



Riding the Hype Cycle of RPA Technology



Accelerating RPA success, scaling beyond siloes, and becoming a hyperautomation organization.

Recently, an article touted that the “RPA hype is over.” Some took this statement to mean that robotic process automation (RPA) is dead, but far from it. While the hype is dying, RPA is just getting started. Hyperautomation is the future.



RPA Market Moving at Record Speed

According to Gartner, RPA technology is transitioning towards widespread adoption at record speed.

It's one of the fastest growing markets that they track.

RPA Market Growth

RPA, as an intelligent automation technology, has proven its value as a productivity tool, providing greater efficiency and freeing up resources – human and financial – to invest in market-driven initiatives and business objectives.



RPA Software Market
\$850M-\$1B
with 60% annual growth



Consulting & SI
100%
annual growth



RPA Services Market
\$4.5B



Managed Services
400%
annual growth

Through 2021, 40% of enterprises will have buyer's remorse as they realize some of the errors of their ways and find the best path forward.

Overcoming Common RPA Challenges

In their 2020 Predicts research, Gartner highlighted that there are natural growing pains as the market transitions through the slope of disillusionment towards mainstream adoption.

Some organizations face common challenges as they implement RPA projects.

- Developing RPA as shadow IT
- Keeping capabilities siloed
- Misaligning RPA's use to a business case
- Struggling to scale

Awareness and preparation are key to avoiding these traps and creating value that ensures that automation leads to achieving business objectives.

In this time of transition, companies need to focus on maximizing their ROI, accelerating adoption, and look for new areas to add breadth and depth to RPA's potential.

Hyperautomation is Gartner's #1 Tech Trends for 2020

As an intelligent automation technology, RPA is evolving into a more significant market direction called hyperautomation. **Gartner chose it as their number one tech trend for 2020.**

By 2022, 80% of RPA-centric automation implementations will derive value from hyperautomation.

By 2021, task-centric RPA will become obsolete, and process-centric RPA will become the focus.

By 2023, 30% of RPA will focus on front-office operations.

But what is hyperautomation and where does it maximize RPA's value?

UiPath defines hyperautomation as technology that “brings together several components of process automation, integrating tools and technologies that amplify the ability to automate work.

It starts with robotic process automation (RPA) at its core, and expands automation capability with artificial intelligence (AI), process mining, analytics, and other advanced tools.” When combined, these complementing technologies (co-RPA) can create an end-to-end, enterprise-wide automation solution.

Technologies like ingestion engines, business process mining, machine learning, customer experience/UX, process analytics, iBPMS, and iPaaS will become table stakes as part of the automation technology toolbox.

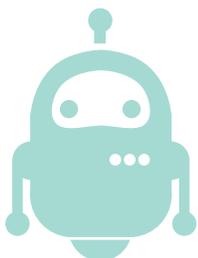
With RPA at its core, hyperautomation will bring together co-RPA technologies and take automation beyond a task-centric focus. This will be key as automation moves from process-centric and back-office operations.

Hyperautomation will be a driving force for RPA coming out from the back-office and into front-office functions like sales, customer experience, and service. This kind of approach to automation can span and scale across the entire human-robot activity spectrum, including attended, tandem or hybrid, partially unattended or fully unattended.

As the scope of automation continues to expand, intelligent automation will address ever more complex processes, and an organization's ability to apply automation more broadly is possible. It will enable an automation-first mindset where every business unit, functional area, and delivery process has automation built-in. Organizations will be able to quickly and more easily identify and automate every appropriate business process. Automation will go beyond siloes and pockets of need, empowering employees across and beyond IT and operations.

How should you implement RPA, now, and when creating your intelligent automation roadmap?

Let's look at each stage of the intelligent automation journey and highlight some key resources and milestones.



Stage One: Explore RPA

Are you just starting to deploy RPA technology?

- Begin the journey to create RPA desirability and awareness among employees
- Have clear use cases with business objectives and targeted goals
- [Download our RPA Use Case Worksheet](#)
- Quantify the potential value you're striving to achieve
- Start with a proof of concept, but have a vision for scaling
- [Read our primer on RPA](#) to help you launch successfully

Stage Two: Organize RPA

Have you created your RPA proof of concept or implemented your first RPA deployment?

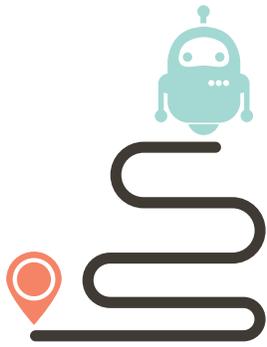
- Continue to build desirability and awareness across organization for customer delight
- Engage portfolio planning and prioritization and choose the weighted shortest job first
- Ensure that your RPA project has quantifiable goals that measurable output to prove ROI
- Engage IT and business unit leaders who can ensure adoption success
- Socialize to and train users to understand the value added by RPA and how they will benefit
- Learn from the success of others – [RPA case #1](#), [RPA case #2](#)
- [Read our white paper](#) on how to overcome common challenges to RPA success

Stage Three: Scale RPA

Are you looking to scale RPA initiatives, adding breadth or depth to adoption?

- Look beyond the back-office for valuable use cases in the front-office
- Explore high impact, high visibility use cases that have the potential to enhance customer experience, service, and satisfaction
- Start thinking about complementary technologies, like [machine learning](#) and [AI](#), and how they could fit as part of a hyperautomation roadmap
- Design strategic, collective initiatives for automation rather than focus just on islands of task automation
- Sustain intelligent automation desirability across the organization for customer delight
- Create a business continuity plan
- Plan to create an RPA Center of Excellence (COE)





Next Steps in the Journey

At every stage in an organization's RPA journey — launching, accelerating, or scaling — RPA capabilities are becoming mission-critical to successfully implementing new business models, expanding into new markets, or becoming more competitive.

Hyperautomation will be the natural evolution of the next level of intelligent automation adoption and should be addressed as part of IT and business strategic planning.

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Resources

"Gartner Predictions for RPA and Hyperautomation." Webinar. Gartner. January 2020. Presenters: Frances Karamouzis, Distinguished VP Analyst; Stephanie Stoudt-Hansen, Sr Director Analyst; Arthur Villa, Sr Director Analyst.

"Predicts 2020: RPA Renaissance Driven by Morphing Offerings and Zeal for Operational Excellence." Published 10 December 2019 - ID G00465015; Authors: Stephanie Stoudt-Hansen, Frances Karamouzis, Arthur Villa, Saikat Ray, Rob Dunie, Nicole Sturgill, Laurie Shotton, Derek Miers, Fabrizio Biscotti.

[RPA Use Case Worksheet](#)

["Robotic Process Automation: Maximizing Human Effort While Improving Efficiency, Accuracy, and Speed."](#) SDLC Partners. Published October, 2019. Updated for 2020.

["Navigating Speed Bumps to Accelerate RPA Success."](#) SDLC Partners. Published by IDG and CIO.com.

Case Studies:

[RPA Claims Processing: Automating 5,000 Claim Audits Per Week](#)

[RPA Automates License Credential Verification Cutting Costs by 30%](#)

