BPM
TRENDS
2017

unwrap the future

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6 trends in Robotic Process Automation from our 44 trends in the BPM industry.

# 6 TRENDS IN ROBOTIC PROCESS AUTOMATION

## Intelligent RPA will change the way outsourcing is done today

There will soon be a domination of automation, analytics and cognitive- which will shift the outsourcing agenda from cost arbitrage and productivity to business value driven innovation, cost optimisation and transformation. Within next two years, more than 80% of the outsourcing deals will have these capabilities included as a key ask to drive process transformation. First time outsources will also be evaluating automation as a potential alternative to outsourcing.

## Collaboration, convergence and consolidation

Technologies and technology providers will collaborate to provide automation, analytics, mobility and cognitive solutions. For example, automation and AI could be embedded into ERP's and other point solutions. Partnerships will be forged between technology providers to bring in big-data and analytics or automation on cloud based SaaS solutions. Intelligent chatbots within applications would be a common scenario in the near future. RPA & AI technology providers will also enter into aggressive partnerships with existing BPO & ITES providers to improve client foot print.

## Re-definition of data security policies and governance

With automation, AI and robotics being a part of both insourced and outsourced operations, data security, ownership and ethics could redefine data security policies. Legal teams of organisations will have to factor in regulations for AI as part of contracts and ethical governance and the aspect of taking away human work would also be questioned and regulations will be in place in future.

## Alternate Innovative pricing models in the 'As a Service' economy will emerge

Outsourcing may not be only about transferring people to offshore or near-shore locations. BPO deals will be more about transformation and business value delivered. Anything/Everything 'As-a-service' and over cloud, will change the way we consume services.

## Self-assisted channels

There will be an evolution of self-assisted chat bots, self-help portals and voice enabled responses.

## Domain-specific RPA solutions

Industry and domain specific RPA solutions will emerge. More and more automation use-cases will evolve based on domain and industry specific nuances taking automation to the next level. Vendors will also need a much deeper understanding of processes to have this competitive edge.