

# IT Leaders Fueling Productivity With Process Automation

Process automation is helping companies around the world reallocate time from manual tasks to strategic initiatives. Especially at a time when employees across the enterprise must do more with less, the ROI generated from automation—most popularly measured through time and cost savings—is key to accelerate operations and work smarter.

Salesforce and Pulse surveyed 100 global IT and engineering leaders to uncover how different departments are prioritizing process automation, the most popular—and valuable—types of automation, and what process automation investment will look like over the next 12 months.

Data collected from Sept. 28, 2020 – Oct. 20, 2020

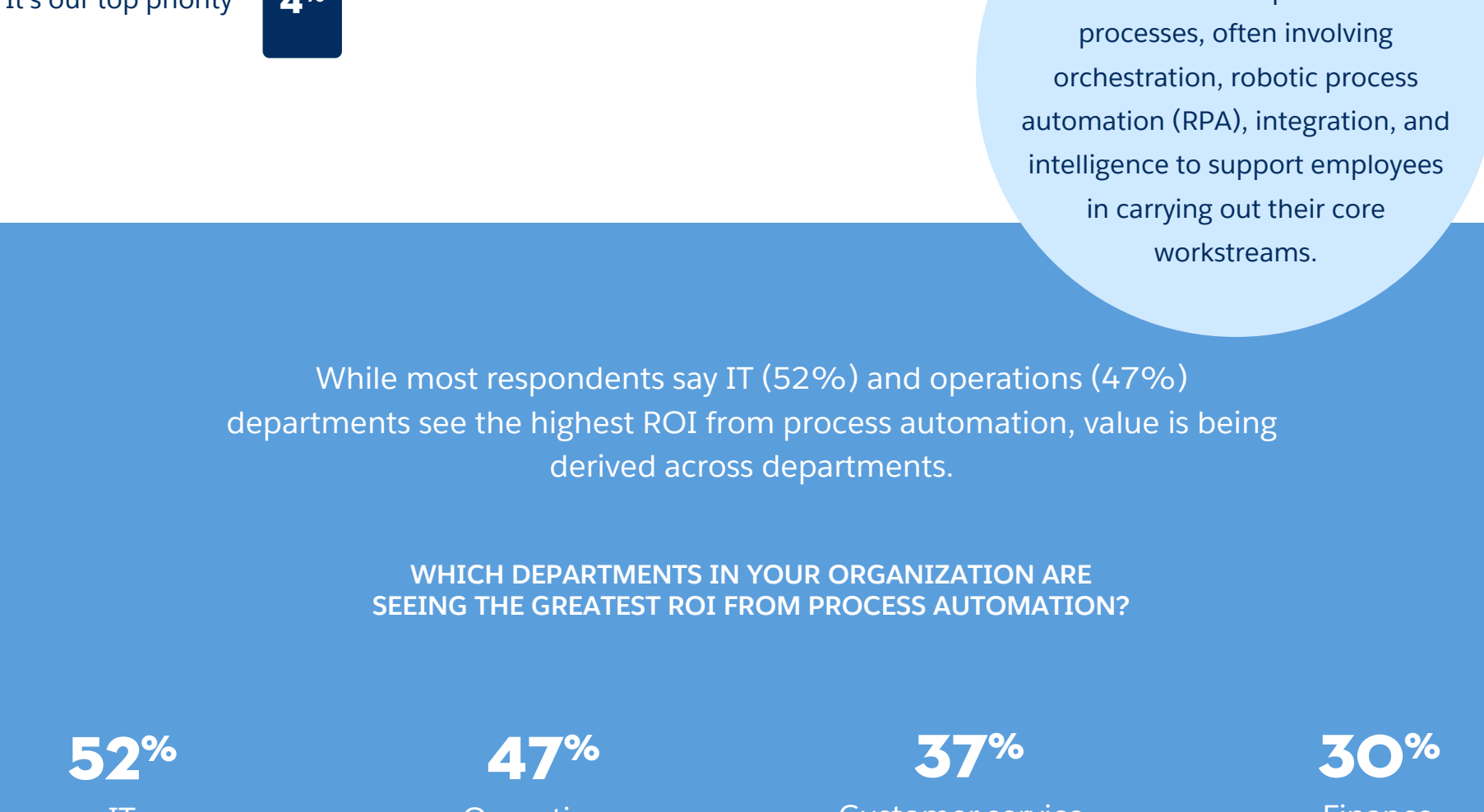
Respondents: 100 IT and Engineering Executives



## PROCESS AUTOMATION IS IGNITING ROI ACROSS ORGANIZATIONAL BOUNDARIES

The vast majority (95%) of IT and engineering leaders say their organizations are prioritizing process automation right now—including 21% who say it's a high or top-priority initiative.

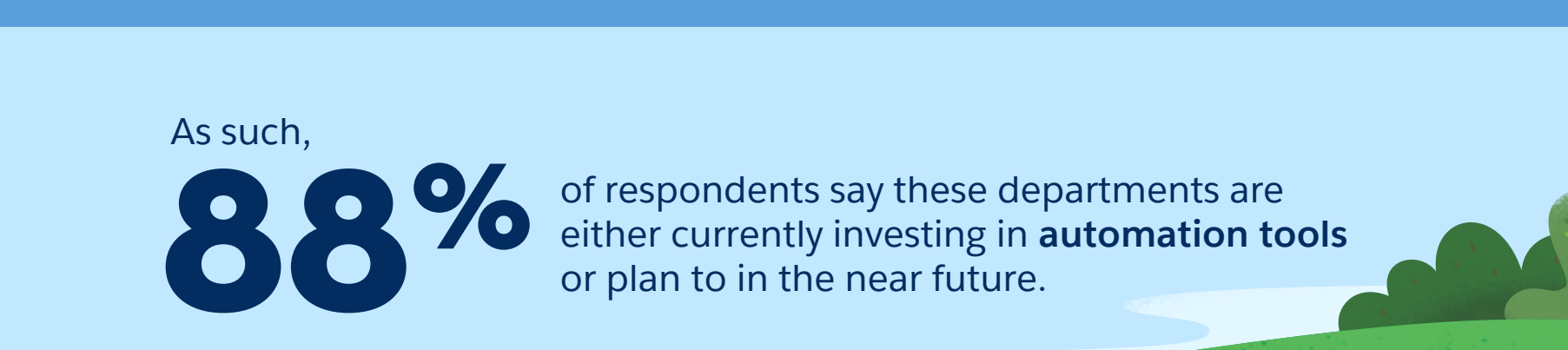
### HOW HIGH A PRIORITY IS PROCESS AUTOMATION IN YOUR ORGANIZATION RIGHT NOW?



Workplace process automation is the automation of complex business processes, often involving orchestration, robotic process automation (RPA), integration, and intelligence to support employees in carrying out their core workstreams.

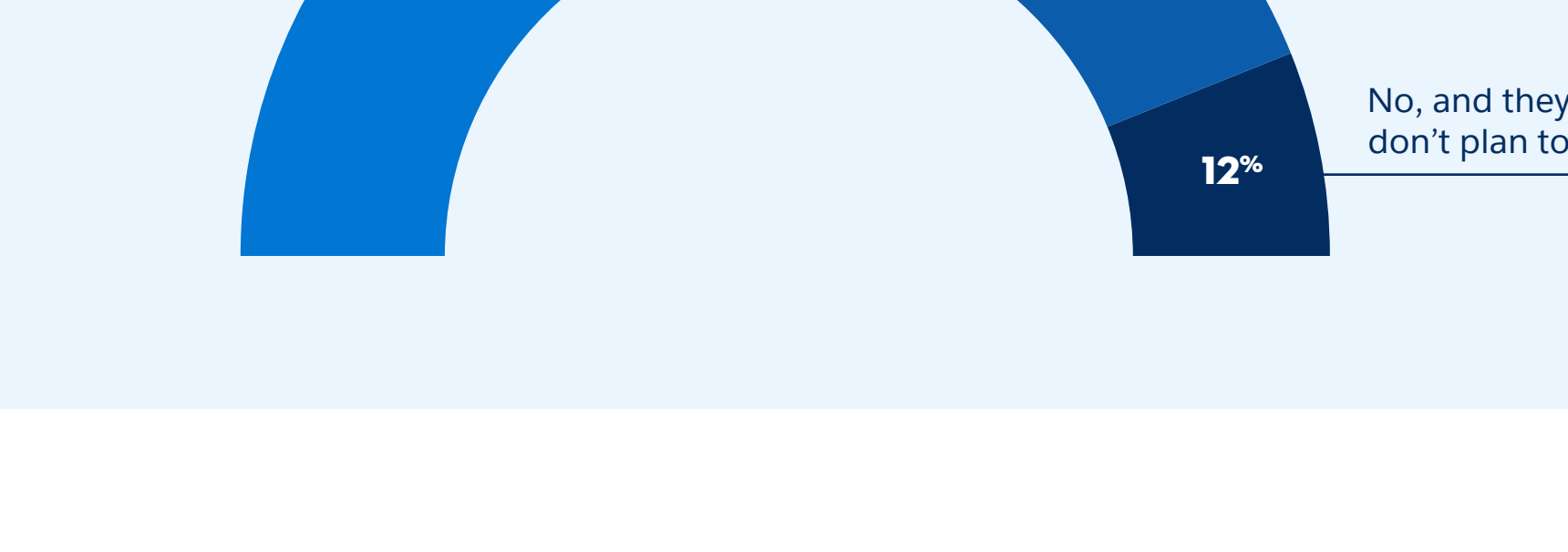
While most respondents say IT (52%) and operations (47%) departments see the highest ROI from process automation, value is being derived across departments.

### WHICH DEPARTMENTS IN YOUR ORGANIZATION ARE SEEING THE GREATEST ROI FROM PROCESS AUTOMATION?



As such, **88%** of respondents say these departments are either currently investing in automation tools or plan to in the near future.

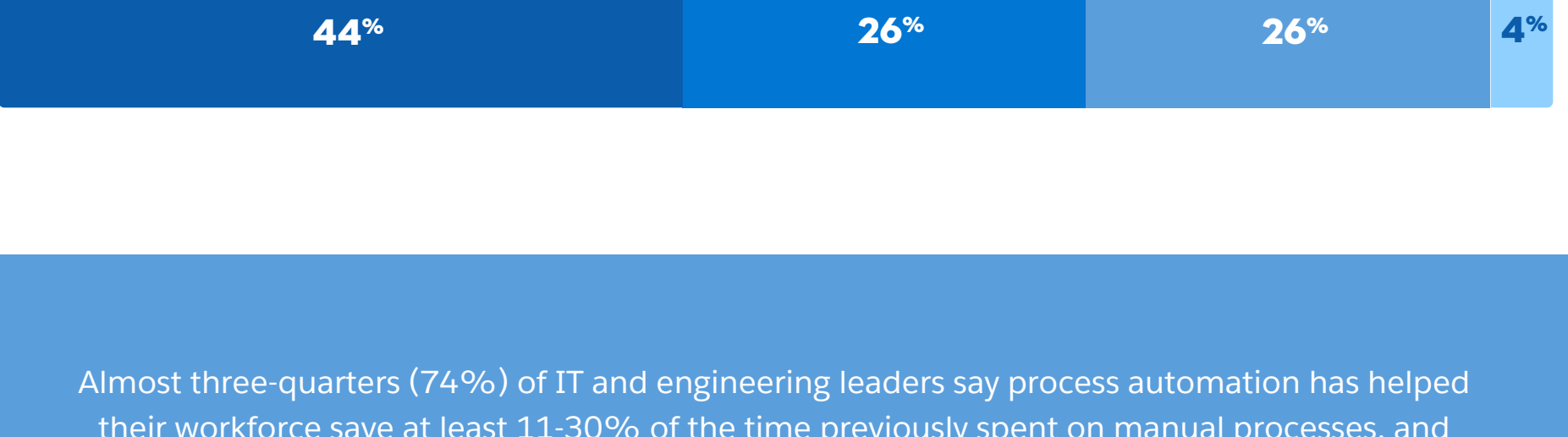
### ARE THE DEPARTMENTS WHO GENERATE THE MOST ROI CURRENTLY INVESTING IN PROCESS AUTOMATION?



## PROCESS AUTOMATION IS THE FAST LANE FOR TEAMS LOOKING TO MAXIMIZE THEIR PRODUCTIVITY

As these process automation initiatives are implemented across the organization, ROI is measured in a number of ways—namely, through employee time savings (44%), cost savings (26%), and faster operations (26%).

### HOW IS YOUR ORGANIZATION CURRENTLY MEASURING THE ROI OF PROCESS AUTOMATION?



Almost three-quarters (74%) of IT and engineering leaders say process automation has helped their workforce save at least 11-30% of the time previously spent on manual processes, and another 59% say costs on those teams have been reduced by 11-30%.

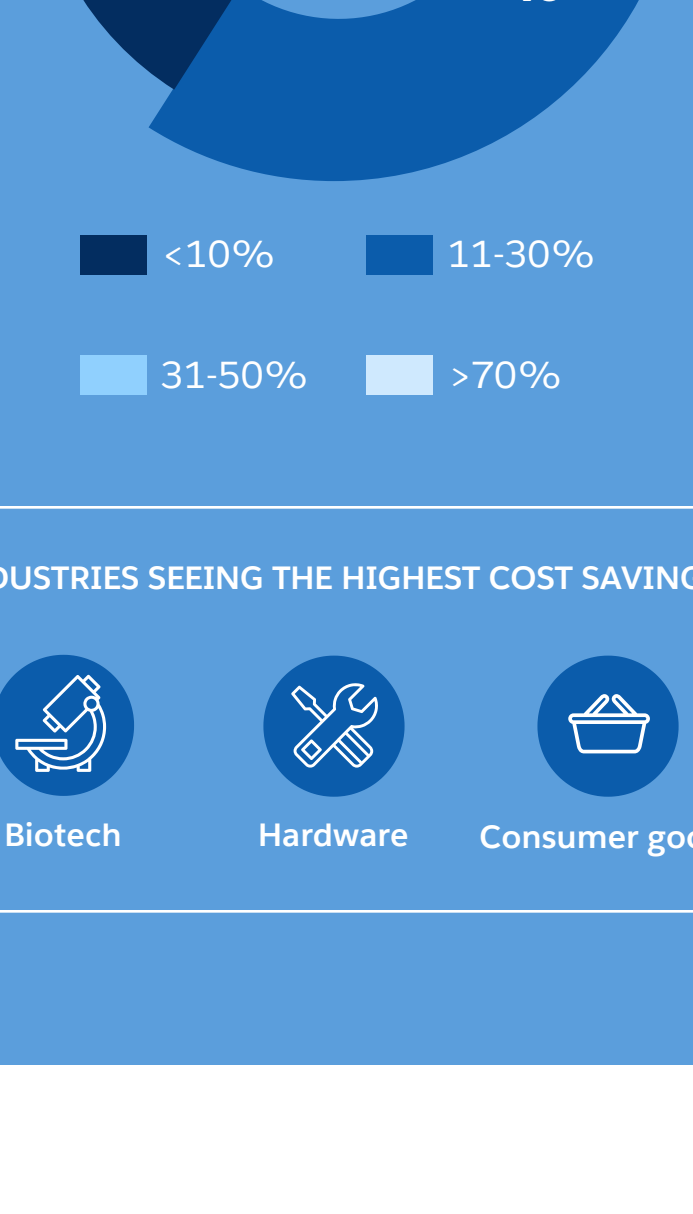
### TIME SAVED

IN THE DEPARTMENT(S) THAT PRIORITIZE PROCESS AUTOMATION, HOW MUCH TIME HAS YOUR COMPANY'S STAFF SAVED ON PREVIOUSLY MANUAL PROCESSES?

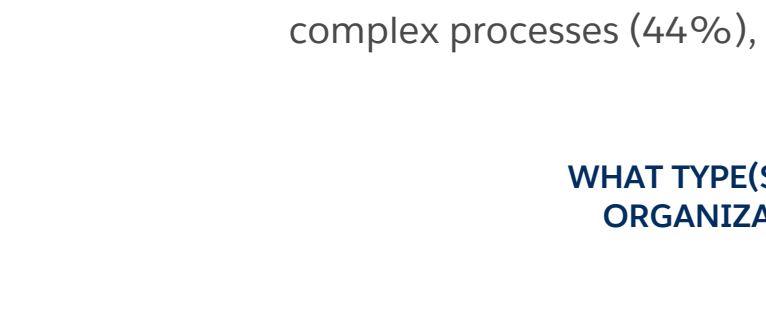


### COSTS SAVED

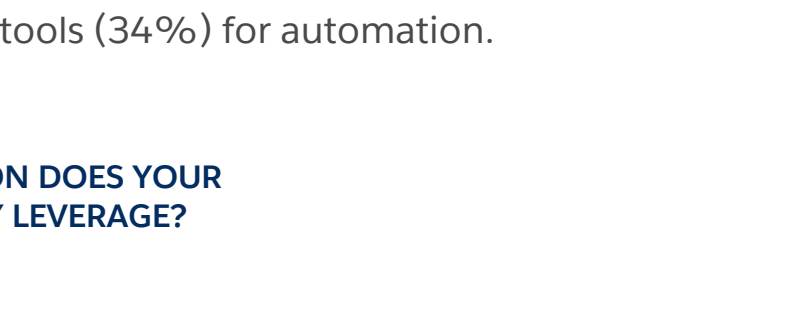
IN THE DEPARTMENT(S) THAT PRIORITIZE PROCESS AUTOMATION THE MOST, BY HOW MUCH HAVE COSTS BEEN REDUCED?



### INDUSTRIES SEEING THE HIGHEST TIME SAVINGS



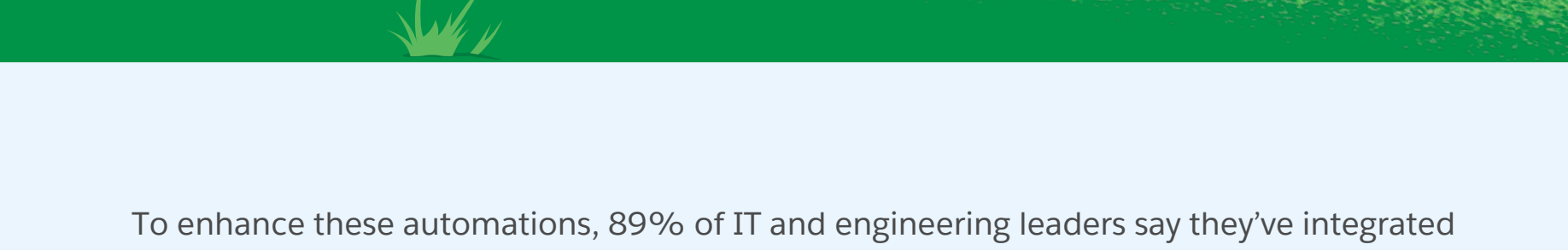
### INDUSTRIES SEEING THE HIGHEST COST SAVINGS



## THE NEXT FRONTIER: EXTENDING AUTOMATION WITH INTELLIGENCE

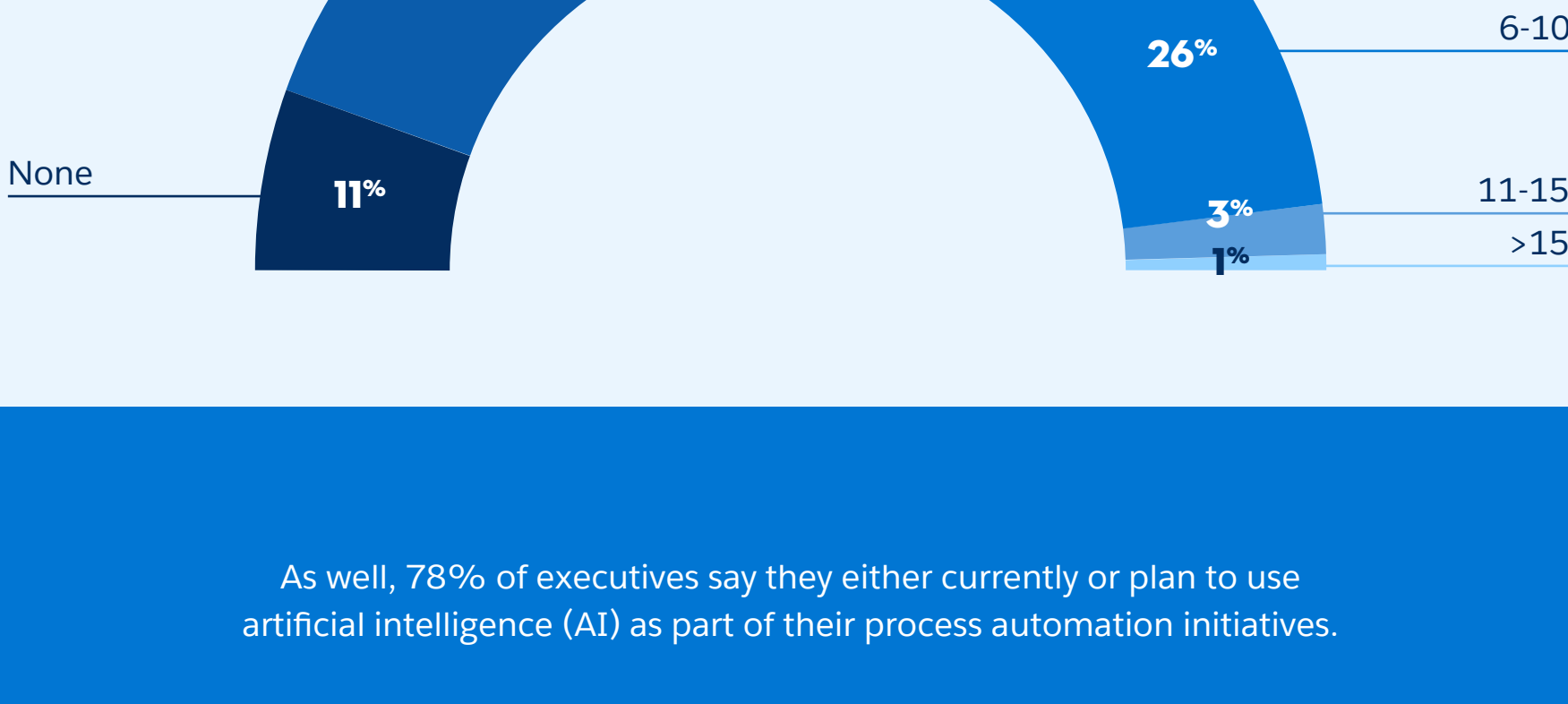
Currently, most teams rely most heavily on triggered actions (62%), complex processes (44%), and self-service tools (34%) for automation.

### WHAT TYPE(S) OF AUTOMATION DOES YOUR ORGANIZATION CURRENTLY LEVERAGE?

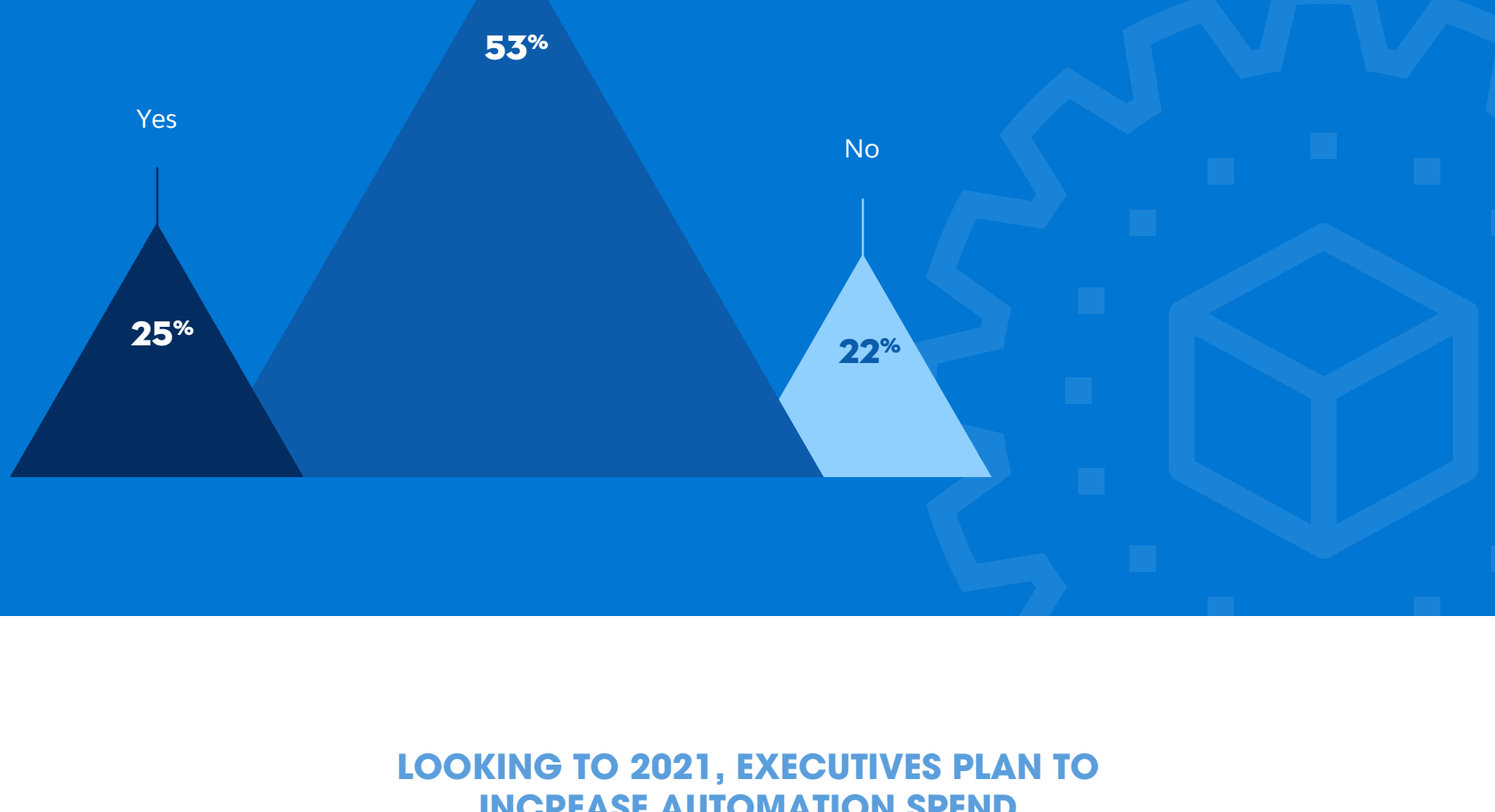


To enhance these automations, 89% of IT and engineering leaders say they've integrated third-party tools with their automations—including 30% who have integrated at least six systems.

### HOW MANY THIRD-PARTY SYSTEMS ARE CURRENTLY INTEGRATED IN YOUR AUTOMATED BUSINESS PROCESSES?



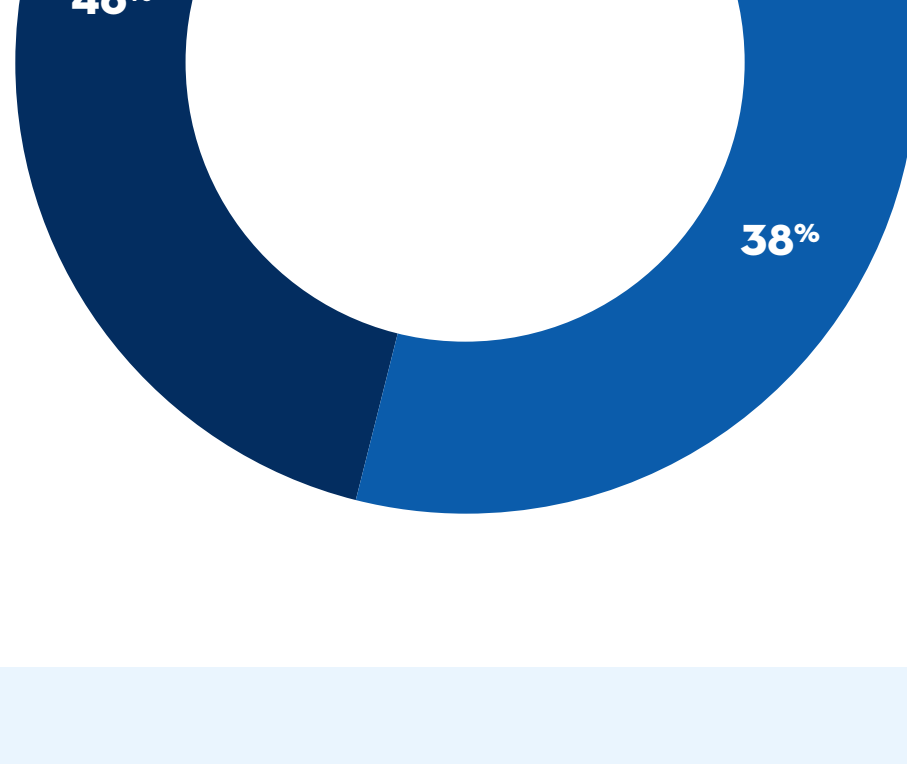
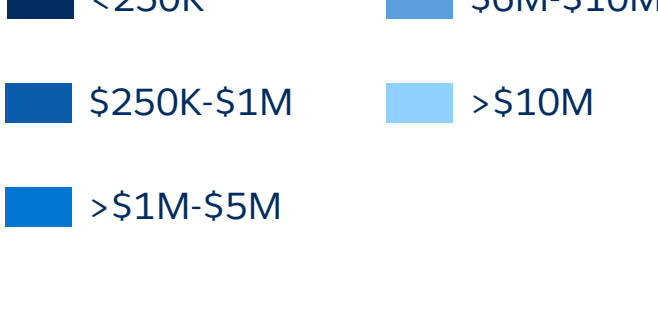
As well, 78% of executives say they either currently or plan to use artificial intelligence (AI) as part of their process automation initiatives.



## LOOKING TO 2021, EXECUTIVES PLAN TO INCREASE AUTOMATION SPEND

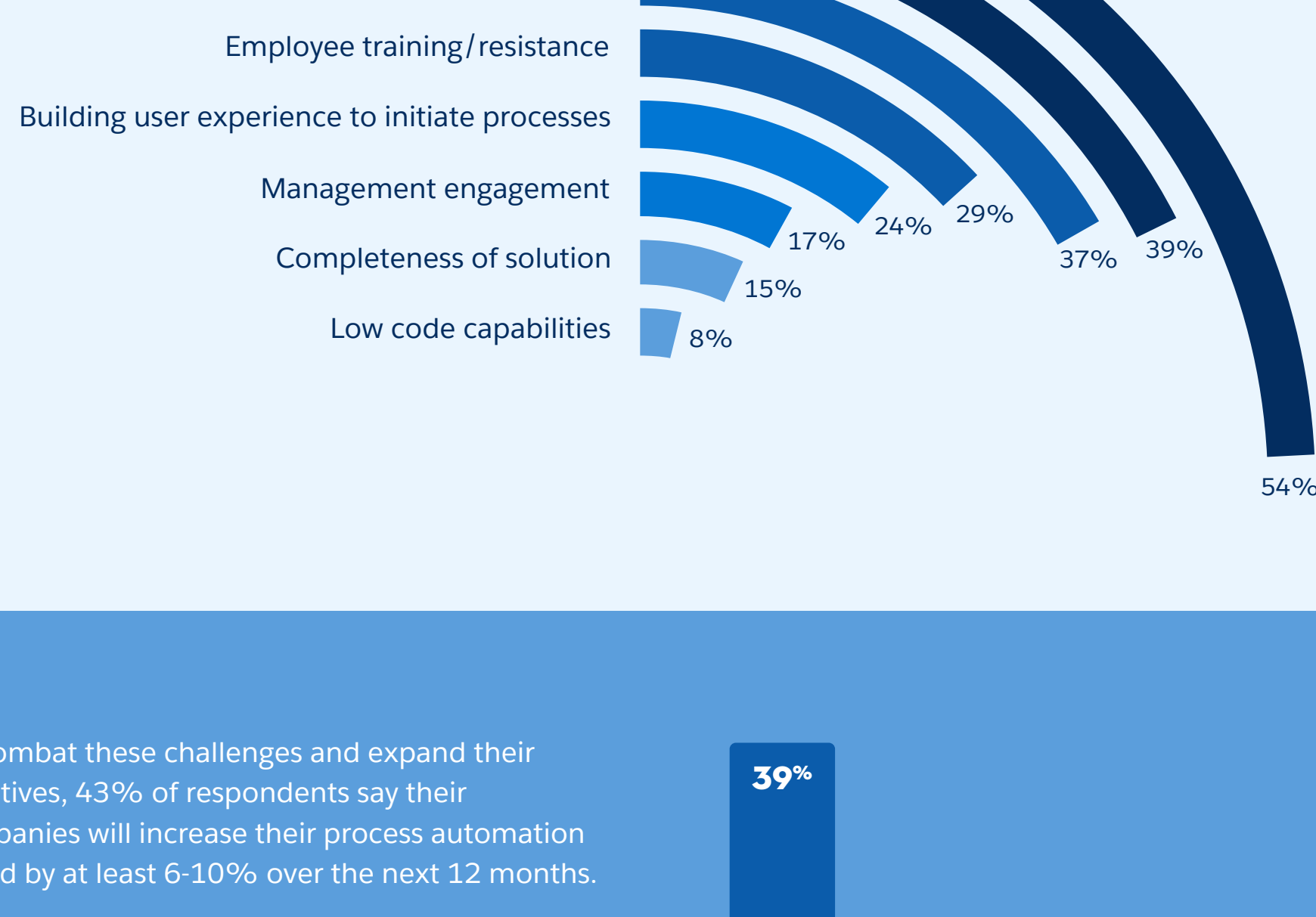
This past year, over half (54%) of all organizations spent more than \$250,000 on process automation.

### HOW MUCH DID YOU SPEND ON PROCESS AUTOMATION THIS YEAR?



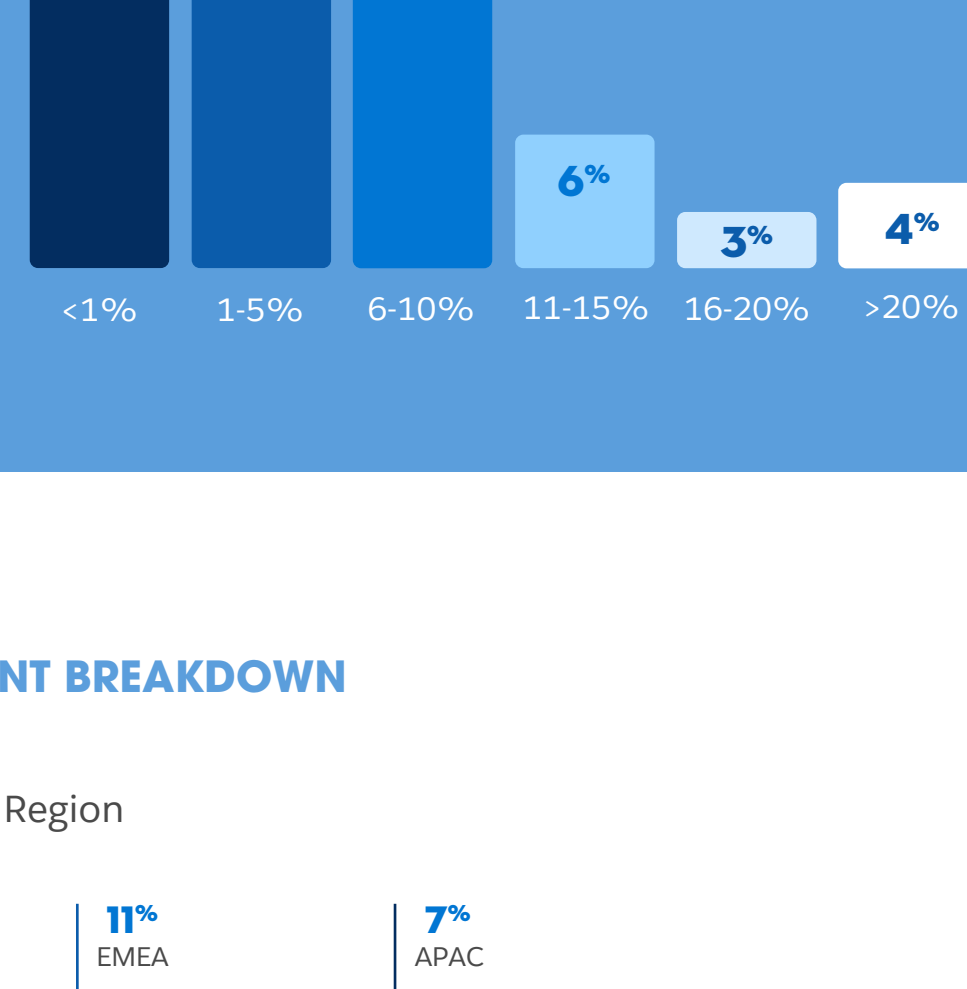
However, IT and engineering leaders are facing a number of barriers preventing them from automating more processes. Most significantly, they're struggling with mapping complex processes (54%), integrations (39%), and implementation costs (37%).

### WHAT ARE THE BIGGEST CHALLENGES YOUR ORGANIZATION FACES IN IMPLEMENTING PROCESS AUTOMATION?



To combat these challenges and expand their initiatives, 43% of respondents say their companies will increase their process automation spend by at least 6-10% over the next 12 months.

### HOW MUCH WILL YOUR ORGANIZATION INCREASE SPEND ON PROCESS AUTOMATION ACTIVITIES OVER THE NEXT 12 MONTHS?

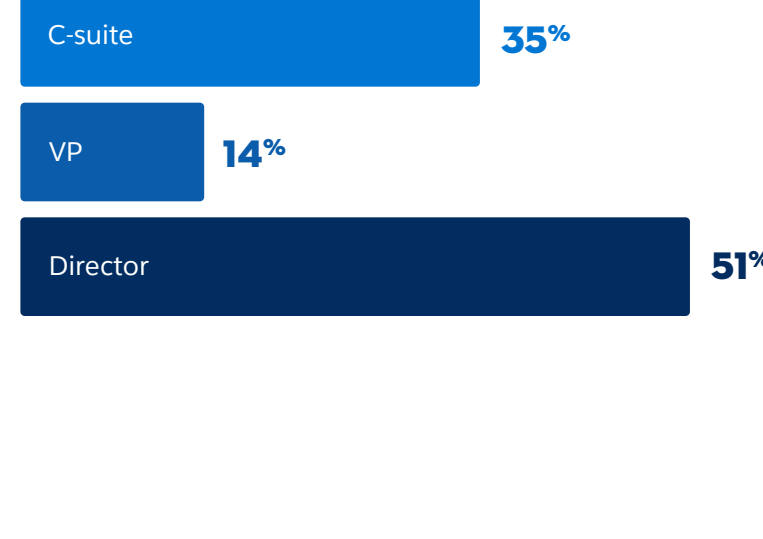


## RESPONDENT BREAKDOWN

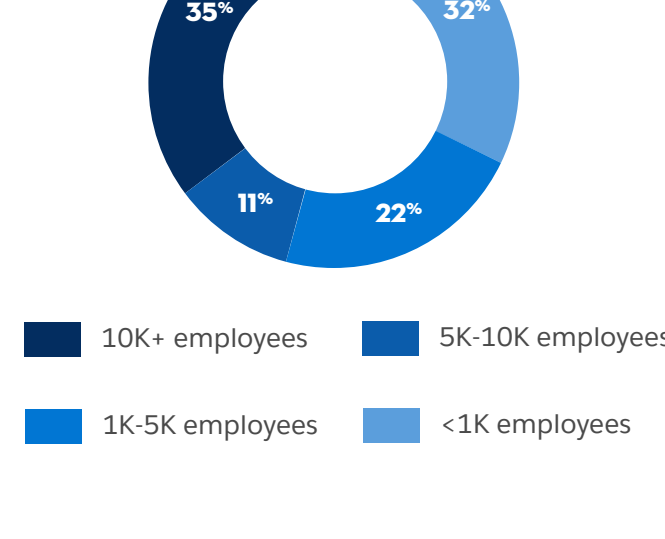
### Region



### Title



### Company size



The rapid changes taking place this year have inspired organizations to prioritize operational efficiency. In an effort to help team members reallocate their time to strategic initiatives, leaders are turning to automation.

See how Salesforce can help you boost workforce productivity through automation today: [salesforce.com/automate](https://salesforce.com/automate)