

ABBYY

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](#).

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