95%	90%	80%	79%	65%
No, there was no change in performance in the areas I had hoped for	13%	5%	7%	17%	17%	27%
No, it made the performance worse	2%	0%	1%	0%	4%	4%
Not sure	2%	0%	1%	2%	1%	4%

Q10. Thinking about your last automation project, what was the anticipated ROI?

Q11. What was the ROI delivered?

Anticipated ROI

- 62% of respondents said they were expecting 2x cost of investment as ROI and 20% were expecting 1x.
- Across all hierarchical levels, the expectation was unanimous at 2x the investment cost.

	Global	US	UK	Germany	France	Japan
1x cost of investment	20%	13%	10%	35%	25%	20%
2x cost of investment	62%	60%	71%	52%	61%	66%
3x cost of investment	15%	22%	14%	11%	12%	11%
More than 3x cost of investment	3%	5%	4%	1%	2%	3%

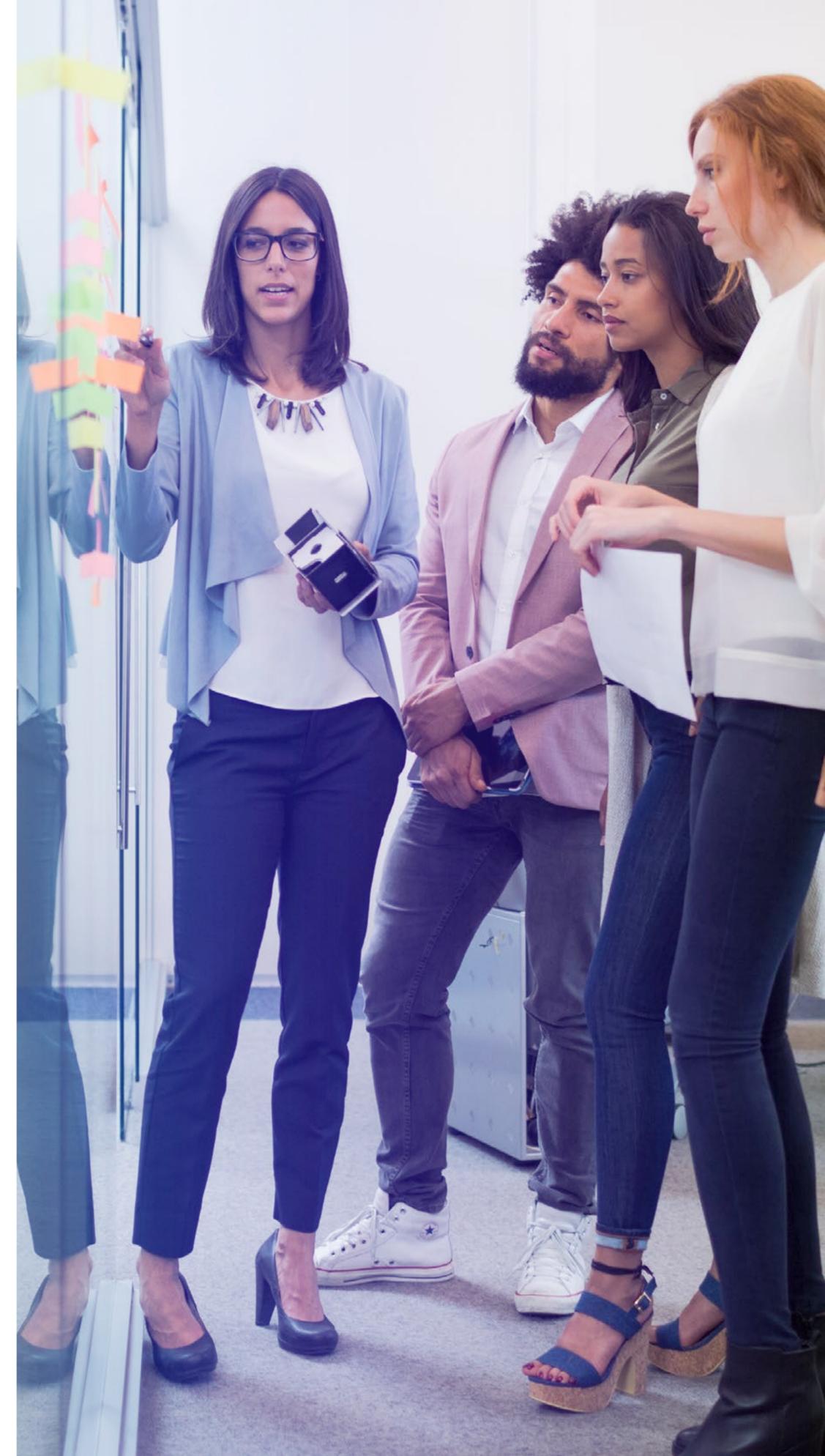
ROI delivered

- When looking at the ROI actually realized, the highest was 2x the investment cost (43%). 34% of respondents have said the ROI was 1x the cost of investment.

	Global	US	UK	Germany	France	Japan
Less than the cost of investment	6%	4%	3%	12%	8%	7%
1x cost of investment	34%	25%	32%	47%	39%	37%
2x cost of investment	43%	48%	50%	30%	39%	46%
3x cost of investment	13%	18%	11%	10%	14%	8%
More than 3x cost of investment	3%	6%	4%	2%	2%	1%

Q12. Since implement intelligent document processing technology, what did you achieve?

- 45% of respondents said that implementing IDP increased efficiency.
- 34% said they grew revenue and 34% said they increased their market share.
- Only 3% said they have not seen any changes (higher % in Japan and UK).
- All sectors cited revenue growth and increased efficiency as top improvements and the banking/financial sector also listed increased customer base, market share and attracting more employees.



	Global	US	UK	Germany	France	Japan
Increased efficiency	45%	48%	54%	37%	35%	49%
Grew revenue	34%	39%	31%	32%	23%	36%
Increased market share/got ahead	34%	51%	18%	18%	22%	26%
Attracted more employees	26%	31%	13%	24%	25%	30%
Increased customer base	25%	32%	10%	28%	20%	19%
Lost employees	9%	10%	3%	12%	10%	11%
Lost customers	7%	7%	6%	5%	8%	6%
Decreased efficiency	4%	6%	-	4%	-	2%
No changes noted	3%	2%	5%	-	3%	6%
Don't know	0%	0%	-	-	-	-



Q12. Since implementing Artificial Intelligence (AI) technology, what did you achieve?

- 45% of respondents have said that implementing AI automation processes has grown revenue.
- 42% said they increased efficiency and 28% said they increased their customer base.
- Only 4% said they have not seen any changes (higher % in Japan and France).
- All sectors reviewed cited revenue growth and increased efficiency as top improvements, whereas the insurance sector has a more even split of benefits.

	Global	US	UK	Germany	France	Japan
Grew revenue	45%	51%	40%	33%	43%	45%
Increased efficiency	42%	45%	56%	24%	38%	38%
Increased customer base	28%	29%	28%	26%	21%	32%
Increased market share/got ahead	27%	33%	20%	28%	25%	17%
Attracted more employees	25%	30%	26%	28%	13%	14%
Lost employees	12%	11%	6%	14%	18%	14%
Lost customers	9%	10%	4%	15%	13%	6%
Decreased efficiency	8%	10%	6%	13%	4%	5%
No changes noted	4%	3%	2%	3%	9%	8%
Don't know	1%	0%	1%	-	4%	-

Q12. Since implementing Robotic Process Automation (RPA), what did you achieve?

- 45% of respondents said that implementing RPA automation processes increased efficiency.
- 37% said they grew revenue. Higher positive results came from the US market, ahead of the rest of countries reviewed.
- Only 4% said they have not seen any changes (higher % in France)



	Global	US	UK	Germany	France	Japan
Increased efficiency	45%	48%	49%	27%	37%	54%
Grew revenue	37%	41%	26%	43%	35%	31%
Increased customer base	29%	36%	21%	24%	24%	29%
Attracted more employees	27%	38%	12%	20%	24%	21%
Increased market share/got ahead	26%	38%	19%	20%	22%	14%
Lost employees	11%	11%	11%	16%	10%	8%
Lost customers	10%	14%	4%	14%	8%	6%
Decreased efficiency	7%	8%	7%	12%	8%	1%
No changes noted	4%	4%	4%	4%	6%	3%
Don't know	-	-	-	-	-	-



Q12. Since implementing process automation technology (including process mining and task mining tools), what did you achieve?

- 48% of respondents said that implementing process automation increased efficiency, significantly ahead in the UK (65%).
- 34% said they grew revenue.
- All sectors reviewed cited revenue growth and increased efficiency as top improvements, whereas the government sector had a more even split of benefits.

	Global	US	UK	Germany	France	Japan
Increased efficiency	48%	45%	65%	38%	38%	54%
Grew revenue	34%	41%	34%	29%	23%	26%
Increased market share/got ahead	25%	33%	19%	18%	22%	19%
Attracted more employees	25%	35%	14%	21%	20%	16%
Increased customer base	21%	25%	13%	19%	20%	23%
Lost employees	12%	13%	3%	23%	9%	14%
Lost customers	10%	11%	7%	18%	5%	9%
Decreased efficiency	7%	12%	1%	9%	6%	2%
No changes noted	4%	0%	3%	1%	6%	5%
Don't know	1%	0%	-	1%	2%	-

Q12. Since implementing machine learning technology, what did you achieve?

- 42% of respondents said that implementing machine learning technology increased efficiency, ahead in the UK (54%) and Japan (54%).
- 36% said they grew revenue and 29% said they attracted more employees.
- Manufacturing and banking agreed that implementing ML tech increased efficiency, whereas the transportation sector said it grew revenue.



	Global	US	UK	Germany	France	Japan
Increased efficiency	42%	45%	54%	28%	19%	54%
Grew revenue	36%	41%	32%	38%	25%	29%
Attracted more employees	29%	35%	16%	28%	33%	21%
Increased market share/got ahead	27%	37%	28%	11%	27%	13%
Increased customer base	24%	26%	25%	25%	21%	19%
Lost employees	13%	15%	6%	17%	10%	12%
Lost customers	11%	14%	6%	13%	10%	6%
Decreased efficiency	7%	9%	1%	11%	4%	-
No changes noted	3%	4%	3%	4%	-	2%
Don't know	1%	1%	1%	3%	-	2%



Q12. Since implementing document-centric process automation (includes Intelligent Document Processing, capture software, OCR) what did you achieve?

- 49% of respondents said that implementing document-centric process automation increased efficiency, ahead in the UK (66%) and US (50%).
- 33% said they grew revenue (higher in the US 40%).
- Manufacturing and government sectors agree that implementing the technology increased efficiency, whereas the transportation sector said it grew revenue.

	Global	US	UK	Germany	France	Japan
Increased efficiency	49%	50%	66%	38%	40%	43%
Grew revenue	33%	40%	30%	24%	22%	38%
Increased customer base	25%	30%	16%	24%	28%	17%
Attracted more employees	23%	27%	20%	17%	18%	26%
Increased market share/got ahead	22%	31%	21%	10%	18%	12%
Lost employees	11%	14%	4%	13%	12%	8%
Lost customers	10%	11%	5%	15%	6%	14%
Decreased efficiency	4%	7%	1%	5%	4%	-
No changes noted	3%	2%	2%	3%	6%	3%

Q13. If the last automation project you worked on was not a success, what were your next steps?

- 34% of those who said the project was not a success, replaced the process or changed the provider. (highest % in the manufacturing sector 43%)
- 32% brought in external experts. (highest % in the transportation sector 38%)
- 28% consulted C-suite members. (highest % in the banking sector 36%)
- 22% abandoned the project, higher in Germany (42%) and lowest in the US (14%).



	Global	US	UK	Germany	France	Japan
Replaced with another technology/ changed the provider	34%	43%	21%	17%	25%	45%
Bring in external experts	32%	36%	57%	42%	33%	22%
Consult C-suite/senior members of the team	28%	50%	7%	17%	39%	22%
Abandon the project	22%	14%	21%	42%	17%	24%
Other	-	-	-	-	-	-
Nothing	9%	21%	-	-	6%	14%
Don't know	2%	-	7%	-	3%	2%

Q14. If the last project you worked on was not a success, why did it fail?

- 29% of respondents said that the project failed due to COVID and remote work challenges.
- The second reason for failure was vague goals of the project according to 24% of respondents.
- 23% of respondents said employees were not trained well enough to deploy the process.
- 9% of respondents said they automated the wrong technology (highest in Japan 14%).



	Global	US	UK	Germany	France	Japan
COVID and remote workforce made executing projects challenging	29%	29%	43%	50%	33%	18%
Goals of automation are vague	24%	43%	21%	25%	14%	27%
Employees weren't trained well to deploy it	23%	36%	7%	17%	25%	24%
Overpromised on the technology's capabilities and ROI	19%	29%	21%	8%	19%	18%
Too hasty in deployment	18%	21%	7%	25%	11%	24%
Resignations meant not enough employees to help with it	18%	29%	29%	-	19%	16%
Skilled employees left the business and didn't retrain others	17%	43%	29%	-	17%	10%
Automated the wrong technology	9%	7%	7%	8%	6%	14%
Other	-	-	-	-	-	-
Don't know	2%	-	7%	-	3%	2%

Q15. If the last project you worked on was not a success, how soon did you realize it would not work?

- 46% of respondents said they realized the project was not successful within three months.
- 31% identified failure within six months, highest in Japan 43%.
- Only 16% identified failure early on in the process.
- This shows that 83% of respondents spent anywhere between three months to a year utilizing an inefficient automation process.

	Global	US	UK	Germany	France	Japan
Early on during the deployment process/ before it was fully deployed	16%	21%	29%	8%	8%	18%
Within three months after it was deployed	46%	57%	43%	75%	61%	27%
Within six months after it was deployed	31%	21%	21%	17%	28%	43%
After one year	6%	-	7%	-	3%	12%

Q16. If the last project you worked on was successful, why do you think?

- 40% of respondents said the automation technology was easy to use, higher in the US (44% and lowest in Germany 26%).
- 24% of respondents believe the vendor offered sufficient training.
- 19% had colleagues who had previous experience using the technology.

	Global	US	UK	Germany	France	Japan
The automation technology was as easy to use as promised	40%	44%	45%	26%	38%	40%
The vendor offered sufficient training	24%	22%	24%	21%	26%	29%
My colleagues had previous experience using the technology	19%	16%	19%	29%	20%	11%
I had previous experience using the technology	18%	18%	11%	24%	16%	19%
Other	0%	-	1%	-	-	-

Q17. If the last project you worked on was successful, what were your next steps?

- Of respondents who had a successful automation process deployment, **47% will invest more in automation projects in the future (significantly higher in the US 59%)**.
- 45% will train employees in deploying the automation.
- 39% will look into understanding why the project was specifically successful.
- **31% are looking to replicate the project elsewhere.**



	Global	US	UK	Germany	France	Japan
Invest in more automation technologies and projects	47%	59%	50%	32%	37%	45%
Train employees in deploying the automation	45%	50%	52%	39%	38%	38%
Understand why the project was specifically successful	39%	49%	41%	37%	24%	32%
Share the success and commend team mates	38%	42%	40%	32%	38%	30%
Replicate the project elsewhere	31%	31%	45%	23%	23%	33%
Expect recognition for my success	31%	47%	19%	24%	17%	27%
Other	0%	0%	-	-	-	-
None of the above	0%	0%	1%	1%	-	-

How personality impacts intelligent automation outcomes



Introverts vs. Extroverts

The survey asked how extroverts and introverts managed intelligent automation projects differently.

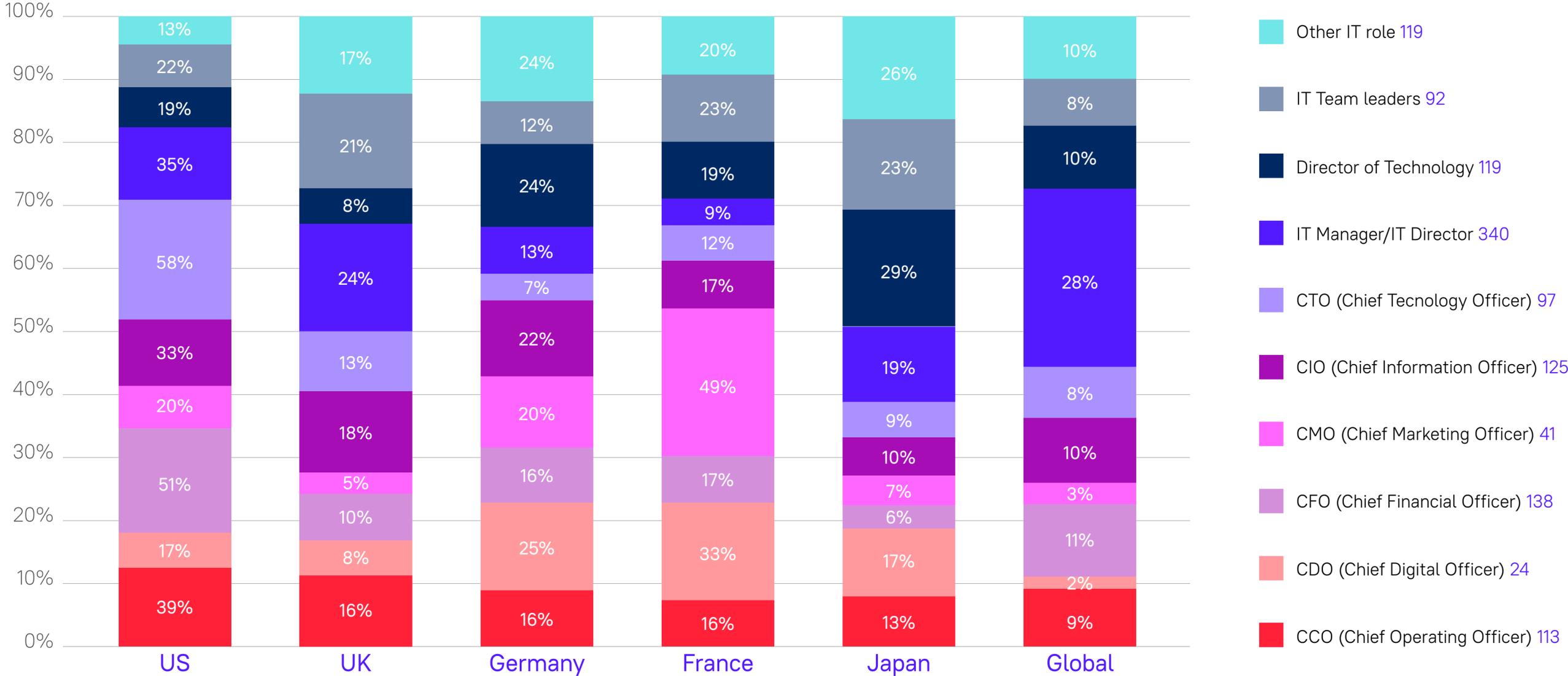
- 60% of CEOs and 63% of CTOs are self-admitted extroverts, suggesting that stereotypically confident leaders will spearhead to achieve more.
- Decision-makers who are extroverts make bolder technology decisions, but introverts spot failure earlier on.
- The survey revealed that introverts are twice as likely to spot a failure in the early days of deployment – 50% v 25%. More worryingly, however is what they do about it. 100% of introverts said they would replace it with new technology, compared to only 38% of extroverts.
- Respondents said it could take up to a year to spot that a project is failing, which means they are utilizing an inefficient automation project (83%).
- When asked about the reasons behind digital transformation, introverts cited more human factors such as pressure from employees (32%), addressing staff burnout (44%) or to support the neediest teams (47%). Extroverts focused more on the type of tech and company goals such as replacing old software (48%), achieving the most ROI (43%) and pressure from the market (47%).

Overview of Global Respondents



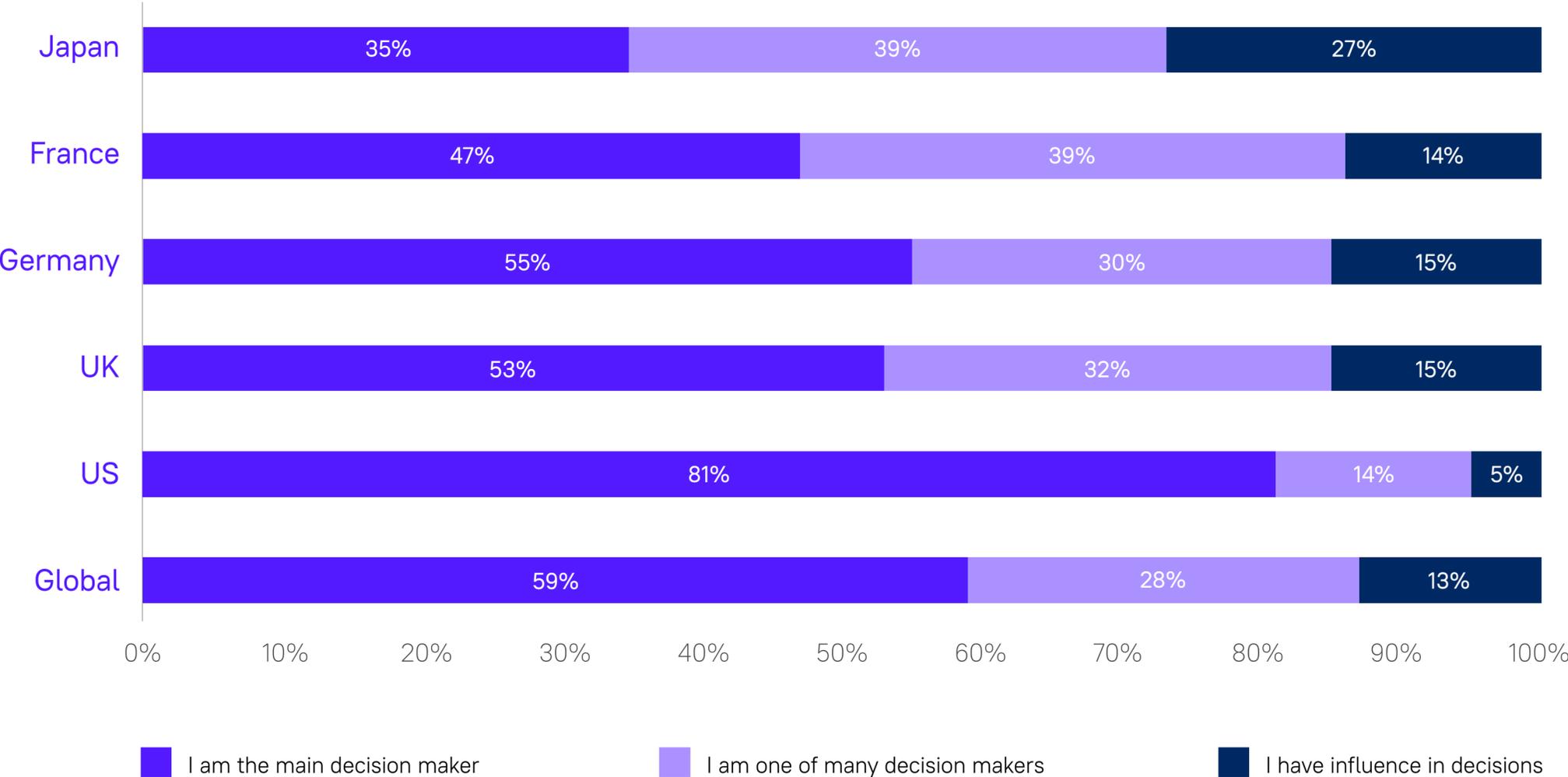
Job titles

What is your current job title?



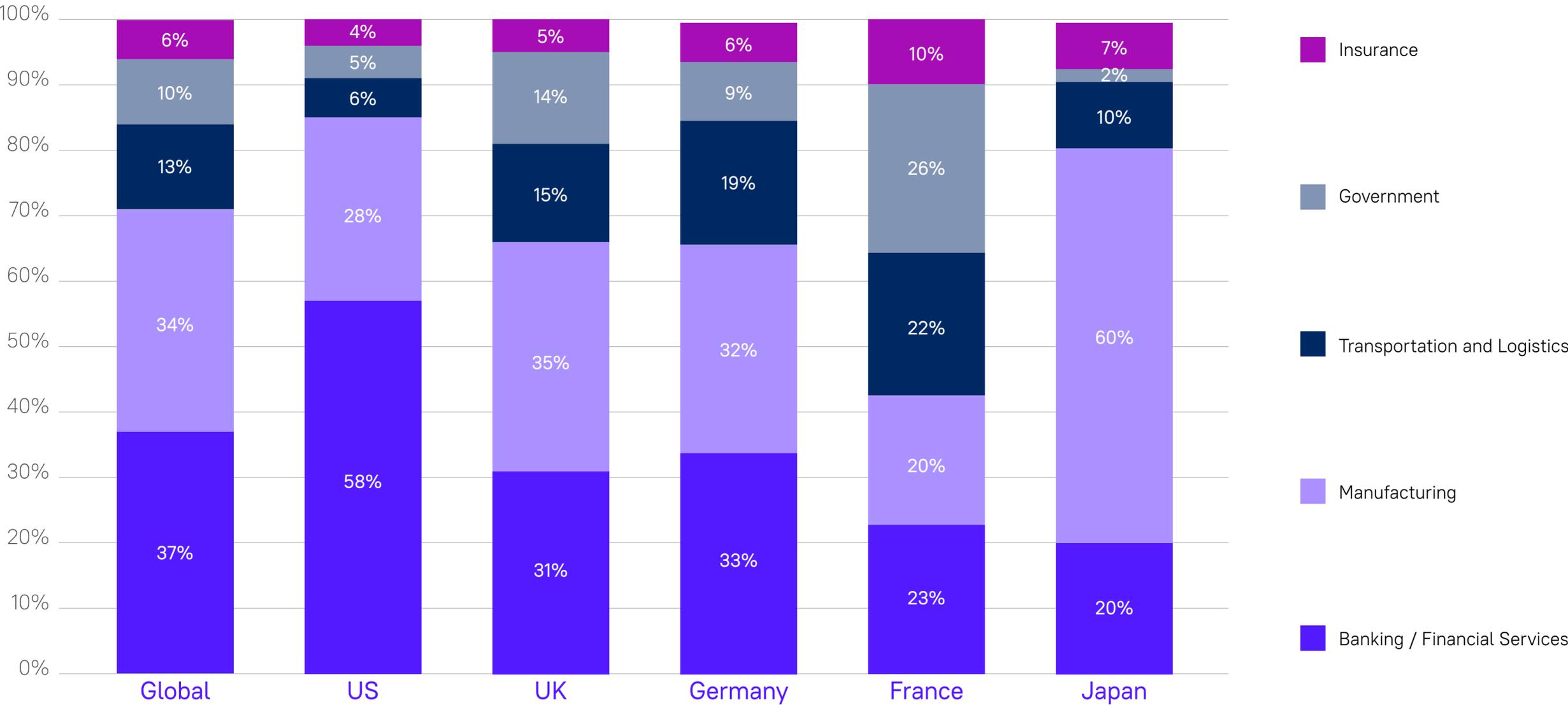
Influence in technology decisions

To what extent are you responsible for or have influence in making technology decisions for your organization?



Overview of industries surveyed

Which of the following best describes the industry your organization works in?



Size of innovation teams

- Globally, most respondents work in smaller teams, either 1-5 people (38%) or 5-10 people (37%). 21% of respondents work with a team of over 10 people.
- 55% of respondents see themselves as extroverts.

	Global	US	UK	Germany	France	Japan
Introvert	32%	40%	35%	33%	25%	22%
Extrovert	55%	55%	48%	57%	57%	58%
Don't know	11%	4%	14%	7%	16%	17%
Prefer not to say	2%	1%	3%	3%	3%	2%

	Global	US	UK	Germany	France	Japan
I work alone	4%	4%	4%	7%	2%	5%
I work with a team of 1-5 people	38%	29%	43%	41%	38%	46%
I work with a team of 5-10 people	37%	42%	30%	40%	40%	29%
I work with a team of over 10 people	21%	25%	22%	12%	21%	20%

About ABBYY

ABBYY powers intelligent automation. We reimagine the way people work and how companies accelerate business by delivering the intelligence that fuels automation platforms. Our solutions transform enterprise data and empower you with the insights you need to work smarter and faster.

We help more than 10,000 companies globally, including many of the Fortune 500, to drive significant impact where it matters most: customer experience, profitability, and competitive advantage.

ABBYY is a US-based global company with offices in 15 countries.

For more information, visit www.abbyy.com/company/about-us/ and follow us on [LinkedIn](#), [Twitter](#), [Facebook](#), and [Instagram](#).



ABBYY Vantage

[ABBYY Vantage](#) is a comprehensive platform that applies AI to understand your documents in a fast and simple way. Vantage makes today's digital worker and processes smarter by delivering skills that read, understand, and extract insights from documents, helping enterprises accelerate digital transformation.

ABBYY Marketplace

The [ABBYY Marketplace](#) provides a rich collection of document skills, connectors, and assets, which enhance and extend the ABBYY Vantage platform and accelerate the digital transformation and automation initiatives of enterprises of any size, industry, and geography. Skills developed both by ABBYY and by the ABBYY partner network cover various document types, use cases, and languages and can be either fully trained and ready to go, or a framework, providing the basis for customers to adjust to specific requirements and train their own document skills.

ABBYY Timeline

[ABBYY Timeline](#) features advanced process mining and task mining technology using the latest artificial intelligence (AI). It enables businesses to automatically build an interactive digital twin of their processes, analyze them in real time to identify bottlenecks, and predict future outcomes to facilitate decision-making of technology investments.

ABBYY Proof of Identity

ABBYY Proof of Identify provides an automated solution for both instant document-centric identify proofing and affirmation. Built on the ABBYY Vantage platform and leveraging cognitive services and AI, no longer is there a need to engage with multiple vendors for all the necessary components. The self-service approach allows your customers to use your onboarding and similar processes, anytime and from anywhere. Plus, the out-of-the-box solution is a drop-in component for your existing website or portal, allowing easy integration. Not only does this ensure compliance, it reduces fraud, delivers an excellent customer experience, and ultimately benefits you and your customers.



For more information,
visit www.abbyy.com/company/about-us
and follow us on [LinkedIn](#), [Twitter](#), and [Facebook](#).

ABBYY

© ABBYY 2022 ABBYY is a registered trademark ABBYY Software Ltd.
All other product names and trademarks mentioned herein are the
property of their respective owners. #14953