# AI in Financial Services Document Workflows: 2026 Benchmark Data

Few industries have moved on AI as fast as financial services, and few have experienced as much complexity as a result. Between regulatory obligations, tool sprawl, and rising consumer AI use, the pressure on IT and risk leaders to see and govern what's actually deployed has never been higher. Nitro surveyed 1,300 enterprise leaders across five industries, including 360+ in financial services, for *The State of AI in Document Workflows*. Three findings define the FinServ benchmark when it comes to document AI: the lead position on adoption, the gap between policy and behavior, and the consolidation window now open across the sector.

### The Lead Position

# 65%

of financial services managers rate AI in document workflows as a high or critical priority, 12 points above the cross-industry average.

At the executive level, **90%** of financial services CXOs say the same, and **61%** report AI is fully deployed in document workflows—the highest deployment rate of any vertical surveyed.

### The Governance Paradox

# 77%

of financial services CXOs have an actively enforced AI document policy, the strongest governance posture of any vertical.

Yet **79%** of those same executives confirm employees are using consumer AI tools like ChatGPT, Claude, or Gemini to process sensitive documents. Governed deployment and ungoverned behavior are both running at record highs.

### The Consolidation Window

# 98%

of financial services CXOs are actively evaluating or planning to consolidate their document tool stack.

Better AI capabilities is the top switching trigger for both managers and CXOs. This is the only vertical where better AI beats cost as the primary reason to switch vendors at both levels.

## *Where the data says FinServ leaders should act next*

### Close the gap between document AI policy and behavior

Employees are reaching outside sanctioned tools for AI capabilities they cannot get inside them. Closing the gap means embedding AI into the document tools they already use every day, so governance and workflow live in the same place.

**50%**

of managers confirm they or their team have uploaded work documents to unverified free online document tools—the highest of any vertical.

**27%** have done it themselves
**23%** know team members who do
**61%** report frustration with current document tools

### Lead vendor evaluation with AI capability, not cost

The FinServ buying decision has moved. Evaluations built around cost per seat are optimizing for a factor decision-makers no longer prioritize. AI capability, integration, and IT administration drive switching decisions.

**51%**

of CXOs would switch document vendors for better AI capability. Cost ranks last.

**51%** AI capability
**48%** integration
**46%** simpler IT admin
**16%** cost

### Automate the workflows with the highest volume

Three tasks lead the FinServ automation agenda: data extraction, document protection, summarization. They map to the highest-volume workflows—loan applications, KYC files, financial statements, client agreements—where speed affects revenue and errors carry regulatory risk.

**51%**

of CXOs name data extraction the top automation opportunity.

**51%** data extraction
**49%** document protection
**46%** summarization

Explore *The State of AI in Document Workflows* for the full benchmark behind these findings, including executive and manager views on where AI is delivering measurable outcomes across enterprise document work, and where governance is falling short.

Read the full report