

# Why is orchestration key to RPA at scale?

## The industry is stuck in a rut

**13%**

### have scaled RPA projects.

(HfS Research with KPMG, State of Intelligent Automation, 2018. Sample of 590 business leaders)

**3%**

### have achieved substantial scale.

Process fragmentation is cited as the biggest barrier. (Deloitte 'The robots are waiting. Are you ready to reap the benefits?' October 2018 with 478 respondents)

"This struggle to get to a point beyond pilot exercises and project-based experimentation could prove to be a serious point of failure for the whole industry." – Phil Fersht, HfS Research.

## What the experts say

"Central control of robots has become a focus area. Most vendors have improved central control rooms. As the market matures, features like end-to-end visibility for robots, real-time rolling view, and clean separation of automations from control and scheduling become a focus [...] Proper governance blurs human and robot treatment. New this year is an emerging and important view: you should govern RPA digital workers in much the same way as you do human employees."

**Forrester (The Forrester Wave™): Robotic Process Automation, Q2 2018 by Craig Le Clair**

"All tool providers are expanding the capabilities toward operational analytics and AI while service providers are pushing service orchestration and broad automation frameworks. As a result, the go-to-market and the stakeholder management is evolving from notions of task automation and a narrow, short-term cost focus, toward an emphasis on transformation and end-to-end processes."

**HfS Research, 'The 2016 RPA Premier League Table, Transformation Comes To The Fore' by Tom Reuner (Research VP) and Phil Fersht (Chief Analyst and CEO)**

"In every industry, companies are investing in new technologies to digitize their processes for faster and more customer-friendly experiences [...] only about a third of them are seeing positive results. [...] When digital tools and people don't coalesce, firms struggle to launch new solutions and projects at scale. Worse, revenue leaks, costs rise, compliance becomes an issue, and — worst of all — the customer experience suffers."

**'Orchestrating processes to make sweet business music', whitepaper, GenPact and Harvard Business Review analytic services research, 2018**

## RPA + Enate = scale

Enate's Robotic Service Orchestration (RSO) is an open platform that orchestrates work across a human or hybrid workforce for simple end-to-end processes. Enate enables RPA at scale through instant, common governance across all your resources.

### Multi-vendor RPA strategy

Whereas RPA Orchestrators and Control Rooms orchestrate bots, Enate orchestrates bots AND humans, and optimises the allocation of work. UiPath has partnered with Enate to re-sell RSO to its customers. Dhruv Asher, SVP for Alliances and Business Development at UiPath, says: "With multi-vendor RPA strategies trending at the enterprise-level, we now have the unique ability to manage any and all robots in one environment with Enate's technology."

### Why Enate?

Enate is unique in combining the human and digital workforce, and workflow and workforce management, in one product. It's an open platform so you can plug and play bots from different vendors. Enate is also the only independent orchestrator that's not tied in with a big services wrapper. Enate is agile and typically live within weeks.



Request a demo at  
[www.enate.net](http://www.enate.net)