

EBOOK

Robotic Process Automation in 2021: Here's Where We See RPA Going

2020 introduced a lot of changes to business automation with RPA (Robotic Process Automation). But the future for this transformative technology has never been brighter thanks to the rapid adoption of digital technology.

The shift to digital-first and the work-from-home environment has significantly increased interest in RPA solutions.

With both tangible and intangible benefits like increased productivity, reduced costs, and process automation, it's clear RPA is more than just a nice-to-have—it's a must-have for businesses of all sizes today.

So, where do we see RPA technology going in 2021? And what does the future hold for this automation solution?

Top Trends

COVID-19 Will Continue to Drive RPA Adoption

The Rise of RPA-as-a-Service

Companies Will Adopt RPA 2.0 to Overcome RPA 1.0's Remote Work Challenges

RPA Will Enable Digital Assistants for Every Employee





COVID-19 Will Continue to Drive RPA Adoption

COVID-19 has changed the nature of the workplace.

You may be working from home, split between the office, or in a temporary location. Companies are being forced to temporarily shut their doors, limit their operating hours, and accommodate changes in the workplace due to this once-in-a-lifetime virus.

With every crisis comes opportunity. RPA is one example of this.

Now more than ever, companies are focused on remote work and streamlining manual processes that do not require direct human oversight. With a fragmented workforce, companies need automation to improve operational efficiency. As lockdowns and shutdowns continue, and as companies adapt to survive, the nature of work will change. Remote work is becoming the norm, and many workers may simply refuse to go back to the office.

RPA can free businesses and employees from on-site work requirements, providing a reliable solution for all aspects of process optimization.

Robots are better suited to manual processes than humans. They can handle high volumes of repetitive, tedious work that's essential to your business. Today, nearly 70% of Internet tasks are completed by robots.

We believe that this trend will continue, even for in-store services. Automating simple tasks with smart software like RPA frees employees to focus on essential tasks that directly impact company growth and revenue.

Don't consider RPA as replacing or removing in-person tasks—think of RPA as the next step in the evolution of the workplace.

The Rise of RPA-as-a-Service



RPA-as-a-service, like many SaaS solutions, exists to help businesses, especially small businesses, operate more smoothly and efficiently. Spurred on by the changes introduced by our post-COVID-19 economy, it's likely that these trends will continue, especially with RPA.

The simple answer is that companies must increasingly adopt supportive software to tackle essential business processes and practices. And with the new norm comes new challenges.

Digital technologies will continue to drive business forward. RPA-as-a-service, like many SaaS solutions, are not temporary and will not fade away from the workplace. If anything, their use will be more common.

RPA is being used by small businesses, as well as incredibly large businesses like Deutsche Bank. The ability to scale costs and services appropriately is a huge selling point for companies. While RPA was approximately a \$700 million industry in 2018, it's projected to grow to over \$3 billion by 2025.

RPA-as-a-service offers many features that other SaaS companies provide, including:

- The ability to scale
- Lower upfront costs and predictable monthly pricing
- The opportunity to selectively apply RPA to specific business processes
- Ease of adoption
- Frequent updates and support
- Eliminating the need to purchase your own RPA technology

While implementing RPA may have been challenging in the past, the potential for this transformative technology is endless. Over the course of 2020, cloud services (which includes RPA) grew 17% worldwide.

RPA-as-a-service is all about offering businesses more control and flexibility over their RPA solutions. That alone will incentivize companies to adopt this model of RPA.

Companies Will Adopt RPA 2.0 to Overcome RPA 1.0's Remote Work Challenges

A new norm requires new technologies. RPA 2.0 (Unattended) is a direct answer to the shortcomings of RPA 1.0 (Attended). But what makes RPA 2.0 so much better?

- **RPA 2.0 is more efficient.** RPA 2.0 adoption is more widespread due to its increasable scalability and ease of use.
- **RPA 2.0 is more scalable.** With RPA 1.0, transferring and analyzing data on an automated process needs to be done directly, which reduces productivity. With RPA 2.0, data is more easily shareable between teams in a business.
- **RPA 2.0 does not require in-person staffing.** With COVID-19 and work-from-home policies, RPA 1.0 is not a viable addition for businesses operating remotely.

With the positive changes that automation brings, as well as the mandated change in business practices that are continuing through 2021, expect to see the normalization of RPA 2.0 and automation in general.

RPA 2.0 is an improvement over RPA 1.0, and it's reasonable to assume that we will see additional revisions and improvements in RPA technology. It's clear that RPA 2.0 will beat out RPA 1.0. But why? The answer is simple. RPA 2.0 is API-friendly. This allows for a hands-off approach when monitoring automated processes, which RPA 1.0 doesn't allow.

Having digital robots interact with business processes rather than human employees is a godsend in the work-from-home economy. Businesses can continue to run and generate profit, with RPA playing an essential role in optimizing core business processes.

Advancements in both machine learning and AI continue to complement this increase in demand for automation. Companies are using machine learning and artificial intelligence, as well as sub-fields like natural language processing and speech recognition, to increase automation for common processes.

While this technology is still in its relative infancy, we believe RPA 2.0 (which takes advantage of machine learning and artificial intelligence) will only grow in popularity and implementation throughout 2021 and beyond.

What About Hyper-Automation?

Hyper-automation is a buzzword that gets thrown around a lot, and for good reason. Instead of completely replacing current business processes, companies are choosing to automate manual processes, while leaving the sub-tasks intact.

Think of it like this. You need to file a form with a government office. You can either print out the form and mail it the old fashioned way, or you can upload a scanned copy and automate the mailing process. The same mindset is true when adopting RPA technology.



The global hyperautomation market size was valued at **USD 492.1 Million** in 2019 and is forecasted to reach **USD 22.84 Billion** by 2027 at a CAGR of 18.2%.

<https://www.emergenresearch.com/industry-report/hyperautomation-market>



RPA Will Enable Digital Assistants for Every Employee

How would your teams perform if every employee had their own digital assistant? This is a reality that many companies are set to achieve sooner, rather than later.

We already know RPA boosts productivity, eases efficiency, reduces manual processes, and generates additional cost-savings. It's simple. If a human isn't required to complete a task, why waste resources? Just automate the task. It's a win-win for both businesses and their employees.

The shift to remote work will only emphasize the need for digital assistants. Here are a few reasons why:

- **RPA is better suited to data entry tasks.** As companies grow in the digital space, simple tasks like data entry will require RPA solutions. These types of tasks are easily automated, which will reduce errors and free up your employees to focus on more important tasks.
- **RPA can collect and organize data much faster than humans**
The API-friendly nature of RPA 2.0 means it excels at collecting and organizing data into usable dashboards. This data can even be exported to third-party companies for professional analysis. The more data a company gathers and analyses regarding its processes, the more efficient it will be.
- **RPA simplifies the transition to a remote work environment.**
Global pandemic or not, remote work is the new norm. Companies that wish to remain competitive need to accept this. The combination of a work-from-home employment setup and automation will transform entire industries, and this trend will continue until the next big shift in work.

Are You Interested in Exploring Automation?

Discover Our Industry-Leading RPA Solutions

Automation isn't optional anymore. Successful companies are driving significant business value from transformative technologies like RPA, AI, and machine learning.

Tangentia is an industry-leading digital transformation company that specializes in all areas of RPA. Get in touch with one of our RPA specialists today to see how automation can enhance your business processes.

Are you looking to start your automation journey?

We can help.

Contact Us

hello@tangentia.com

tangentia.com