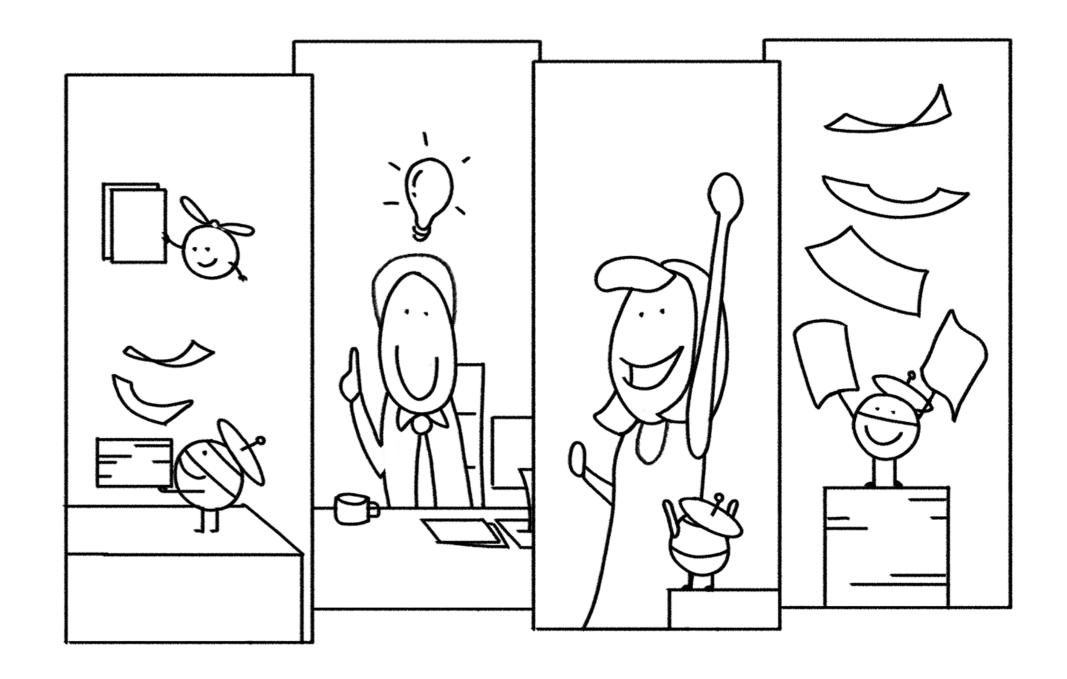


The Fully Automated Enterprise*:

Four Steps for Achieving Real Digital Transformation



There's a lot of buzz these days about "digital transformation." Everyone seems to be talking about it, but what does it really mean? Why do businesses need it?

Here's our take.



Over the years, businesses have invested a lot in software systems to help them be more efficient. They have systems for tracking inventory, logging orders, serving customers, balancing books . . . you name the task, and there's a system to do it. But most business processes involve multiple systems—and those different systems weren't always designed to work together. And that creates more work for employees.

In other words, we discovered that it takes a lot of tedious, hands-on work to get those digital platforms to talk to each other and share information. They can actually create more work that has to be done. And that work isn't very interesting or fulfilling.





Businesses can tackle this challenge by becoming a fully automated enterprise™. In a fully automated enterprise, you automate the hands-on intervention and workarounds that create inefficiencies. It's the way to make your vision for real digital transformation a practical reality, because you're literally transforming the way you work through automation. Businesses become more innovative, more flexible, and more resilient, and workers can focus on work that's worth doing. The kind that's more interesting and fulfilling.

So how can you become a fully automated enterprise? We're glad you asked

Step 1:

Automate the automatable

The back office. Every business has one (at least a metaphorical one). It's where they hide the messy, unglamorous work they don't want the rest of the world to see. Work like data collection, processing, reconciling, and verifying. Work that's mission critical but, honestly, kind of boring.





(Yes, that's trillion with a "t".)

The savings per year that U.S. businesses could automate.

How much of it is yours?

McKinsey

Peek into the back office of a fully automated enterprise and you'll find software robots doing a lot of that work. Robots are great at reading screens, documents, and emails. They're whizzes at using enterprise applications like SAP®, Salesforce®, and Oracle®. They don't get bored. They don't take breaks. They don't leave after six months for other opportunities. And they're great at learning new skills and systems.

By one estimate, 30% of activities in almost two-thirds of all jobs are automation-ready. That adds up to \$2.7 trillion a year in savings in the United States (U.S.) alone. That's a lot of time that could be used to serve customers, solve problems, think creative thoughts, or build something new.

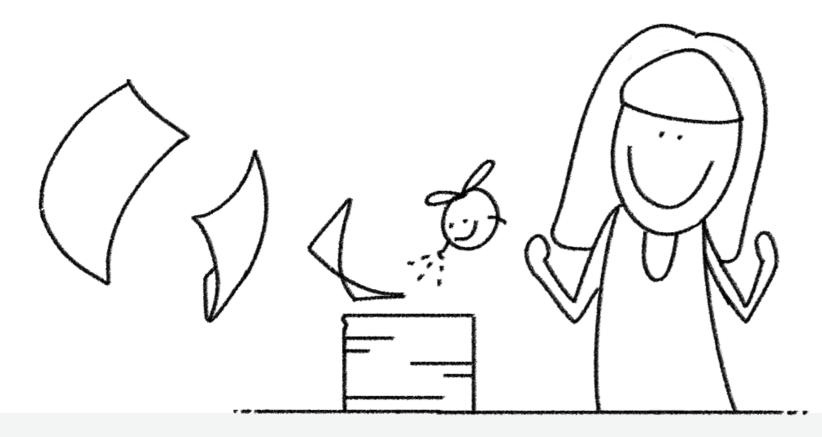
Step 2:

Provide a robot to every worker



We all spend a lot of time searching for information, filling in forms, updating schedules, crunching numbers. We're constantly switching between spreadsheets, screens, and apps to complete tasks. Robots could do a lot of that work for us, so we could focus on the things that we were hired to do. We'd all rather spend our day on things that are interesting and fulfilling, not administrative overhead.

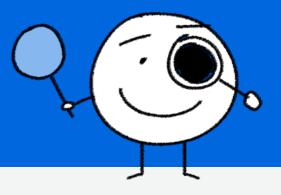
Robots can tackle a lot of the tasks you don't want to do, so you can do what you were meant to do. They're great coworkers. They'll never steal your lunch from the company fridge.



Don't just take our word for it.

Like a good success story?

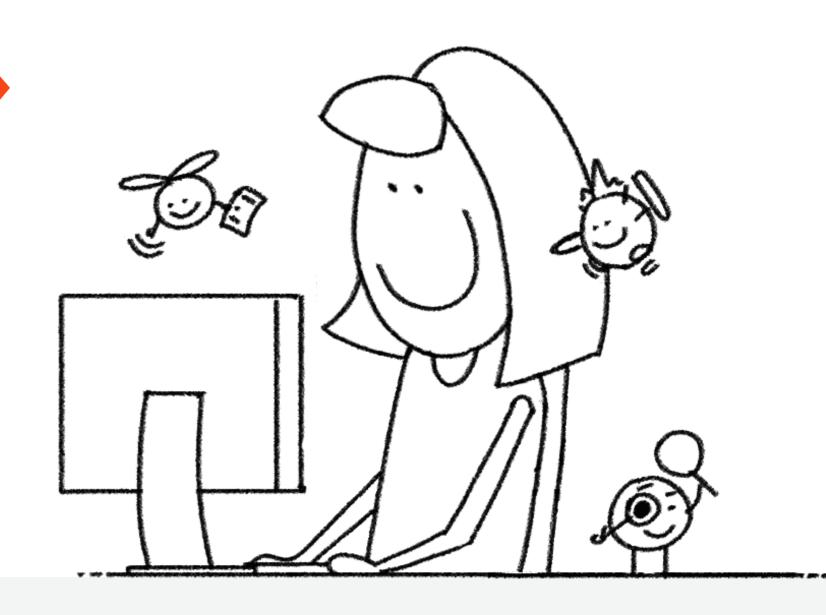
See what happens when businesses equip their people with robot coworkers.



Step 3:

Democratize development

In every business, there's a lot of manual, repetitive work that could be automated. In fact, there's so much, that it's hard for professional developers to build software robots fast enough. So why not let the people who understand a business process the best build their own robots?



With low/no-code development, they can. The people on the front lines of a business know exactly where the inefficiencies are. They know which tasks slow them down and eat up the most time. They have a wish list for how their jobs can be easier.

A fully automated enterprise makes it easy for almost any employee to turn inspiration into automation. It offers the tools and training that non-technical employees need to develop their own automation solutions. It harnesses the innovation and creativity of its people and puts them to work making the business better.

Hooray for RPA!



30%

of workers say they want to learn more about robotic process automation (RPA). That's a lot of innovation just waiting to happen.

UiPath survey

Step 4: Unleash Al across every facet of work

In sci-fi movies, artificial intelligence (AI) wants to take over the world. In a fully automated enterprise, AI just wants to take over the work that no one really wants to do.











Al makes a smart move even smarter.



80%

of organizations that have deployed RPA will introduce Al.

The smarter your robots get, the smarter you look.

Gartner

Al expands the range of what robots can accomplish—which frees up people to accomplish more. It can monitor processes to spot new opportunities for automation. It can identify when to bring in human decision makers for approvals, escalations, and exceptions. It can even chat with customers and employees to help them find answers for themselves.

Robots are smart. And they keep getting smarter with AI. They can see patterns, spot trends, and pin down root causes. AI even helps robots figure out for themselves how to be more efficient.

So, get ready for the robot revolution! (The one without time travel and explosions.)

Making digital transformation an everyday reality

Let's end where we started—with digital transformation.

In a fully automated enterprise, digital transformation is business as usual. It doesn't stop. People are always finding new uses for robots and outdated processes that are ripe for automation. Businesses keep getting more efficient and innovative. Customer and employee experiences keep getting better— because automation eliminates the disconnects and fills in the gaps that create inconsistencies and confusion.

Best of all, the fully automated enterprise isn't a vision for tomorrow. It's a game plan for today. You can start right now.



