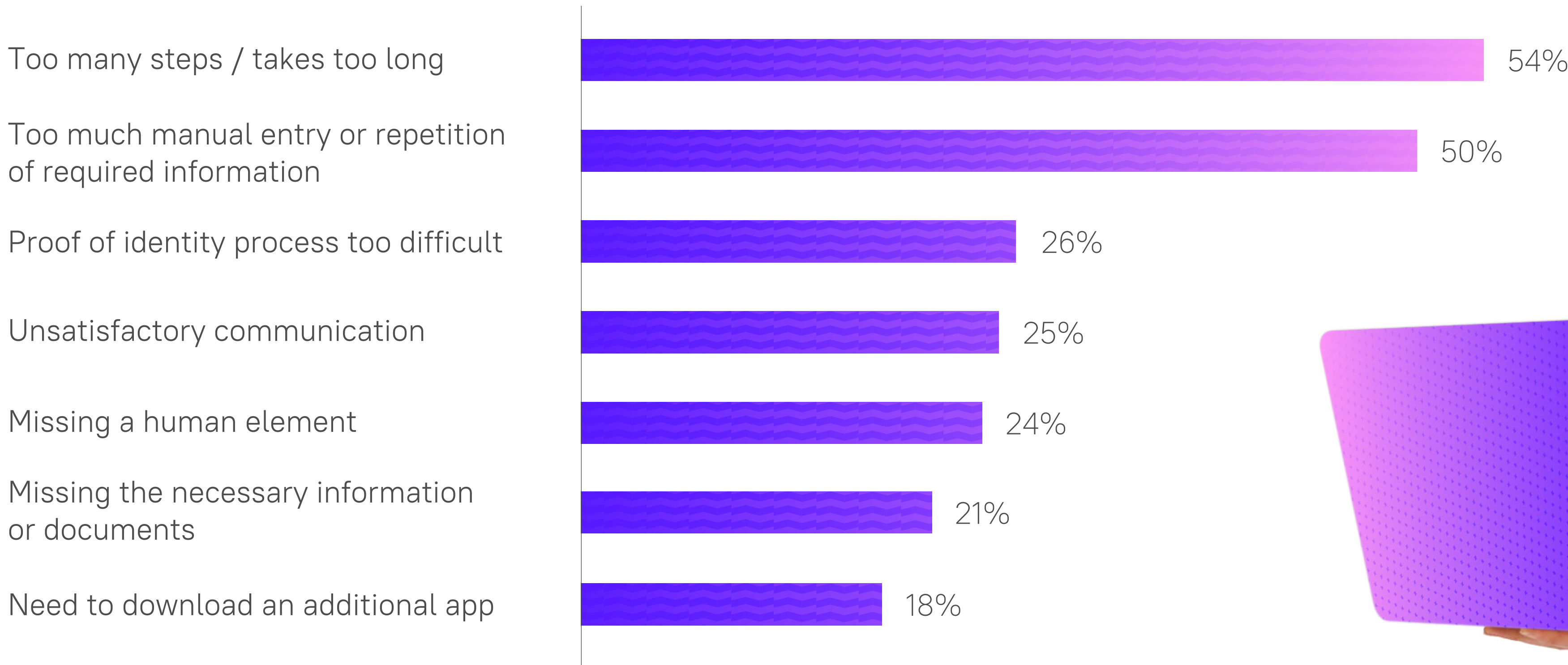


# Factors Contributing to Citizen Onboarding Abandonment in Government

1-in-5 people drop out of digital registration

## Top factors causing dropouts:



Respondents believe technology improves customer experience up to **43%**

## Government IT decisions makers' plans to improve onboarding

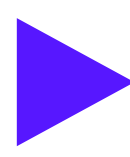
- 45% add more technology
- 32% add more human interaction
- 20% add a mix of tech and human



- The **top 3** technologies planned for use in onboarding:
- 21% intelligent document processing
  - 21% process intelligence
  - 20% mobile capture

## Effects of high abandonment

- 21% of decision makers believe high abandonment hindered financial goals
- 19% of decision makers believe high abandonment damaged their organization's reputation



Respondents hypothesized that a 50% reduction in abandonment would increase revenue by 20% and increase customer acquisition by 26%



## Methodology

This research was conducted by Sapio Research in September 2022 on behalf of ABBYY. The survey was conducted among 1,623 IT decision makers across the UK, US, France, Germany, and Japan and highlights government responses on the challenges and drivers organizations face with digital onboarding. The survey also included responses from IT decision makers in banking, finance, and transportation and logistics.