

# ROBOTIC PROCESS AUTOMATION IN DIGITAL TRANSFORMATION

MARKET LANDSCAPE REPORT

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## INTRODUCTION

In their report “What ‘digital’ really means,” McKinsey & Company define three key activities: Creating value at new frontiers, creating value in core businesses, and building foundational digital capabilities. For most businesses these activities will all entail driving efficiency, reducing human involvement in repetitive, low-value activities, and becoming more agile in implementing (and terminating) new business initiatives and their associated processes.

For now, Robotic Process Automation (RPA) sits smack in the middle of these actions. RPA tools vendors have grown at a phenomenal pace over the past five years and the trajectory seem to continue on in this manner. However, does RPA just have a limited lifespan as businesses transition away from their legacy to a digitally transformed landscape or are they a long-term critical component of our next-generation architecture? This report will explore the role of RPA in a larger digital and IT automation strategy.

## REPORT TOPICS

- Who can best leverage RPA tools in the enterprise?
- How does RPA fit in the IT automation and digital transformation agenda?
- Where is RPA headed post-transformation/ modernization?

## CONSIDERATIONS FOR ADOPTING THE SOLUTION

- Should you automate or redesign?
- What are the downsides of using RPA tools for automation?
- What role will RPA tooling play in your IT automation strategy: central or supporting?
- In what ways does RPA help companies in using artificial intelligence to alleviate the need for human intervention?

## VENDOR REVIEW

Vendors participating in this category provide a platform for transforming human-led activities into digital, computer-based activities. This can be through emulation, screen capture, image-to-text conversion, voice-to-text conversion, etc. Additionally, these activities should be able to be scaled (multiple instances running simultaneously) and scheduled as well as be executed in response to an external event.



ANALYST JP MORGENTHAL

JP Morgenthal is a veteran IT solutions executive and Global CTO, Application Services, DXC. He has been delivering IT services to business leaders for the past 30 years and is a recognized thought-leader in applying emerging technology for business growth and innovation. JP's strengths center around digital transformation and modernization leveraging next generation platforms and technologies. He has held technical executive roles in multiple businesses including: CTO, Chief Architect and Founder/CEO.

Areas of expertise for JP include strategy, architecture, application development, infrastructure and operations, cloud computing, DevOps, and integration.

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JP is a published author with four trade publications with his most recent being "Cloud Computing: Assessing the Risks." JP holds both a Masters and Bachelors of Science in Computer Science from Hofstra University.

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