

The State of Intelligent Automation 2019

300

Senior Executives Surveyed

Forbes Insights surveyed senior executives from large companies around the world and across many industries about how and where they're transforming their businesses with enterprise automation solutions, as well as the benefits—and barriers—to doing more.

Findings from Forbes Insights Survey

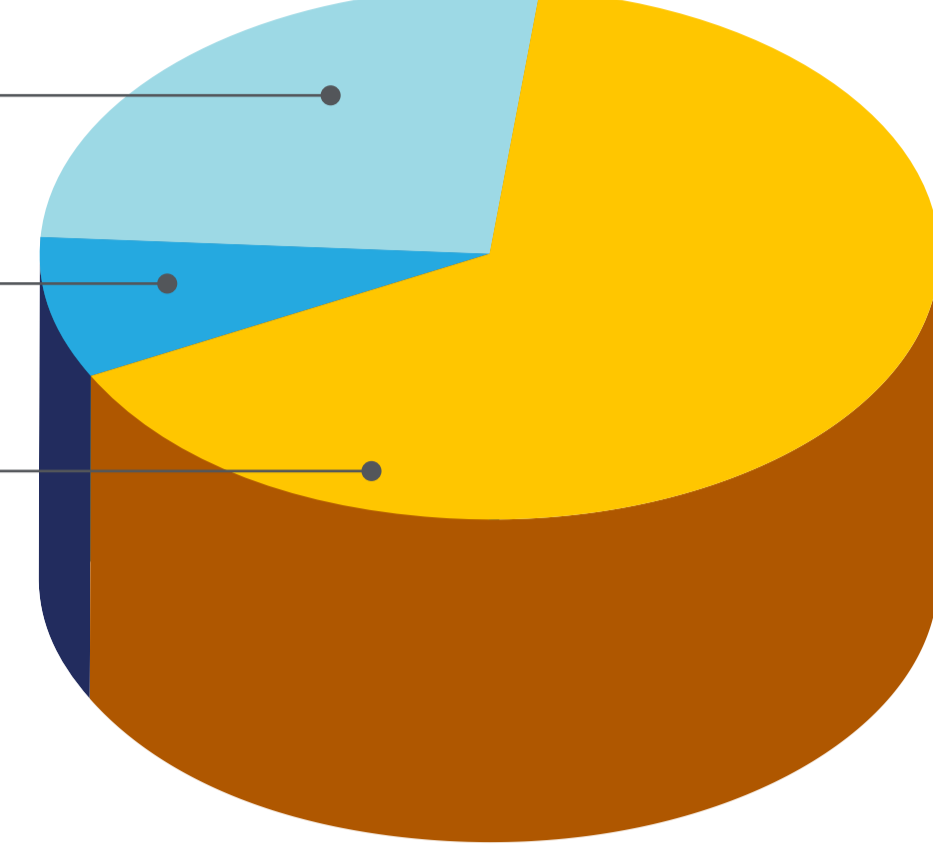
Perhaps no other technology has driven more of a workforce revolution than intelligent automation. Previous periods of industrial revolution have focused on humans and physical machines working together. Today's revolution is about improving the customer and employee experience, enabling automation tools to operate alongside humans and free them to focus on higher-value work.



Who Participated?

Title

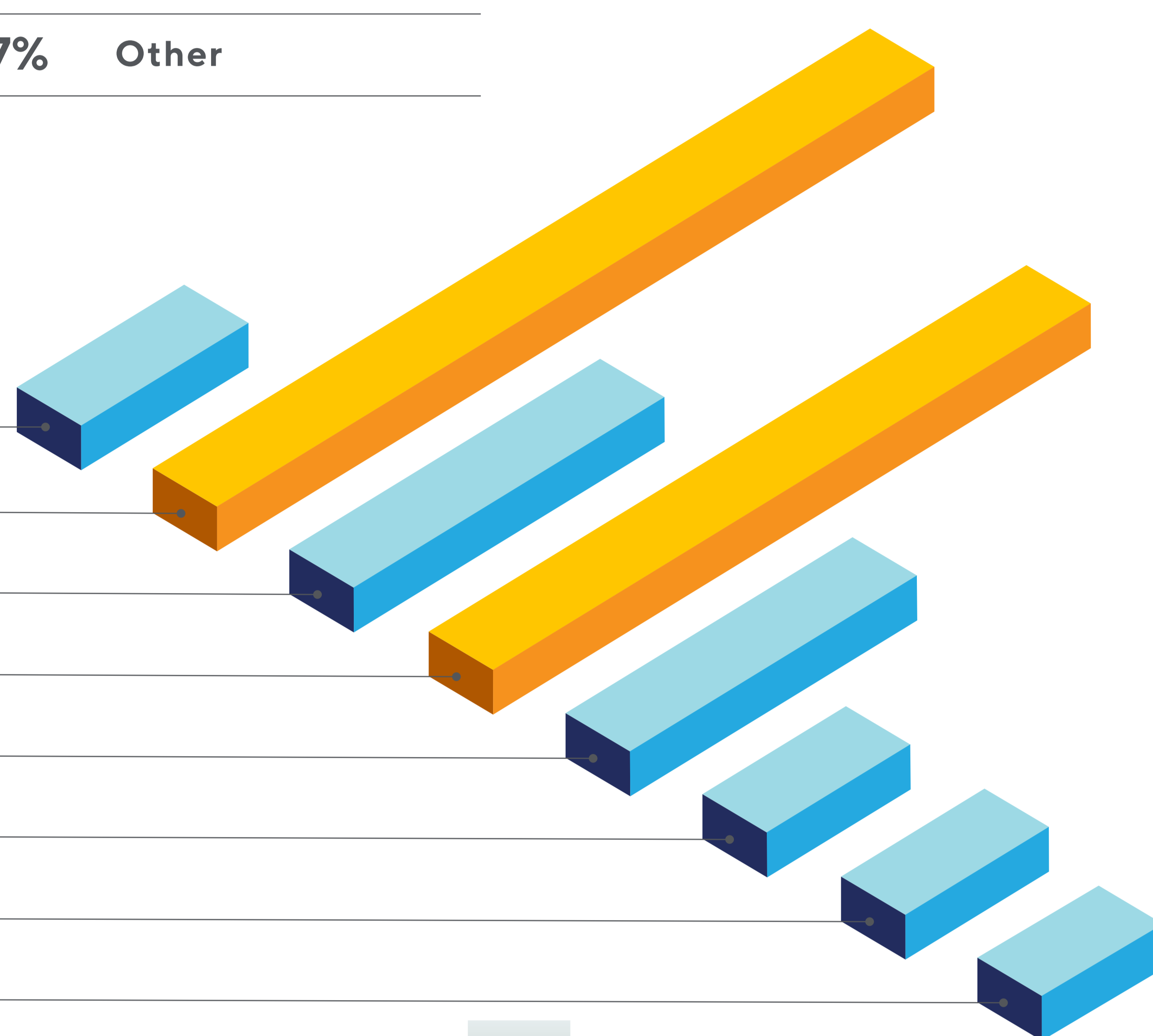
- 25.83% Directors
- 8.61% EVP, SVP, VP
- 65.56% C-Suite



Location

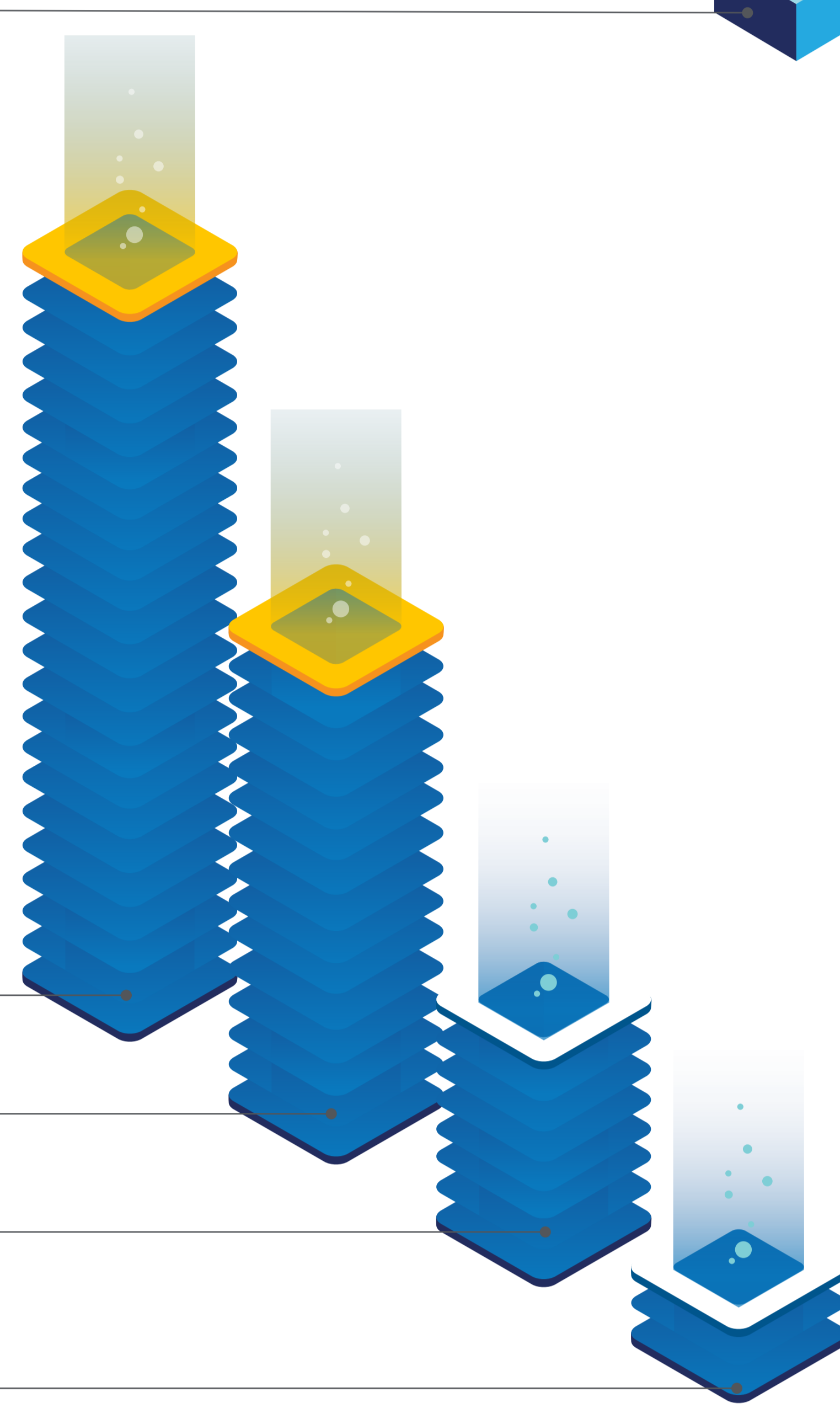
- 33.11% USA/Canada
- 16.22% Asia-Pacific
- 40.39% Europe
- 10.27% Other

- 6.73% Customer Experience
- 28.85% Finance
- 12.50% General Management
- 24.04% Information Technology
- 11.54% Operations
- 5.77% Product Development
- 5.77% Sales and Marketing
- 4.54% Other



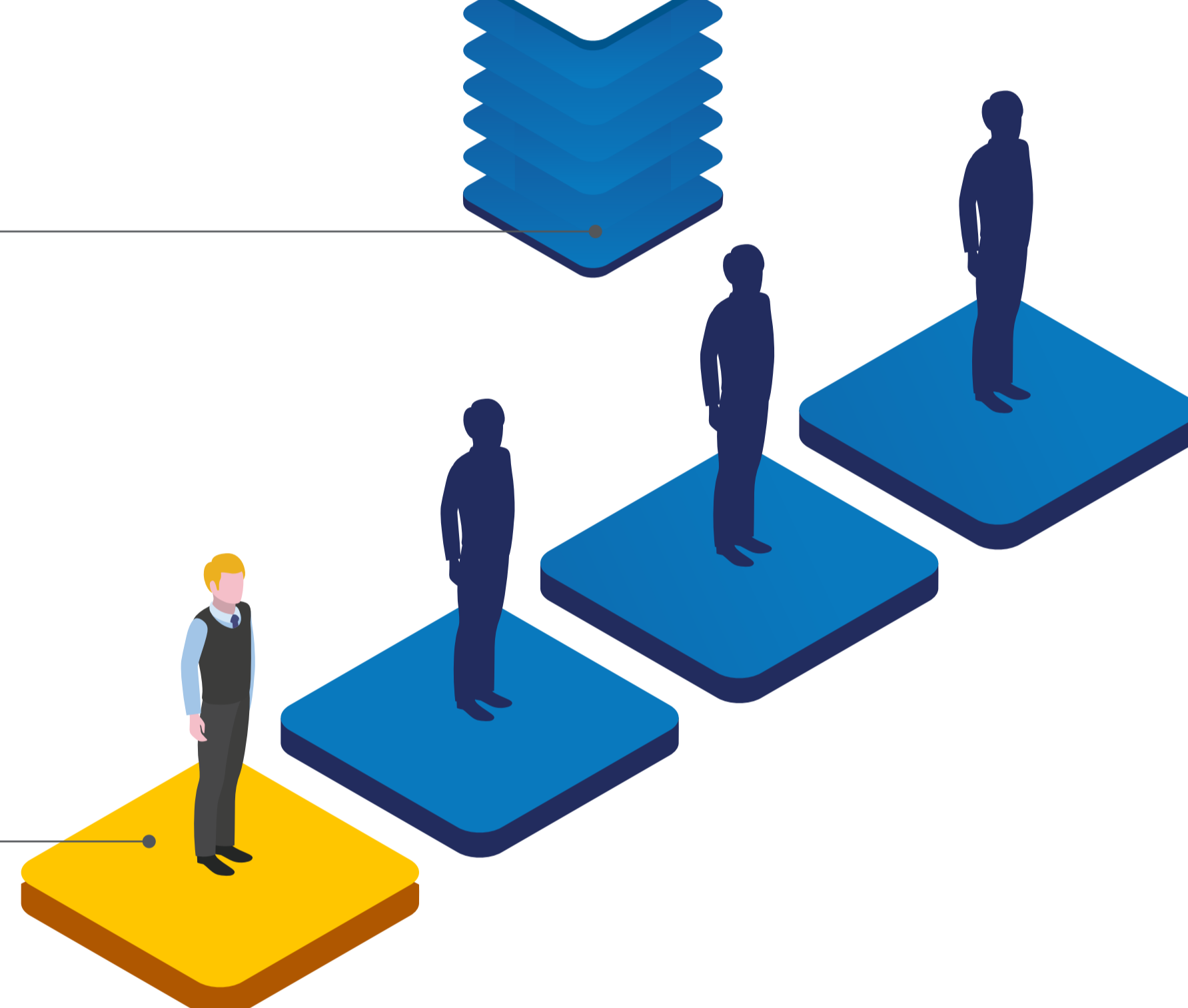
The Executive Self-assessment

- 49% Most Processes Are Optimized
- 32% All Processes Are Optimized
- 15% Most Processes Could be Improved/reinvented
- 4% Processes Are Not Optimized and Should be Improved/Reinvented

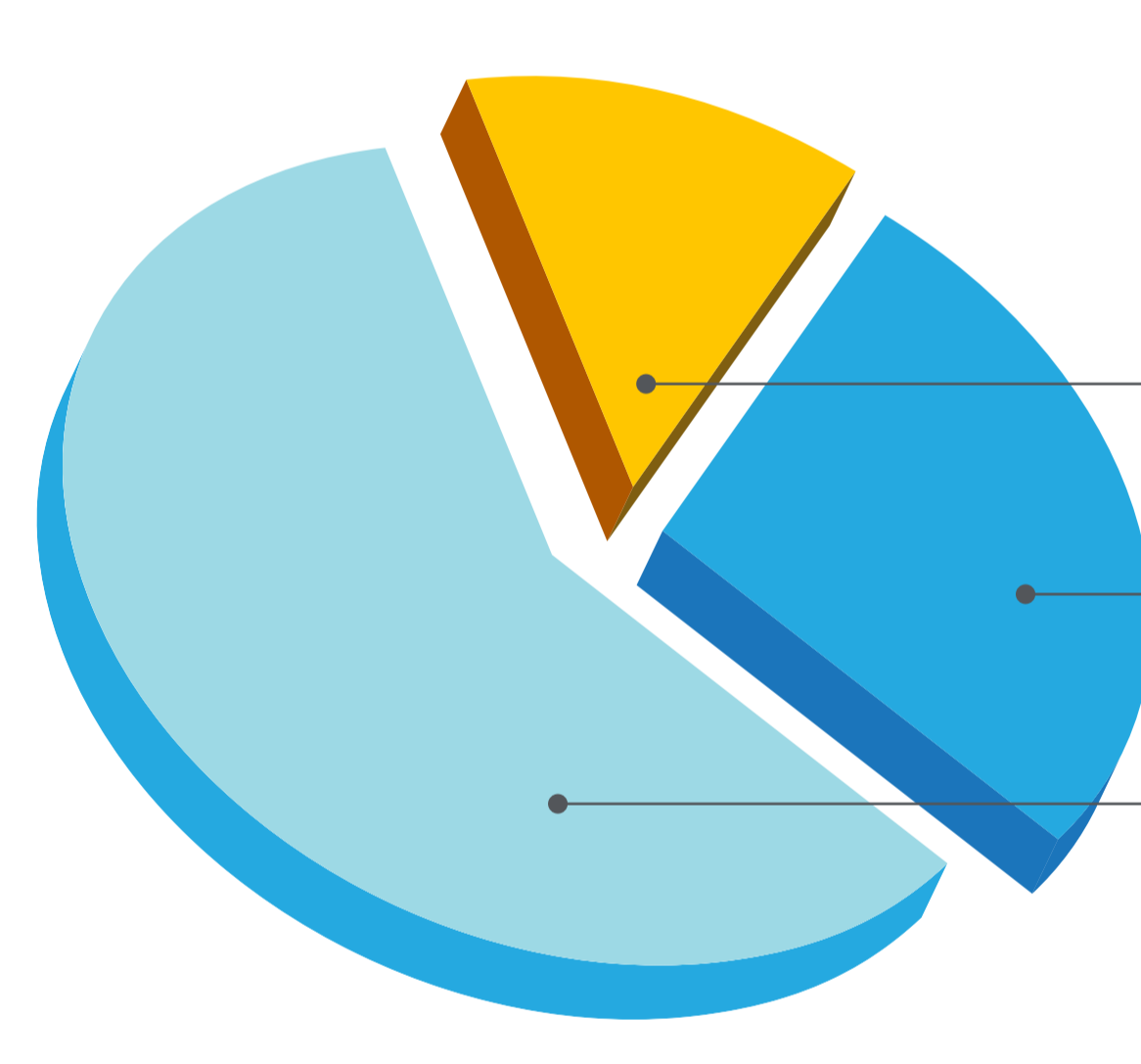


Only 12%
Reported Manual Processing of All Tasks

1 in 4
Reported Manual Human Intervention is Required Only in The Case Of Exceptions



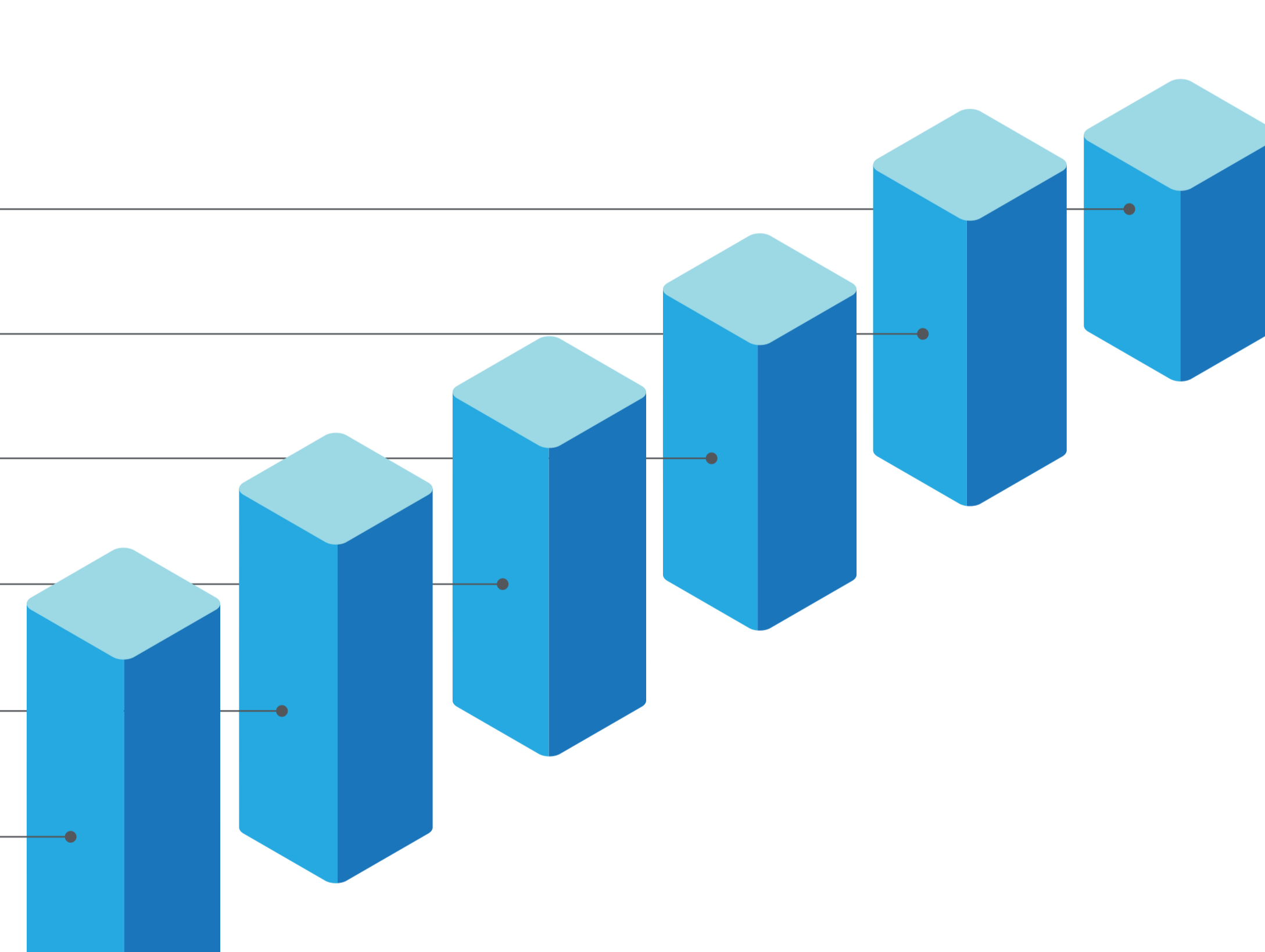
The Document Dilemma



- 13% We Have Fully Automated Unstructured Text Interpretation
- 27% We Rely on Humans to Scrutinize All Documents and Emails
- 59% We Can Do Some Processing Before Passing Text to Humans

Barriers to Process Automation

- 18% Our Processes Themselves Are Broken
- 27% We Are Unsure of ROI
- 27% We Don't Have Senior Leadership Buy-In
- 29% We Lack Skills to Implement
- 32% Outsourcing Meets Our Needs
- 33% It's Cost-prohibitive



So Far, So Good

Most are pleased with the ROI of process automation to date:

Leadership Recognizes Importance

- 53% Strongly Agree
- 37% Agree

Satisfied With Time Savings

- 49% Strongly Agree
- 36% Agree

It & Job In Sync

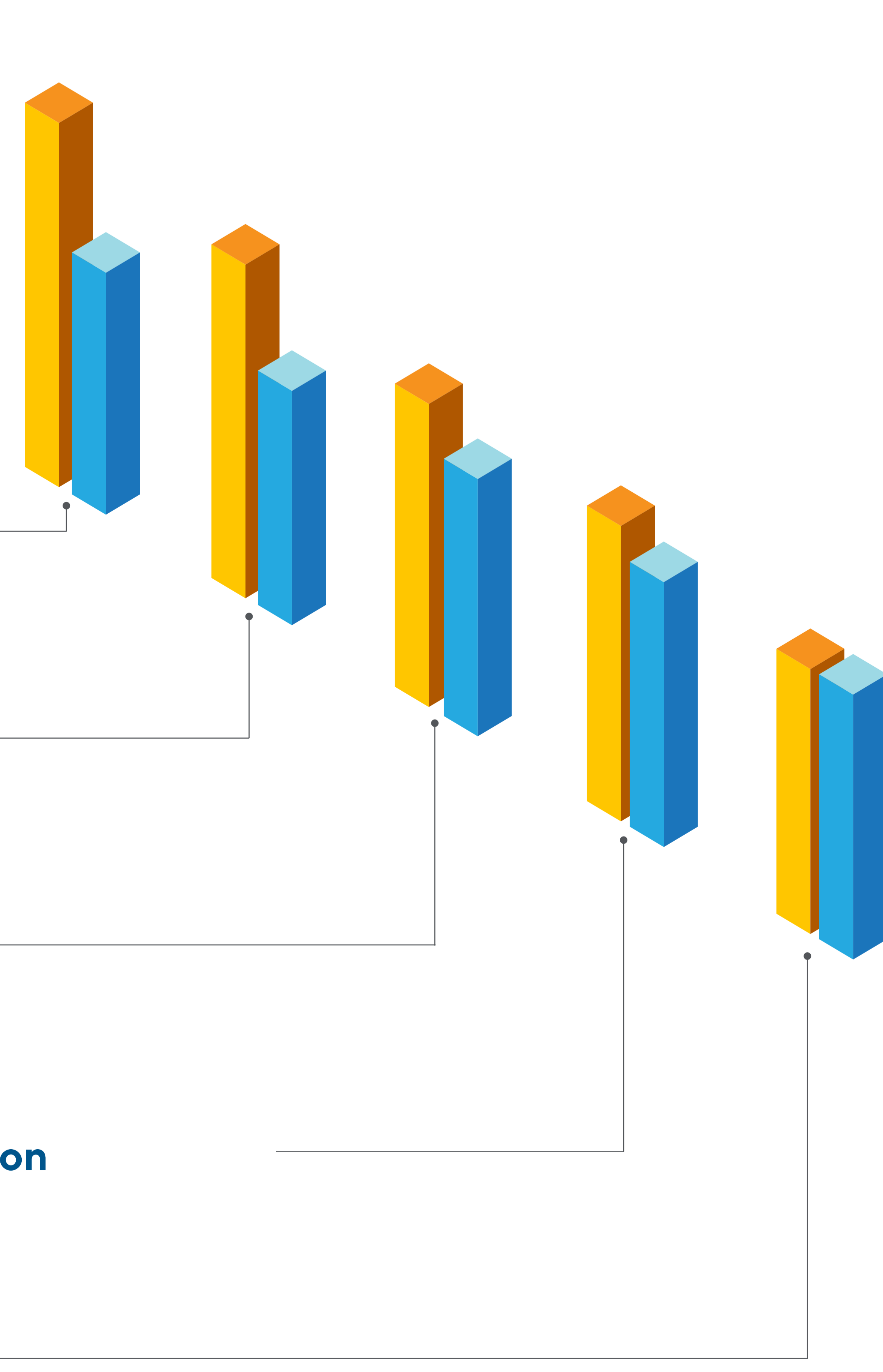
- 45% Strongly Agree
- 39% Agree

Employees Satisfied with Job Evolution

- 44% Strongly Agree
- 40% Agree

Satisfied With Cost Savings

- 40% Strongly Agree
- 40% Agree



Centers of Excellence

Most responders have as part or plan to create a Center of Excellence with RPA as part of an enterprise-wide initiative.



- 51% We Have a Center of Excellence for Process Automation
- 8% We Don't Have a Plan for a Center of Excellence for Process Automation
- 41% We Don't Have a Center of Excellence for Process Automation, But One is Planned

Learn more about the state of Intelligent Automation in this benchmark survey.

[DOWNLOAD THE FULL FORBES INSIGHTS REPORT](#)