This is a 5-4-3-2-1 survey conducted in the month of April 2023, with a total of 2,400 respondents across multiple industries.

**Results:**
- **Overall Experience:**
  - Safe workplace
  - Data privacy
  - Quick IT support

**Top areas of progress planned for EX in the US in the next 2 years:**
- **Safe workplace:**
  - Public Sector: 38%
  - Telecoms: 35%
  - Manufacturing: 33%
  - Financial services: 35%
  - Healthcare: 33%

**Top initiatives generating high or very high value in the US:**
- **New business models**
- **More employee autonomy**
- **Measuring impact of employee engagement on customer retention**

**Challenges and Opportunities:**
- **Challenges:**
  - Keeping up with employee expectations for a better experience
  - Managing increased talent and technology demands
- **Opportunities:**
  - Leveraging technology to improve efficiency and productivity
  - Building a culture of innovation and collaboration

**Top benefits of total experience:**
- **Improved diversity**
- **Attract talent**
- **Lower capital costs**

**Where the sector is today vs. where it is expected to be in 2 years:**
- **Public Sector:**
  - Where the sector is today: 60%
  - Where the sector is expected to be: 80%

**Overall employee experience:**
- **Areas improving:**
  - Safety workplace
  - Data privacy
  - Quick IT support

**Table:**

<table>
<thead>
<tr>
<th>Sector</th>
<th>Today</th>
<th>Expected in 2 years</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Sector</td>
<td>60%</td>
<td>80%</td>
</tr>
<tr>
<td>Telecoms</td>
<td>72%</td>
<td>93%</td>
</tr>
<tr>
<td>Manufacturing</td>
<td>69%</td>
<td>81%</td>
</tr>
<tr>
<td>Financial services</td>
<td>65%</td>
<td>85%</td>
</tr>
<tr>
<td>Healthcare</td>
<td>69%</td>
<td>83%</td>
</tr>
</tbody>
</table>

**Key Findings:**
- Over 50% of companies and 4/5 industries surveyed place modernizing IT platforms as their biggest priority.
- Over 45% of respondents report the biggest challenge is keeping up with employee expectations for a better experience.
- Successful organizations see customer and employee experiences as separate disciplines.

**Insights:**
- The future of digital employee experience is bright.
- Companies that invest in total experience are poised for success.
- Merging CX and EX efforts can be a force multiplier, helping companies maximize returns.

**Read the Total Experience Issue of Workflow Quarterly to gain further insight.**