

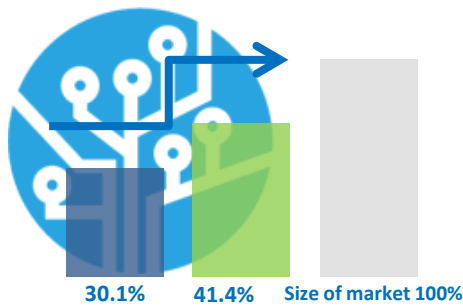


Robotic Process Automation is the next frontier for businesses looking to streamline processes, increase productivity and ultimately improve the bottom line.

Are companies in the Middle East approaching automation at the same rate as their western counterparts?

To get a better idea of the RPA landscape, **SSON** surveyed senior shared services professionals to see how their companies are approaching automation.

Here are 5 key trends that came out of the survey



1 Adoption rate: The majority of companies haven't implemented RPA
If this rate of adoption were to replicate, it's likely that RPA – across all sectors – would become more prevalent.

Pre- RPA

3.1% of organisations which hadn't implemented RPA believed that over 60% of their processes could be automated.
76.5% stated that automation would affect just 0-40% of their business.



2 RPA optimism rises once implemented

Companies seem to fall more in love with RPA the further down the line they get.

This would imply that RPA's true value is only delivered post implementation.

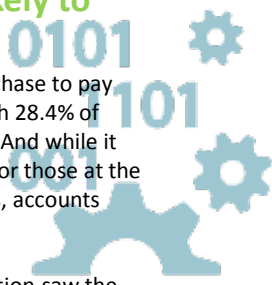
Post implementation

Once implemented, companies wake up to its potential.
36.4% of companies at this stage see RPA touching over 60% of their processes, a dramatic increase from those at the testing phase.

3 Purchase to pay and accounts payable are most likely to benefit from RPA

Those pre-implementation felt that purchase to pay would profit most from automation, with 28.4% of respondents highlighting it as a priority. And while it remained high on their automation list for those at the testing and post-implementation phases, accounts payable overtook it.

Just 1.5% of companies pre-implementation saw the order to cash function as one which would benefit most from RPA. This changed considerably post-implementation, with 18.2% highlighting it as the most automatable function. This, again, would imply that companies discover extra value in robotics once they have implemented it.



Those that had implemented RPA

45.8% saw standardisation as the main challenge, with resource allocation and FTEs fearing job losses at 16.7% and 4.2% respectively



4 Standardisation the major challenge

Concerns surrounding job losses is often considered the main challenge facing RPA adoption. There have been articles imploring the human-race to find new meaning in their lives, with robots likely to make even the most cognitive tasks defunct in the coming decades.

5 RPA implementation process can't be done overnight

Companies pre-implementation agree that the RPA implementation process is going to take more than 12 weeks, with 61.3% stating that. This was an assertion also shared by those at the testing phase and post-implementation, with 40.9% and 53.3% highlighting this.

This demonstrates that companies must be prepared to wait if they're to implement RPA successfully.



Robotic process automation is tremendous if it positively impacts efficiency and boost accuracy. However, too often, implementing enterprise-wide technology neglects the human factor.

Things to consider to get the best out of RPA implementation



- Laying a solid foundation for a smooth implementation
- Navigating the objections of RPA
- Simplifying a complex process to make the job easier for robots
- Set out RPA performance measurement
- Internal lobbying and preparing your people well for change
- Involve the digital team – one process at a time
- Work out the best governance model to manage your robotic workforce

Join us at **Middle East Robotic Process Automation Forum** from 21-22 March 2017 in Dubai, UAE, to hear from subject matter experts currently evaluating RPA for their business in areas such as finance, procurement and HR.

roboticprocessautomation.iqpc.ae