Most organizations have embarked upon their RPA journey

53% of respondents have already started their RPA journey

This is expected to increase to 72% in the next two years

If this continues at its current level, RPA will have achieved near-universal adoption within the next five years

RPA delivers value for business leaders ...

The benefits of RPA adoption are significant

Payback was reported at less than 12 months, with an average 20% of full-time equivalent (FTE) capacity provided by robots

RPA continues to meet and exceed expectations across multiple dimensions including:

- Improved compliance: 92%
- Improved quality/accuracy: 90%
- Improved productivity: 86%
- Cost reduction: 59%

78% of those who have already implemented RPA expect to significantly increase investment in RPA over the next three years

... yet scaling RPA is clearly proving more difficult than anticipated

Only 3% of organizations have scaled their digital workforce

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