

Automation Priorities for 2026 Survey Results

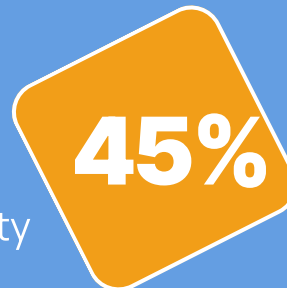
We recently surveyed over **4000 professionals** from a range of industries to find out their automation priorities for the coming year. The survey responses have given us a clear insight into where their priorities in automation lie for the next 12 months.

They told us;



Improving customer service and winning new business

was a clear priority for the majority of individuals and organisations.



of firms said this is their focus for 2026.

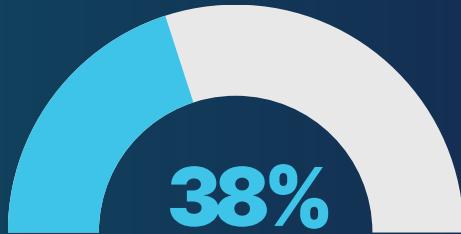
Many organisations will be looking to automation to save them money in 2026



of organisations said they would be looking to use automation to **reduce the cost of services and improve profitability**

0 5 10 15 20 25

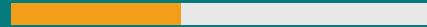
Finance Process Automation



Of organisations said they would be looking to use automation within their financial processes in 2026

Onboarding Software Automation

27%



27% told us they were prioritising using automation to speed up and secure their onboarding processes.

It's clear that automation is at the forefront of a lot of people's thinking as they start to plan for 2026. With improving customer service, winning new business and reducing the cost of services a priority for many.

Want to learn more about how you could transform your organisation this year and beyond with automation?

[FIND OUT MORE ABOUT AUTOMATION](#)