The value of work done by robots is proven and confidence in robotics has grown significantly over the last year – top priorities for organisations adopting Robotic Process Automation are:

# INCREASED
# PRODUCTIVITY

&

# Improved
# customer
# experience

RPA implementation continues to outperform expectations on:

| | |
|---|---|
| **Improved productivity** | **95%** |
| **Cost to implement** | **94%** |
| **Improved compliance** | **93%** |

All key stakeholders are reported to be supportive of RPA strategies **with significant year-on-year improvement** in support from the IT function

Over **80%** of organisations implementing or scaling RPA indicated a happier workforce

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## However, organisations are still struggling to scale robotic process automation, rising by only 1% in the last 12 months

**2017-18**  **3%** - **4%**

## Top three barriers to scaling robotic process automation
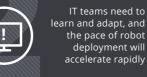
### 1 Process fragmentation

To overcome this, organisations should be process and value-led; include an end-to-end approach and experiment with cognitive

Only **19%** of organisations are focusing on RPA alone. Most are combining RPA with process re-engineering and cognitive technologies

### 2 Lack of IT readiness

IT support for RPA is critical to achieving substantial scale; and has almost doubled in the last year 2017 – **31%**; 2018 – **58%**

IT teams need to learn and adapt, and the pace of robot deployment will accelerate rapidly

### 3 Lack of clear vision

Organisations should engage senior executives and set a bold ambition for the enterprise

One organisation challenged themselves to deliver 10% of the value of their entire administrative operation through a virtual workforce

As the ambition for automation grows and RPA is being combined with process excellence and cognitive technologies, organisations need to consider how to manage this scale and increased complexity

Deloitte's **Enterprise Automation Framework** enables organisations to successfully achieve scale, and manage risk, maximising return from their automation investments

Centre of enablement standards and control framework

Vision

Value Capture

Strategy

Operating Model

Enterprise Automation Framework

Workforce

Process

Foundations

Technology

Data

Centre of enablement standards and control framework