



# Financial advisors seek automated tools to help improve documentation productivity, compliance, and client service.

The **Nuance 2019 Role of Technology in Financial Documentation Compliance Survey** finds that automation and new AI-based tools have the potential to help financial advisors improve productivity, compliance, and deliver a better customer experience.

## Awareness and demand for automation is very strong within Financial Services.

57%

of financial advisors say they need to adopt innovative new tools to stay competitive, compliant and meet the changing needs of clients

>48%

of advisors say learning about new technology solutions in financial services is very important to their work

7

on a scale of 1-10 (with 10 being the highest), financial advisors rate the need for AI-based technologies to help perform their job

58%

of advisors agree (34% strongly) that digital automation has the potential to free them from mundane tasks and improve client service

## Financial advisors want solutions to help them address both customer-facing and back-office tasks.



39%

of respondents agree that the use of automated tools help both customer-facing and back-office administrative tasks within their firms

>50%

of respondents remain neutral or not satisfied with their firms use of technology to automate reporting and client service, even with growth in automation

>40%

say their documentation demands (as a result of compliance) have increased over the past 12-months, driving them to seek new solutions

88%

of advisors say mastering “soft-skills” like communication and time-management will become more important to productivity than technical knowledge of financial products

## Financial services firms can benefit from digital transformation tools.

- ✓ Create detailed client notes, plans and reports 3x faster than typing, with up to 99% accuracy
- ✓ Increase efficiency and streamline documentation processes for better client service
- ✓ Reduce risk and improve compliance and capture more detailed documentation by voice
- ✓ Spend less time on paperwork and more where it matters most – serving your clients
- ✓ Reduce administrative time and costs and your reliance on outside services

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