#UiPathForward EMEA

Accelerate Everything

UiPath

Overcome Conventional Thinking, Change Your Mindset:
the Automation-First Era is Here

Over 1,200 UiPath customers, partners, RPA professionals and strategists from across EMEA joined us in London on 30 October for a meaningful dialogue on current and future trends in RPA, AI and digital transformation.

1200+
participants

18
sessions

6+
customer stories

GOOGLE, McKINSEY, MICROSOFT, DELOITTE, CELONIS, ROBOYO & other partners spoke

Guest speakers
included:
Jacqueline de Rojas, CBE
Ed Vaizey, MP
Greg Williams, Editor in Chief at WIRED

The Automation-First Immersion Labs
were unveiled for customers and partners to explore enterprise RPA and AI hands-on

A New Style of Automation
Made Possible

A convergence of trends is happening, catalyzing everyone's excitement and making a new style of automation possible.

Computer Vision

Advancement in Computer Vision technologies derives from the increase in data and cloud processing power. As greater amounts of data feed into the cloud, computer vision improves.

The investment in Computer Vision that we've made over the last 12 years has been critical in making UiPath Robots as accurate as they are today.

The Summer of Artificial Intelligence (AI) is upon us

The summer of AI owes its emergence to technological advancements adopted by society. The development and widespread adoption of the mainframe, the computer, Graphical User Interfaces (GUI), the internet, mobile devices, and cloud are six pioneering technologies before the explosion of AI. We are now beginning to see a Return on Investment (ROI) flowing from AI investments around RPA, through expert technologies such as Natural Language Processing (NLP) or Machine Learning (ML).

Business Process Optimization

The BPO industry also paved the way for RPA's boom, as businesses began to outsource their processes, they needed to re-examine and simplify them. The ability to really look at parts of a process, identify every inefficiency, improve and optimize that process, has resulted in the process mapping work that laid the foundations of RPA.

The
"Automation-First" Era

It's not about me, it's not about UiPath, it's about all of us as an industry. We are all building a fantastic industry today, something which nobody could have dreamt even one year ago.

Daniel Dines,
Co-founder and CEO
UiPath

Automation-first is not about technology alone. **It's a mindset.**

A mindset against conventional thinking. A mindset against the fear of change, against the scepticism that stems from a lack of understanding of what is really happening and what recent shifts actually mean.

A mindset that frees organizations from doing things the old way and instills in them a new, **business-led enthusiasm.**

Businesses evolve today faster than ever. **Is digital transformation going to end?**

Digital transformation has no finish line. AI is a moving target as well.

Regardless of whether you are on your journey, even the newest ERP in the cloud will require ad-hoc or "anecdotical"–as UiPath Co-founder and CEO Daniel Dines calls them– processes to be created.

We are climbing a huge mountain. As we go up, the horizon widens.

Daniel Dines,
Co-founder and CEO
UiPath

Neil Davies, Automation Manager at Admiral, recounted the story from 2016 when they got their first Robots, and one of the lessons learned was: **you can't stop experimenting – there will be no fixed end point with Automation.**

Will these new processes be delivered on top of APIs? Conventional thinking believes that in an ideal world we should be able to do full API to API integration for everything. In an ideal world, yes. Realistically, however, that is not what is happening. Empirically, we are moving by trial and error, patching things as we go. This is the way nature works. Luckily, **UI automation is fast and accurate.**

And who will deliver this next generation of business processes?

For the first time in the history of computing, we can conceive of and start building automated processes – not just processes – from the get go. From day one, business analysts can create an automated process. Or, perhaps, as one of our customers recently prophesized: **developers are becoming the new subject matter experts (SMEs).**

The Automation-first Era consists of three pillars...

I can't see a point in the next three, five or ten years where we're going to say: that's it. That's all we're going to automate. OCR, Machine Learning are really exciting... all of these things are coming, and they are all going to be really useful.

Neil Davies,
Automation Manager
Admiral Automation

A Robot for Every Person

After the Mobile-first computing era or the Cloud-first computing era, RPA has risen to cover the last mile of automation and usher us into an Automation-first era where Bill Gates' mission to put a computer on every desk and in every home becomes the vision of "a Robot for every person": a dream that will power a new breed of business operations along with the emergence of a new paradigm of work.

As UiPath's Chief Product Officer, Param Kahlon inspiringly remarked on stage in London:

Together, we will redefine what the future of work is going to be like.

Param Kahlon,
Chief Product Oficer
UiPath

It is a mission that involves us all: every employee, every developer, every top-level executive and every government worker.

UiPath is currently serving more than 40 national and local government customers globally.

The UK's largest government organization, the Department of Work and Pensions (DWP) created an Intelligent Automation Garage in 2017 to help the department increase staff productivity and be more responsive to the needs of the citizens. They set up the automation project in 12 weeks and automated 30.000 claims in just two weeks, creating a **15:1 return on investment.**

We've got nine automations running today. We'll have five more by the end of the year, 150 Robots spun up, 600 by the end of the year.

Shelley Campbell,
Lead Product Owner of the Intelligent Automation Garage at DWP

For us, organizationally and as human beings we have to figure out: how do we work together in harmony, a warm body and a cold body, to drive and leverage beautiful customer experiences and create services that serve humanity. Just as we have human policies, we will have Robot policies. This new world will create some chaos, but out of this chaos we will create new realities that will become the new normal.

Dev Govender,
Intelligent Automation Director, PwC

If we can get a Robot for every person to eliminate unrewarding work, how much more could we become?

Open & Free Collaboration

Probably the most powerful enzyme involved in the growth of UiPath – and that of the RPA industry – open and free collaboration will certainly continue to fuel the most significant developments in automation technology, business, culture.

One of the best business decisions we ever made was to make our software freely available

Daniel Dines,
Co-founder and CEO
UiPath

And, indeed, free to be used commercially as well, by individuals and small companies. Against all prejudice–"If it's free, it's not good"–and against all odds–we were new entrants to the RPA market–

we did it, wagering on the belief that openness and collaboration represent the sine qua non of any great accomplishment.

With **UiPath Go!** now offering developers, customers and partners instantly downloadable and reusable RPA and Artificial Intelligence (AI) components, and the new Academic Alliance Program encouraging students at large to develop the relevant skills for the digital age, we are maintaining our commitment to being open and expansive of our ecosystem of people and technology.

Through the **Academic Alliance Program we want to train 1.000.000 students in automation over the next three years.**

Because, as Daniel Dines remarked,

...if RPA will prove to be bigger than it is today, it will forever change the way we deliver work.

Daniel Dines,
Co-founder and CEO
UiPath

Simon Mahony, the Digital Director of Remploy, a government-based business that helps people with disabilities into mainstream employment, has an interesting dilemma on his hands:

We are effectively a BPO doing government contracts to help government deliver services, so we need to get our hands on RPA and we need to understand it, but at the same time we know that there's a risk of it displacing people in low-level jobs, people that we are actually trying to help. I feel very passionately that the way to do that is not by sticking our heads in the sand and instead get to understand what the challenges are and how to turn it to good use.

Simon Mahony,
Digital Director
Remploy

Jacqueline de Rojas CBE
@JdR_Tech

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We need new ways of assessing, attracting and retaining talent #Inclusion #Diversity @UiPath #UiPathForward

UiPath @UiPath
"Try to recruit differently, use apprenticeship schemes and avoid traditional interviews. Recruit for behaviors over experience - attitude has a huge part to play." Simon Mahony for @Remploy at #UiPathForward.

10:45 AM - 30 Oct 2018

Robots are Learning New Skills

The first skill that RPA Robots ever learned was the ability to follow the steps of a process according to instructions. Then we taught them the ability to visually interpret elements on the screen. Now we are teaching them how to read documents using Intelligent Character Recognition and how to talk to people through Chatbot technology. UiPath aims to integrate both of these capabilities in the Robots themselves with support from out technology partners.

I asked the designer of Go! to make it possible for the marketplace to support from day one machine learning models. Today, if you visit Go! you will see that there are machine learning models that you can drag and drop into a process.

Daniel Dines,
Co-founder and CEO
UiPath

As any RPA professional would agree, another AI investment that is becoming imperative is making sure that the RPA Robots are easy to maintain and can learn to overcome processing exceptions autonomously. In UiPath's latest release, the 2018.3 version of the UiPath Enterprise RPA Platform, we have started programming this ability into the Robots.

But, we have a long way to go. All of us. This endeavor wagers on the belief that openness and collaboration will prevail, because all of us will need to feed the data that constitutes the processing "experience" from which the Robots, using machine learning, will eventually learn to become autonomous in dealing with these matters.

Overall, machine learning and other expert AI technologies will enable the automation of a greater number of more complex processes. Conversely, as a platform, RPA has an intrinsic binding quality, connecting technologies together, stitching them into enterprise processes. RPA is a glue for AI components, while the AI components, once glued to the RPA, help automate enterprise processes end-to-end.

Unveiled during #UiPathForward in London, the new **Automation-First Immersion Labs**, which UiPath is opening in London, New York and Tokyo will offer workshops and trainings from data engineers and automation experts to show how machine learning blends with RPA to create new, sophisticated use cases.

Customers are eager to explore AI and related technologies but find it difficult to imagine the possibilities beyond their existing RPA operation. Our Automation-First Immersion Labs simulate an experience of what lies ahead of automation; empowering our customers and partners to make informed decisions to advance to the next level of their business strategy.

Mike Binder,
Vice President of Global
Services, UiPath

Accelerating Business Operations in an Automation-First World

In my role within the integration space at Oracle, I can definitely relate to the Automation-first mindset.

Eduardo Chiocconi,
Director of Product Strategy for Process Cloud Service (CPS) and Business Process Management (BPM) Oracle

It's not about RPA alone. It's the bigger picture: RPA, AI and Cloud working together. And maintaining and operating these at scale: a long journey to make, and one that necessarily involves us all.

Because RPA deployments CAN fail. Some of the early adopters have learned this the hard way.

For Ladbrokes & Coral, the first steps to introduce RPA into the organization weren't a success. Automations weren't robust enough, resulting in manual rework. The Operations team lost faith and the Robots were eventually decommissioned. But the potential was there.

The enthusiasm hadn't waned. What they needed was to pick the right RPA solution, get the right skills and resources rounded-up, and have the right operating model and governance framework in place.

Results from the first year saw Ladbrokes & Coral save 11,000 work hours.

One of their Robots is called Michelangelo.

Today, enterprises are using those learnings firsthand in order to succeed.

L&W **Lawrence & Wedlock**
@LWRobots   (Follow) ⌄

Excellent day at @UiPath forward EMEA 2018 where our Client Brendan Mcdonald from Ladbrokes shared their RPA journey with our managing director Daniel Lawrence
#UIpathForward

11:25 AM - 30 Oct 2018

Automation was a natural thing for us to look into because we believe in making insurance much easier and of better value for our customers. Two years ago we launched and made just about every mistake you could possibly make, and some of them multiple times. But it's been a very interesting journey as we adapted and learned from those failures to the point where we now have an embedded automation capability that really seen as an enabler to solving business problems.

Christian Davis,
Business Services Director DLG

It's Not Just RPA.
It's Smart RPA.

Sarah Burnett, Executive Vice President and Distinguished Analyst Everest Group, introduced the Smart RPA Playbook, which is designed to guide enterprises towards achieving more and better things with automation. The handbook looks at how organizations could scale more and how they could move beyond the tactical state they are currently in with their automations. You can access the 200 page long Smart RPA Playbook guide here.

Increasingly, RPA vendors are integrating with additional capabilities such as intelligent OCR and others in order to create broader features for automation. The RPA capability itself will effectively become the glue that holds many of these technologies together.

Sarah Burnett,
Executive Vice President and Distinguished Analyst Everest Group

# A Big Thank You
to Our Partners

At UiPath, partners are the core of our company strategy. We are enabling our worldwide partner ecosystem to help our joint customers fully utilize smart RPA to empower a new, forward-thinking digital workforce.

Craig Bumpus,
Chief Revenue Officer
UiPath

Humley
@HumleyAI
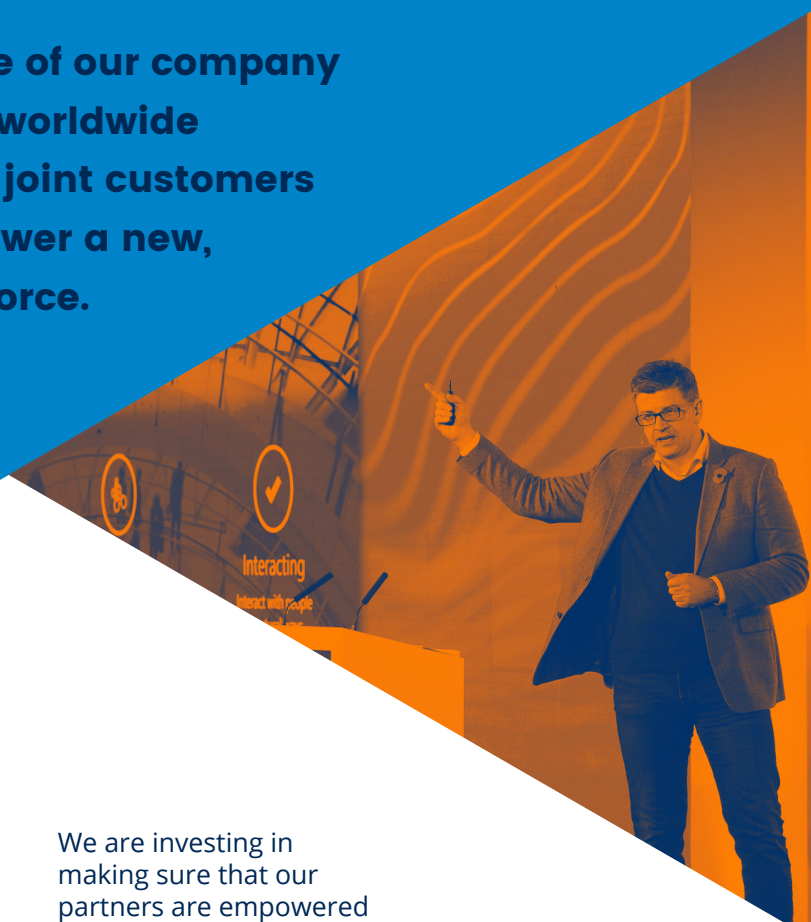
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The team had a great time at #UiPathForward this week. With a focus on supporting partners and helping them scale, the event highlighted the place for conversational #AI within #RPA. Thanks, @UiPath!
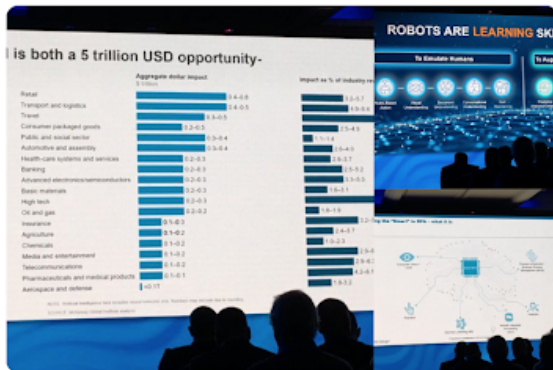
8:59 AM - 31 Oct 2018

Samuel E. Lehmann
@SELehmann

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Insightful day at UiPath Partner Forward EMEA where we were awarded Global Partner Innovator for all our support to @UiPath #RPA ecosystem. #UiPathForward, #RPA, #AI, #RPAecosystem

Robotics - die neue Digital Workforce
Robotics - die neue Digital Workforce Robotic Process Automation (RPA) ist eines der neusten Werkzeuge im Bereich Digital Finance.
pwcch.smh.re

2:29 PM - 3 Nov 2018

We are investing in making sure that our partners are empowered to offer great business and technology services within and on top of our platform. The new **UiPath Partner Fund** will dedicate $20 million to the acceleration of UiPath's partners' success with RPA and AI for our customers in 2019. The investment will go towards two partner-focused funds: The UiPath Venture Innovation Fund and the UiPath Partner Acceleration Fund. And to set the bar for that kind of success, we created the UiPath Partner Innovator Awards for global, regional and technology partners.

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