Organizations are only scratching the surface of the automation opportunity.

**Reshaping the future**

Organizations are only scratching the surface of the automation opportunity. Automation progress is restricted to the back and middle office. The back and middle office make up 92% of the work of organizations.

**Back-office and middle-office functions realize the greatest automation**

Average costs savings by function for those organizations implementing automation.

**The back and middle office leads in automation implementation**

Overall automation implementation by function among organizations experimenting with or implementing automation initiatives.

**Most organizations are focused on rule-based tools**

Current focus on automation technology among organizations experimenting with or implementing automation initiatives.

**Only a minority of organizations are deploying multiple use cases**

Only 17% of the organizations are deploying multiple use cases at scale. A majority of organizations are deploying multiple use cases as part of the broader digital transformation.

**Drivers for automation initiatives**

Drivers for automation initiatives ranked by priority. Continuous innovation and consider automation is the top driver for automation initiatives. Organizational buy-in is a necessity of implementation and key to successful adoption.

**How to scale automation and avoid growth**

Recommendations for how to scale automation and avoid growth.

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**many organizations are missing a sizeable quick-win opportunity**

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