

KEY CONSIDERATIONS FOR PROCESS AUTOMATION

Research Sponsorship Opportunity

PROJECT OVERVIEW AND SCOPE

What started as efforts to improve customer satisfaction and productivity through automation in manufacturing, marketing, and contact centers has now moved into high value and high risk areas like finance and HR.

Though the opportunities seem unlimited, organizations continue to struggle with effectively implementing process automation. What criteria help organizations determine which processes will benefit from automation? What capabilities and skillsets are foundational to make sure automation projects are done right the first time?

This project will explore what key factors organizations need to consider to effectively implement process automation.

AUDIENCE

- ♦ Process management, IT, continuous improvements, leadership for performance management, director of business excellence, IT, digital transformation leadership

RESEARCH METHODS

The project will use a combination of case studies, interviews, and broadcast survey with 4 sections to understand current trends in process automation and identify practices that improve automation efforts.

1. Section One: Organizational Characteristics
 - a. Industry
 - b. Number of FTEs
 - c. Revenue
 - d. Geographic footprint
2. Section Two: Current State of Automation
 - a. Investment plans (e.g. RPA, IA, Blockchain)
 - b. Status of automation journey
 - c. Spend on automation and cognitive computing in 2017
3. Section Three: Automation Projects
 - a. Number of projects by type (RDA, RPA, IA)
 - b. Resources
 - i. FTEs
 - ii. Departments involved
 - iii. Presence of BPM

- c. Challenges
- 4. Section Four: Focus of Automation Efforts
 - a. Focus of automation efforts (e.g., cost cutting, quality, customer satisfaction, etc.)
 - b. Which functions have processes being automated
 - i. Which processes within the chosen functions

DELIVERABLES

- ♦ Input into data collection tools
- ♦ Survey summary results report
- ♦ Full research report including sponsor's perspective
- ♦ Research overview
- ♦ Promotions for research deliverables across multiple media platforms
- ♦ Disaggregated, blinded data
 - Delivered in a flat Excel file
- ♦ Webinar event showcasing research results and sponsor's thought leadership
- ♦ Presentation and recording
- ♦ List of attendees who opt-in to share name and organization
- ♦ Case study of vetted, targeted organizations included in the research report

For more information, contact Cathy Hill at chill@apqc.org or +1-713-685-4652.

ABOUT APQC

APQC helps organizations work smarter, faster, and with greater confidence. It is the world's foremost authority in benchmarking, best practices, process and performance improvement, and knowledge management. APQC's unique structure as a member-based nonprofit makes it a differentiator in the marketplace. APQC partners with more than 500 member organizations worldwide in all industries. With more than 40 years of experience, APQC remains the world's leader in transforming organizations. Visit us at www.apqc.org, and learn how you can make best practices your practices.