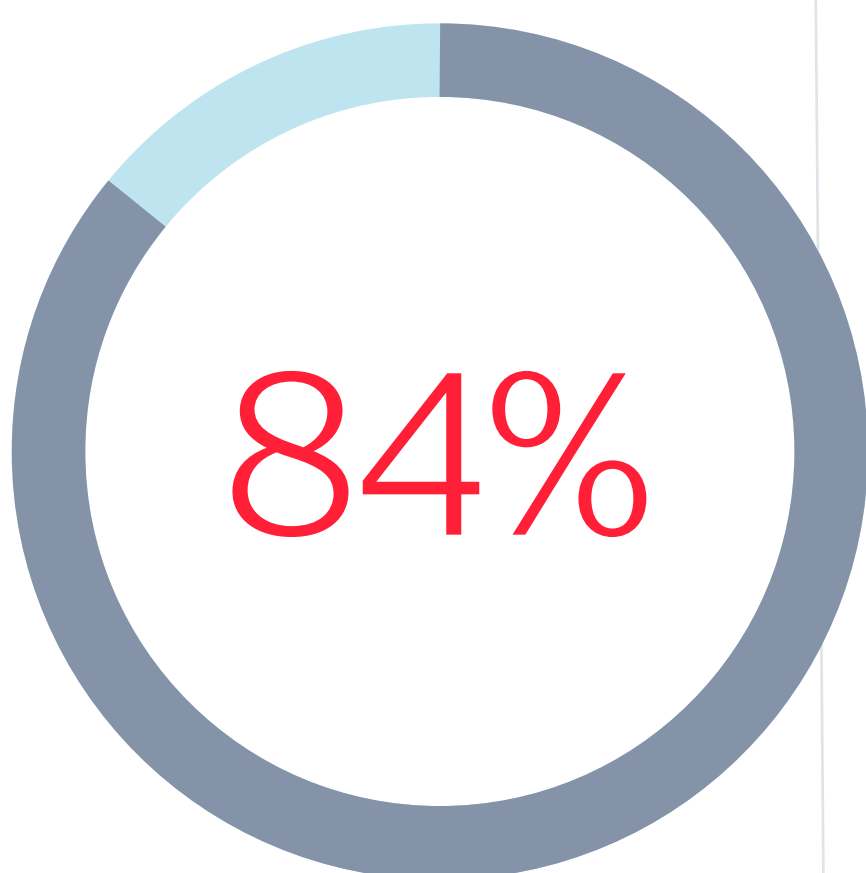


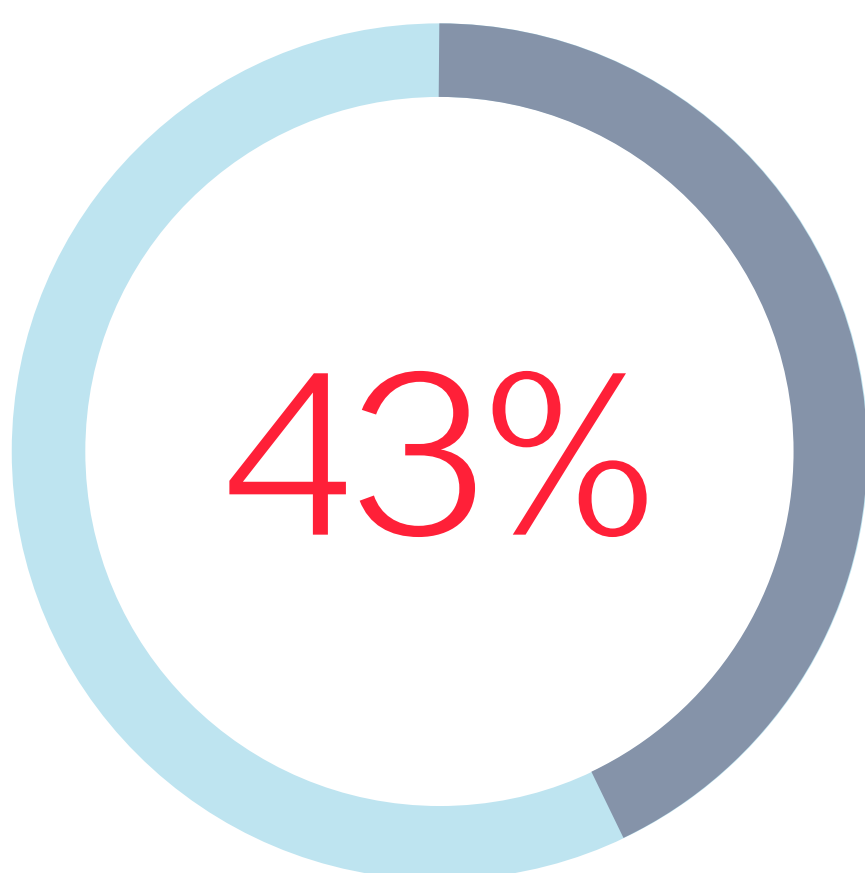
Intelligent Automation
in Healthcare 2023:
Benefits, Trends &
Priorities



Our recent survey of healthcare organizations confirms that the healthcare sector is expanding its investment in artificial intelligence for intelligent automation.



84%
of healthcare organizations (HCOs) reported **increased automation budgets**



43%
reported investing **\$300,000 or more in 2023**

What benefits did intelligent automation bring to providers, employees, and patients over the last 12 months, and how do healthcare organizations plan to invest in 2024?



Driving business value for healthcare providers

- 91% of healthcare leaders reported an ROI equal to or greater than their initial investment
- 52% reported up to 3x ROI
- 49% also reported improved efficiency and productivity among employees



Enhancing employee experience and efficiency

- 67% of HCOs reported increased happiness among employees since implementing intelligent automation
- 60% said their employees engaged in higher value / more interesting work
- 57% reported increased staff retention



Accelerating and improving patient outcomes

- 52% of HCOs reported faster delivery of value and service
- 43% reported higher quality service
- 32% reported reduced prices for services



Providers' plans for investment in the next 12 months

- 48% of providers plan to increase intelligent automation in their organization
- 29% plan to invest in low-code/no-code solutions
- 44% are prioritizing customer onboarding
- 37% are prioritizing AP automation
- 37% are prioritizing customer experience

Read more about ABBYY's purpose-built AI solutions for healthcare automation [here](#).