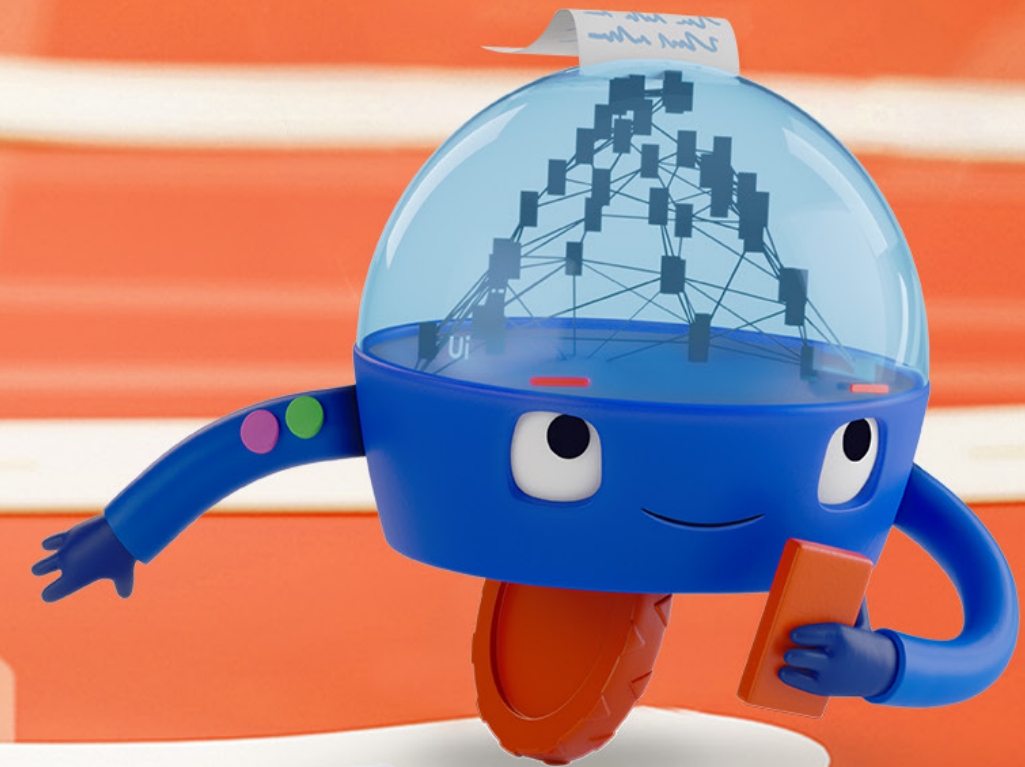


Automation Trends 2023: What's New, What's Next, and Your Path to Real Value

Your guide to the latest technologies, strategies,
and use cases to help advance your business.



The definitive guide to where automation is headed—and how you can get the most out of it.

At this point, automation should no longer be a question for your organization. As the technology improves, as adoption increases, automation doesn't just change the way people work—it changes the very work you're capable of doing. Entirely new use cases, opportunities, and revenue streams are now at hand like never before.

The real question at this point, then, is how to move forward and take full advantage.

As an industry leader, UiPath has unique perspective on today's automation market, technology, and users. We've gathered info from our customers and partners; our global product, sales, and marketing teams; and first- and third-party research—and distilled our insights into 7 key trends shaping automation today and tomorrow.



Automation has been shown to deliver

Day 1 Impact and
 **Year 1 Payback¹**

Read on to discover how automation is moving forward like never before—and what you need to advance its value in your business.

2023 Automation Trends

#1

Automation becomes the enterprise's new way of operating and innovating.

#5

Low-code becomes a top priority for getting automation and AI in more people's hands.

#2

Businesses ramp up automation to counteract growing labor and inflation pressure.

#6

New AI-powered innovations push automation's boundaries even further.

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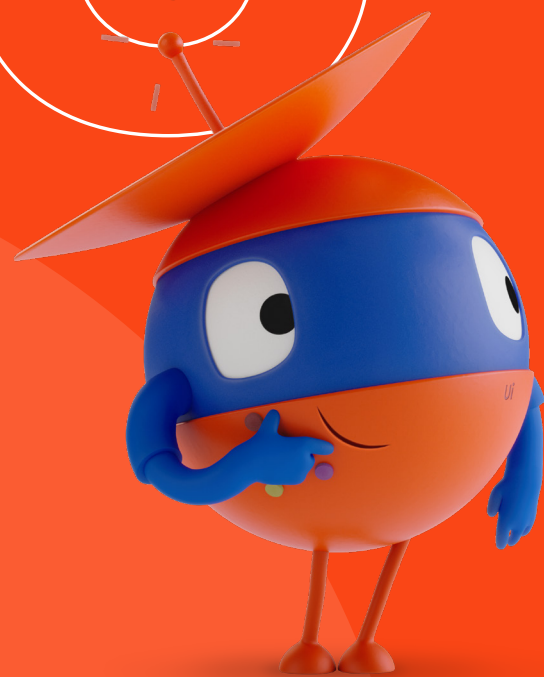
Digital CIOs step up their role—and step up automation to meet new goals.

#7

Rounding out digital skills becomes the next hot issue for HR and IT leadership.

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Process mining and automated testing become "must-haves" in driving best-in-class, enterprise-wide automation.



Automation becomes the enterprise's new way of operating and innovating.

In making enterprise-wide automation a strategic priority, the C-suite sets the stage to get the most out of the technology.

From CIO to CFO to CEO, visionary leaders have come to understand and embrace the true potential of automation in driving business transformation and value. They've also realized that automation isn't just a tactic to be used here and there. To unlock automation's full value, they're moving it upstream—out of silos and into the heart of every initiative.

They're investing to extend automation across the entire business. They're starting to think automation-first, reimagining core strategies, operating models, growth plans, and day-to-day workflows with the technology as a starting point.

By elevating automation, they're elevating its impact. New, digital-centered products and services. A better experience for both customers and employees. More value and more revenue. And more businesses will follow their lead.



Holistic automation matters.



Complete, enterprise-wide automation introduces

40% greater productivity and efficiency improvements

over piecemeal automation alone.²

Businesses ramp up automation to counteract growing labor and inflation pressure.

From driving down costs to attracting (and keeping) top talent, automation helps execs tackle tough financial challenges.

With the tightest labor market since World War II and inflation at a 40-year high, today's organizations face economic challenges from every direction. Fortunately, automation offers a new way forward—fast, effective relief more and more business leaders are adopting every day.

Take today's labor shortages. Our research shows that 60% of executives are struggling to staff key roles across their business. Automation can help on multiple fronts: By expanding automation efforts, organizations can enhance the productivity of the workers they have—while creating a more attractive work environment to land (and keep) top talent.

And then there's inflation. With rates as high as 9.1% in 2022—and predicted to be a continuing concern in the coming years—execs are realizing the best way to beat inflation is to outwork it.³ 32% are planning to focus on optimizing costs in the coming years; 22% will be looking for ways to improve their processes.⁴ In both cases, automation can help teams do more with the same resources.

Execs rethink the workforce with automation.



78% plan to further invest in automation to fill staffing gaps.⁵



85% believe automation can help reduce turnover and attract new workers.⁵

Digital CIOs step up their role—and step up automation to meet new goals.

CIOs are building a new digitally focused foundation for growth across the enterprise—and automation is key to their plans.

Today, digital success and business success go hand in hand—an organization is only as good as its ability to fully capitalize on technology. As a result, teams are increasingly turning to CIOs to take charge of initiatives throughout the business—with driving revenue chief among them.

Traditionally, IT's main role has been “keeping the lights on”—day-to-day ops and maintenance taking precedence over new innovation. But, advanced new technologies help CIOs proactively identify and implement new ways to hit company goals smarter, faster, and better.

Across the enterprise, CIOs are developing the strategies and scaffolding that will improve costs, streamline workflows, reinvent experiences, and introduce new business opportunities. Cybersecurity, cloud, data, AI—these are the key areas they've been investing in to bring those benefits to light. Now, CIOs are discovering that automation is the new core tool in their arsenal—not only offering its own benefits, but also improving those other tools in their own right.

With automation backing their strategies and infrastructure, CIOs are uncovering more Day 1 Value and faster, more comprehensive transformation overall.



CIOs have never faced challenges like this before.



90% of CIOs say their role has expanded into new areas like analytics, ESG, talent acquisition, and sales and marketing.⁶



60% will be measured on co-creating new business models and revenue streams this year.⁷



54% are automating business and IT processes to drive revenue.⁸

Process mining and automated testing become “must-haves” in driving best-in-class, enterprise-wide automation.

Continuous automation-powered capabilities help organizations find new ways to automate—and make automations perform better than ever.

At this point, almost every process can be improved by automation. But that means finding and testing all those processes—two areas automation can actually help with.

Today, new automated discovery tools like process mining and task mining apply advanced AI to system logs and users’ work patterns, identifying bottlenecks, inefficiencies, and opportunities to improve across entire systems, workflows, and departments. This key data can then be used to create new or more valuable processes—even before you automate them.

Just building automations isn’t enough, however—you need to ensure they perform reliably, improving as you go. That kind of test coverage can be tough to keep up with at scale, though, if you’re testing manually. Fortunately, automated testing can now quickly, thoroughly test automations and apps—in production, pre-deployment, and live—helping you improve their quality, stability, resilience, and performance.

Taken together, these two capabilities help proliferate and accelerate automation across your business, while increasing its overall impact and value.

Discovery and testing: the process of improving the process.



41% of top automators have already invested in process discovery tools—**2.5X** the norm.⁹



82% of execs believe process mining drives better automation outcomes.¹⁰



Businesses getting the most value from digital transformation are **2X** as likely to use automated testing.¹¹

Low-code becomes a top priority for getting automation and AI in more people's hands.

Simple-to-use tools help both experienced and novice techies do more with more of their technology.

Automation, AI, data modeling—everyone can agree that these advances give your business an edge. The problem is, many users don't yet have the technical skills to work with these tools—putting additional burden on IT, developers, and data scientists as they try to meet rising demand.

The good news is that today's automation platforms now offer unique low- or no-code capabilities—that is, the ability to work with simple drag-and-drop visual interfaces, rather than complex programming. Now, users at all levels can quickly, easily create more of the unique automations, data models, and apps they (and their business) need.

For instance, with low-code, business users unfamiliar with analytics can still tap into their unique knowledge and expertise to train sophisticated AI models to solve their unique challenges—automations that understand *their* data, respond to *their* most common queries, make the right decisions for *them*.

IT departments, meanwhile, are increasingly asked to create custom apps that help users work across different technologies and systems. Low-code development tools let them skip time-consuming manual coding and get to finished product sooner.

Low-code, high growth.



Successful automators are **3X** more likely to have adopted low-code programs.¹²



29% more processes become automated when companies introduce citizen development programs.¹²



New AI-powered innovations push automation's boundaries even further.

From Communications Mining to NLP to Document Processing, AI and automation tackle entirely new realms of work.

AI and automation make a powerful combination, opening up more and more capabilities—new tools that can unlock new value. We've already mentioned process mining, automated testing, and low-code automated app-creation, but that's just the beginning.

Advanced Communications Mining can extract the unstructured content contained within various messages—emails, calls, chats, service tickets—and transform it into workable data used to train Natural Language Processing (NLP) models. And from there, those models can open up boundless automation opportunities: Millions of emails processed with no-touch routing. Common questions and requests handled automatically. And detailed customer insights gathered along the way.

Further AI-fueled improvements in NLP also allow for Intelligent Document Processing—which will take even more of the manual work out of a business's day-to-day paperwork. Robots will be able to “read” and “understand” a variety of documents in a variety of formats—whether it's in a different template, handwritten, or even scanned skewed or improperly.

Growing capabilities, growing like never before.



39% CAGR for Natural Language Processing through 2030.¹³



34% CAGR for Intelligent Document Processing through 2027.¹⁴

Rounding out digital skills becomes the next hot issue for HR and IT leadership.

As automation changes the nature of work, your workplace will need to change as well—with new roles, new expertise, and a new mindset.

The sort of modern, strategic, holistic automation that delivers the most value also requires the most change—not just to technology or processes, but also to the culture and makeup of the underlying organization.

Old roles will disappear. New ones will take their place. And every team member will need fresh digital-centered skills at their disposal. HR and IT will need to work together to hire, train, and upskill this new caliber of worker—with less focus on the transactional and repetitive, and more on delivering the greatest value from automation efforts.

What can leadership do to fill in this growing skill gap and empower teams to do more? Luckily, the right automation platform can lend a hand.



Today's teams are already clamoring for new skills.



34% of workers are seeing roles and work patterns change because of automation.¹⁵



77% of business leaders say they'll need employees with greater critical thinking and project management capabilities.⁹



67% are looking for more leadership and communication skills.⁹

The right partner on your path to reaching automation's full value.

Now that you better understand where automation is heading, it's time to take the next steps in your journey forward.

Unlocking the full benefits of automation will require real transformation on your part—and a real partner to help you along the way. That's where the UiPath Business Automation Platform comes in—an end-to-end solution that can help you elevate automation to a more valuable, strategic level across your entire enterprise.

Advancing automation technology like no one else, UiPath lets you automate more, more efficiently and effectively, and in the hands of more users. Ultimately, this leads to faster, more profitable growth; greater cost savings; better experiences for customer and employee alike; and entirely new opportunities.

In the end, though, the first step to greater automation is changing your mindset—and we're here to help you move forward with a more strategic solution.

Learn how you can keep ahead with automation.

[Visit UiPath.com](https://ui-path.com) →

Top analysts agree: UiPath is leading the way in automation innovation.

ROBOTIC PROCESS AUTOMATION

Gartner

2022 Gartner® Magic Quadrant™ Leader

[Get the report](#) →

Everest Group®

2022 Everest Group PEAK Matrix® Assessment Leader

[Get the report](#) →

LOW-CODE / NO-CODE DEVELOPMENT PLATFORMS

ISG Provider Lens

2022 ISG Provider Lens™ Leader

[Get the report](#) →

CLOUD TESTING

IDC

2022 IDC MarketScape Leader

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(Because our lawyers said we needed one.)

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