



Robotics Process Automation is now a **viable, proven solution for Shared Services and GBS organisations**: while only

9%
have actually implemented RPA

74%
of survey respondents plan to investigate the technology in the next year.

RPA **meets or exceeds expectations** in terms of **financial benefits delivery** – and reality tends to **outperform expectations** even further with non-financial benefits

like **accuracy, timelines** and **flexibility** – but some organisations have been disappointed with RPA implementation costs and delivery timescales.

