

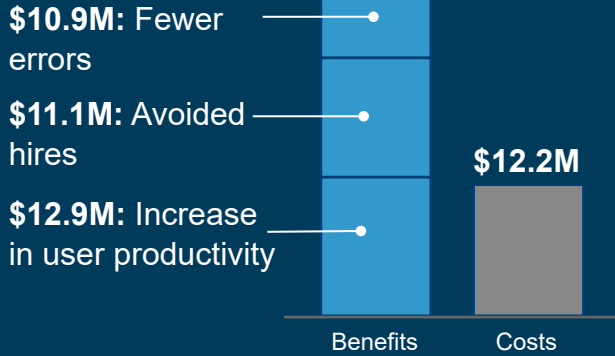
The Total Economic Impact™ Of Pegasystems' Hybrid RPA Approach

FORRESTER®

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



AVERAGE TIME SPENT ON FRONT OFFICE PROCESSES



BEFORE

62 days

Spent per front-line office user per year on processes



AFTER

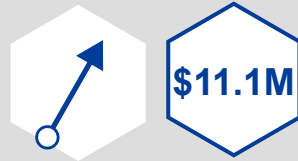
50 days

Due to 20% efficiency increase for front-office workers

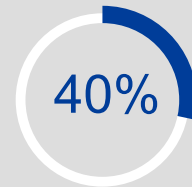
PEGASYSTEMS' HYBRID RPA APPROACH BY THE NUMBERS



Average error rate reduction with Pega attended RPA



In average savings from avoiding hires



Productivity increases for front and middle office users

"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



Read the full study

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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