IT, Business, and Bots in Perfect Harmony

Francis Carden, VP, Digital Automation and Robotics

Pegasystems
PANEL DISCUSSION

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How do you solve a problem like scaled RPA?

3% Organizations Reaching Scale with RPA in 2017
(Deloitte Survey, 2018)

4% Organizations Reaching Scale with RPA in 2018
(Deloitte Survey, 2019)
“Ease of use” vs. ROI?

31% Organizations Report IT Support for RPA initiatives
(Deloitte Survey, 2018)

58% Organizations Report IT Support for RPA initiatives
(Deloitte Survey, 2019)
Navigating the botscape- it’s not just RPA

- Attended RPA (RDA)
- Unattended RPA
- “Listening” bots
- Chat bots
- Email bots
- Document bots
- Data bots
RPA plus intelligent automation equals DX

81% of organizations are focusing on Intelligent Automation

- Deloitte Survey, 2018
Don’t forget about PEOPLE

• “Automation is no longer an alternative, but a necessity”
  – But there will always be a role for people

• Customer experience
  – Self-service “plus”

• Employee experience
  – Taking the robot out of the human
  – Job satisfaction
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Q&A