## riverbed

Infographic **Global Digital Employee Experience Survey 2023** 

Insurance Industry Results

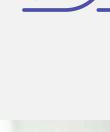
Financial Services and

Creating a great digital employee experience is a top priority for Financial Services and Insurance (FSI) organizations, when seconds and sometimes even milliseconds can have an impact on their business and clients. Today, meeting the heightened user expectations of "digital natives" is challenging, and there's tremendous pressure on IT leaders to deliver. The Riverbed Global Digital Employee Experience (DEX) Survey 2023 explores generational expectations,

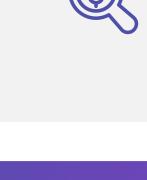
hybrid work, IT's evolving role, and obstacles and strategies to delivering an exceptional digital experience. The survey, fielded by Sapio Research in May 2023, polled a combined 1,800 IT decision-makers (ITDMs) and business decision-makers (BDMs) across 10 countries and seven industries, including nearly 300 working in FSI organizations.

DEX is Critical for Competitiveness in FSI Industry

## Of Finance/Insurance leaders say Agree investing in DEX is delivering a seamless DEX is important among their top priorities



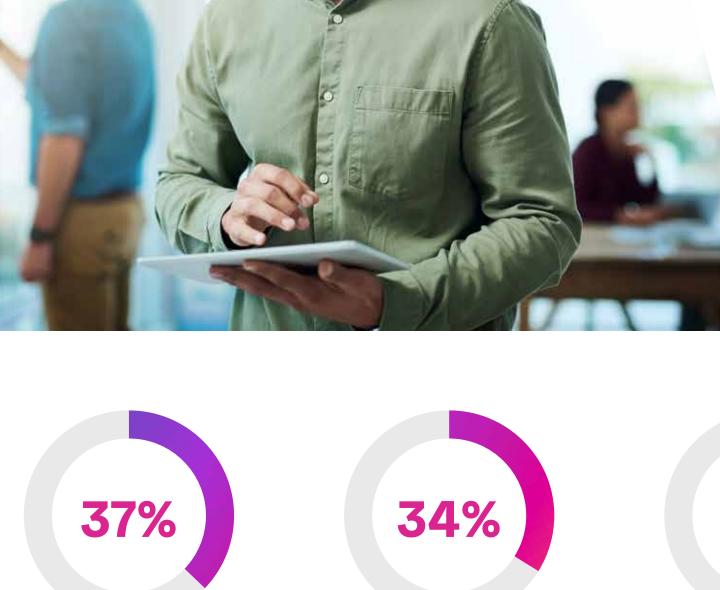
(62% critically important) to remain competitive (highest of any industry)



**Next-Generation Employees** 

**Have High Digital Expectations** 

for the next five years



Which generation of FSI employees expects the most from their technology and digital experience according to leaders?

Gen Z

Millennial Failing to meet the digital experience demands of younger generations - millennials and

12% **All Equal** 

Generation Z - can have major consequences according to business and IT leaders.

11% Gen X

4% **Baby Boomers** 

Say it will impact productivity, Believe they would consider reputation, and performance leaving their company

**Talent Drain** 

Hybrid Work Continues in FSI, Requiring

As new generations of employees enter FSI organizations:

Believe they will need to

provide more advanced

digital experiences

**Disruptive** 

Say it will put increased

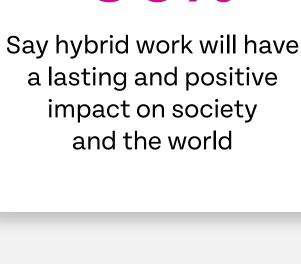
pressure on IT resources

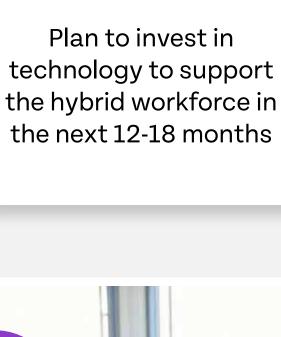
## According to FSI decision-makers surveyed:

IT to Support DEX Everywhere

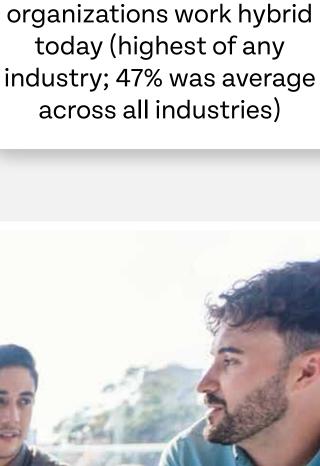
90%







89%



53%

Of employees in their

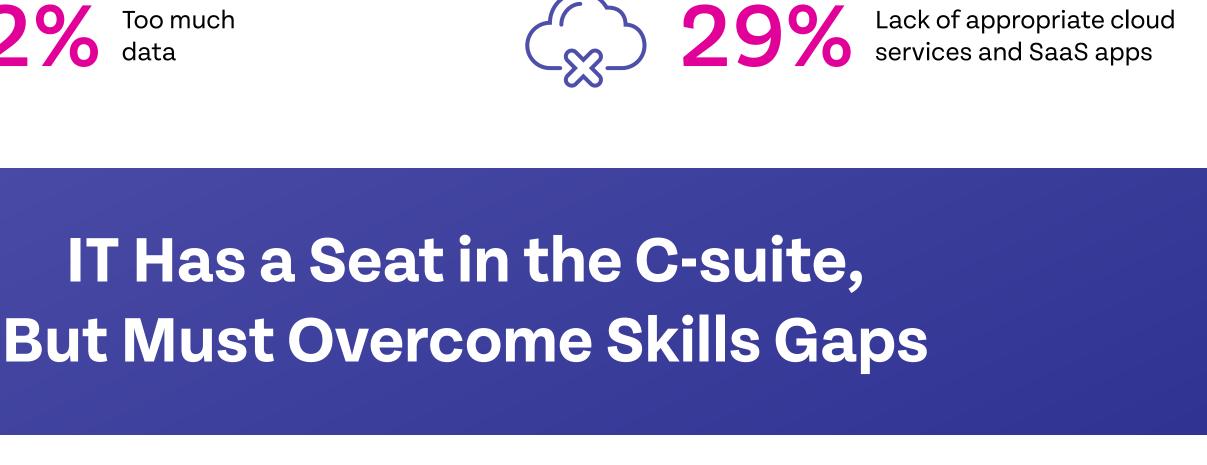
94% of FSI leaders identified at least one major obstacle hindering DEX. Top four include: Inadequate observability tools

Delivering a Better DEX Is

Getting Harder, Not Easier

for the FSI Industry





34% Budget constraints

## Of IT leaders surveyed have Say IT is more relevant today Agree IT is more responsible a seat at the C-suite table

than before the pandemic

FSI IT leaders are currently grappling with a skills shortage:

Have adequate IT

personnel but lack the

necessary skill sets

The COVID-19 pandemic, shift to hybrid work, and a challenging economy have brought about

significant changes in the perception and relevance of IT within the C-suite of FSI organizations.



for business innovation now

than three years ago

**Key Emerging and Existing** 

**Technologies Critical for Business Success** 

in enhancing business operations,

productivity, and digital experiences.

AI and cloud are viewed as top priority

in the FSI industry, with a 5% and 7%

average across the other industries.

increase respectively against the

35%

FSI decision-makers cite these technologies as becoming increasingly business-critical in the next 18 months, playing a key role

Have proactively allocated

individuals (Among those

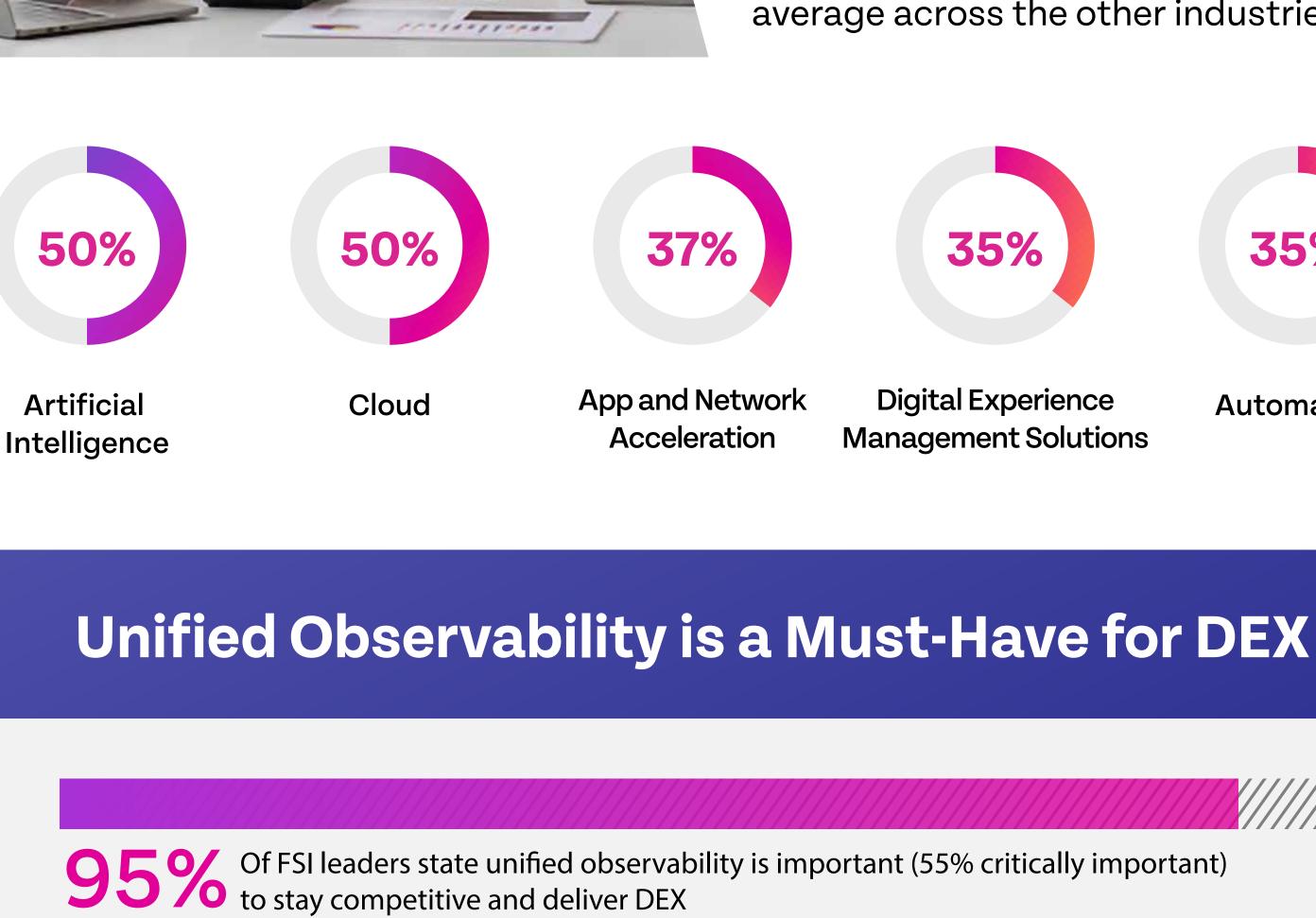
facing skills shortages)

observability can help

bridge the IT skills gap

Believe unified

budget for retraining



**Digital Experience** App and Network **Automation** Acceleration **Management Solutions** 

35%

49% 23% 14%

13%

The Alluvio Unified Observability portfolio by Riverbed is AI-powered and enables organizations to unify data, actions, and insights across the entire digital ecosystem. With Alluvio, companies can optimize their digital experiences, enhance operational efficiency, and drive performance and business growth.

For more insights into the priorities of IT and business leaders, check out the full Riverbed DEX Global Survey 2023:

A Seamless Digital Experience Surpasses **Traditional Office Perks at FSI Companies** A Seamless **Weekly Office** Free Coffee and **Company Swag** DEX **Happy Hours** Snacks & Giveaways

Say there must be greater investment in unified observability

Overcome Your Challenges with Alluvio Unified Observability and Riverbed Acceleration

Riverbed Acceleration solutions empower users to harness the full potential of enterprise applications and services, regardless of their location. With Riverbed Acceleration, users experience peak speed and seamless performance, enabling them to maximize productivity and enjoy better digital experiences.

for a seamless digital experience. Riverbed offers two industry-leading portfolios:

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Riverbed enables organizations to transform data into actionable insights and accelerate performance