How end-to-end automation enables business transformation

Contents

Executive Summary

To go beyond robotic process automation (RPA) means using more smart tools and technologies. A successful automation starts with process analytics and planning and continues over the entire business transformation. This holistic approach to automation turns a one-off improvement project into a program, that's aligned with strategic business goals.

Creating an end-to-end automation program lets your enterprise gain resilience, timely adapt to changing market needs, and constantly improve its own processes.

The sensational growth of RPA thanks to ease of automation and speed to outcomes has improved business operations across organizations. Today organizations can achieve even more astounding results by enhancing automation with such advanced business technologies as machine learning, process mining, task mining, computer vision, and others. The essential combination of business technologies, often called hyperautomation, uncovers its full potential in those enterprises that are culturally ready for a change.

Hyperautomation is the number one strategic technology trend according to Gartner.[1] The new direction to unite technology into one end-to-end automation platform makes UiPath capable of providing support across every stage of the automation journey, with RPA at its core.

There is a ton of potential in the workplace that is left untouched without RPA. Hyperautomation and the addition of software robots allow employees to discover these areas that need attention. With hyperautomation, you can scale your RPA and unlock your organization's full potential – becoming a fully automated enterprise.

In a bigger picture this means an enterprise can identify its flaws, outline an improvement plan, and automate everything that can be automated. A fully automated enterprise doesn't rely solely on advanced technology, but on the right mindset of its people. A "robot for every person" vision starts with organizations deploying RPA on both attended and unattended robot automation forms to democratize the use of automation. Business transformation is possible when every employee has a robot that's easy to set in a user-friendly environment, and is supported by accessible technology that tackles business areas from analytics to strategy and process optimization.

As a result of business transformation and support of a virtual workforce, employees are happier, more productive, more creative, and performance is upgraded.

This whitepaper covers the essential components of a fully automated enterprise and how an organization can implement the technology to continuously improve its performance.

Just a few automations can save 20 minutes of work per person daily. Enabling 10k employees with a software robot will save more than $30M a year (based on an average salary of $35/hour).

[1] Smarter With Gartner "Gartner Top 10 Strategic Technology Trends for 2020," October 21, 2019

Use of advanced technology in enterprise automation

Business leaders across the globe embrace business transformation through RPA as it has proven itself. At the same time, there is a strong need to do more than RPA to strategically scale automation. An end-to-end automation can deliver a powerful combination of technologies to amplify business growth.

According to Gartner: "Total experience combines multi-experience, customer experience, employee experience, and user experience to transform the business outcome. The goal is to improve the overall experience where all of these pieces intersect, from technology to employees to customers, and users."[3]

Gartner pegs hyperautomation as a continued trend in its Gartner Top Strategic Technology Trends for 2021. "Hyperautomation is the idea that anything that can be automated in an organization should be automated. Many organizations are supported by a "patchwork" of technologies that are not lean, optimized, connected, clean or explicit. At the same time, the acceleration of digital business requires efficiency, speed and democratization. Organizations that don't focus on efficiency, efficacy and business agility will be left behind."[4]

Simply put: it takes customers, employees, and users to transform the business outcome. The goal is to improve the overall experience where all of these pieces intersect, from technology to employees and users, to customers.

Organizations should focus on automating more and more complex processes, as it will allow them to tackle a wider spectrum of business functions and knowledge work.

Looking beyond RPA to an end-to-end automation journey allows for new artificial intelligence capabilities, automated process discovery tools, workforce engagement capabilities, and advanced analytics. Which in the end leads to higher productivity, higher quality of products and service, increased customer satisfaction, decreased delivery time, saved costs and more.

UiPath is delivering a true end-to-end enterprise automation platform. It combines the core RPA capabilities of building, managing, and running software robots with process analytics tools to report a clear business impact.

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[2] Smarter With Gartner "Gartner Top 10 Strategic Technology Trends for 2020," October 21, 2019
[3] Smarter With Gartner "Gartner Top Strategic Technology Trends for 2021," October 19, 2020
[4] Smarter with Gartner "Gartner Top Strategic Technology Trends for 2021," October 19,2020
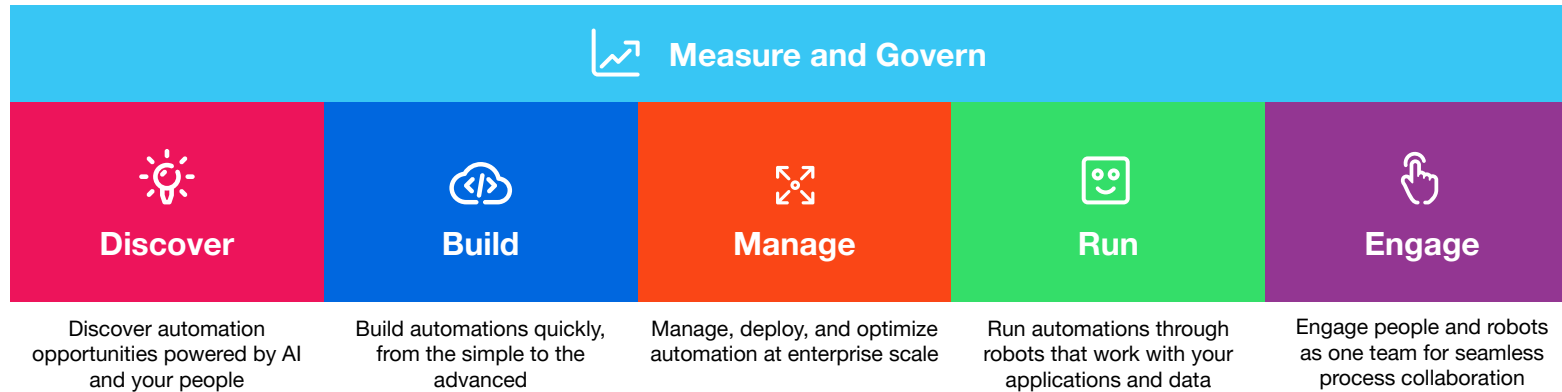
Gartner coined the term hyperautomation to describe how the combination of robotic process automation (RPA) and disruptive technologies such as artificial intelligence (AI), machine learning (ML), process mining, decision management, and more can be used together in an end-to-end automation solution.[2]

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– Gartner Top Strategic Technology Trends for 2021

Our vision for a true end-to-end platform

	Measure and Govern			
Discover	**Build**	**Manage**	**Run**	**Engage**
Discover automation opportunities powered by AI and your people	Build automations quickly, from the simple to the advanced	Manage, deploy, and optimize automation at enterprise scale	Run automations through robots that work with your applications and data	Engage people and robots as one team for seamless process collaboration

Discover

Turn to science to find automation opportunities powered by AI, including task mining and process mining. All it takes – your enterprise data, expert knowledge of your employees, and a platform that can combine both to provide you with a holistic 360-degree view on your process.

Prioritize process optimization projects filling up your automation pipeline with a clear path to return on investment (ROI). Document your workflows automatically to provide your RPA center of excellence (COE) with a simplified guidance to create automations. Encourage team members and employees to solve process inefficiencies by sharing ideas on one platform. Anyone in the team can help the RPA CoE prioritize and manage uber-productive automations.

Build

Create a strong digital workforce to run your processes using an intuitive RPA platform for people with different levels of coding skills. Anyone in the organization can build scalable, adjustable, and smart automations using drag-and-drop canvas and template dashboards. Let AI enhance robots to automate even more, while letting the business leaders govern the automation program. Enable your employees to be automation creators and collaborate for ultimate productivity.

Manage

Orchestrate, deploy, and check your automations – from anywhere, at scale. Oversee your robots with enterprise-class security, visibility, and efficiency on-premises or in cloud. As AI is built into every part of the UiPath Platform, automate and manage complex cognitive workflows adding intelligence and reach new levels of productivity. When software robots can reason over data and use artificial intelligence (AI) to make decisions, you unlock new possibilities that transform RPA—and entire industries.

Run

Easy to build and manage, flexible robots make up the virtual workforce capable of working non-stop. Working together with your people and your applications, robots integrate into your environment. Take control of both attended robots that you direct and unattended robots that work behind the scenes and check in when needed.

Engage

Create cooperative environments where humans and robots collaborate to optimize entire processes, from start to end. A robot helper brings exceptions and approvals to an employee, to keep the meaningful work flowing. Among such helpers – pre-built chatbots, that respond to customer requests in a human-like conversational manner.

Measure

Take control of your automation program aligning performance with strategic business goals. Use powerful embedded analytics, check in on an any single robot, track the ROI of your automation program and boost performance.

The UiPath Platform for hyperautomation combines a leading RPA solution with a full suite of capabilities that enable every organization to scale digital business operations at extraordinary speed. UiPath Platform offers a tremendous set of capabilities and is truly built for hyperautomation.

- Use AI to analyze back-end systems and application logs.
- Process document data fast and accurately to compete in a changing digital age.
- Enable all employees to chip in as Citizen Developers by automating their own tasks
- Gain more control and flexibility over attended robots with new user interface.
- Centralize automation initiatives and increase employee engagement.
- Apply process mining to analyze how people get work done.
- Apply AI to your robots to automate more complex workflows
- SaaS solution opens the doors to RPA for all businesses

How advanced technology goes hand in hand with "a robot for every person" vision

When every worker has a robot to help with mundane tasks, it frees employees to use the time for higher-level work. The results are workers feel less stressed, become happier, and more productive. For the modern workplace, companies can enable every employee to use, create, and benefit from automation.

The automation culture is one that may receive pushback at first, however, employees will understand that RPA makes their job easier and creates time to work on other facets of their responsibilities and explore new capabilities. Now people perceive the terms "automation" and "robots" as less intimidating and more

helpful. Creating a robot for every person allows employees to have time to perform meaningful tasks, be creative, collaborative, explore within their professional world, and of course build a deeper connection with their clients.

Everyone gets a PC, internet, phone and now it's standard to get their own robot, or rather a digital assistant. These are the tools that will make employees most productive and happy. Let's say a digital assistant saves each employee 20 minutes a day, which sounds minimal. In the bigger picture, that's more than two workweeks a year. It adds and adds to high-yielding results and happy clients.

As a digitally transforming enterprise you want to have an integrated platform that has all the automation and analytical tools you need to fast track your organization's performance improvement. UiPath is creating human-robot shared coworking space and when every employee is engaged, hyperautomation, and digital transformation become possible.

While the automation industry began with unattended scenarios running in the back office, UiPath has always believed in also empowering all employees with the power of attended automation and their very own software robots.

According to the Hyper Intelligent Automation 2020 report from Zinnov Zones, successful automation depends on the following:

1. **Democratization.** Alternative players with inherent expertise and niche capabilities to challenge mainstream automation players.

2. **Platformization.** Building integrated platforms with holistic capabilities through product innovations and partnerships.

3. **Ecosystem building.** Fostering and promoting automation culture through collaborative efforts.
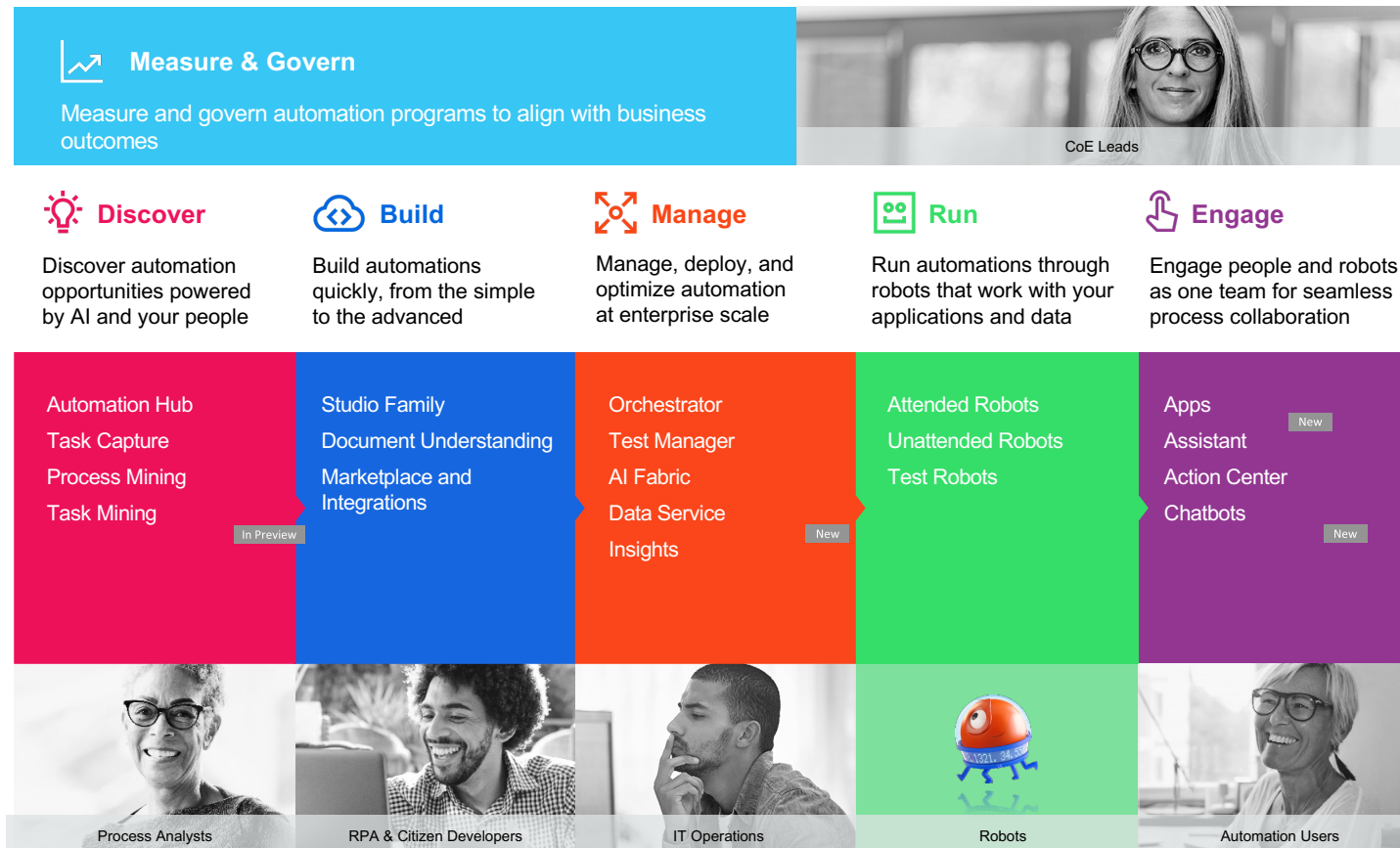
Envisioning a powerful fully automated enterprise that its clients can become, UiPath follows the recipe of a successful automation:

- Building a culture of a "robot for every person" believers, taking automation from a trend toward a must-have in any modern enterprise **(Ecosystem building)**

- Creating a democratized approach to automation enabling citizen developers through user-friendly solutions and low-code applications **(Democratization)**

- Assuring delivery of the advanced technologies and innovations combined into a powerful platform for hyperautomation, as **platformization** suggests;

The following section will explain the three components in-depth.

Key components of successful automation

Measure & Govern
Measure and govern automation programs to align with business outcomes

CoE Leads

Discover
Discover automation opportunities powered by AI and your people

Build
Build automations quickly, from the simple to the advanced

Manage
Manage, deploy, and optimize automation at enterprise scale

Run
Run automations through robots that work with your applications and data

Engage
Engage people and robots as one team for seamless process collaboration

Discover	Build	Manage	Run	Engage
Automation Hub	Studio Family	Orchestrator	Attended Robots	Apps *New*
Task Capture	Document Understanding	Test Manager	Unattended Robots	Assistant
Process Mining	Marketplace and Integrations	AI Fabric	Test Robots	Action Center
Task Mining *In Preview*		Data Service		Chatbots *New*
		Insights *New*		

Process Analysts

RPA & Citizen Developers

IT Operations

Robots

Automation Users

- Rapidly identify and automate all possible business processes with an evolving set of AI technologies.

- Empower everyone in the organization—business and IT—to automate and contribute to the transformation without fear.

- Enable people and robots to automate together, from basic processes to more complex, long-running, end-to-end business processes.

- Manage the full cycle of automation at big scale, from discovering automation opportunities to measuring the ROI.
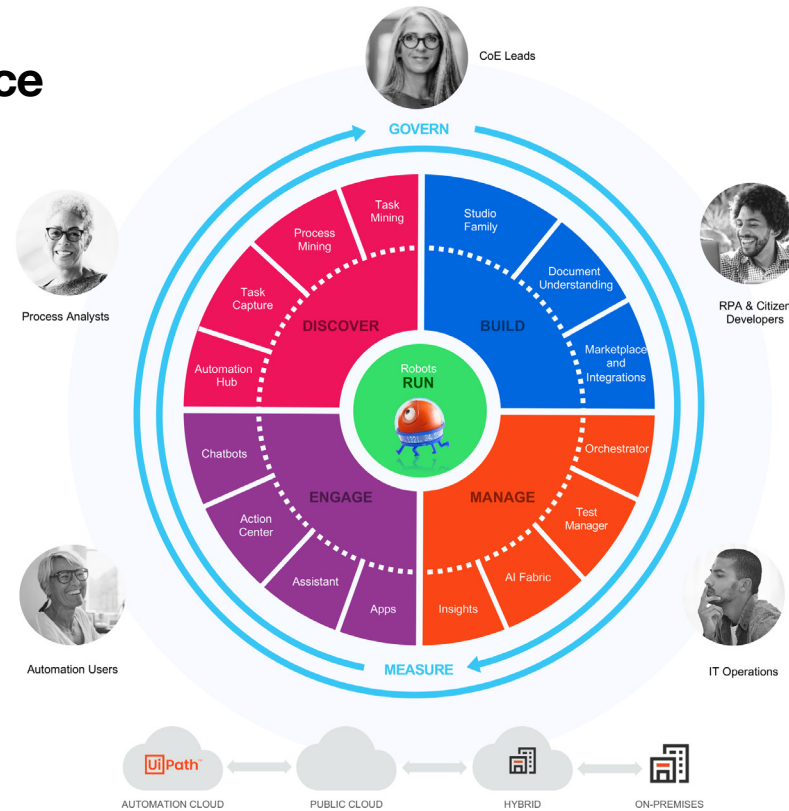
A robot for every person: creating a human-robot shared coworking space

We envision a hyper-efficient, ultra-agile workplace that thrives because every employee can use, create, or benefit from automation. To support this vision, products throughout the UiPath Platform enable every computer user in an organization to help build or use automations.

The idea is to automate more and more knowledge, work, and engage everyone in an organization to be part of the transformation. Software robots will run your process automation and with software robots by your side, the workplace is faster, better, and more fulfilling.

Capture enterprise-wide potential with a robot for every person. Get ideas and pre-built automations from your workforce and crowdsource RPA ideas from your business users to generate a high-value pipeline. Justify automations delivered by citizen developers before you distribute them across the organization.
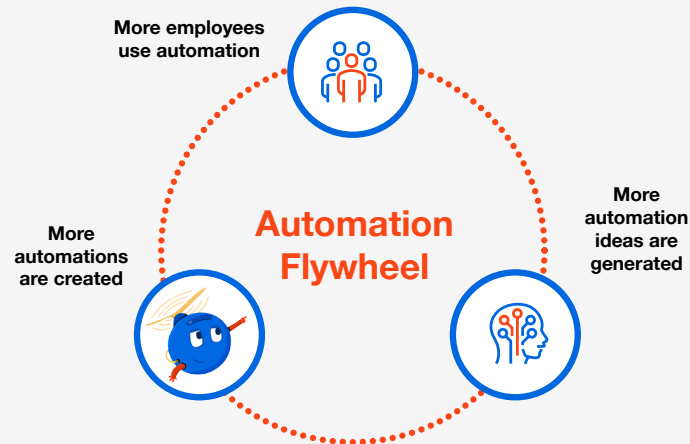
Robots are digital helpers and UiPath software robots are intelligent, reliable, flexible, and eager to take on a huge range of tedious tasks.

Hyperautomation and digital transformation become possible when every employee is engaged and supported. You can easily unlock more automation opportunities.

The Automation Flywheel

So how does the automation creation work, when every employee is engaged? The RPA CoE builds and distributes automations, which employees use. As employees get used to working with automations, they have ideas for more software robots. The employees can then either build the automations themselves or suggest them to the RPA CoE, which will evaluate and prioritize new automation opportunities.

When everyone has a robot on their desktop, mindsets transform. Every employee has a virtual assistant and can get rid of boring work.

Rapid application development and democratization of RPA

Hyperautomation builds on the momentum behind RPA, led by the democratization of automation and IT and accelerated by the liberation of mundane and repetitive tasks for workers across every industry.

The future of automation depends on RPA democratization and is at the forefront of a successful digital transformation strategy.

By democratizing RPA, UiPath can make companies run more smoothly, make teams happier

and more productive, and, ultimately, create better experiences and results for customers.

Democratization in RPA comes with tools and resources that enable an employee-driven approach to automation, accessible education, crowdsource innovation, and support.

It's important to provide easy access to automation software, allowing tech-savvy business users (citizen developers) build

automations for their personal or team use—with no-code simplicity.

UiPath Apps, a low code app builder for delivering engaging experiences powered by automation, marries low code, and the power of automation to make you more productive. It lets you build visually appealing professional apps quickly using only a web browser through a rich library of drag and drop controls.

→ Citizen developers

Citizen developers are a non-technical users that create simple automations for themselves and their departments. Citizen developers play a vital role in helping enterprise scale the technologies that underpin digital transformation. **With 86% of employees seeking more opportunities to learn new skills and these employees shouldn't be hard to find.**

Tools like Apps are powered by automations and enable developers to build faster and more powerful solutions accelerating business transformation.

Advanced technology of the UiPath Platform built for hyperautomation

UiPath is the world's leading platform for hyperautomation. We believe in technology and its potential to accelerate human achievement. Success will result from a mindset that is focused on starting with the business problem and then selecting the right technology with a broader roadmap of the overall hyperautomation journey. Success in these endeavors will lead organizations to change their funding models so that all new process initiatives consider funding by underlying automation as part of the business case.

Organizations can easily fall into the trap of overusing a singular technology tool, like RPA, to try and achieve their goals. As no single tool can replace humans, hyperautomation today involves a combination of tools, including robotic process automation (RPA), intelligent business management software (iBPMS) , and AI, with a goal of increasingly AI-driven decision making.

Hyperautomation deals with applying advanced technologies, including AI and ML, to increasingly automate processes and augment humans. Hyperautomation extends across a range of tools that can be automated, but also refers to the sophistication of the automation (i.e., discover, analyze, design, automate, measure, monitor, reassess.)

The mindset, the ease of use, and the power of technology help companies become fully automated enterprises.

Digitally developing, efficient, productive, process-aware enterprises can analyze and improve their own performance independently.

UiPath, the leading vendor of RPA products, helps businesses automate tasks and gain insights into the performance of their operations.

UiPath drives the "automation first" era – championing a Robot for Every Person and enabling robots to learn new skills through AI and machine learning. Through free and open training, UiPath is committed to bring digital era skills to millions of people around the world, improving business productivity, efficiency, employee engagement, and customer experience.

UiPath is built for hyperautomation and unlocks great potential for an automated enterprise.

- **Artificial intelligence capabilities** such as machine learning (ML), natural language processing (NLP), intelligent optical character recognition (OCR), and AI computer vision, so robots can read, see, and process more work.
- **Automated process understanding tools** that look deeply into how your teams work to show you what you can and should automate.
- **Workforce engagement capability** to enable everyone in an organization to contribute to automation. Involve not just the traditional RPA developers and testers, but also involve your subject matter experts, business analysts, and business users.
- **Advanced analytics** to measure and demonstrate the ROI of automation and its impact based on business outcomes that matter to your company.

The use of hyperautomation, and democratized RPA, as well as automation flywheel enablement, lead to a self-sustainable, digitized enterprise. Enable automation enterprise-wide by empowering everyone to automate, with UiPath guiding you through the journey.

Request the UiPath Platform free trial
https://www.uipath.com/product/automation-cloud