

EXECUTIVE SUMMARY

INTELLIGENT AUTOMATION

BUILD AND MANAGE YOUR DIGITAL WORKFORCE WITH NEXT GENERATION RPA

Why read this paper

Robotic Process Automation (RPA) is a great baseline capability that automates time-consuming and error-prone tasks and processes across the enterprise, improving the customer and employee experience and delivering operational savings.

But in order to achieve the business case and value that top executives demand, organizations must move beyond RPA to an intelligent automation platform that builds and manages the digital workforce and redefines the future of work. This white paper covers the current state and next-generation capabilities of RPA as well as the essential components of a best-in-class intelligent automation platform.

KEY TAKEAWAYS

- 1 True business value is rarely achieved by RPA alone.
- 2 **Intelligent Automation** is next-generation RPA that solves end-to-end automation challenges.
- 3 The **managed digital workforce** empowers organizations to reimagine the customer experience, add workforce capacity without headcount and free up time so employees can focus on higher-value work.



About the Author

As Chief Strategy Officer at Kofax, Chris Huff develops and drives the company's global strategic initiatives, intelligent automation (IA) thought leadership and cross-functional horizontal integration. Prior to Kofax, Chris spent five years at Deloitte Consulting, where he led the U.S. Public Sector Robotics and Cognitive Automation practice during the emergence of RPA. Chris has delivered RPA to over 30 billion-dollar enterprises and implemented five different RPA vendor solutions. He is often called on by publications and conferences as a thought leader in the next wave of RPA.

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