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. (37%)

2. Top reasons why organizations have NOT automated –
   - Cost (33%)
   - Lack of Skills (30%)

3. The biggest barriers for Potential Users center around alignment –
   - "We lack clear strategy and priorities" (20%)
   - "Change management – worries about job loss" (19%)
   - "We don't have the right skills set" (18%)

4. The top three areas in which Potential Users need more education –
   - Matching technologies to problems (50%)
   - Understanding core process technologies (47%)
   - Understanding benefits (46%)

5. Organizations have active process automation projects underway –
   - BPM (36%)
   - RPA (32%)
   - Case Management (33%)

6. Primary benefits of BPM, RPA, and Case Management are:
   - Cost savings, process transparency, and better staff alignment/allocation.

7. Key BPM process targets –
   - Finance (34%)
   - Facilities management and Customer correspondence/sales (29%)

8. Key RPA process targets –
   - Logistics (34%)
   - HR (29%)
   - Finance (28%)

9. Key Case Management process targets –
   - Facilities management (37%)
   - R&D (34%)
   - Finance (31%)

10. Key concerns re RPA –
    - Employee resistance (34%)
    - Poor inputs/information not machine readable (29%)

---

In Partnership with KOFAX

The Ultimate Guide to Improving Your Business Processes—Process Automation and RPA