

10 Things You Need to Know about Process Automation and RPA



1. The most important target for process automation efforts are:



Processes that cross departments, systems, and/or organizational boundaries – i.e., the very processes that are most problematic due to chaotic information silos.



6. Primary benefits of BPM, RPA, and Case Management are:



Cost savings, process transparency, and better staff alignment/allocation.



2. Top reasons why organizations have NOT automated –



33% Cost (33%)



30% and a Lack of Skills (30%)



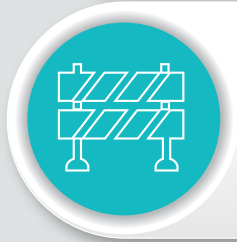
7. Key BPM process targets –



34% Finance (34%)



29% Facilities management and Customer correspondence/sales (29%)



3. The biggest barriers for Potential Users center around alignment –

20%

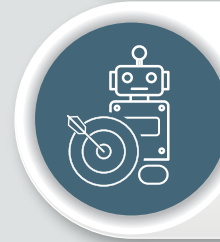
“We lack clear strategy and priorities”

19%

“Change management – worries about job loss”

18%

“We don’t have the right skills set”



8. Key RPA process targets –



34% Logistics (34%)



29% HR (29%)



28% Finance (28%)



4. The top three areas in which Potential Users need more education –

50%

Matching technologies to problems

47%

Understanding core process technologies

46%

Understanding benefits



9. Key Case Management process targets –



37% Facilities management (37%)



34% R&D (34%)



31% Finance (31%)



5. Organizations have active process automation projects underway –



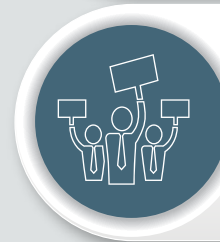
36% BPM (36%)



36% RPA (32%)



33% Case Management (33%)



10. Key concerns re RPA –



36% Employee resistance (34%)



36% Poor inputs/information not machine readable (29%)