

HFS SUPER SUMMIT

THE BIG AUTOMATION RESET...
WHAT DOES THE RPA AFTERLIFE LOOK LIKE?

The Moderators



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The Panelists

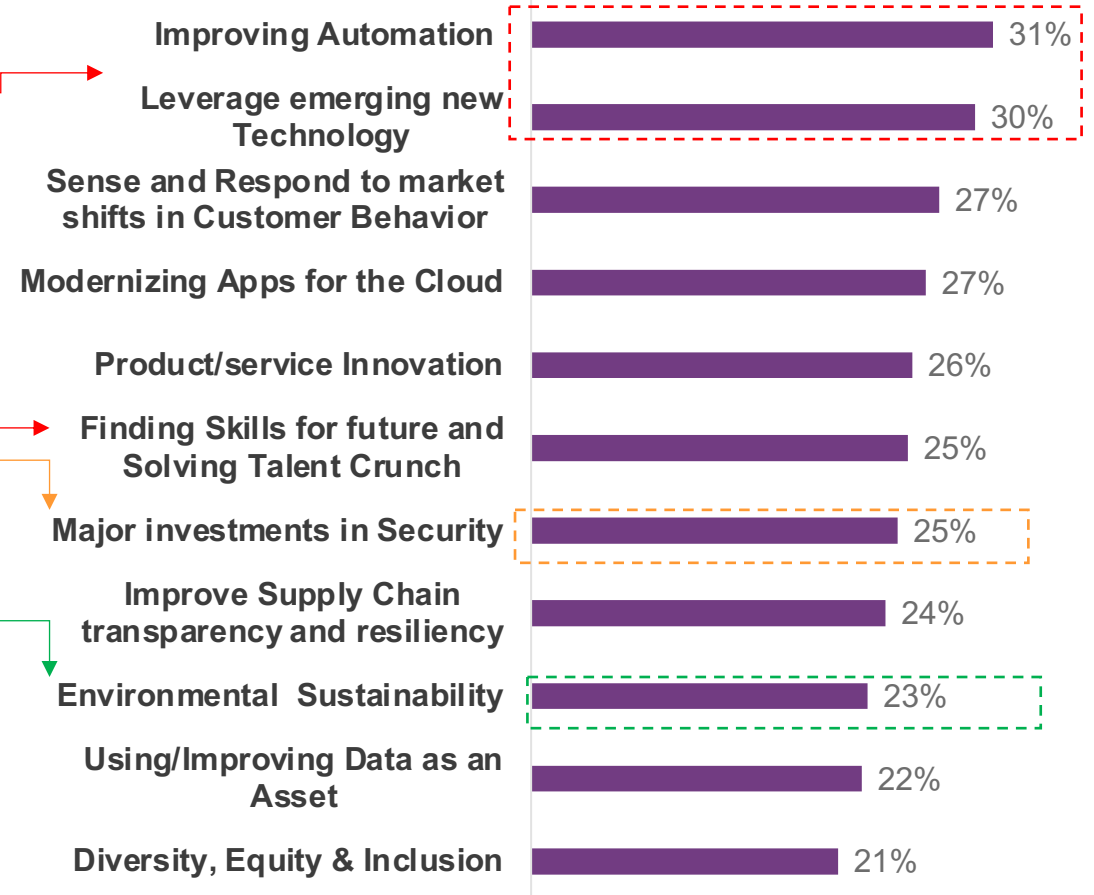
#HFSuperSummit

Security, Digital Modernization, and ESG are the main leadership issues... but Automation and Emerging Tech are where the investments are

Importance to the leadership agendas today

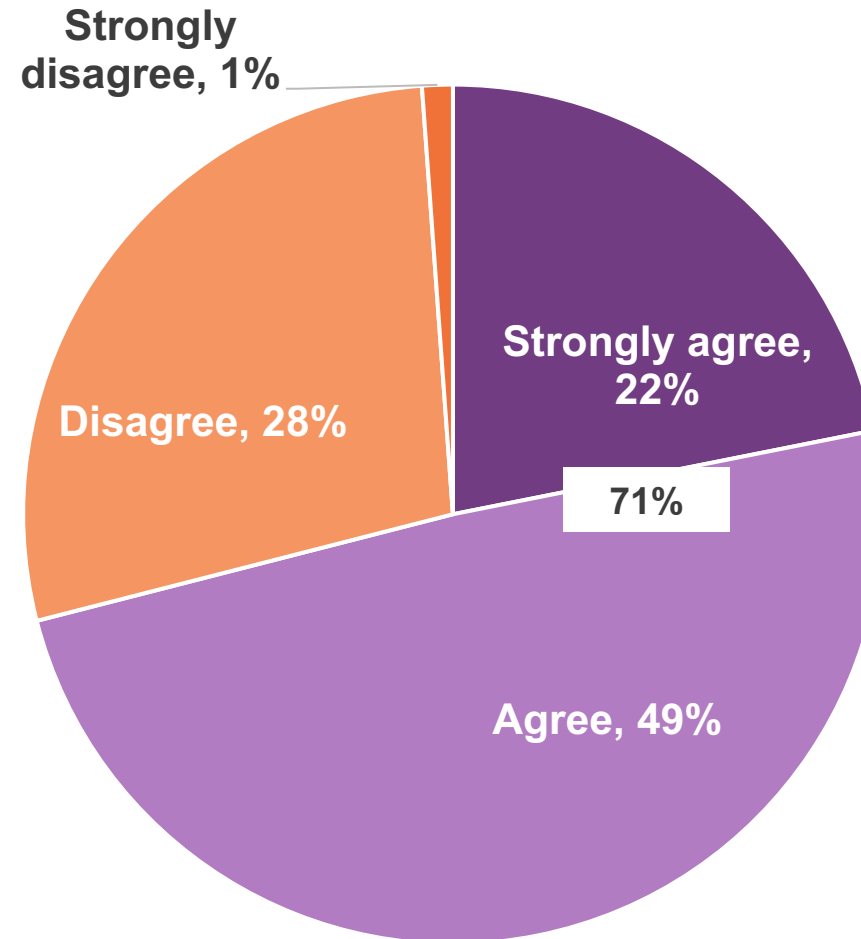


Top initiatives underway to meet strategic priorities



Automation is back with a bang!

“Automation is now an increased priority with stronger C-suite sponsorship”



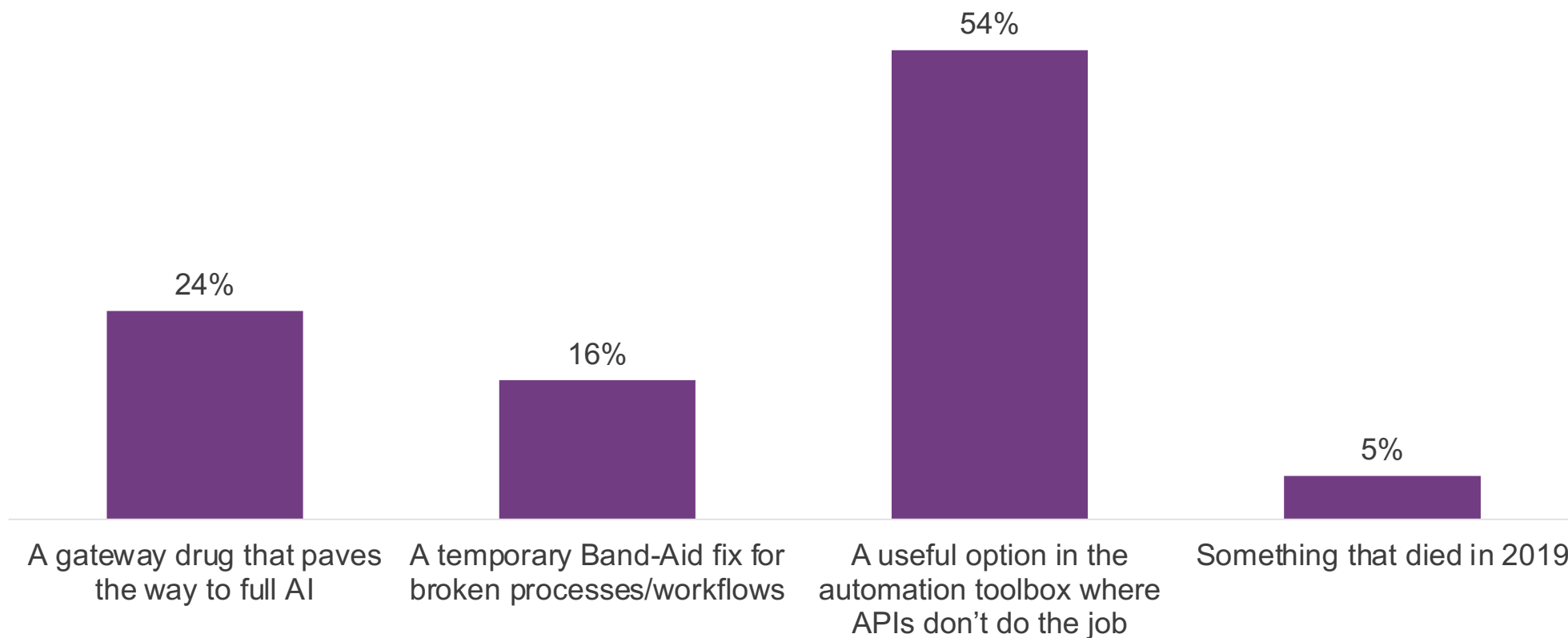
Sample: 511 Global 2000 enterprises
Source: HFS Research, 2022

Are we're having a genuine automation “reset” as enterprise leaders demand real business outcomes from their investments?

What, in your view, is “automation” becoming as we grapple with the plethora of challenges facing our businesses and our lives?

Polling Question: What is the most accurate description of RPA?

(Select 1 from the following)

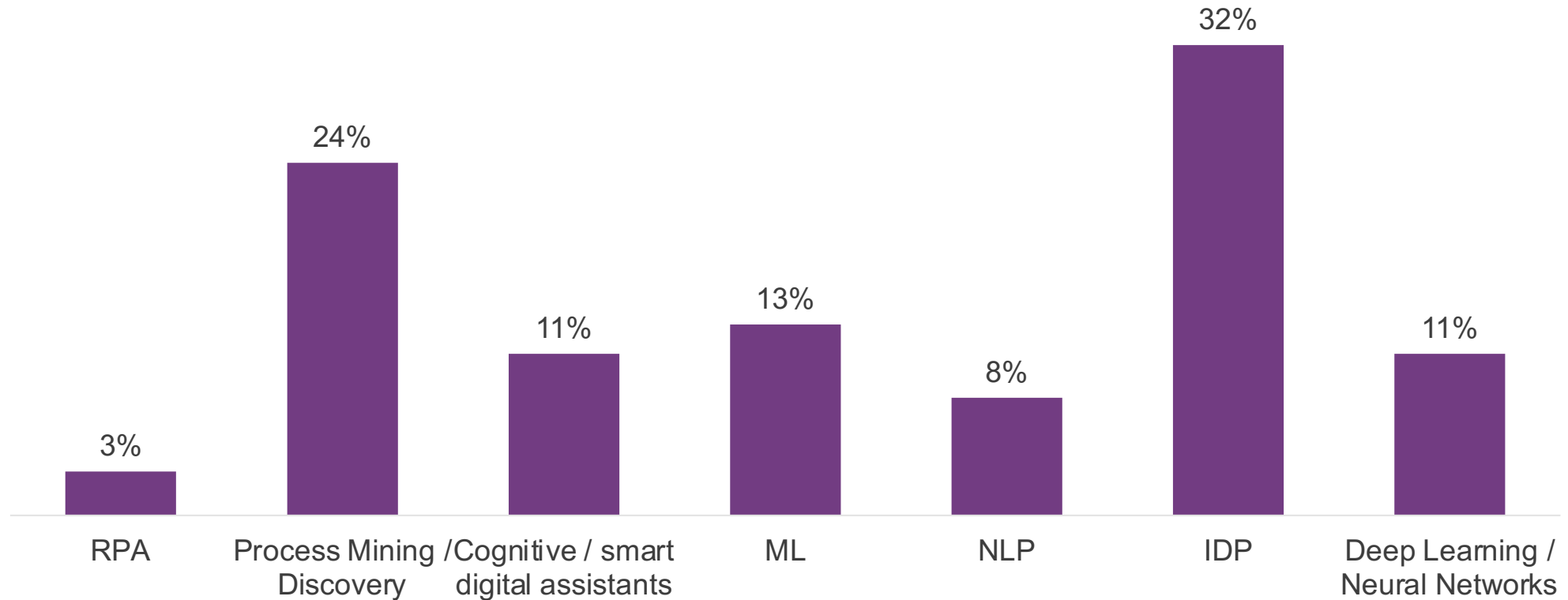


We've had RPA, process discovery, process mining, task mining, process intelligence, enterprise execution platforms, etc. Where is all this really heading?

Isn't it time to get beyond the packaging and focus on real outcomes with automation?

Polling Question: What will be the most high-impact automation technologies over the next two years?

(Select 2 from the following)

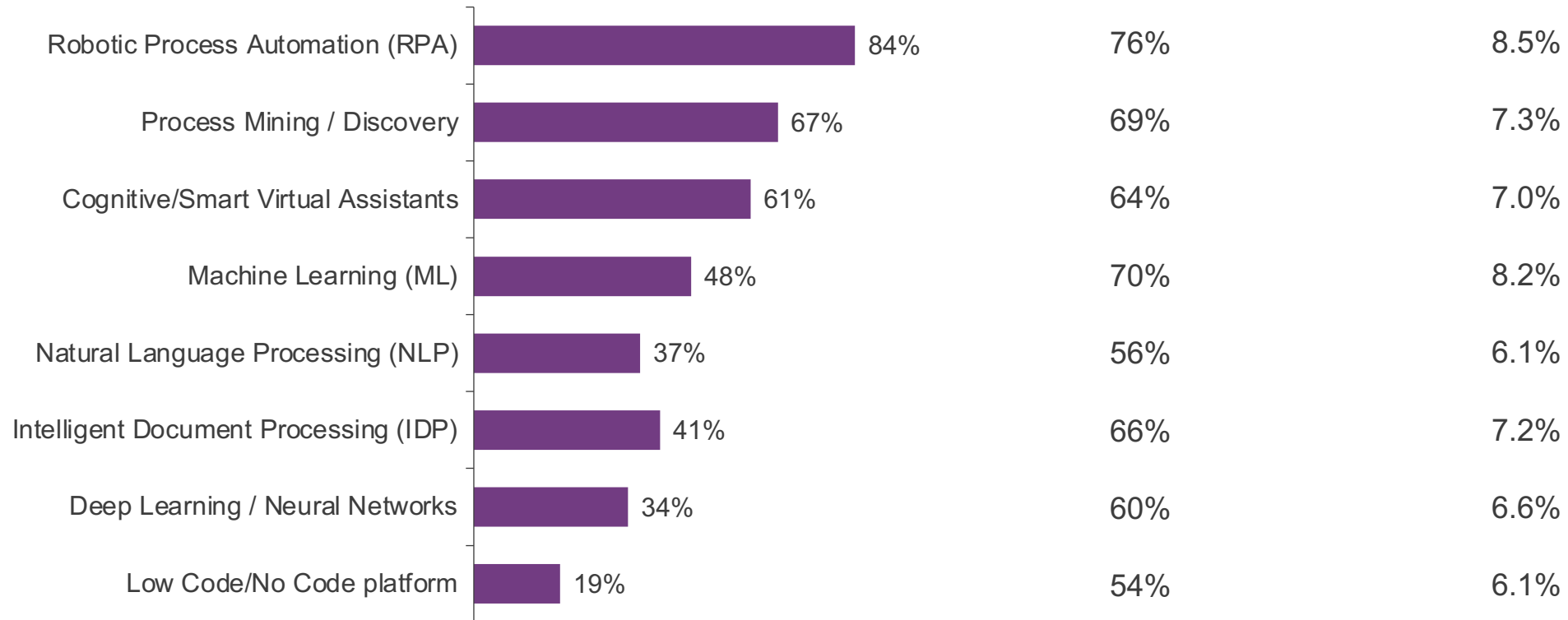


Enterprises are leveraging a combination of automation technologies to drive their automation initiatives

Which of the following automation-related technologies are you currently investing in?

% respondents planning to increase investments in the next 12 months

Expected % increase in investments (weighted average)



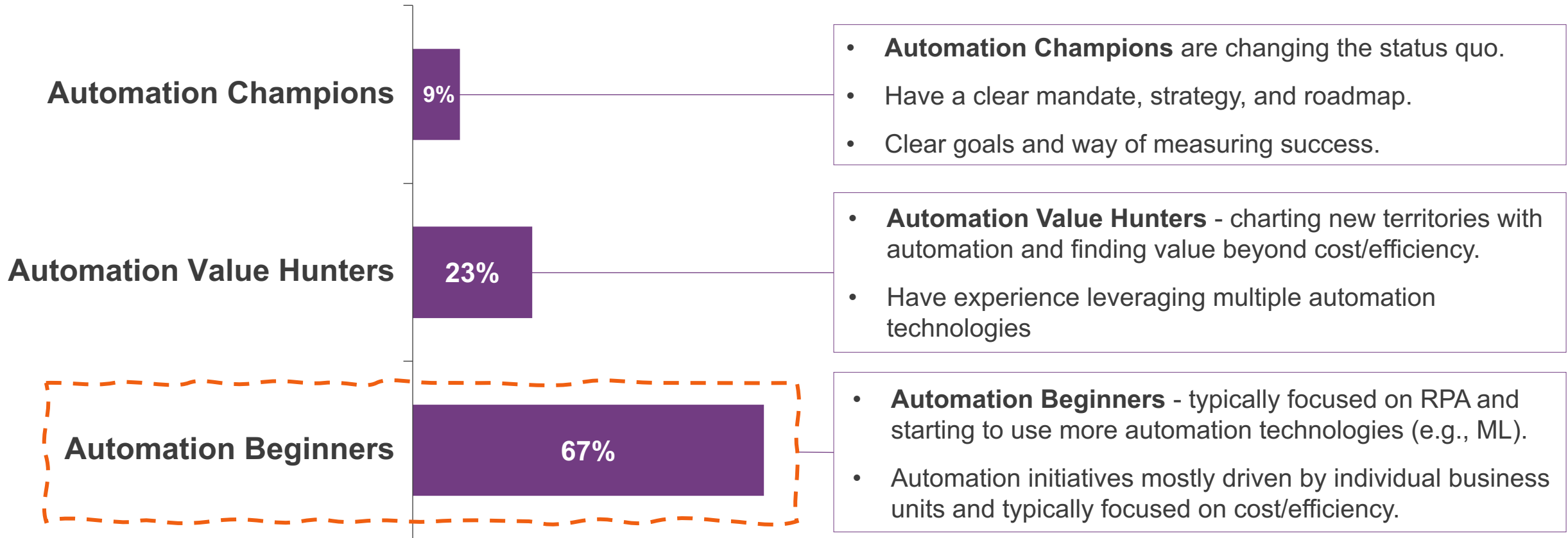
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70% of automation leaders admit they are still novices. It seems the more they learn, the more they realize they need to know... how do we get them to the next level?

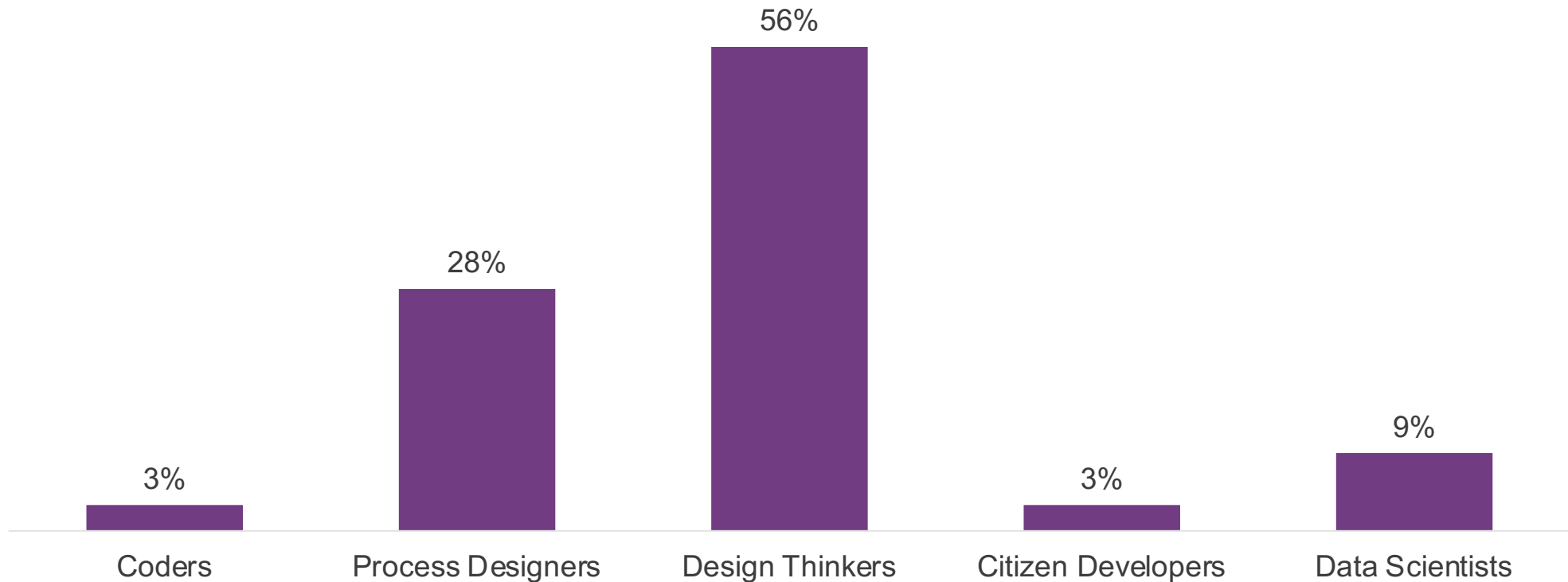
10 years on and we're only just getting started! Nearly 70% of enterprises self-rated themselves as “Automation Beginners”

Which of the following statements best characterizes the overall maturity of your automation initiatives?



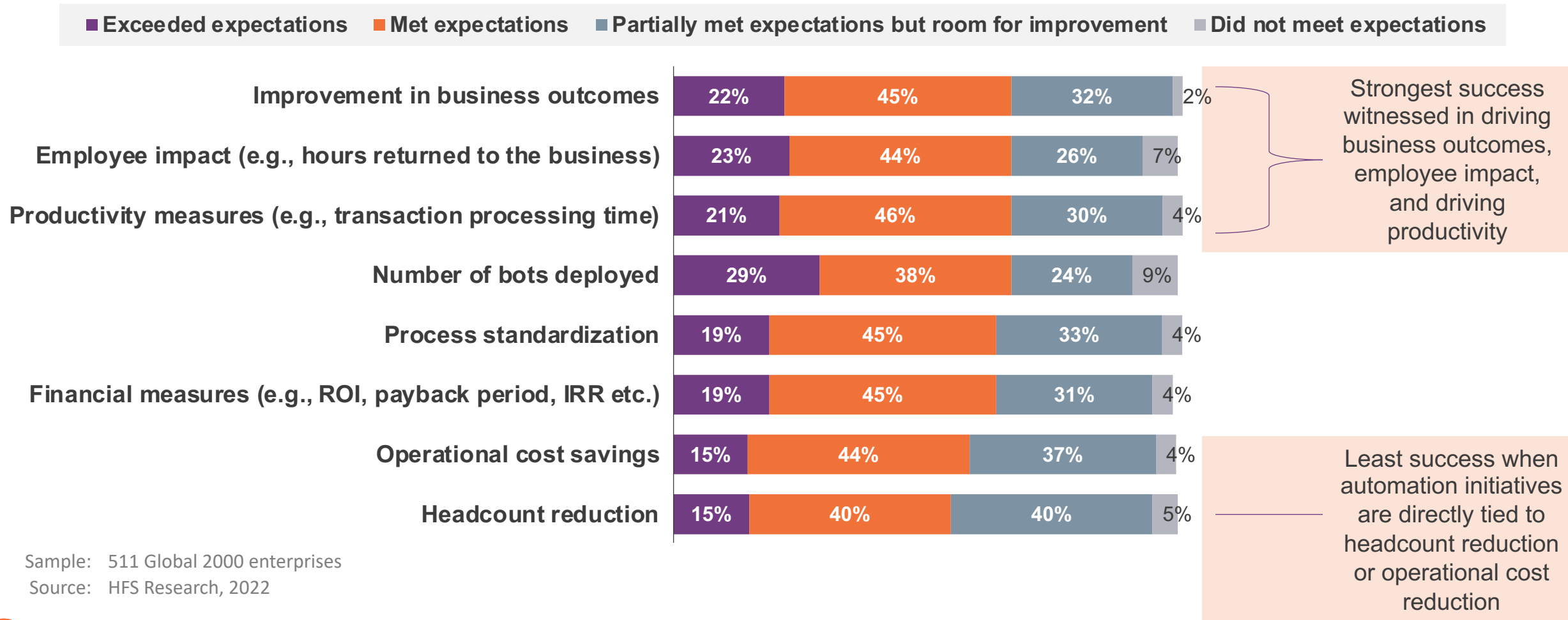
Polling Question: What talent is most critical to automation initiatives?

(Select 2 from the following)



Only 6 in 10 automation initiatives meet client expectations

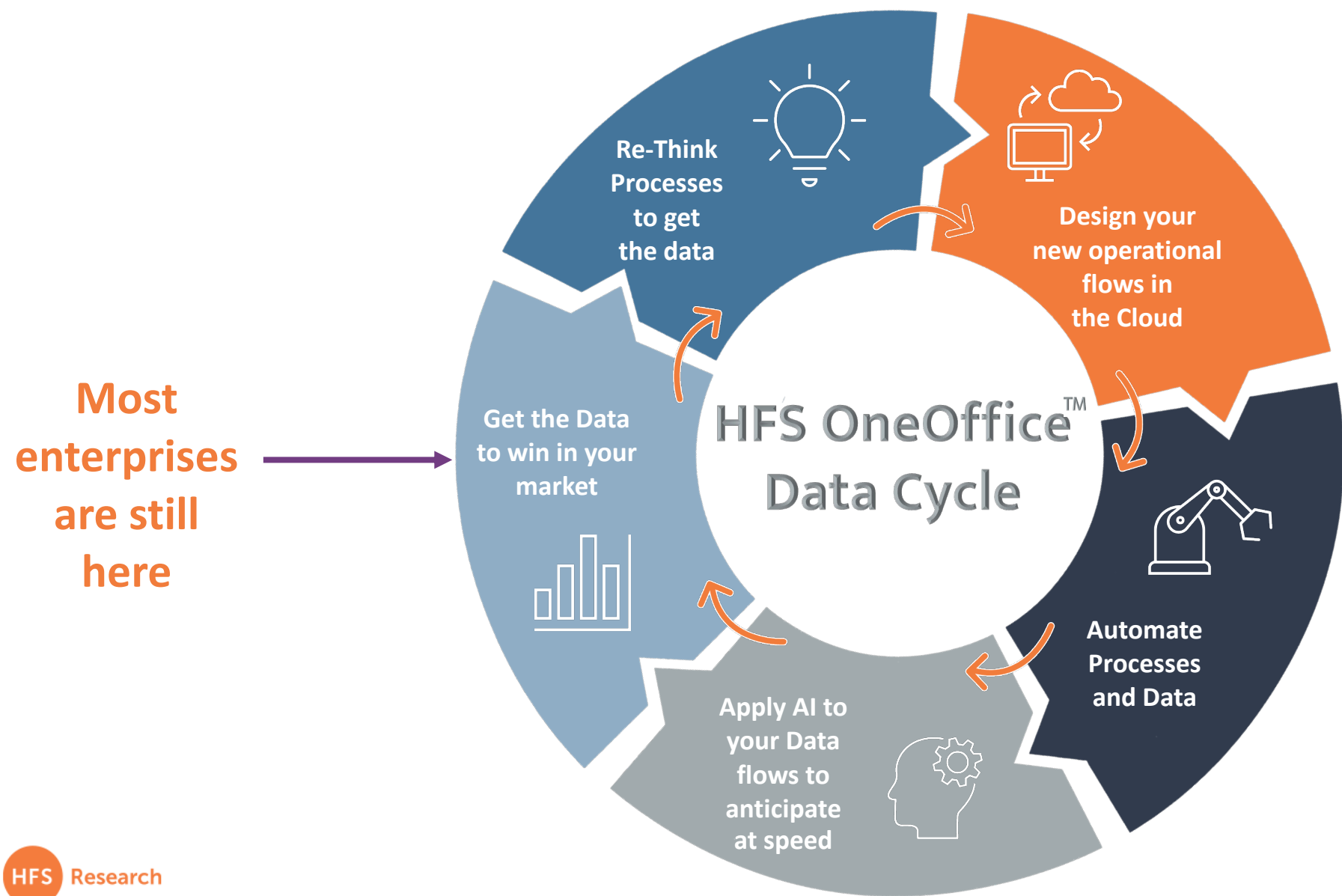
To what extent have you been successful in meeting your automation success criteria?



***How can we set and meet expectations better
with automation?***

Automation is not your strategy. It is the necessary discipline to ensure your processes provide the data – at speed – to achieve your business outcomes. Do you agree with this?

Data the strategy, automation the discipline, AI the refinement.



*And if you were each anointed the
Empress/Emperor of automation for the next
couple of years... what would your one big
action be?*

About HFS

Insight. Inspiration. Impact.



HFS is a unique analyst organization that combines deep visionary expertise with rapid demand side analysis of the Global 2000. Its outlook for the future is admired across the global technology and business operations industries. Its analysts are respected for their no-nonsense insights based on demand side data and engagements with industry practitioners.

HFS Research introduced the world to terms such as "RPA" (Robotic Process Automation) in 2012 and more recently, the HFS OneOffice™. The HFS mission is to provide visionary insight into the major innovations impacting business operations such as Automation, Artificial Intelligence, Blockchain, Internet of Things, Digital Business Models and Smart Analytics.

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