



# AUTOMATION TRENDS 2022

# Introduction

Last year was challenging for organizations across the globe. The “new normal” of the COVID-19 pandemic has been one of uncertainty: from the changing workplace dynamics to ongoing global supply chain issues. For organizations that have weathered the storm, resiliency and operational responsiveness to change are still top of mind. Automation has become an important factor in achieving resiliency, helping to overcome global business challenges, so organizations can navigate a sustainable path forward for growth and team development.

In our *Now & Next: State of RPA* report last year, we saw 67% of organizations were actively deploying Robotic Process Automation (RPA), and 56% planned to increase their investment in intelligent automation. That trend will continue, and we expect to see many technologies that were considered emerging now essential to operations as businesses compete for a competitive advantage in uncertain environments.

So, what other trends are underway? To find out, we brought together global industry and Automation Anywhere thought leaders to explore 2022 trends. An insightful discussion was held on Twitter, and it was fantastic to get the different perspectives.

If you missed it, don't worry. We've distilled the discussion into this eBook. Learn about the trends and get tips on how best to capitalize on these trends with automation for your business.



**Catherine Calarco**

VP Innovation Evangelism  
Automation Anywhere

The background features a yellow vertical band on the left. The top-left corner has a wood grain pattern. The bottom-left corner has a white virus icon. The bottom-right corner has a blue curved shape.

# The pandemic has transformed the business landscape forever

Changes brought on by the COVID-19 pandemic are here to stay. Organizations need to adjust to the new normal and build resiliency and agility into their business processes.

# What we're seeing



A must-have

Digital transformation and innovation are now a corporate must-have, along with new leadership capabilities and sustaining a resilient organization.

Authentic leaders will emerge who can navigate problems and challenges we have never seen before.

Digital transformation and innovation using cloud technologies are the core requirement to rapidly respond and be agile. Companies will embrace true automation to ensure sustainability and competitive advantage in the market.

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**Catherine Calarco**

VP Innovation Evangelism  
Automation Anywhere



Being proactive is paramount

The pandemic has presented a massive challenge to businesses. Proactive investment in digitizing workflows for the back and front office is paramount for businesses to succeed in this new environment.

Customer experience is more important than ever; competition is strong across all sectors, as are customer expectations.

Emerging technologies are now the foundation of organizational resilience, with analytics, machine learning, and agile systems of record all key.

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**Daniel Newman**

Founding Partner and Principal Analyst  
Futurum Research



# How should organizations respond



Today, we stand at the crossroads of the next wave of technology. We find ourselves witnessing a digital transformation underpinned by automation: Robotic Process Automation (RPA) combined with artificial intelligence and cloud.

Organizations will embrace automation, and when they decide to implement an automation strategy, they will want to start automating in days, not months. For that reason, cloud automation has become the path forward for the majority of companies worldwide—and nearly every CIO I talk with is looking to scale more quickly and make automation more accessible.

Automation is the most immediate and powerful enabler of digital transformation, and digital transformation offers a direct path to business resilience.

Organizations that have embraced automation throughout their workforce and have digitized their processes will be best placed to adapt to the new business realities brought on by the pandemic and succeed in the future.

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## Prince Kohli

Chief Technology Officer  
Automation Anywhere



# #1 Public Cloud RPA Platform

IDC Worldwide Intelligent Process Automation Market Shares, 2020

## Now & Next: State of RPA report

# 380%

ROI achieved by top performers

# 50%

increase in organizations deploying RPA solely in the cloud over July 2021-2022

## Work remains virtual, and connections matter

The on-site vs. remote working debate has been ongoing, but rather than focus on where people work, the focus should be on how. Organizations should develop processes to connect and support physical and virtual relationships.



# What we're seeing



Make the connection

There will always be a desire to strengthen the human connection with others and the world around us. And automation can help people reach that goal. With automation, there is a choice to empower managers to create more space for building stronger human relationships with their teams.

Top-performing leaders embrace business-led automation and will continue to diversify and democratize intelligent automation across the workforce to move people to higher-value work.

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**Catherine Calarco**

VP Innovation Evangelism  
Automation Anywhere



Time to rethink space, place, and pace!

There are benefits beyond cost to rethinking those elements such as increasing productivity, lowering carbon footprint, and aiding recruiting retention, especially in talent-squeezed sectors.

Organizations that can make the shift will be best placed to support their teams in the future of work. Those that cannot will not only miss out on the benefits but risk falling short of their employees' expectations of the modern workplace.

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**Sally Eaves**

Emergent Technology CTO  
and Global Strategy Advisor



# How should organizations respond



Cyber threats are increasing. Compliance regulations are becoming more stringent and complex. To keep up in both areas, especially with today's market demand for consumer-like experiences over multiple channels, organizations with traditional, manual processes must work harder, faster, longer. And even then, success may be out of reach.

There's never enough time or resources for the professionals in most IT groups to review and respond to the thousands of security events every day or deal with compliance. In fact, compliance obligations are now consuming more than 40% of IT security budgets as well as a good portion of IT's day.

RPA offers a solution to automate, accelerate, and streamline security and compliance, giving back IT, not to mention an entire organization, much-needed time and resources. RPA is no longer a business option. It's a necessity for success and continuity.

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**Sumit Johar**

Chief Information Officer  
Automation Anywhere



## Now & Next: State of RPA report

**84%**

of businesses expect to automate within their IT departments  
July 2021-2022

**1,049%**

(1,000+%) YoY growth adoption of cloud RPA

## WAM Group maintains business continuity

**4,500**

hours saved in processing time

**4,000+**

grants approved to date

**3X**

weekly payments compared to every 2 weeks prior



## Organizations need to rethink worker productivity

Taking a new look at productivity can lead to better, more effective work environments. Automation can remove the burden of repetitive manual tasks, leaving workers free to focus on higher-value work.



# What we're seeing



Free the workers!

Automate tasks and free employees to move to higher-value work. Organizations that don't evolve with this new work paradigm will miss out on the best of human ingenuity where people are free to think, create, and innovate.

Work transforms with new skills for life-long learners. It becomes more balanced and flexible. Retraining not only includes software skills but also soft skills such as helping workers adapt to changes in their business and the world.

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**Catherine Calarco**

VP Innovation Evangelism  
Automation Anywhere



Embrace the levers

In my view, there are three key levers to productivity:

- Education—what are the technologies to help with my work
- Empowerment—giving people the tools and support to do their best work
- Incentivization—continuously pushing the boundaries for more benefits

Leaders and organizations that understand and embrace these areas will not only see great strides in productivity, but their employees will enjoy a more fulfilling experience at work.

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**Pascal Bornet**

Intelligent Automation Pioneer  
and Best-Selling Author



# How should organizations respond



The future of work has evolved into the customization of work. Work will be customized to the workers, where they work, how much time they work, what work they do versus what work they offload to a Digital Worker. The future worker will demand this autonomy, and autonomy will only be possible when workers have access to automation they can customize.

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## Nancy Hauge

Chief Human Resources Officer  
Automation Anywhere



## RPA at Automation Anywhere



There were times when I had to stay up until three in the morning processing order forms. Now, the bots handle the processing, and I can focus more on customers.

### Brandi Ford

Sr. Manager Contracts  
Automation Anywhere

## Automation in IT at Automation Anywhere

**15%**

increase in our CSAT scores

**50%**

decrease in our response times



## The future of work will be more human

Technology can take away mundane tasks and make a shift to more meaningful work. But organizations need to actively support this shift and create a culture that aligns with it.

# What we're seeing



Kindness is a superpower

Ethics and philosophy remain key considerations, especially with the rise of artificial intelligence, machine learning, and economic impacts. Leaders realize that they hold the power to design the future and are becoming more involved in that future to create the world we want to live in.

High-performing companies will embrace a culture where technology supports teams to automate end-to-end processes.

Combining empathy and technology creates environments that are not only more productive but kinder—and more human.

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**Catherine Calarco**

VP Innovation Evangelism  
Automation Anywhere



Good for people is good for business

Business leaders are embracing a human-centered leadership development approach to positively change people's perception of their job by encouraging diversity, strengthening accountability, and enabling fairness and transparency.

This will result in better, more aligned organizational cultures but will also support employees in their work, leading to more innovation and higher productivity.

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**Ronald van Loon**

Principal Analyst and CEO  
Intelligent World



# How should organizations respond



The future of work is here. It was inspiring to see large organizations such as the at NHS reimagine what is possible to better deal with these unprecedented times of crisis. They changed the way public health systems empower employees by utilizing technology and bots to push the boundaries of innovation.

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## Neeti Mehta Shukla

Co-founder and Social Impact Officer  
Automation Anywhere



Our ambition is to be the most digital hospital group in England by July 2023. Achieving that would mean clinicians are given excellent tools that give them back time to care, patients are in control of their treatment, managers have instant information to drive decision-making...

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## Andy Callow

Group Chief Digital Information Officer  
Northampton General Hospital NHS Trust

## NHS Oxygen Bot

**24/7**

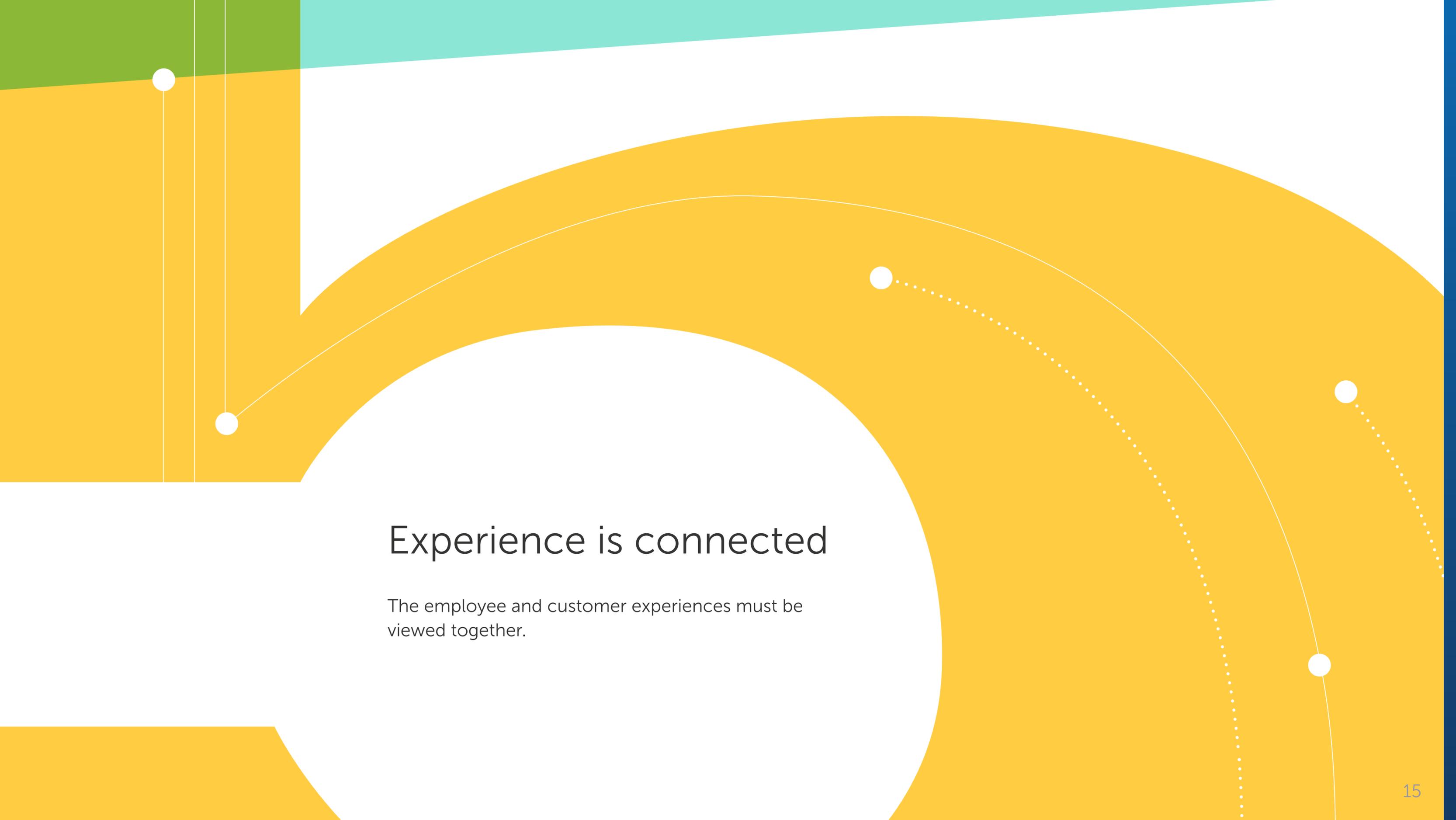
monitoring of oxygen levels with no human intervention

**1,500**

hours of capacity redirected to value-added activities

**100%**

data input accuracy, eliminating clinical risk



# Experience is connected

The employee and customer experiences must be viewed together.

# What we're seeing



The rise of the super app!

It's about several apps under one operational system, resulting in improved connectivity, efficiency, and employee and customer experiences for higher satisfaction.

With contact center clients, we're seeing that simplifying the app experience by allowing call handlers to work through AARI not only improves the average handle time (AHT) for the calls but improves the experience of the employee who no longer must wait on multiple applications and can focus on the customer.

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**Catherine Calarco**

VP Innovation Evangelism  
Automation Anywhere



It all goes hand in hand

The customer experience is a direct result of the employee experience. Companies that excel at the customer experience have 1.5 times more engaged employees than companies with a record of poor customer experience.

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**Pascal Bernet**

Intelligent Automation Pioneer  
and Best-Selling Author



# How should organizations respond



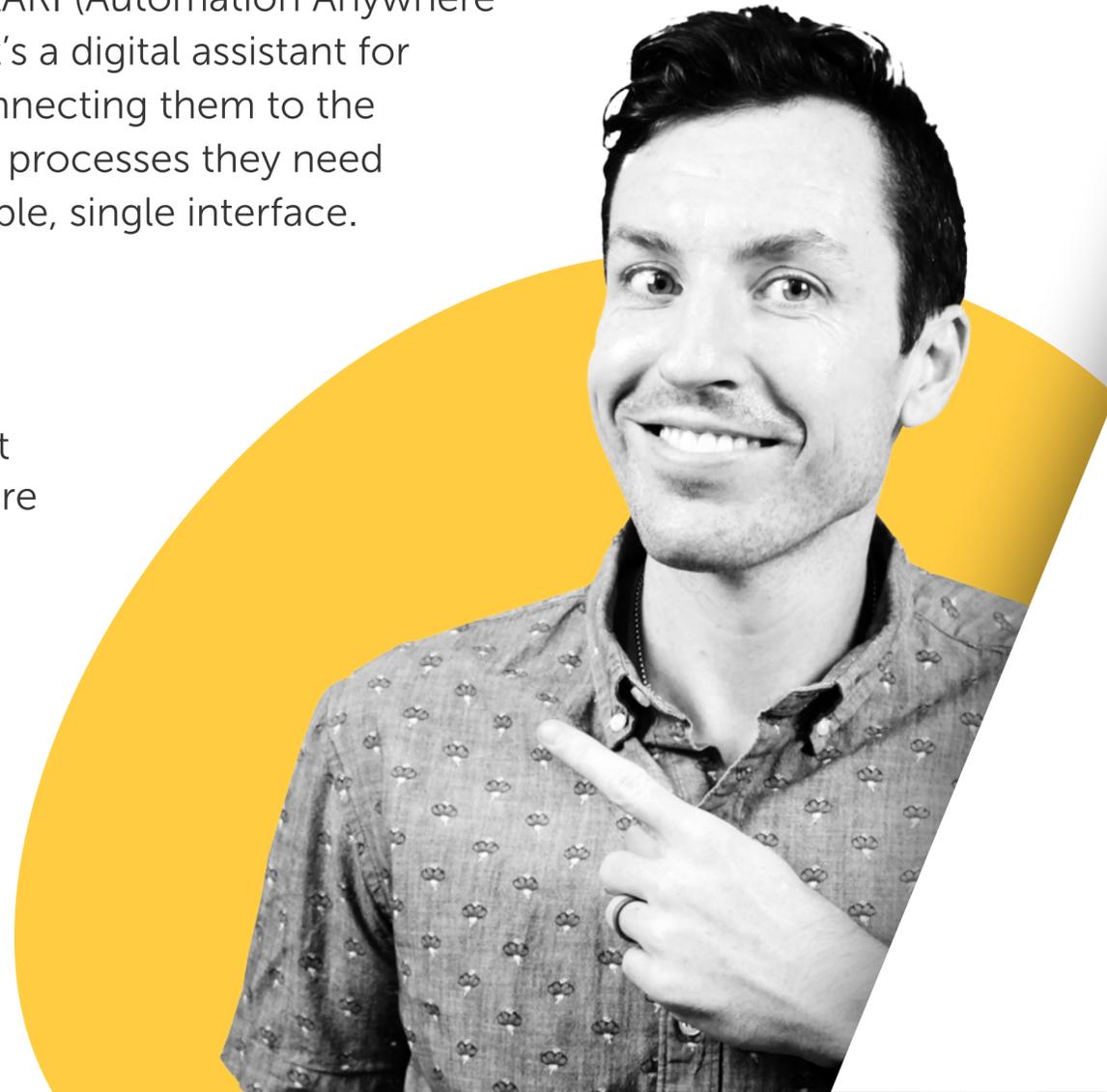
Focusing on the employee experience helps to create better customer experiences. If I'm spending all my time on the phone with you while fighting with four to five disconnected systems on my screen, I'm not paying attention, and I'm not listening to you. Automation enables employees to be freed up to listen, respond, and quickly take action.

This is the value of AARI (Automation Anywhere Robotic Interface). It's a digital assistant for every employee, connecting them to the applications and the processes they need for their job in a simple, single interface.

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## Micah Smith

Developer Evangelist  
Automation Anywhere



Using Automation Anywhere to automate our contact center operations has allowed us to improve our average customer call handling times with superior data accuracy and increase our transactions.

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## Manish Pandya

Senior Vice President of Digital Transformation  
TaskUs

## TaskUs Contact Center Automation

**105%**

improvement  
over target

**100%**

data accuracy

**2X**

increase in ticket  
processing capacity

**3,000+**

teammates  
supported by AARI

# Thought leaders



**Ronald van Loon**

Principal Analyst and CEO of the Intelligent World, as well as the top 10 global AI, machine learning, IoT, 5G, Big Data, predictive analytics, and data science influencer, Ronald uses his industry knowledge and experience to help data-driven companies, executives, and business leaders develop and deploy the strategies they need to successfully navigate future disruption.



**Pascal Bernet**

Pascal was a pioneer in the field of intelligent automation and is regularly ranked as one of the top 10 global experts in the fields of artificial intelligence and automation. He has received multiple awards and is the author of the best-seller book *Intelligent Automation*.

**Daniel Newman**



Daniel is a founding partner and principal analyst of Futurum Research and the CEO of Broadsuite Media Group. He works with the world's largest technology brands, exploring digital transformation and how it is influencing the enterprise.

**Sally Eaves**



Professor Sally Eaves has been described as the "torchbearer for ethical tech." She's an international advocate for making opportunities more accessible. To that end, she has founded the organization Aspirational Futures. It helps skill, empower, and support the next generation of interdisciplinary talent into careers yet to be conceived, alongside scaling the application of emergent technology.



**Micah Smith**

A developer evangelist, Micah has a passion for empowering developers and democratizing the process of learning and upskilling in Automation Anywhere. Through engaging “Twitch-style” bot-building sessions, easy-to-follow tutorials, and concept breakdowns, he works to make learning RPA approachable, entertaining, and fun.



**Catherine Calarco**

Catherine is vice president of innovation evangelism at Automation Anywhere, with more than 20 years of global leadership experience in technology innovation and life sciences. She is known for driving significant revenue growth and developing innovative, award-winning technology products. Catherine held executive positions at Thermo Fisher/Biolab, Sabre, Applied Biosystems, HeartMath, and several AI companies as well as served as a lecturer at MIT.



**Neeti Mehta Shukla**

Neeti is a co-founder and social impact officer at Automation Anywhere. She was a pioneer of the intelligent Digital Workforce and the world’s leading Robotic Process Automation (RPA) platform. An avid strategist, Neeti has more than 25 years of technology entrepreneurship, marketing, brand development, and social impact experience in a wide variety of industries.



**Prince Kohli**

Prince serves as the chief technology officer at Automation Anywhere. He leads the engineering team, with more than two decades of experience. Prince has also served as senior vice president of engineering at ThoughtSpot and held senior roles at Ericsson, running global R&D for all digital products with a team of more than 10,000 people responsible for building large-scale cloud infrastructure and cloud-hosted management stacks.



**Sumit Johar**

Chief Information Officer at Automation Anywhere, Sumit is responsible for leading and overseeing the vision, strategy, and operations of our IT department globally. He provides strategic IT leadership to all business units and functions while fostering innovation and streamlining operations by maximizing the company’s use of the Automation 360™ platform. Prior to joining Automation Anywhere, Sumit served as CIO at MobileIron.



**Nancy Hauge**

As Chief Human Resources Officer at Automation Anywhere, Nancy oversees all “people” functions worldwide, including talent acquisition, communication, total rewards, learning and development, and employee engagement. She brings more than 30 years of experience in senior leadership and management consulting roles. Prior to joining Automation Anywhere, she was the chief people officer at HotChalk.

This is a big transformational year. The trends certainly give that indication. We've entered a new normal for business—of challenges, but also of opportunities for our organizations to be more successful: productive, resilient, and responsive to what lies ahead.

Now's the time for a reset—starting with taking stock of the world, market, and enterprise around us. The pandemic continues. How and where we work has changed. Worker and customer attitudes and expectations have changed. And organizations must change as well—with human-centered leadership and a stronger commitment to worker and customer well-being, with innovative operational practices and advanced technology.

Ready to move forward?  
Automation Anywhere can help.  
[Contact us](#) to explore the possibilities.



The world has changed forever.  
And it's up to each of us to ensure  
it's better for people and business.

**Catherine Calarco**

VP Innovation Evangelism  
Automation Anywhere



### About Automation Anywhere

Automation Anywhere is a global leader in Robotic Process Automation (RPA), automating business processes with software bots performing repetitive, manual tasks, resulting in productivity gains and improved customer experience. Visit [www.automationanywhere.com](http://www.automationanywhere.com).

☎ North America: 1-888-484-3535 x1 | International: 1-408-834-7676 x1

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