

**Infographic
Global Digital Employee
Experience Survey 2023**

Financial Services and
Insurance Industry Results

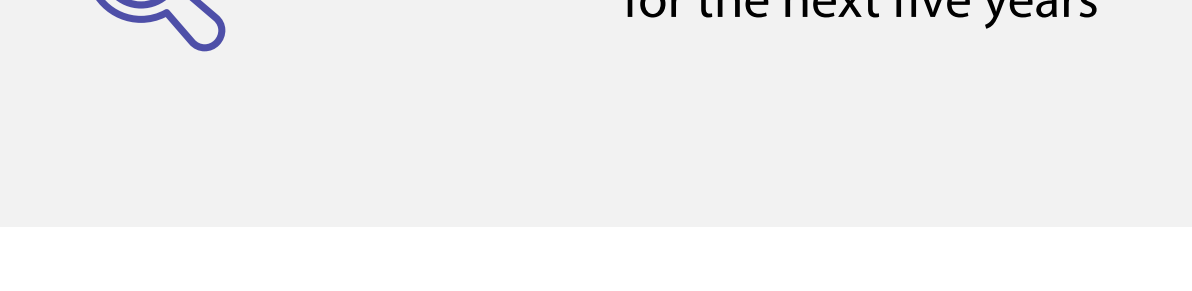


Creating a great digital employee experience is a top priority for Financial Services and Insurance (FSI) organizations, when seconds and sometimes even milliseconds can have an impact on their business and clients. Today, meeting the heightened user expectations of “digital natives” is challenging, 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.

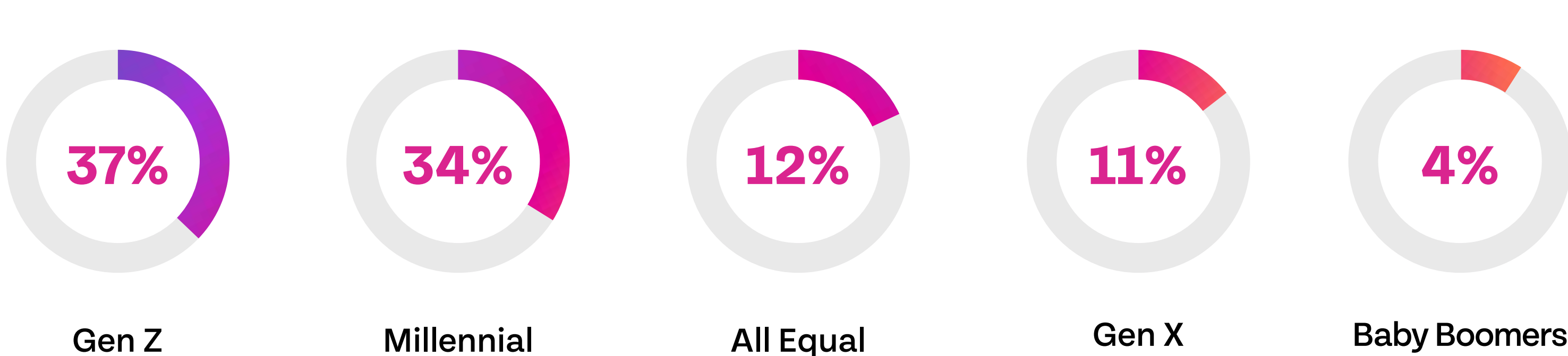
The survey, fielded by Sapio Research in May 2023, polled a combined 1,800 IT decision-makers (ITDMs) and business decision-makers (BDMs) across 10 countries and seven industries, including nearly 300 working in FSI organizations.

DEX is Critical for Competitiveness in FSI Industry



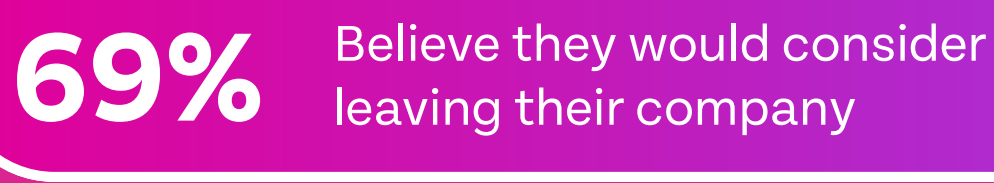
**Next-Generation Employees
Have High Digital Expectations**

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

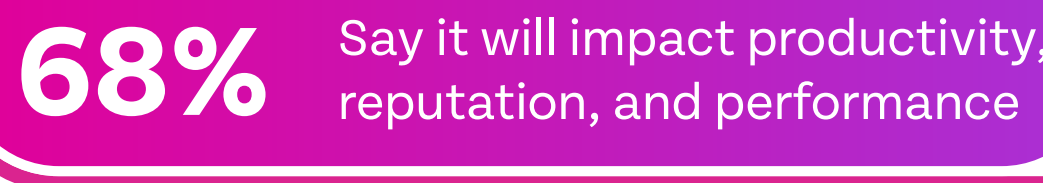


Failing to meet the digital experience demands of younger generations – millennials and Generation Z – can have major consequences according to business and IT leaders.

Talent Drain



Disruptive

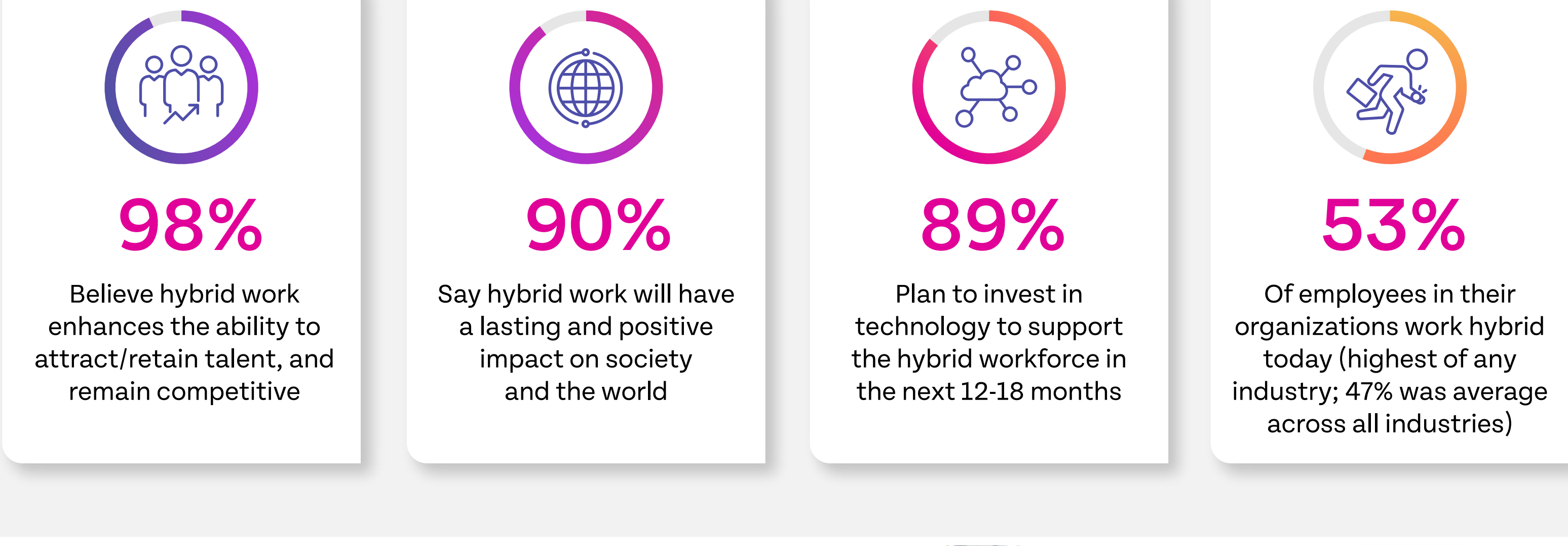


As new generations of employees enter FSI organizations:



**Hybrid Work Continues in FSI, Requiring
IT to Support DEX Everywhere**

According to FSI decision-makers surveyed:



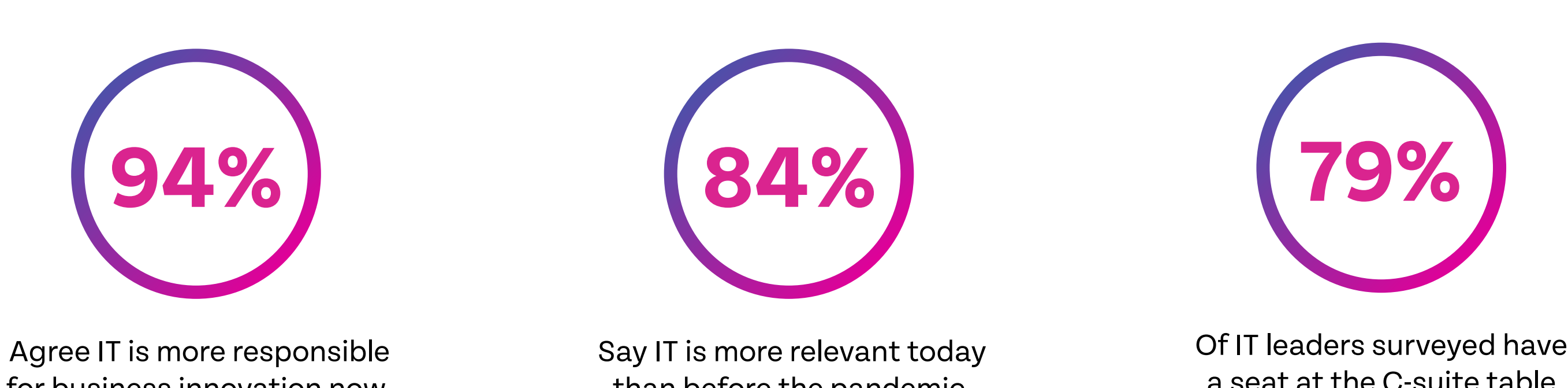
**Delivering a Better DEX Is
Getting Harder, Not Easier
for the FSI Industry**

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

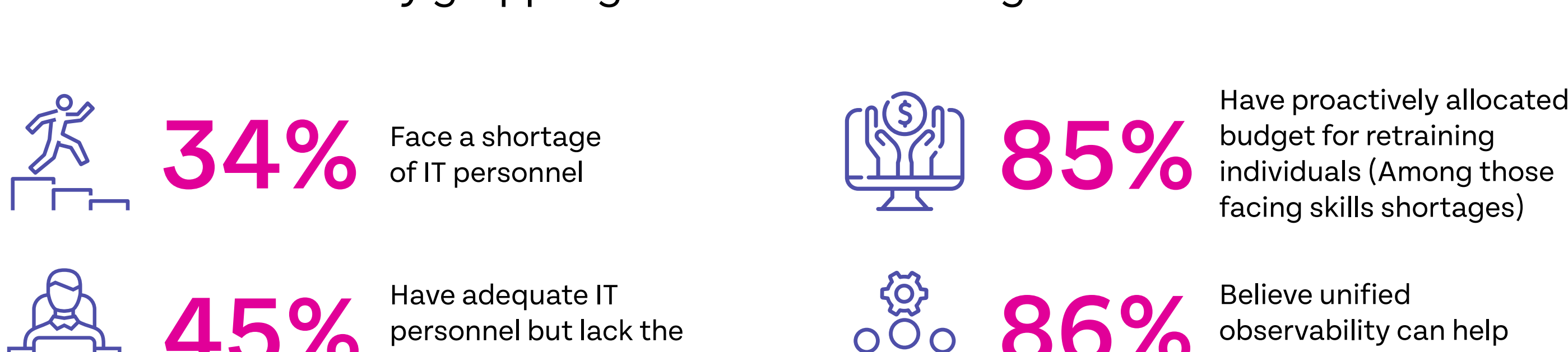


**IT Has a Seat in the C-suite,
But Must Overcome Skills Gaps**

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.



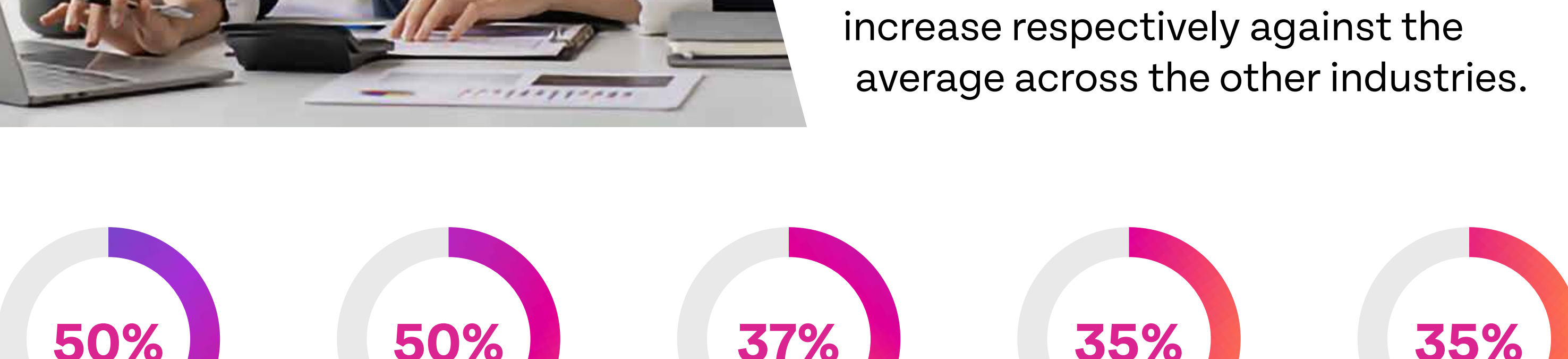
FSI IT leaders are currently grappling with a skills shortage:



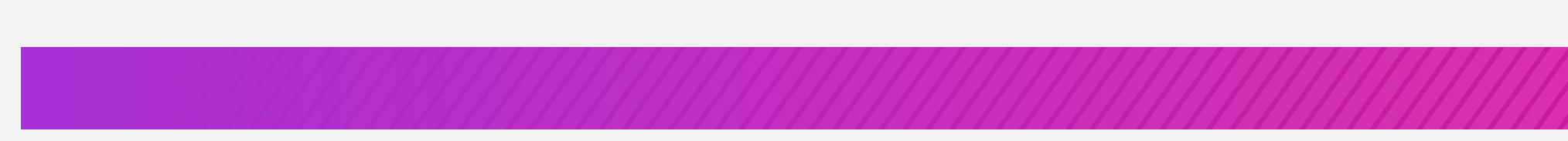
**Key Emerging and Existing
Technologies Critical for
Business Success**

FSI decision-makers cite these technologies as becoming increasingly business-critical in the next 18 months, playing a key role in enhancing business operations, productivity, and digital experiences.

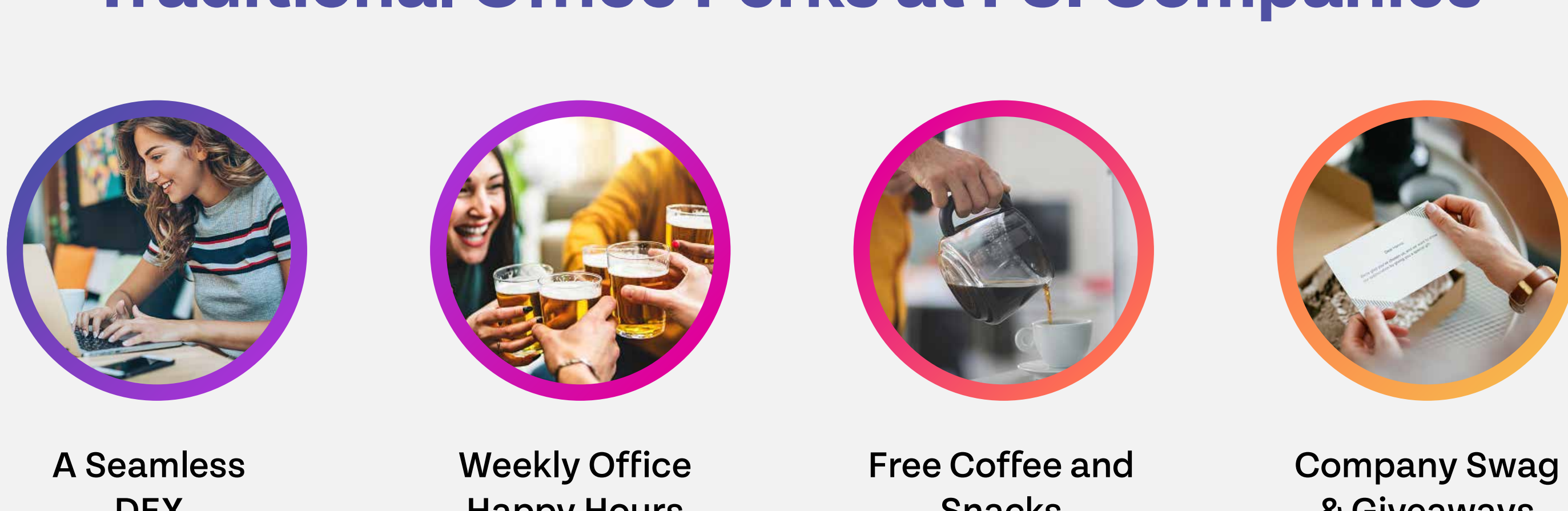
AI and cloud are viewed as top priority in the FSI industry, with a 5% and 7% increase respectively against the average across the other industries.



Unified Observability is a Must-Have for DEX



**A Seamless Digital Experience Surpasses
Traditional Office Perks at FSI Companies**

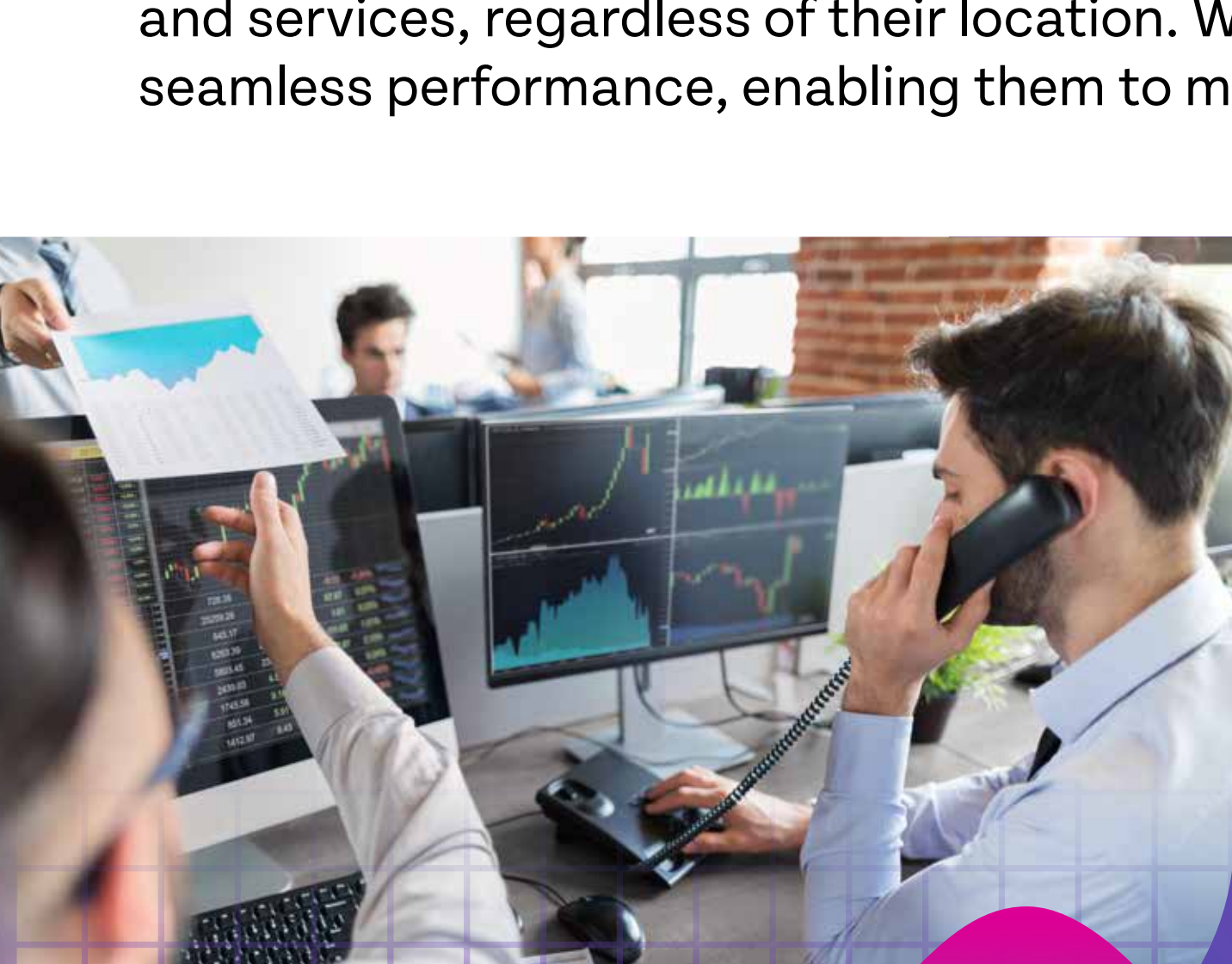


**Overcome Your Challenges with Alluvio Unified
Observability and Riverbed Acceleration**

Riverbed enables organizations to transform data into actionable insights and accelerate performance for a seamless digital experience. Riverbed offers two industry-leading portfolios:

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.

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

riverbed.com/DEXSurvey2023