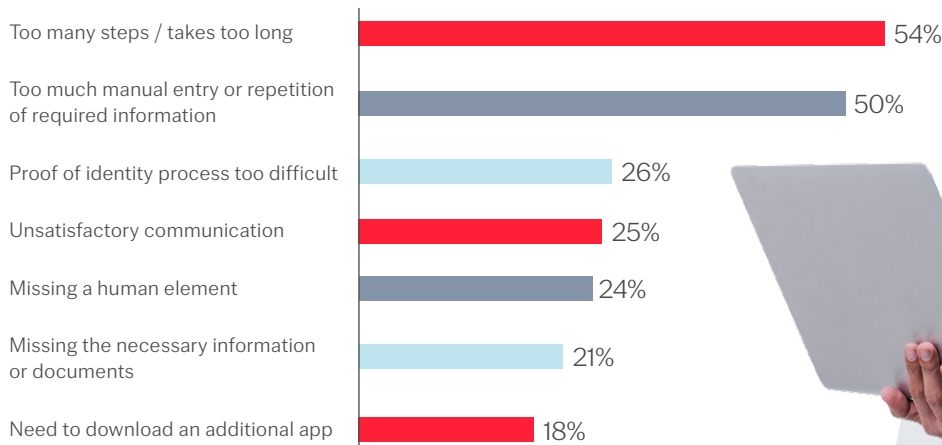


Factors Contributing to Citizen Onboarding Abandonment in Government

1-in-5 people drop out of digital registration

Top factors causing dropouts:



Respondents believe technology improves customer experience up to **43%**

Government IT decisions makers' plans to improve onboarding:

- 45%** add more technology
- 32%** add more human interaction
- 20%** add a mix of tech and human

The **top 3** technologies planned for use in onboarding:

- 21%** intelligent document processing
- 21%** process intelligence
- 20%** mobile capture

Effects of high abandonment

- 21%** of decision makers believe high abandonment hindered financial goals
- 19%** of decision makers believe high abandonment damaged their organization's reputation

Respondents hypothesized that a 50% reduction in abandonment would increase revenue by 20% and increase customer acquisition by 26%

METHODOLOGY:

This research was conducted by Sapio Research in July 2023 on behalf of ABBYY. 1000 IT decision makers from 17 industries including financial services, healthcare, transportation/logistics/supply chain, insurance, government/public sector, and healthcare were surveyed across the US, UK, Germany, and France to understand how the current global economic stagnation is impacting investments in intelligent automation. The survey also looked at what technologies, if any, organizations plan to adopt in the near future.