

# RPA

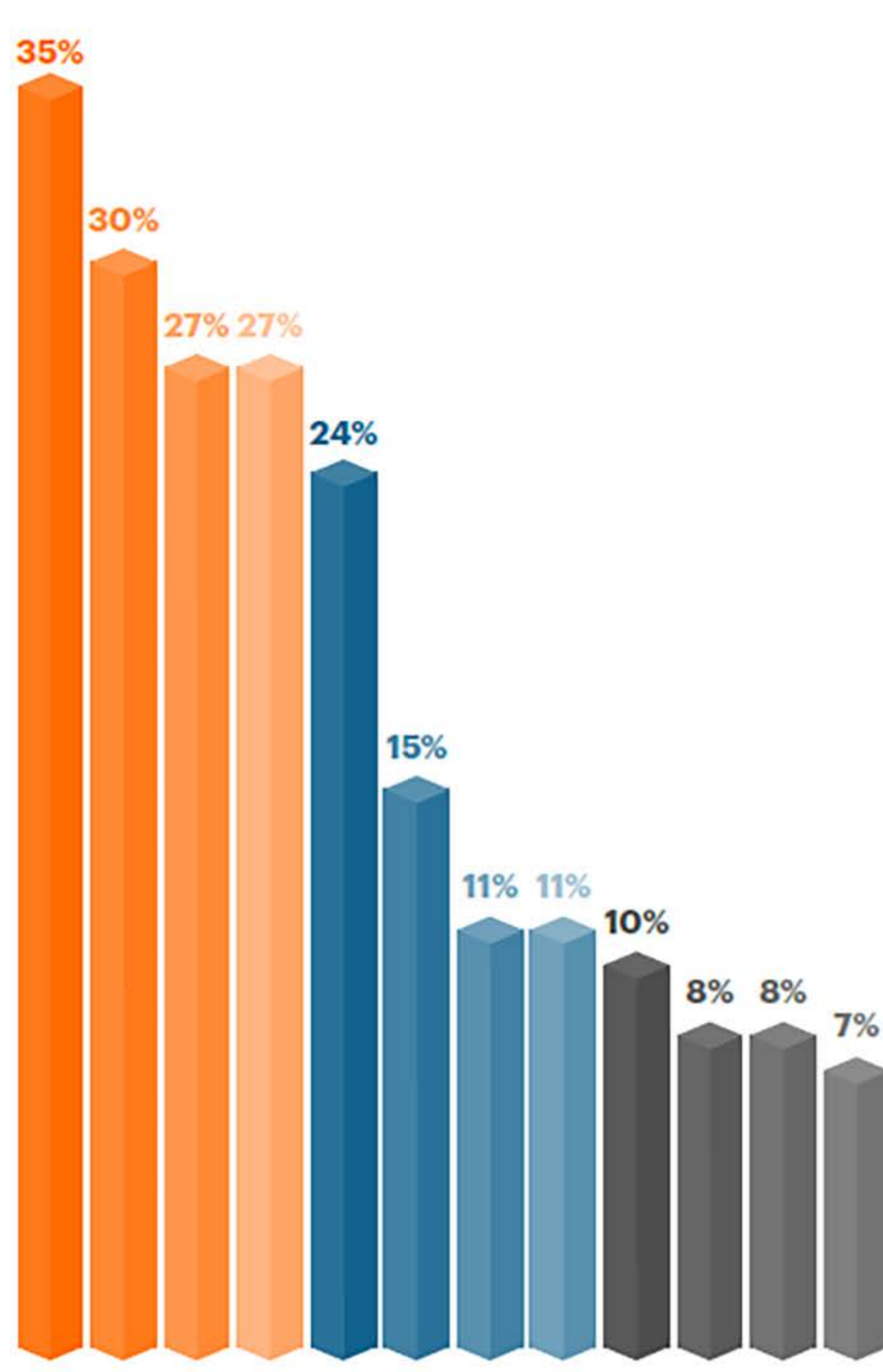
## ROBOTIC PROCESS AUTOMATION

### How to Select, Prioritize & Measure Success



## How do you decide/prioritize which projects to automate? (up to 3 responses allowed)

- Choose the most menial and repetitive tasks
- Choose the lowest hanging fruit (most bang for the buck)
- Select the most expensive to perform manually
- Discover/map/model/simulate to analyze automation project for outcome
- Choose the tasks with the most regulatory/compliance risk so we can prove compliance
- Choose the easiest workflow/process to automate
- We haven't planned for any automation projects
- I don't know
- Use process discovery tools
- Select the cheapest workflow/process to automate
- The automation vendor suggested project(s)
- Create a digital twin of the organization/business process



## RPA PRIORITIZATION

**35%** Choose the most menial & repetitive tasks.

## RPA MEASUREMENT

When your organization invests in transformation and/or automation projects, what is the most important ROI measure?

- Increased process efficiency **38%**
- Decreased costs **29%**
- Customer satisfaction / NPS score **15%**
- Increased quality measurements **6%**
- Employee adoption **5%**
- Employees RIF'd **1%**



**38% VALUE INCREASED PROCESS EFFICIENCY MOST**

- Real-time performance KPI dashboards **45%**
- Manual reports **24%**
- We don't measure ROI from Transformation/automation projects **14%**
- Gut feeling/anecdotal evidence **6%**
- Monitoring company share value **4%**



**45% MEASURE ROI USING REAL-TIME PERFORMANCE KPI DASHBOARDS**

How do you track the ROI measurement variables affected by transformation and automation projects?

## 5 WORDS TO DESCRIBE HOW YOU FEEL ABOUT AUTOMATION

### AUTOMATION

Efficiency Opportunity  
 Better **IMPROVEMENT**  
**Interesting** Better Interesting  
 Opportunity Makes work easier  
 NECESSARY IMPROVEMENT  
**Needed** **NECESSARY**