

# BPM TRENDS 2017

unwrap the future

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

## 6 TRENDS IN ROBOTIC PROCESS AUTOMATION



### INTELLIGENT RPA

Automation, analytics and cognitive technologies are set to dominate the business world, which in turn, will shift the outsourcing agenda from cost arbitrage and productivity improvements to business value driven innovation, cost optimization and transformation.



### COLLABORATION, CONVERGENCE AND CONSOLIDATION

There will be innovative partnership models forged between technology providers - to provide automation, analytics, mobility and cognitive solutions. Intelligent chat bots within applications would be a common scenario in the future. Also, RPA and AI technology providers will enter into aggressive partnerships with existing BPM providers to improve their client footprint.



### REDEFINITION 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 will redefine data security policies. Legal teams will need to factor in regulations for AI as part of contracts, ethical governance and the impact on jobs.



### INNOVATIVE PRICING MODELS IN THE 'AS-A-SERVICE' ECONOMY WILL EMERGE

With the as-a-service economy gaining momentum, new innovative pricing models will emerge. Anything / everything as-a-service over cloud, will change the way we consume services.



### SELF-ASSISTED CHANNELS

We can expect to see, just round the corner, self-assisted chat bots, self-help portals and voice-enabled responses.



### INDUSTRY-SPECIFIC SOLUTIONS

New industry and domain-specific RPA solutions are set to emerge. More and more automation use-cases will evolve based on the domain, and industry-specific nuances will catapult automation to the next level. Vendors will need a much deeper understanding of processes to attain this competitive edge.