



YOUR  
AUTOMATION  
STRATEGY:  
**BEYOND RPA**

# THE PANDEMIC HAS ACCELERATED AUTOMATION INVESTMENT

**68%**

have invested in automation technology to respond to Covid-19

**78%**

have implemented an RPA solution

**23%**

of workers' jobs have been directly impacted by automation

**58%**

haven't factored employee change and reskilling into implementation plans

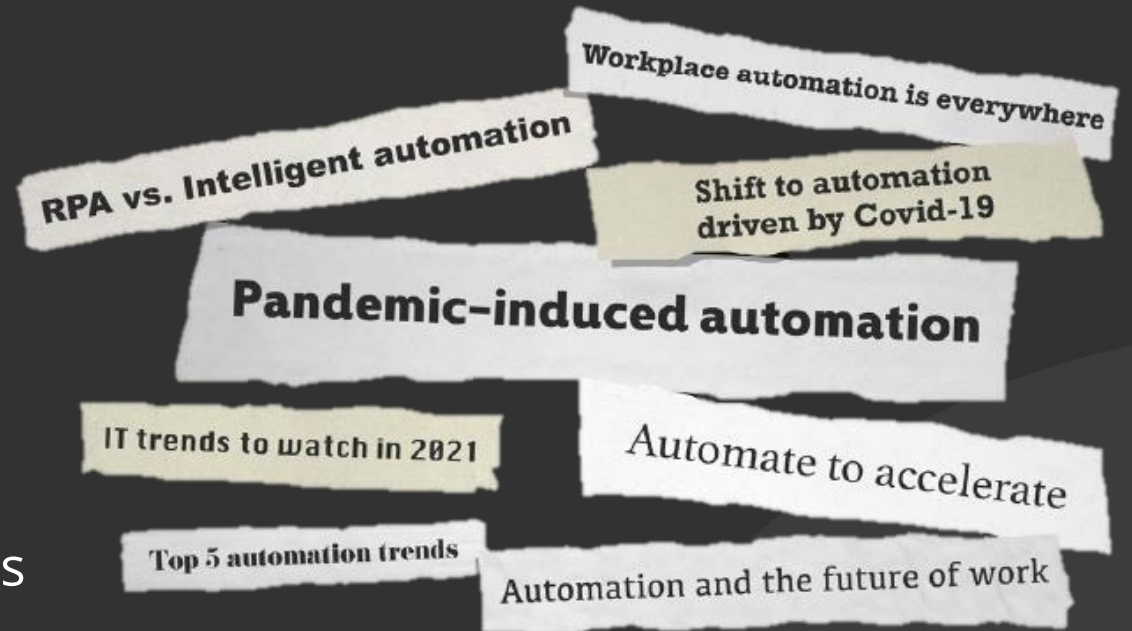
# WHY WE NEED TO STOP TALKING ABOUT AUTOMATION

## Automation is not the benefit

- It's talked about too broadly
- The options are complex
- The risks are not explained

## The right strategy enables:

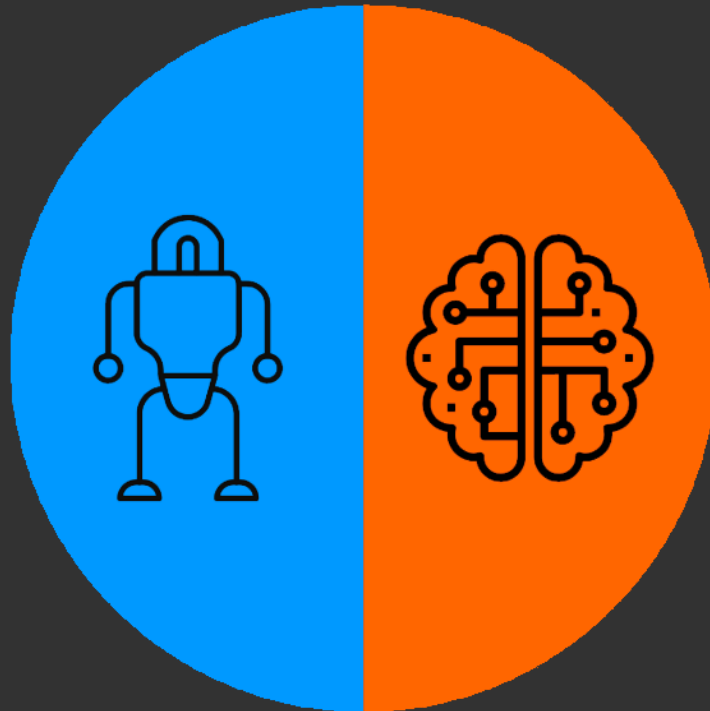
- Data driven decision making
- Responsiveness & agility across the business
- Long-term sustainability
- Optimised customer experiences



# SIMPLIFYING THE OPTIONS: BEYOND RPA

## Robotic Process Automation (RPA)

- Automates simple, repetitive, rule-based tasks
- Screen scraping
- Reduces errors
- Increases speed & productivity
- Inflexible and fragile



## Intelligent Automation/ Hyperautomation

- Automates un-structured tasks requiring judgement
- Applies improvements
- Delivers human-like actions
- API operation centre
- Faster and more efficient
- Flexible and robust

# A ROADMAP TO SUCCESS



Identify your long-term needs and goals



Look end-to-end at your processes and fix issues before you automate them



Identify risks – what happens if the data flow is interrupted?



Document your current state: map platforms and data, including shadow IT



Start with a Proof of Value that can be replicated and builds foundations



Engage, train and upskill your workforce



Don't be constrained by your current toolset – tool switching is simplified



Map the outcomes and define short, medium and long-term success



Engage an automation partner to avoid costly mistakes and to reap the benefits quickly

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**You have to start with  
the customer experience  
and work backwards to  
the technology.**

**Steve Jobs**

