The Total Economic Impact™
Of Pegasystems’ Hybrid RPA Approach

Through 5 customer interviews and data aggregation, Forrester concluded that Pegasystems’ Hybrid RPA Approach has the following three-year financial impact.

FINANCIAL SUMMARY
Three-year risk-adjusted

- **$10.9M**: Fewer errors
- **$11.1M**: Avoided hires
- **$12.9M**: Increase in user productivity

Benefits | Costs
---|---
$12.2M

**NPV** $22.7M
**ROI** 186%
**PAYBACK** <12 month

### AVERAGE TIME SPENT ON FRONT OFFICE PROCESSES

**BEFORE**
- 62 days
- Spent per front-line office user per year on processes

**AFTER**
- 50 days
- Due to 20% efficiency increase for front-office workers

“*We’ve used our Pega bots to add consistency to our rules-based processing tasks while nearly eliminating user error altogether.*

*Digital Process Automation CoE Leader, EMEA Financial Services*

### PEGASYSTEMS’ HYBRID RPA APPROACH
BY THE NUMBERS

- **15%**
  - Average error rate reduction with Pega attended RPA

- **$11.1M**
  - In average savings from avoiding hires

- **40%**
  - Productivity increases for front and middle office users

This document is an abridged version of a case study commissioned by Pegasystems titled: The Total Economic Impact Of Pegasystems’ Hybrid RPA Approach, March 2020

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