



PW
19

IT, Business, and Bots in Perfect Harmony

Francis Carden, VP, Digital Automation
and Robotics
Pegasystems

PANEL DISCUSSION

IT, Business, and Bots in Perfect Harmony



**Nick
Burgess**

*Head of Robotics
Group Operations*

Equiniti



**Manish
Jain**

*Senior Director
Robotics and Intelligent
Automations*

RBC

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?

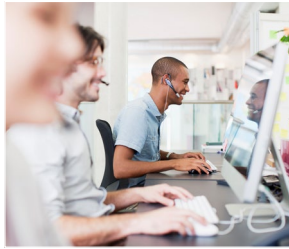
31%

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

58%

Organizations Report IT
Support for RPA initiatives
(Deloitte Survey, 2019)

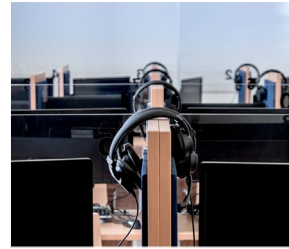
Navigating the botscape- it's not just RPA



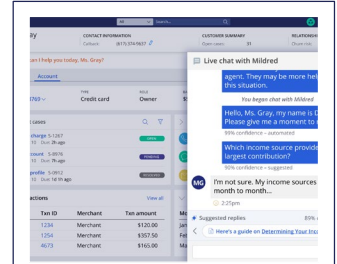
Attended RPA
(RDA)



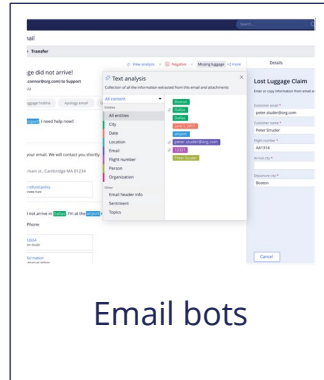
Unattended RPA



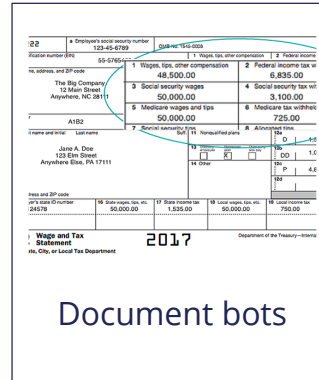
"Listening" bots



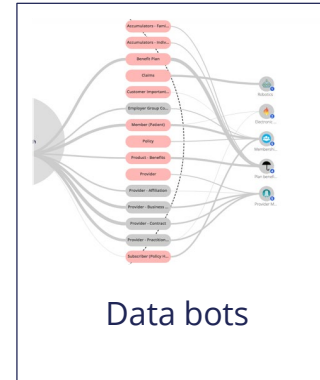
Chat bots



Email bots

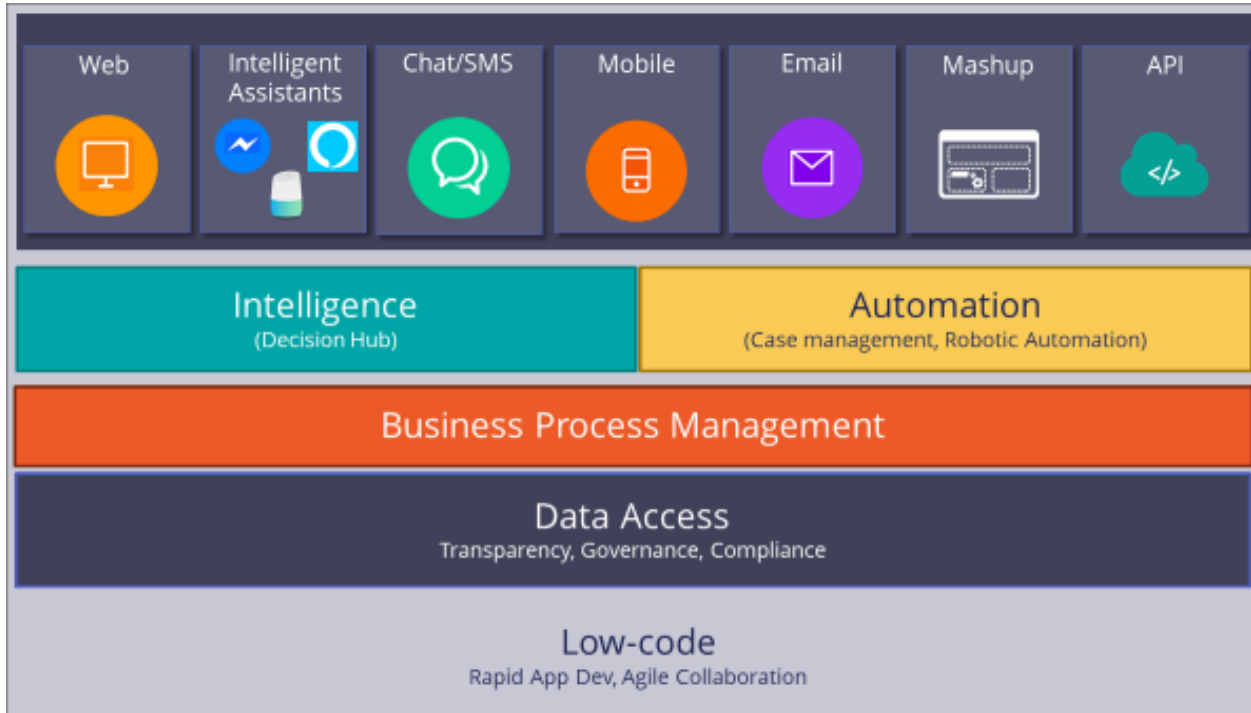


Document bots



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





PEGA[®]

Build for Change[®]