

Reboot Work: Why RPA Should Be at the new Center of Your IT Strategy

Bobby Patrick
Chief Marketing Officer



Our Vision

A Robot for Every Person



Amazing Outcomes



Human- and-Robot Interaction

Robots Do the Work
we Hate



A Robot for Every PwC Professional



Celebrating one year of working together to make a robot for every person a reality



A Robot for Every Singtel Employee



Valerie Yeong-Tan worked for 47 years at SingTel before building her first bot with no prior programming experience



A Robot for Every Clinician Helping Children



**Created 200,000 hours
of capacity freeing up
Clinicians to spend
more time with children
and reducing attrition**



Our Customers Grew from 1,656 to over 5,000 in 1 Year

Banking, Financial Services
and Insurance



Telecom, Media and
Entertainment



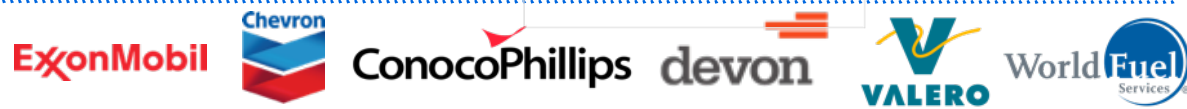
Retail and
Consumer Goods



Industrial and
High-Tech



Energy



Health Care and
Life Sciences



Services



8 of the Fortune 10

66% of Fortune Global 500

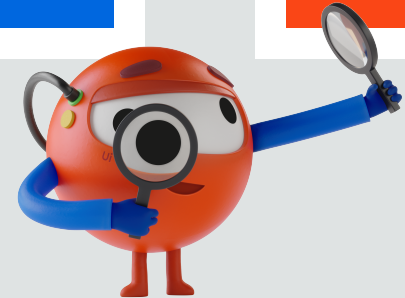
Top IT Investment Priorities for the Modern Enterprise

Cloud

AI

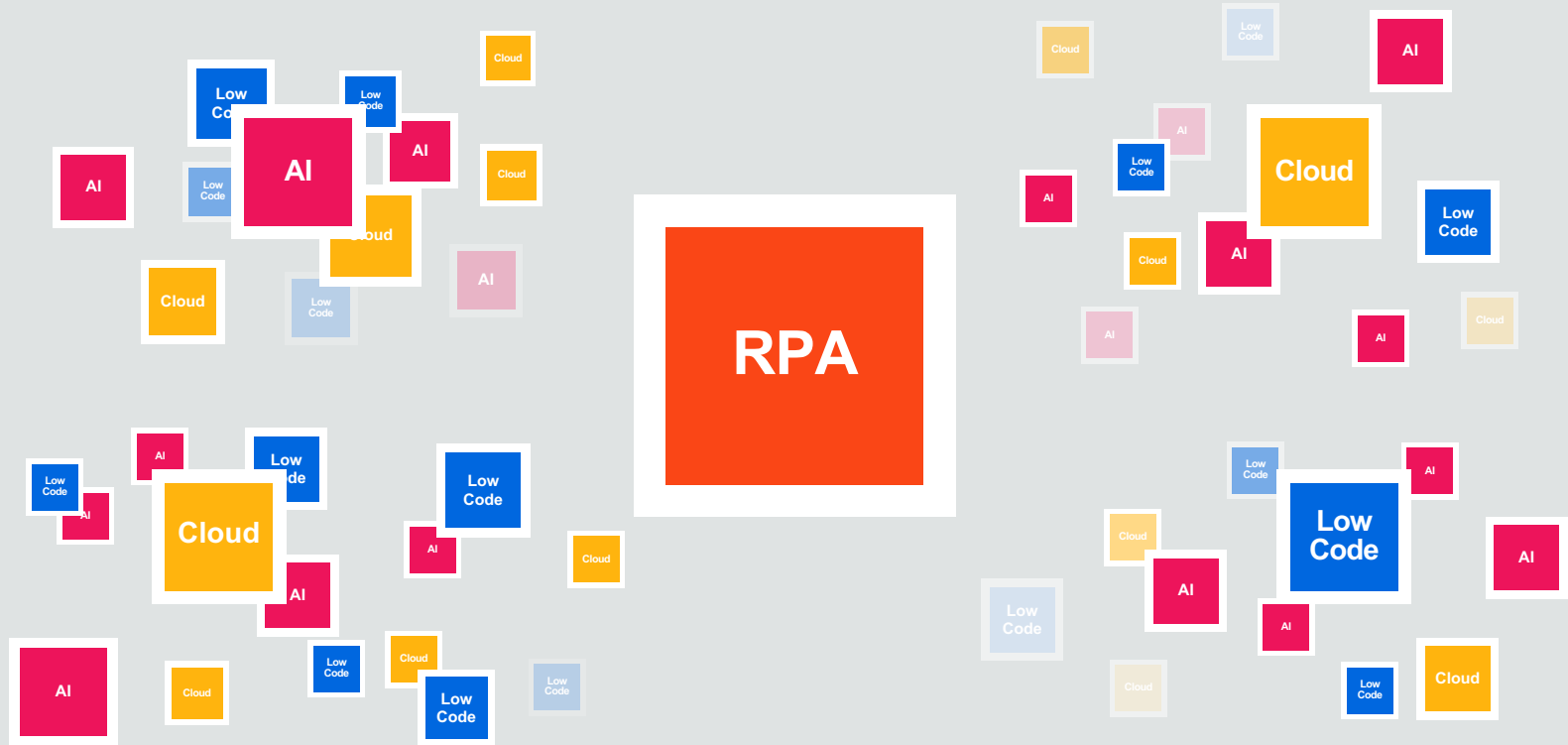
Low
Code

RPA



RPA Emerging as the Center of Gravity in the new Digital Enterprise Stack

UiPath™



How Do We Deliver AI in RPA?

RPA is the Best Path to Apply AI in your business operations

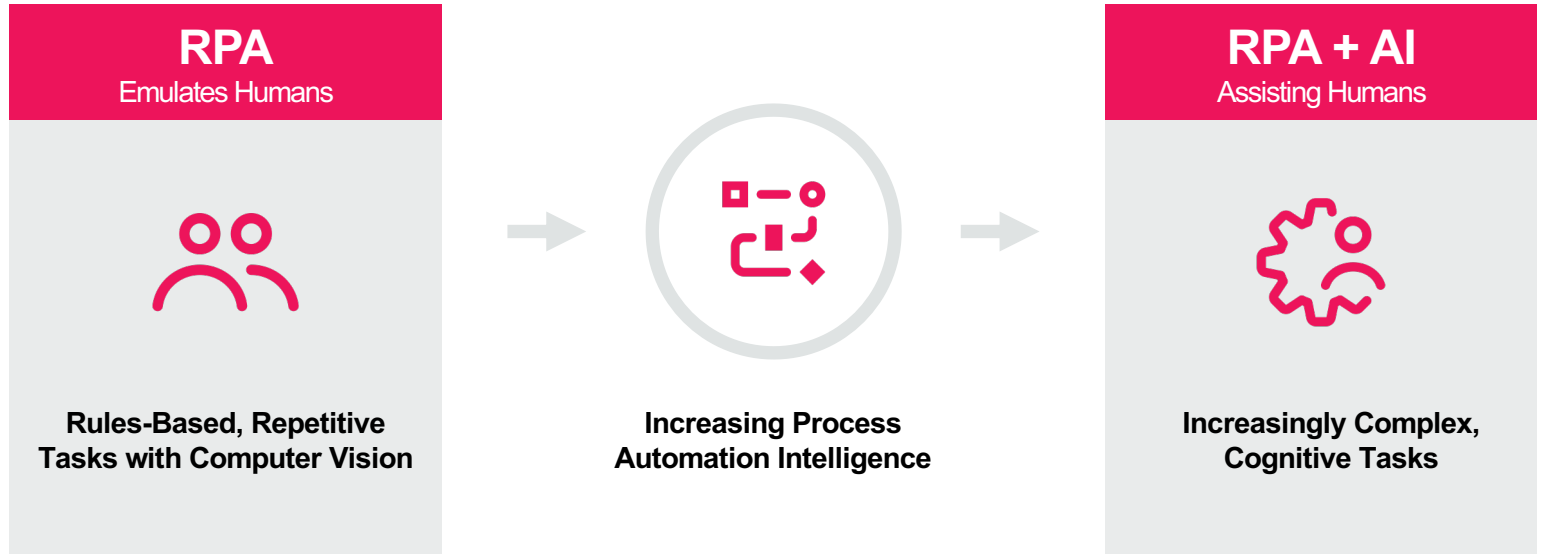
AI Skills

Drag and Drop AI

AI Fabric



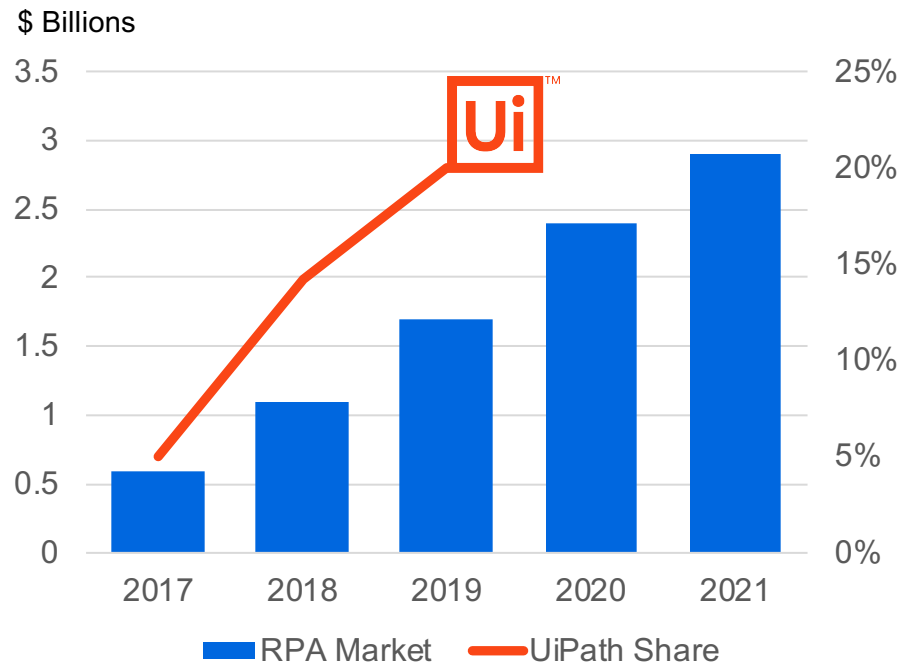
Robots Learning New Skills Will Deliver Continuous Productivity Benefits



And Here is the Data to Prove It...

RPA Software Market Projections Today

UiPath Market Share Overlay



Gartner RPA Industry Magic Quadrant

Figure 1. Magic Quadrant for Robotic Process Automation Software



Source: Gartner (May 2019)

¹ <https://www.gartner.com/document/3947184?ref=solrAll&refval=225702427&qid=d5a70c44e87e95a6c61bcbf4>

² <https://www.gartner.com/reviews/market/robotic-process-automation-software>

- In July 2019, Gartner rated UiPath as a Leader in its first Magic Quadrant (MQ) for RPA Software¹
- **Gartner rated UiPath #1** on both the Completeness of Vision and Ability to Execute axis
- Gartner notes:
 - "Almost all customers cited UiPath's product performance, financial viability, and strong product roadmap as the top factors influencing their purchasing decision"
 - "Customer references cited strong integration features, security and resilience capabilities."

Independent User Reviews Are Helpful Too...



FOR VENDORS

WRITE A REVIEW



MY ACCOUNT **B**

All Markets > Robotic Process Automation Software

Reviews for Robotic Process Automation Software

Related Gartner Research



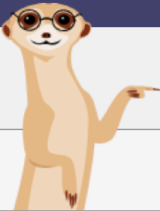
Magic Quadrant

What is Robotic Process Automation Software?

Robotic process automation (RPA) tools perform "if, then, else" statements on structured data, typically using a combination of user interface (UI) interactions or by connecting to APIs to drive client servers, mainframes or HTML code. An RPA tool operates by mapping a process in the RPA tool ... See More

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Reviews ▾

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1 — 2 — 3 — 4 — 5

UiPath

UiPath

1144



4.6



Automation Anywhere

Automation Anywhere

786



4.4

Blue Prism

Blue Prism

251



4.3



The Core UiPath Platform Today



Studio



Orchestrator



Robots

Build

Democratize the design and testing of workflows, from the simple to the complex

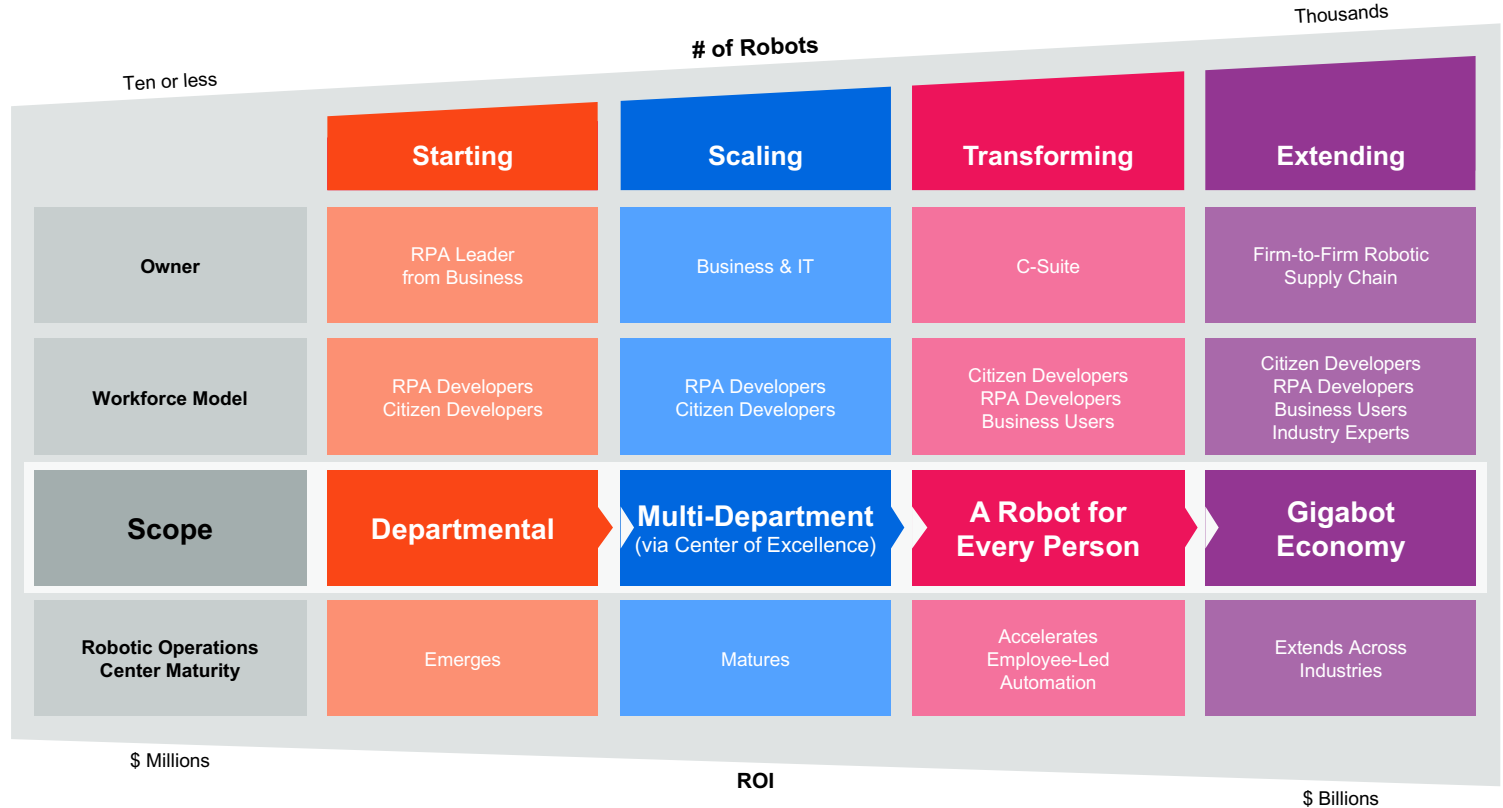
Manage

Securely deploy and manage automations

Run

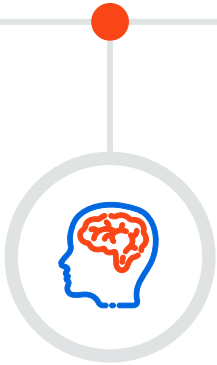
Robots work with your applications to carry out automations

Your Roadmap to an Automation First Enterprise



IT Tip #1: Cultural Best Practices for an Automation First Enterprise

Drive change
mindset



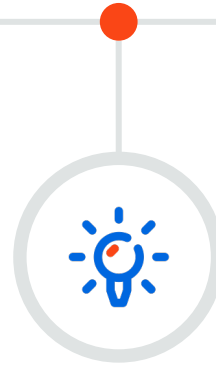
Engage others
in leadership



Build
awareness



Continual
learning



Bridge between
IT and business
stakeholders



IT Tip #2: Five Operational Best Practices of an Automation First Enterprise



Ensure a governance structure and security compliance



Establish a Robotic Operations Center (ROC)



Deploy Process Understanding to prioritize the right processes to automate



Don't go it alone—bring in partners

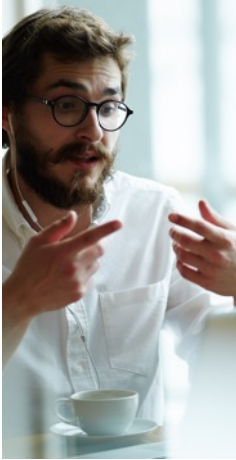


Empower employee-driven automation

IT Tip #3: Focus on Benefiting Every Employee, Every Role

Since 2016

Forward  Oct 2019



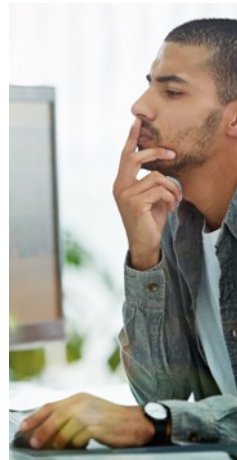
**RPA
Developers**



**Citizen
Developers**



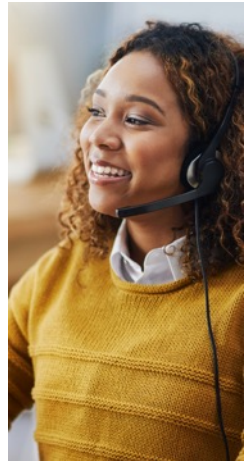
**Subject
Matter
Experts**



**Quality
Testers**









**Business
Analysts**



**Business /
End Users**

IT Tip #4: Always consider the Right Mix of Human and Robot Interaction

No Robots	Attended, Interval	Attended, In Tandem	Hybrid	Partially Unattended	Fully Unattended
Human involves robot at defined intervals	Human on computer with robot process in background	Attended process uses human's computer to kick off unattended background process	Human sets the stage for the unattended process to work	100% automation	
					
Examples: All work is manual	Examples: Call center robot pulls info into agent system; saves retyping so agent focuses on customer	Examples: HR Robot works with onboarding team to provision a new employee	Examples: Service Rep turns on Robot to delete customer data from multiple databases as part of a GDPR "right to forget" request	Examples: Robot polls a network drive for files to process	Examples: Robot processes invoices Robot loads data into a system like SAP



Human

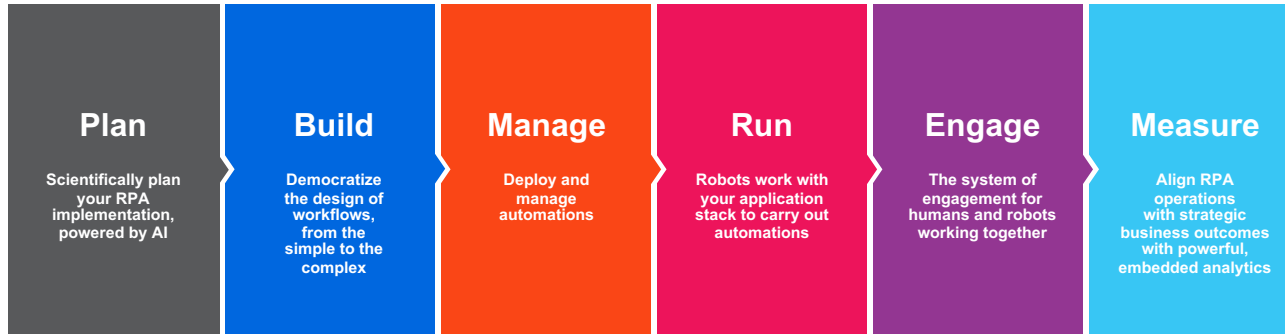


Attended Robot



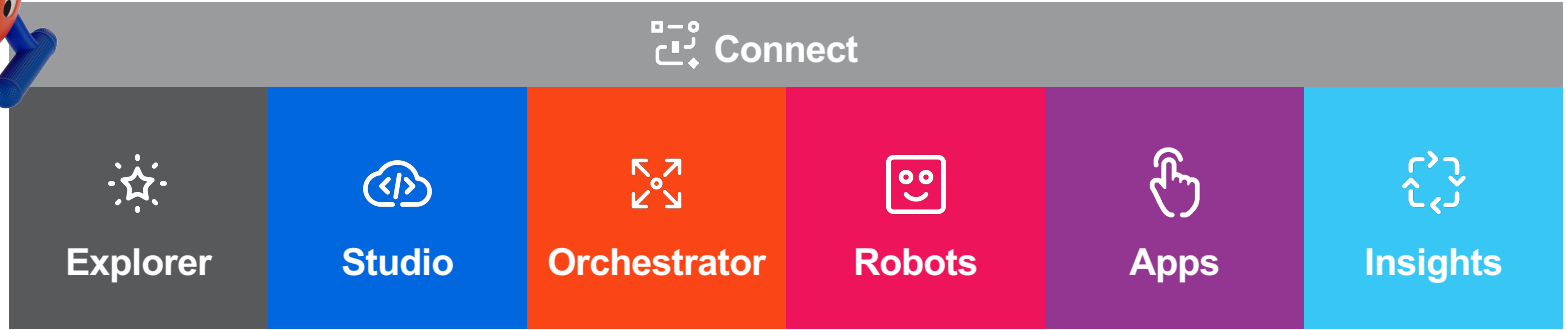
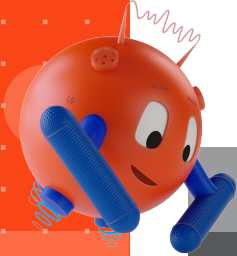
Unattended Robot

Most Importantly: Build a Wholistic, Enterprise-Wide Approach to Benefit Everywhere from Automation



← *Managed and Governed by your Robotic Operations Center* →

Introducing the new Expanded UiPath Platform 2019



Plan

Scientifically plan your RPA implementation, powered by AI

Build

Democratize the design and testing of workflows, from the simple to the complex

Manage

Securely deploy and manage automations

Run

Robots work with your applications to carry out automations

Engage

The system of engagement for humans and robots working together

Measure

Align RPA operations with strategic business outcomes with powerful, embedded analytics



**“The biggest question now
is how fast can we go?”**

Greg Tacchetti

Senior VP and Chief Information and Strategy Officer
State Auto Insurance



Thank You

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[@bpatrick001](#)

