

4 Intelligent Automation Insights for Building Resiliency and Capacity



The disruption of the global pandemic is forcing organizations to face—and embrace—a “**new normal**.” The question is:

What’s the best approach to accelerating digital transformation when existing workforces are remote and reduced?

Forrester Consulting recently asked 450 automation and AI decision makers, and 450 individual contributors around the world to weigh in on the state of automation—where it’s working, who it’s helping and what’s next.

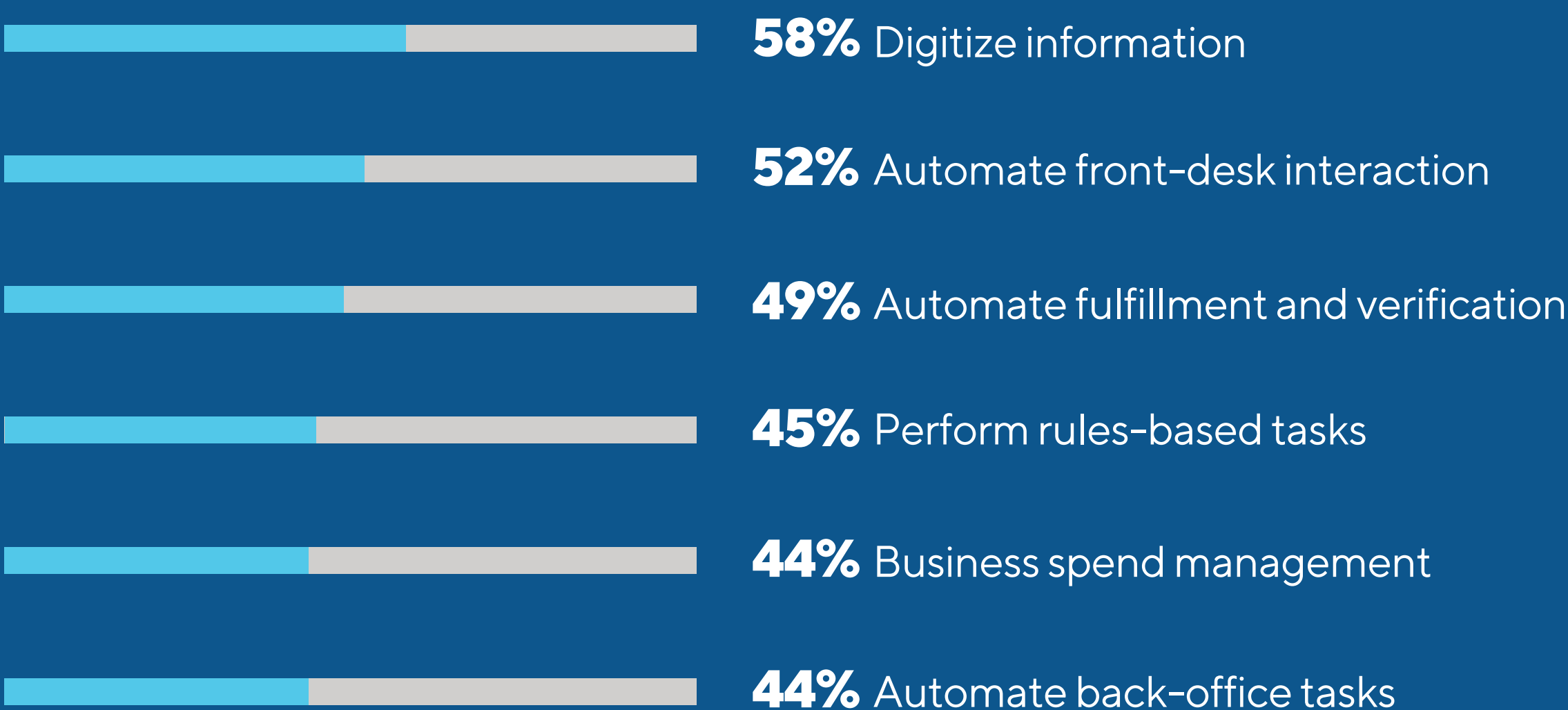
Here are 4 key insights from the research:

1 Organizations ARE automating.

Automation technology **budgets have nearly doubled** in the past two years and are projected to increase by **over 40%** in the next two years.

Virtually all companies have implemented some degree of **automation** across **front and back office functions**.

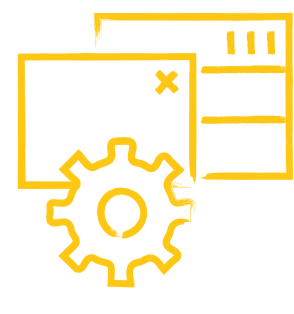
Top Use Cases



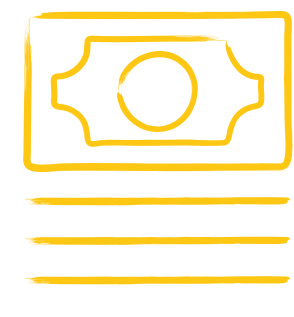
This is good news, but it’s a delicate balance—rapidly innovating and responding to current challenges, while keeping costs in check.

2 Integration is essential.

Cobbling together a variety of solutions from different vendors can end up doing more harm than good.



45% of Forrester study respondents reported having **deployed a patchwork of automation solutions** from several vendors.



Ninety-eight percent of respondents reported that a **non-integrated automation** approach created challenges such as

high technical debt (46%) and **delays** in successful outcomes **(35%)**

3 A single-vendor approach is the simplest and most cost-effective.



99% of respondents agree.

More than HALF of organizations surveyed reported

- ✓ Enhanced customer experience
- ✓ Increased employee productivity
- ✓ Improved operational efficiency
- ✓ Better security and compliance

61% of employees also prefer a **single technology platform**



because it provides them with greater efficiency **(78%)**

and allows them to be more productive **65%**

4 Employees and enterprises are on the same page about intelligent automation.

According to the study, enterprises have realized broad-based value from their investments in automation.

Half of enterprises (50%) reported an **improved customer experience**.

Not far behind were:

- \$ Cost savings **46%**
- ⌚ Efficiency savings **44%**
- 📈 Increased revenue **42%**

Employees are just as enthusiastic about automation. Individual contributor respondents somewhat or completely agreed with the following statements:

Working in conjunction with automation can make some aspects of my job easier **85%** ✓

Automation technology helps me add value to my organization **84%** ✓

I wish my organization used more automation **78%** ✓

For a deeper dive into the research—**and 5 key recommendations—read the full study.**

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Unless otherwise noted, all research is from the **Kofax 2020 Intelligent Automation Benchmark Study: Part 1: Successful Automation Requires an Integrated Vendor Strategy**. For this commissioned study, Forrester Consulting conducted an online survey of 450 IT automation and AI decision-makers at global enterprises and 450 individual contributors across business departments at global enterprises.