



It's Time to Automate Your IT Ecosystem

IT organizations are under tremendous pressure to work more efficiently, decrease operating costs, drive innovation, and contribute more to defining and executing overarching company strategies. However, the day-to-day logistics of IT operations often stand in the way of such transformational change, burdening IT staff with time-consuming, mundane, and error-prone work.



Contents

03	Introduction
04	Why automate with UiPath Automation Platform?
07	Green IT
08	What can you automate with UiPath?
09	Automation in action: how IT teams use UiPath
10	Expand your automation infrastructure
11	How to get started on IT automation with UiPath
12	References

Introduction

Traditionally, IT teams have relied on the knowledge and experience of their employees to ensure systems and applications work as required. However, as technology has grown more complex and support workloads have increased, IT operations teams have struggled to keep pace. The COVID-19 pandemic also introduced new challenges—increasing the pressure for IT to work more efficiently, decrease operating costs, and drive innovation.

The UiPath Platform for the fully automated enterprise can take over the onerous jobs that dominate so much of daily IT work. Robotic process automation (RPA) frees IT operations staff to support the business at a strategic level and add value in other ways. Organizations that implement a comprehensive, open RPA platform as the foundation can also more quickly and securely expand their automation use across the enterprise, unlocking RPA's full potential to lower operating costs, integrate existing systems, and improve the bottom line. The paper focuses specifically on how organizations can use RPA and artificial intelligence (AI) to achieve these benefits within the scope of IT operations.

Impact of Covid-19 and Remote Work*

37%

Increase in overall IT Workload

66%

Increase in Security Issues

39%

Increase in ITSM Issues & Requests



Major obstacles stand in the way of IT innovation, optimization

IT organizations face a number of pressing challenges that prevent them from achieving cost savings, efficiency, performance, and strategic goals. However, RPA and AI can help address these concerns, paving the way for IT departments to work more effectively and efficiently.

Resources tied up in infrastructure and system maintenance

Perhaps the most immediate obstacle is the constant demand to maintain foundational IT infrastructure and ensure that all business systems continue to operate normally on a daily basis. The amount of time, energy, and resources devoted to “keeping the lights on” often precludes investments in other solutions that could improve IT operations and business outcomes.

According to Deloitte, IT departments, on average, spend more than half of their budgets (56%) solely on maintaining current business processes. With so many resources tied up in those tasks, there’s little room in IT budgets to invest in more innovative solutions that could improve internal processes and reshape IT organizations.

Manual, error-prone tasks

Another major drain on IT resources is the sheer abundance of routine jobs that require manual work and are prone to human error. Such time-intensive tasks overwhelm IT staff and prevent them from taking on more strategic, value-driven work. In addition, correcting manual errors requires even more time from process and workflow stakeholders, exacerbating this issue further.

Existing legacy automations may present inefficiencies, as well, if they are not properly managed. For instance, IT teams often write process scripts in silos, which prevents reuse opportunities since those scripts are created with only one application in mind and are rarely shared with other departments or business units. A siloed approach also introduces potential security and compliance risks because it provides less oversight and governance to manage and monitor all business processes.

Highly distributed hybrid environments

Today’s IT environments are highly distributed and consist of hybrid technologies, including on-premises applications, private and public clouds, and on-demand virtual machines. This disparate mix dramatically increases the responsibilities of IT operations teams who must manage distributed data systems, new apps and platform services, and ever-expanding networks. The increasing complexity makes it nearly impossible for IT teams to monitor environments in real time without the aid of automation.

Organizational growth increases IT complexity

There is also the issue of adapting IT environments to align with changing business demands. IT organizations need to stay agile and flexible, even as those environments grow increasingly complex and add more work for IT staff. In response, companies are often forced to increase their headcount to properly manage their IT environments. Spiceworks’ “2020 State of IT” report revealed that two of the top three reasons companies increase their IT budgets are to upgrade outdated infrastructure or bring more employees on board. Increased headcount and updated infrastructure don’t necessarily provide the flexibility IT organizations require to quickly respond to shifting business needs, however. Without a dramatic move away from reactive work, IT teams will continue to be overburdened and overwhelmed by the daily manual tasks that monopolize their workdays.



Remote workforce support

To further complicate matters, IT departments must account for an increasingly remote workforce in the aftermath of the COVID-19 pandemic. A May 2020 study conducted by Erik Brynjolfsson, Director of the Stanford Digital Economy Lab, found that approximately half of all full-time workers employed before the crisis had shifted to a remote work arrangement. Many industry analysts believe telecommuting will become a regular fixture of future businesses, even after the novel coronavirus pandemic slips into the history books. Gartner, for instance, predicts that 48% of full-time employees will work remotely after the COVID-19 crisis ends.

Such disparate working environments, with various networks, systems, devices, and platforms to support will only add complexity to IT tasks and make it more difficult to work quickly and efficiently.

Mandate to drive innovation and strategic vision

With so many logistical challenges to address, IT leaders have little time to devote to organizational strategy. Yet, they are increasingly tasked with spearheading innovative projects that support overarching business strategies. Organizations look to their CIOs and IT department heads to map out technology roadmaps that incorporate cutting-edge solutions to open new business opportunities. Deloitte expects IT and finance leaders to closely collaborate on innovative projects over the next 18 to 24 months.

Despite those mandates, IT leaders often lack the time, budget, manpower, or resources to achieve truly transformational innovation within the organization. Deloitte found that the average IT department devotes only 18% of its budget to building new business capabilities.

Individually, these obstacles present daunting challenges for IT organizations to overcome. Combined, they may appear insurmountable. AI and RPA, in particular, present a viable path forward, reducing costs, increasing efficiencies, and freeing IT workers to address more strategic concerns that deliver the better business outcomes CIOs are primarily tasked with delivering.

48%
of full-time employees will work remotely after the COVID-19 crisis ends.
– Gartner

56%
budget spent by IT departments, on average, solely on maintaining current business processes
– Deloitte



An enterprise-grade RPA platform, combined with AI, can dramatically accelerate the response to the growing volume of IT service management (ITSM) requests. A 2019 Service Desk Institute survey highlighted the need and value of ITSM automation:

75%

of service desks listed automation as a top priority

47%

were interested in increasing self-service capabilities

43%

wanted to improve their ITSM automation tools and find

Why automate with UiPath Automation Platform?

Enterprise-scale RPA can reduce the cost and complexity of day-to-day operations. Better yet, the value of RPA is easily provable without rolling the dice on an “all or nothing” upfront investment. With the comprehensive UiPath Platform, a pilot program consisting of a few key automations can demonstrate early real-world ROI—and that foundation can quickly be expanded into other areas to deliver the fully automated enterprise.

Optimize available resources and personnel

The UiPath Platform helps organizations do more with the resources and assets they already have. Most enterprises are riddled with repetitive manual processes that keep them from running at peak capacity. By automating such tasks, the UiPath Platform creates a domino effect that multiplies efficiency across other processes, operations, and business units.

A transformative shift in IT operations is now possible due to RPA’s extensive reusability. Centralized Centers of excellence (CoE) provide a framework to build and share software robots with different departments, teams, and lines of business within the organization. Also, stakeholders can reuse RPA technology for different applications with minimal changes, increasing the return on investment and extending RPA’s benefits throughout the enterprise.

The combination of RPA’s increased efficiency, reduced manual work, and streamlined workflows enables organizations to manage costs more effectively. According to Gartner, hyperautomation technologies such as RPA will enable companies to decrease their operating costs as much as 30% by 2024.

Businesses can realize some of the biggest cost savings from the UiPath Platform by minimizing their reliance on manual processes that require constant management and oversight from human workers. KPMG estimates that “extreme automation” can decrease labor needs by 70% in certain scenarios.

Enterprise-scale RPA, such as the UiPath Platform, can also help organizations control costs by supporting more efficient management of IT resources. For example, many businesses overspend on their cloud environments, whether due to overprovisioning resources, forgetting to spin down unused instances, or running instances around the clock unnecessarily. The Rightscale “2019 State of the Cloud Report” estimated that organizations waste approximately 35% of their cloud spend. By automating cloud workflows, IT organizations can drastically reduce unnecessary expenditures and increase the ROI of cloud deployments.

UiPath also lowers operational risks that could derail critical business processes and increase IT costs. Manual tasks are inherently prone to error, but robots are highly accurate. They execute tasks consistently and accurately, minimizing the potential for process-related errors.

Streamline governance and compliance requirements

Regulatory compliance regarding data processing, privacy, security, and management is a growing concern for enterprises in virtually every market and industry.

With more stringent compliance demands from regulations such as the Sarbanes-Oxley Act, the Health Insurance Portability and Accountability Act (HIPAA), and the European Union's General Data Protection Regulation (GDPR), any opportunity to simplify compliance is welcome.

Managing automated business processes through a centralized CoE provides complete transparency into compliance-related workflows. Companies can easily create a complete audit trail to demonstrate compliance with any regulatory requirements.

Furthermore, enterprise-scale RPA can significantly reduce the number of errors made by human operators. Depending on the extent of digital workforce deployment, an organization may not face any risk of manual error at all. The organization eliminates potential security vulnerabilities that might arise from such mistakes, bolstering its security posture and helping it stay compliant.

With the right enterprise-grade automation platform, processes that are required to adhere to regulatory guidelines or business rules run with improved accuracy. The risk of simple errors or oversights derailing compliance efforts is minimal.

That same reliability extends to internal reporting mechanisms. Supported by UiPath Platform solutions, stakeholders can gather the necessary information, generate comprehensive reports, and disseminate those documents to the appropriate parties quicker and easier than before.

Improve security

Data security remains a major concern in every sector, with new threats emerging every year to infiltrate networks and access sensitive information. According to the Identity Theft Resource Center, the number of data breaches increased by 17% in 2019. In addition, the average cost of data breaches continues to climb, as do the associated expenses of remediation, regulatory compliance, and reputational damage.

IBM found that a single data breach costs global businesses an average of \$3.92 million. For US companies, the stakes are even higher, with the average cost of a data breach totalling nearly \$8.2 million.

Replacing manual IT processes with UiPath-managed tasks can help improve an organization's security posture and better position it to prevent or respond to a costly data breach. As noted earlier, manual processes are inherently prone to error, increasing the likelihood of a human operator making a mistake that could lead to a significant security vulnerability. UiPath robots are less susceptible to these errors and, as such, help companies maintain a stable and secure IT footprint.

Many of the compliance benefits of automation apply to security, as well, including accurate and timely reporting capabilities and the ability to execute business rules with precision. While RPA is not a security solution in and of itself, the resulting reliability and consistency of business processes help strengthen an organization's overall security posture. However, it is essential to choose an RPA platform with centralized governance and security features to avoid introducing new potential security issues.



Case Study: Reckitt, a leading global company, home to the world's best loved and trusted hygiene, health and nutrition brands used UiPath Automation Platform with the key goal to deliver always-on, always-available IT with the most delightful and futuristic service experience. In a span of little over a year Reckitt has deployed 80+ robots that has helped them achieve:

20% cost savings in IT Operations

10,000 business hours served per month

20% net promoter score increase

7 months to recoup their Automation Factory investment



Enhance the customer experience

Even when using RPA solely for back-office IT processes, companies can improve the customer experience for end users and consumers. Staff members have more time to focus on high-value projects that directly impact the customer experience, such as improving service delivery, updating products, and developing new solutions. According to Gartner, the use of RPA for front-office applications, including customer experience and sales functions, will increase by 30% by 2023.

Lower operational expenses also lead to reduced prices as organizations can pass along cost savings to their customers. In cases where RPA doesn't impact the customer experience directly, it may still offer experiential benefits by improving internal workflows and helping the organization run more efficiently and cost-effectively.

Given today's challenging cybersecurity landscape, regulatory compliance and data security protocols are important components of the customer experience. By demonstrating exemplary security protocols supported by RPA, businesses can show customers that they adhere to the latest best practices and are taking every measure to protect customers' data and privacy. As a result, organizations can build greater trust among their customers and develop lasting relationships.

The efficiency gains provided by RPA also impact the customer experience. For example, companies can launch new services and roll out product updates with shorter development cycles. In addition, developers have more time to address customer feedback and incorporate their demands into product releases. Whether launching new solutions or providing post-release support, organizations can provide products and services that exceed customer expectations.

An end-to-end automation suite should integrate RPA with artificial intelligence and chatbot capabilities to create new opportunities to engage customers and deliver a better customer experience. AI-enabled chatbots offer more dynamic and successful user interactions, accelerating customer acquisition and boosting customer retention.

Finally, the increased oversight and governance that enterprise-scale RPA provides make it easier for organizations to gather data on the customer experience and use those insights to fuel their customer outreach and engagement strategies.

Enhance the employee experience

IT teams also stand to benefit immensely from RPA implementation and expansion, thanks to the dramatic reduction in onerous, time-consuming work and increased opportunities to focus on high-value projects. A 2018 Deloitte global survey found that, on average, RPA programs delivered 20% full-time equivalent capacity within the first 12 months of implementation.

A UiPath Platform implementation supports self-service capabilities, allowing dedicated citizen developers and stakeholders to design, build, and share their own robots. Employees are empowered to create the automation solutions that address their unique needs. Many RPA programs combine top-down and bottom-up deployment models, simultaneously addressing high-level business challenges and day-to-day bottlenecks that are a drain on the organization's productivity. Giving employees the agency to identify ideal automation candidates at project launch and later design their own software robots enables IT staff to determine how RPA can address the most pressing issues.

Ultimately, eliminating mundane tasks and providing more time to work on high-value projects can have a profound impact on employee morale, engagement, and productivity.

80% reduction in average handling time

0% error rate

Example: A large European bank automated their IT service management and user management processes using the UiPath Platform—resulting in an 80% reduction in average handling time and a 0% error rate.

Drive innovation throughout the enterprise

When first implementing and piloting RPA, stakeholders typically focus on automating processes that produce immediate and high-profile results. After the low-hanging fruit has been cleared away, teams can explore innovative applications that can shape the future of the organization. Such transformative projects are possible with an enterprise-grade automation platform.

The UiPath Platform incorporates artificial intelligence to expand the functionality of software robots to manage more complex processes and dynamically respond to shifting parameters and requirements.

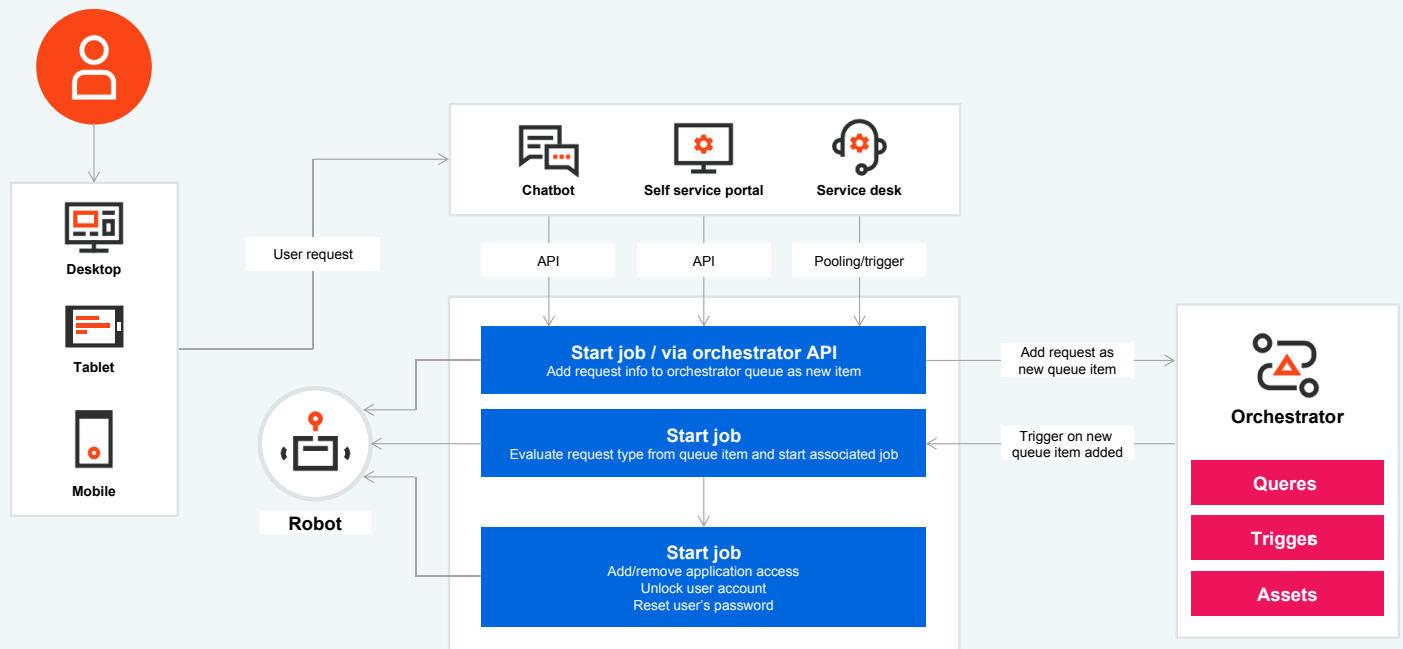
The various employee experience benefits discussed earlier support IT staff recruitment and retention, helping IT leaders recruit the best candidates and keep them with the organization.

As companies reduce the burden of mundane work on their IT workforce and provide more freedom to explore RPA applications, they can attract highly skilled IT professionals who are innately driven to innovate.

The UiPath Platform can also position CIOs and IT leaders as strategic business partners who drive innovation throughout the organization. Automation is now a requirement for more extensive digital transformation, laying the foundation to incorporate new technologies and optimize internal processes. According to The Economist, 69% of C-level executives view software automation, such as RPA, as a high priority for their organizational strategy.

RPA can also position CIOs and IT leaders as strategic business partners who drive innovation throughout the organization.

User Management



UiPath IT Automation enables Green IT

Many organizations are now planning their digital transformation journey with sustainability in mind. They are exploring new ways to incorporate green IT into their management strategies through initiatives such as reducing compute power, and automation is playing a leading role in the effort. Automation can reduce IT's carbon footprint by helping complete tasks faster, with less energy expended. For example, an IT help desk could reduce compute power more than 50% by resolving common requests in minutes versus hours. Another use case is the automation of the nightly migration of all virtual machines in an on-premises data center onto one host and powering down the other hosts to reduce the data center's overall resource consumption.

UiPath automation Center of Excellence (CoE) has adopted the various IT Automation capabilities across the enterprise. With the virtual machines enrolled for automation, UiPath CoE has achieved:

65%



less cloud compute
yearly usage from
running a more
efficient infrastructure

98%

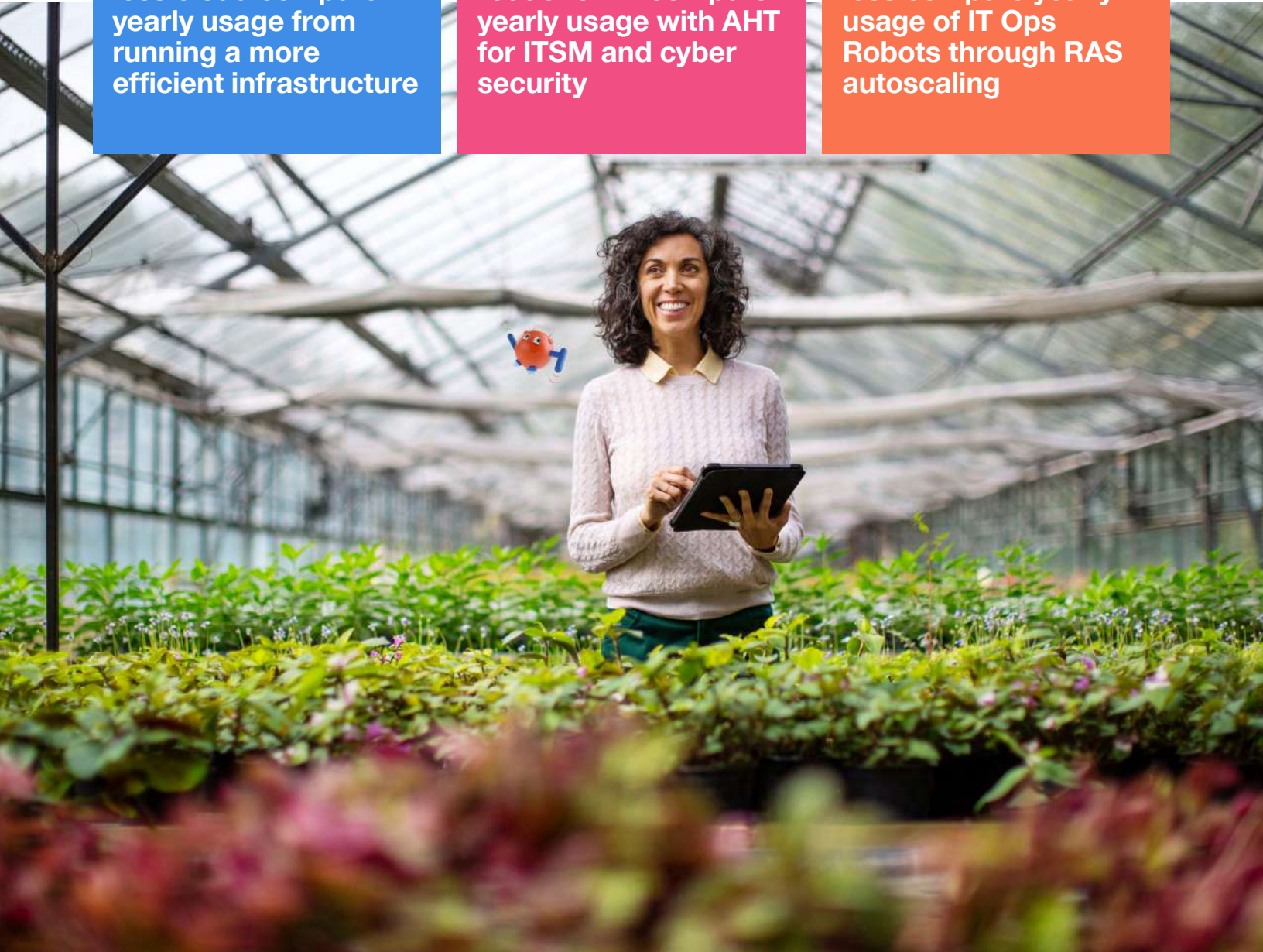


reduction in compute
yearly usage with AHT
for ITSM and cyber
security

30%



less compute yearly
usage of IT Ops
Robots through RAS
autoscaling



What can you automate with UiPath?

RPA solutions have countless potential uses in IT environments, given the many repetitive and relatively simple processes teams must oversee. UiPath is uniquely positioned to help organizations jumpstart their RPA programs, due to its working relationship with leading IT vendors. These partnerships support seamless integration across the IT ecosystem, including some of the most widely used software and technology platforms in the world.

The UiPath automation platform goes beyond user interface (UI) automation. It supports a broader vision of holistic automation, including UI, testing, IT, APIs, business process management, and other built-in integrations running in the background. The UiPath automation platform offers more than 500 pre-built activities that empower customers to automate almost every area of their IT ecosystem—cloud-based and on-premises. It supports automation use cases in areas such as user and infrastructure management, as well as security orchestration and audit functions.

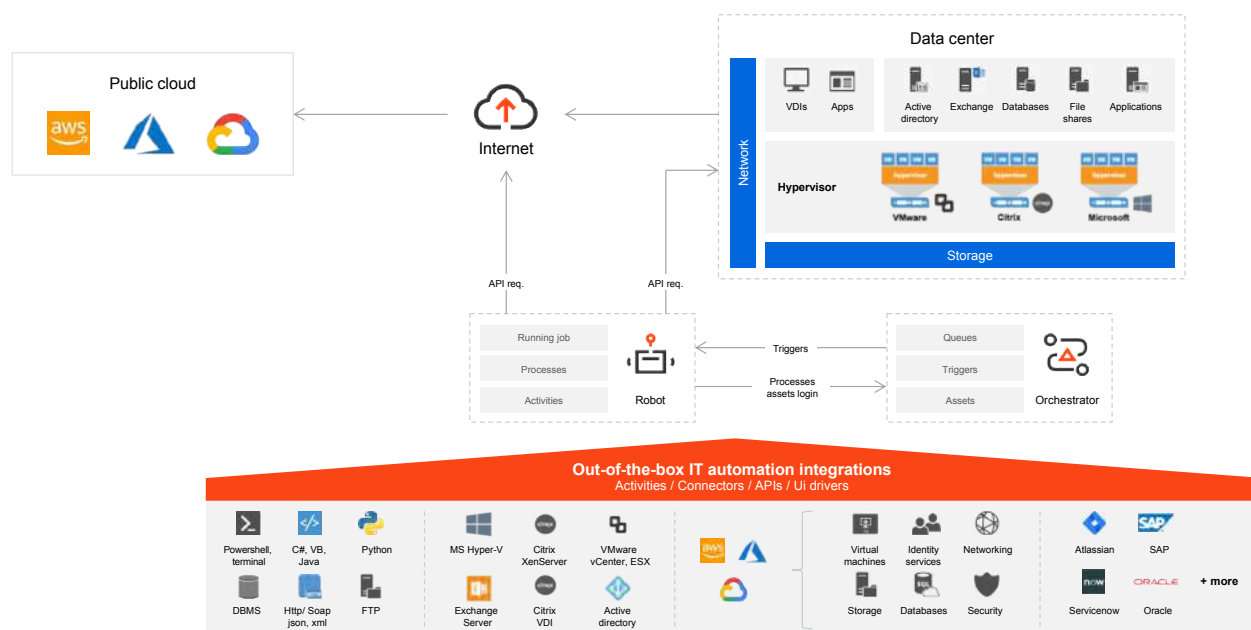
Automate cloud orchestration and management processes

The UiPath automation platform integrates with leading cloud service providers, such as Microsoft Azure, Amazon Web Services (AWS), and Google Cloud Platform (GCP). It works with public, private, and hybrid cloud environments and streamlines mission-critical activities such as server deployment, storage, configuration, and management. It also supports security orchestration automation and response (SOAR) tasks, further bolstering data security efforts.

Automate desktop and app virtualization processes

The out-of-the-box activity packages offered with the UiPath automation platform automate processes related to desktop-as-a-service (DaaS) and application-as-a-service for provisioning Windows and Linux cloud-based virtual desktops. With these packages, IT teams can easily automate processes for the provisioning, management, and maintenance of desktop virtualization services. Tasks that can be automated include provisioning/removing virtual desktops during employee onboarding/offboarding, as well as managing, modifying, and migrating virtual desktops and creating related reports.

Infrastructure Management



Automate server virtualization

The seamless integration of the UiPath platform and the leading hypervisor platforms (VMware, Citrix, Hyper-V) allows IT departments to accelerate and streamline server virtualization processes. UiPath offers pre-built templates to provision new virtual machines with ease. Stakeholders can also manage their virtual machines with a variety of RPA-enabled functions that are available out of the box. IT organizations can easily automate processes for on-demand management and maintenance of virtual machines. IT teams can also task robots with managing virtual machine availability cycles (including VM rebooting, power on/off, and checkpoint management), automating those processes, and controlling their associated costs. UiPath software robots can make critical IT scenarios—such as provisioning, infrastructure management, green computing, onboarding new employees, and continuous integration—much more efficient.

Automation with Microsoft platforms

UiPath robots can operate through integrations built on top of Microsoft APIs, so companies can seamlessly integrate RPA with their existing systems and workflows. These extensive integrations lower the barrier to entry for IT organizations that are rolling out their first RPA initiatives and reduce setup time for teams expanding their program to automate new processes. More than 200 integrations are available for Microsoft technologies and products, supporting pure IT applications.

DevOps teams can take advantage of UiPath’s direct compatibility with Azure DevOps Services to manage projects and facilitate collaboration and communication between developers and operations teams. RPA applications include automating the creation of projects and groups and assigning tasks to specific users and teams.

The Activity Packs for Azure Active Directory (AD) and Microsoft Active Directory enable an IT organization to easily automate important operations with Azure AD objects such as users, groups, lifecycle policies, Office365 licenses, and directory roles. Complex business processes and repetitive tasks, such as unlocking user accounts and resetting passwords (triggered by chatbot, email, or SMS), can be completed by robots.

IT teams can now easily provision and manage user accounts for Azure Active Directory through access to Microsoft Teams and Microsoft Office 365. They can set up mailboxes for new employees in both Exchange and Microsoft Office 365 using fully automated workflows that require no direct manual intervention.

User management is another area where RPA offers compelling benefits. Using UiPath Robots, IT organizations can automate processes across the entire user management workflow, including:

- Employee onboarding and offboarding
- Application and Identity Access management
- Mailbox configuration
- Manage account access requests

IT leaders can quickly integrate RPA solutions with the processes listed above and start generating ROI immediately.

10 server migrations per hour (from 2 hours to under 10 minutes with 10 robots working in parallel)

Example: A leading Indian bank achieved close to 10 server migrations per hour during a large-scale migration of servers and data from Windows Server 2008 to Windows Server 2012. Migration time went from two hours to under 10 minutes with 10 robots working in parallel and with one or two monitoring the process.

The UiPath Automation Platform seamlessly integrates with most of the industry leading IT platforms, including:

Cloud	Data center	ITSM	Desktop & App Virtualization
Azure	VMware	Active directory	Amazon Web Services Workspaces
Amazon Web Services	Citrix	Azure Active Directory	Azure Virtual Desktop
Google Cloud Platform	HyperV	Exchange	
	System Center	Office 365	
		ServiceNow	
		Atlassian	

Automation in action: how IT teams use UiPath

ITSM and user management

User management workflows provide clear examples of how the UiPath Platform accelerates, streamlines, and improves IT processes. User management plays a major role in the day-to-day logistics of supporting IT solutions such as Azure Active Directory.

These processes have become even more complicated in light of the COVID-19 crisis and the dramatic shift toward remote work strategies. As more employees work from home and require remote support from IT staff, user management tasks continue to grow in both complexity and importance. IT teams need to provision the technologies necessary for remote work and manage user access while accounting for numerous variables and external factors that come with supporting diverse working environments.

The Platform simplifies and streamlines user management processes, helping IT organizations quickly respond to employee requests and maintain a stable, secure enterprise environment. During the onboarding process, for instance, robots can automate the delivery of digital resources to outfit new hires with everything they need from day one.

Cybersecurity and access control

Given the current state of cybersecurity around the world and the clear and immediate danger presented by cybercrime and other threats, access management is an equally critical component to enterprise user management.

Using UiPath Robots, IT organizations can automate various user permissions verification processes, dramatically reducing the amount of time and energy required to manage these tasks without compromising enterprise security or data integrity. Software robots can quickly cross-reference user requests with permission controls to grant access to authorized users while revoking access rights to other applications whenever necessary.

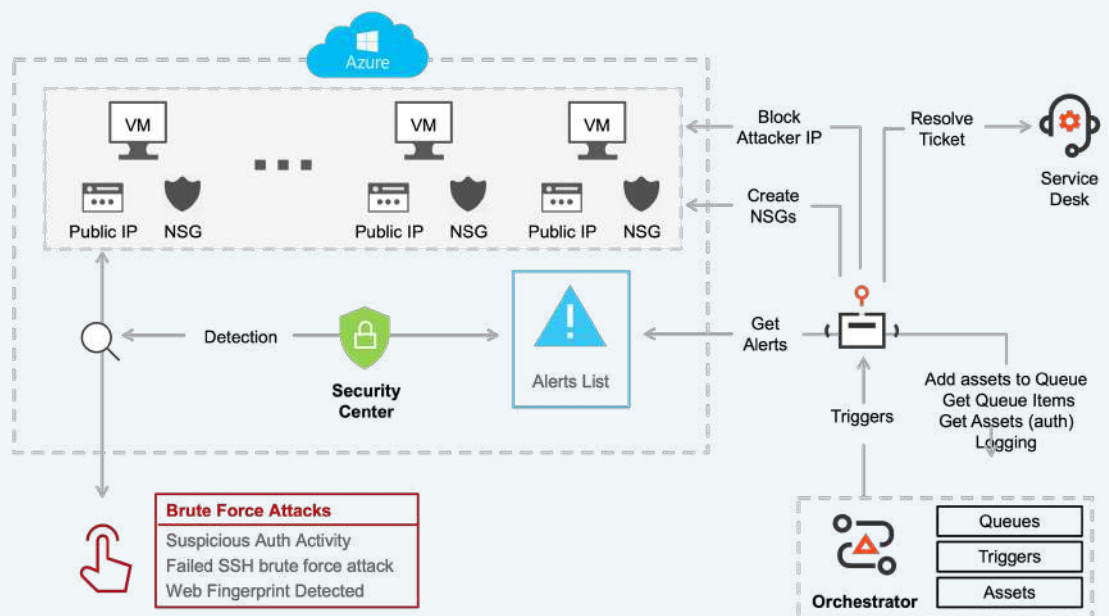
It is worth reiterating the cybersecurity benefits that UiPath Robots offer, especially with regard to access management and control. UiPath Robots are able to consistently and accurately enforce password usage and user access policies.

Beyond those tasks, UiPath offers additional security capabilities out of the box, including software robots that can perform SOAR measures to remediate security incidents and comply with security standards such as ISO and SOC.

Cloud management

With the increased adoption of cloud computing and hybrid technologies, the IT landscape is getting more complex to manage. With UiPath Automation Platform, IT teams can streamline mission-critical server deployment, storage, configuration, and management. Being fully integrated with all leading cloud service providers, virtual machines can be easily orchestrated, reducing the compute usage.

Security Orchestration (SOAR)



Deploying the UiPath Automation Platform our internal CoE for IT Ops was able to achieve:

85%

workload reduction with CVM and 20,000+ brute force attack blocks

98%

reduction in average handling time of IT ticketing leading to saving 15% workload/year

Expand your automation infrastructure

Once IT organizations have created a solid foundation for their RPA programs, new opportunities will open up to expand automation and improve various enterprise processes.

IT leaders

IT leaders and stakeholders should fully explore these opportunities and look for ways to incorporate RPA into existing workflows

Regardless of how mature a company's RPA program is, there is always room for improvement and expansion.

According to The Economist, although 91% of organizations leverage automation in some capacity, only a little more than half (51%) use it extensively.

IT organizations

IT organizations should review existing workflows throughout the enterprise and identify processes that are ideal candidates for automation

For example, IT teams can incorporate additional robots into the employee onboarding process to automate the creation of user accounts and employee mailboxes.

As stakeholders continue to experiment with RPA, assess their current IT environment, and build their own custom robots, they will find new avenues to expand IT capabilities and significantly improve essential business processes. IT leaders should also collaborate with other business units to develop and support a more holistic automation strategy for the entire company. IT organizations are ideally situated to not only pilot new RPA solutions, but to expand them into other corners of the enterprise since automation is already so pervasive in IT workflows.

A 2019 Economist Intelligence Unit report found that IT surpasses all other business units in automation penetration, with two-thirds (67%) of respondents stating that more than half of all of their processes are already automated.

Other departments

As other departments, like finance, human resources, marketing and sales, begin investigating their own RPA applications, IT organizations can help spearhead those projects and get them off the ground.

Due to UiPath's close partnership with industry leading IT vendors, IT teams can take advantage of seamless integration capabilities across their existing platforms and applications to expand the reach of RPA as far as they can. Because cloud, server, and desktop virtualization, software and systems are so prevalent in today's corporate world, those platforms are ideal launching pads for RPA implementations that can later extend into other systems within the organization's IT ecosystem.

How to get started on IT automation with UiPath

UiPath offers a number of different ways to launch new RPA programs and introduce robots into additional environments and workflows. UiPath has more than 500 out-of-the-box IT focused integrations to help streamline implementation, produce quick results, and generate undeniable ROI.

UiPath users will also find numerous activities available out of the box to start building their own custom robots to automate whatever processes present the clearest and most immediate ROI. IT organizations can use these free UiPath Activities to quickly launch RPA projects and tailor their implementations according to their specific needs.

Exploring the benefits of the UiPath Platform requires very little upfront investment from businesses that want to test the waters before fully committing to this technology. The free Community Edition is a great way for organizations to start their RPA journey, without devoting a lot of capital to a new technology platform.

UiPath also offers hands-on training and support materials to educate staff and teach them how to build, design, and deploy RPA bots of their own. Establishing a team of citizen developers is an important step toward developing a holistic enterprise-wide automation strategy, and UiPath provides all the guidance needed to build a dedicated group of RPA advocates.

IT organizations face a number of seemingly daunting obstacles and conflicting directives, but RPA, and AI specifically, can help ease these challenges and reshape IT into a model of operational efficiency, cost-effectiveness, and business innovation.

Wherever you are on your RPA journey, there are always new opportunities to expand automation and improve critical processes.

 **Try our IT Automation workflows from our Marketplace**

Get started on your automation journey

 **Talk to a UiPath expert and see how you can get started.**



References

- 1 Deloitte, https://www2.deloitte.com/us/en/insights/focus/tech-trends/2020/future-of-it-and-finance-funding-innovation-at-the-speed-of-agile.html?id=us:2sm:3ab:di6554:eng:dup:042020:finfutit&pkid=1006938&dysig_tid=ebd24b09d45d4221acd93006bc431fec
 - 2 Spiceworks, <https://www.spiceworks.com/marketing/state-of-it/report/>
 - 3 Erik Brynjolfsson, <https://www.brynjolfsson.com/remotework/>
 - 4 Gartner, <https://www.gartner.com/smarterwithgartner/9-future-of-work-trends-post-covid-19/>
 - 5 RPA Today, <https://www.rpatoday.net/news/gartner-predicts-rpa-will-grow-significantly-in-2020-as-part-of-hyperautomation/>
 - 6 KPMG Advisory, <https://advisory.kpmg.us/articles/2019/extreme-automation.html>
 - 7 MarketWatch, <https://www.marketwatch.com/story/data-breaches-soared-by-17-in-2019-but-theres-some-good-news-too-2020-01-29>
 - 8 IBM, <https://www.ibm.com/security/data-breach>
 - 9 Gartner, <https://www.gartner.com/en/documents/3976135/predicts-2020-rpa-renaissance-driven-by-morphing-offer-in>
 - 10 Deloitte, <https://www2.deloitte.com/bg/en/pages/technology/articles/deloitte-global-rpa-survey-2018.html>
 - 11 The Economist, <https://automationfirst.economist.com/automation-maturity-infographic/>
 - 12 Flexera, <https://info.flexera.com/SLO-CM-REPORT-State-of-the-Cloud-2020>
 - 13 The Economist, <https://automationfirst.economist.com/wp-content/uploads/2019/06/EIU-UiPath-The-advance-of-automation-briefing-paper.pdf>
 - 14 Service Desk Institute, <https://www.servicedeskstitute.com/insight-resource/a-view-from-the-frontline-2019/>
 - 15 Flexera, <https://www.flexera.com/about-us/press-center/rightscale-2019-state-of-the-cloud-report-from-flexera-identifies-cloud-adoption-trends.html>
- * [ivanti.com](https://www.ivanti.com) // Remote work Survey Report (2020)