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# Why Enterprise Automation Matters

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## What is Enterprise Automation?

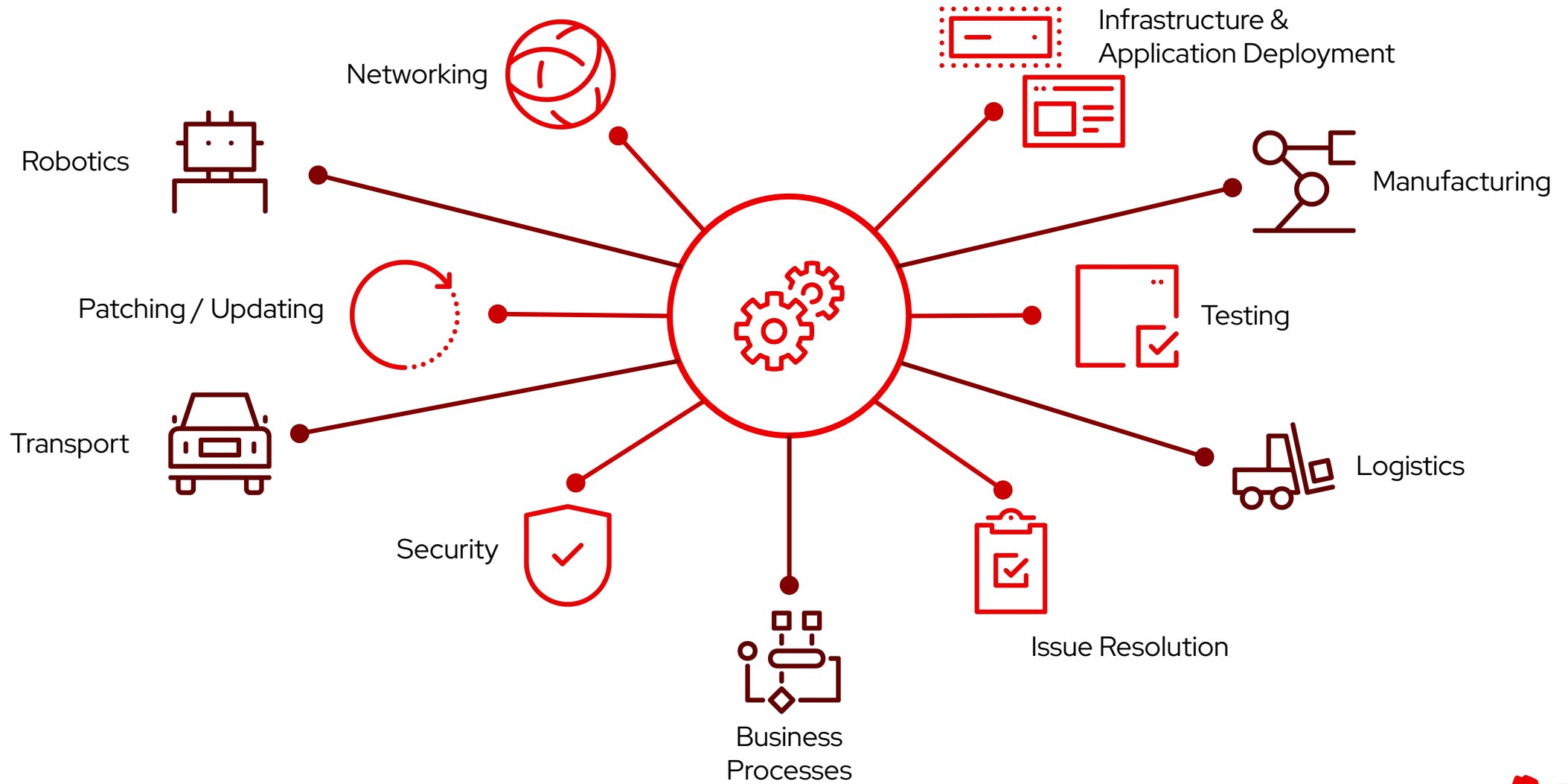


What is Enterprise Automation?



Enterprise Automation refers to the use of technology to automate and streamline business processes within an organization, reducing manual labor and improving efficiency, accuracy, and speed. It can encompass a wide range of activities, such as data processing, workflow management, and communication between systems and departments. The goal of enterprise automation is to enhance productivity, reduce costs, and improve overall organizational performance.





Businesses consider automation is very important

A Harvard Business Review Analytic Services survey of 338 business executives worldwide found:

**80%** of business leaders say adopting IT automation is “**extremely important**” or “**very important**” to the future success of their organisation.



# Automation: Expectation vs Reality

## Infrastructure & Operations:

Some of these tasks have been **automated for decades** or more. For any one of these tasks, however, **only one in five** respondents says the **process is entirely automated**.

—  
Harvard Business Review Pulse Survey  
November 2021

## Leadership:

Most I&O leaders want automation to improve I&O services and processes...  
...yet, only **1 out of 5** I&O leaders' automation initiative performance **exceeds expectations**.

—  
Gartner: Accelerate I&O Automation Success  
20 October 2022

# Top Automation Drivers

## Business Leaders

75% - Increased Efficiency

63% - Reducing Operational Costs

53% - Improving Customer Experience

48% - Improving Agility / Flexibility

## Infrastructure & Operations

43% - Security / Compliance

39% - Quality

34% - Speed

33% - Productivity

32% - Efficiency

# What's Going Wrong?

- **Business Leaders say automation is very important.**
- **Business Leaders and Technical Teams know what benefits they want from automation.**
- **Yet automation is not meeting the expectations of either.**



# Accelerating Enterprise Automation Success

Gartner: Four actions to successfully deliver value:



+21%

## Target Business Value

- Identify Opportunities
- Secure Stakeholder Support
- Understand and Inform



+24%

## Build Automation from the Bottom Up

- Leverage Internal Experts
- Encourage Bottom-up Growth
- Empower Local Teams



+24%

## Connect Discrete Initiatives Together

- Spread Automation
- Link Automation
- Fully Automate Workflows



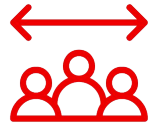
+21%

## Evolve Continuously

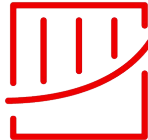
- Focus on the Future
- Secure Flexible Funding
- Deploy Self-Healing Automation



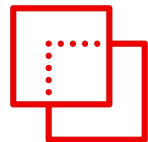
## Enterprise Automation Strategy



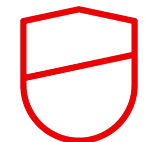
Align leadership and implementer priorities



Focus on business benefit, not just technical benefits



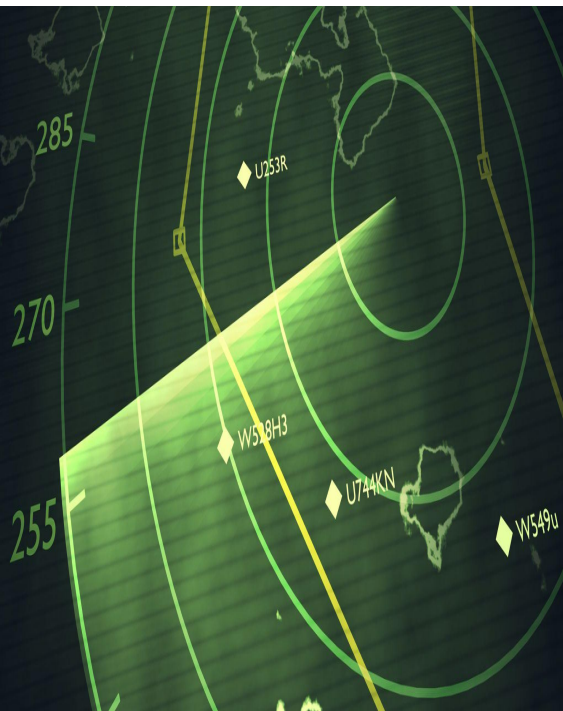
Address on gaps in KPIs and transparency



Focus on the intersection of security and infrastructure automation



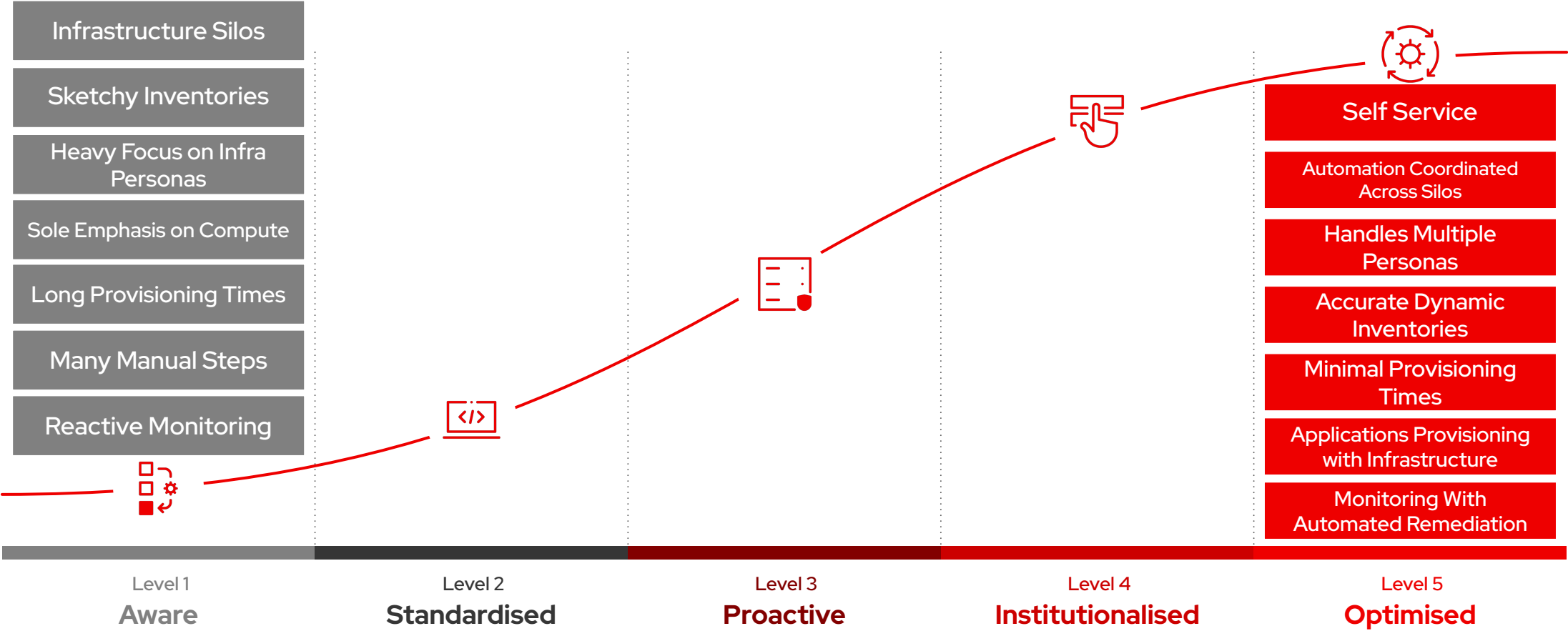
Automate everything possible!



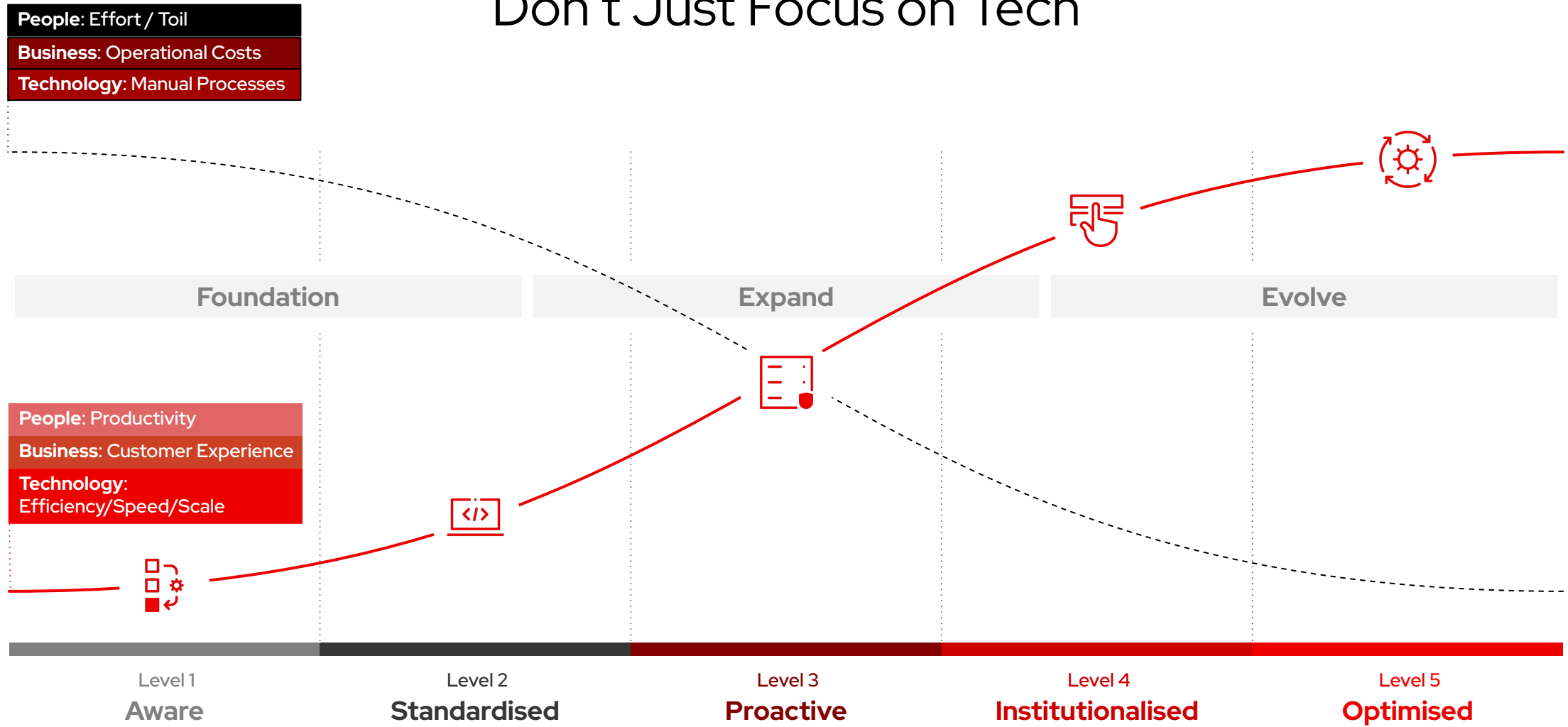
## Situational Awareness

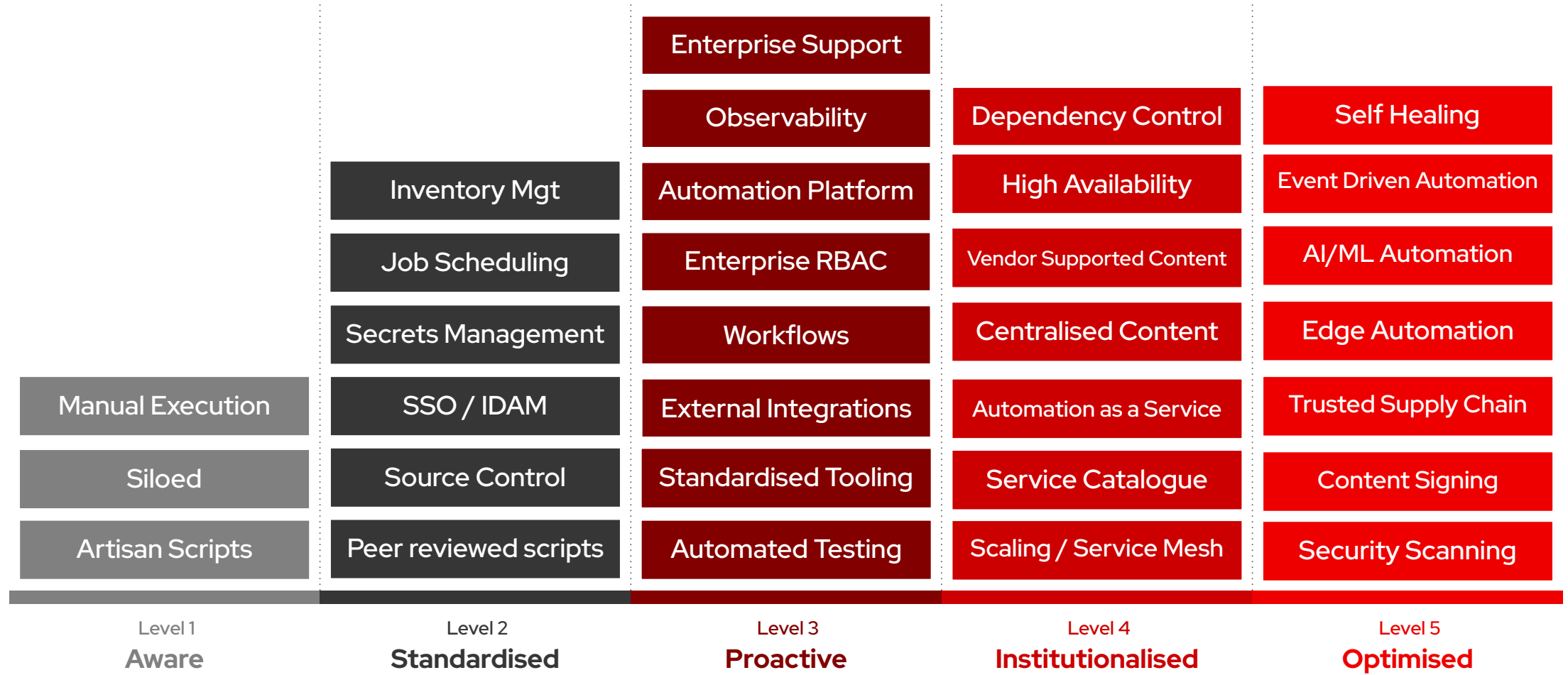
Is the understanding of where you are and what is happening now and, given that information, what is likely to happen (or be required) in the future.

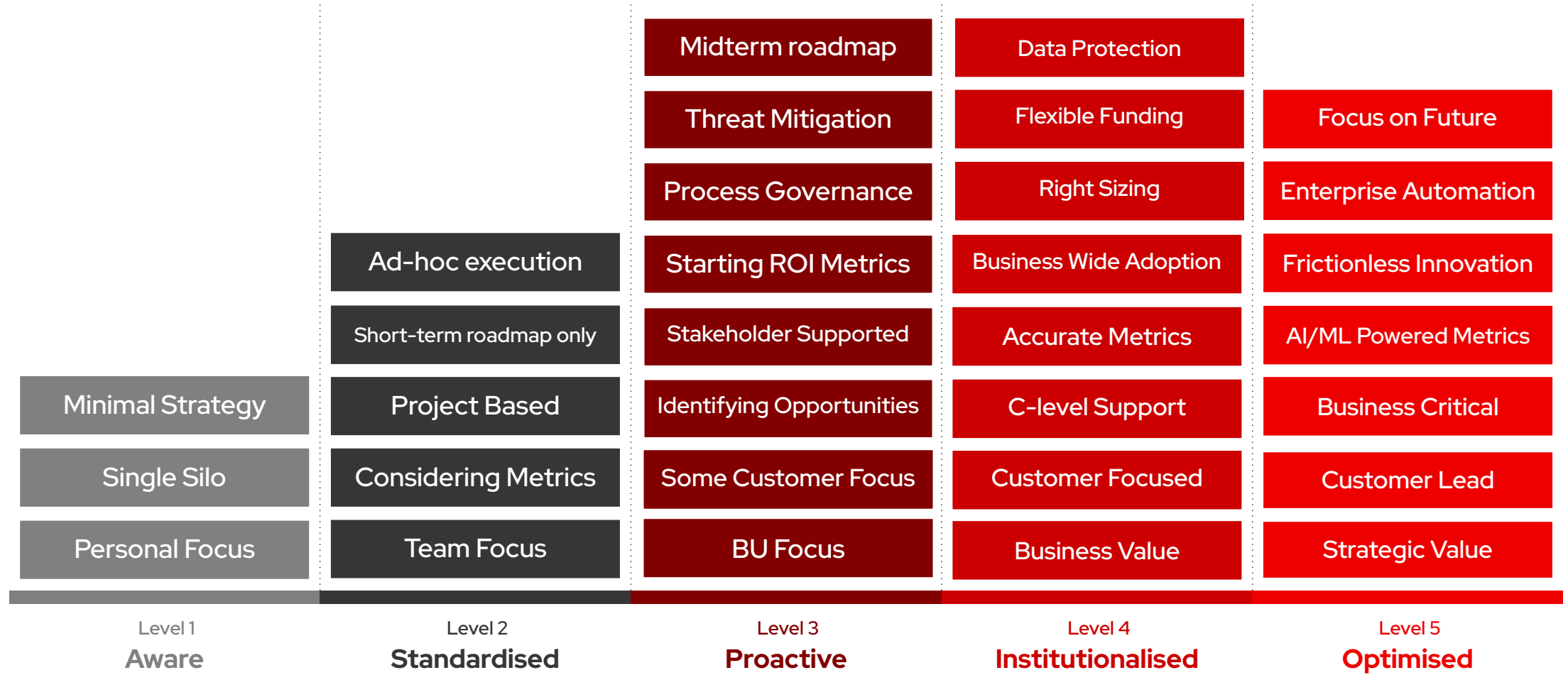
# Automation Maturity

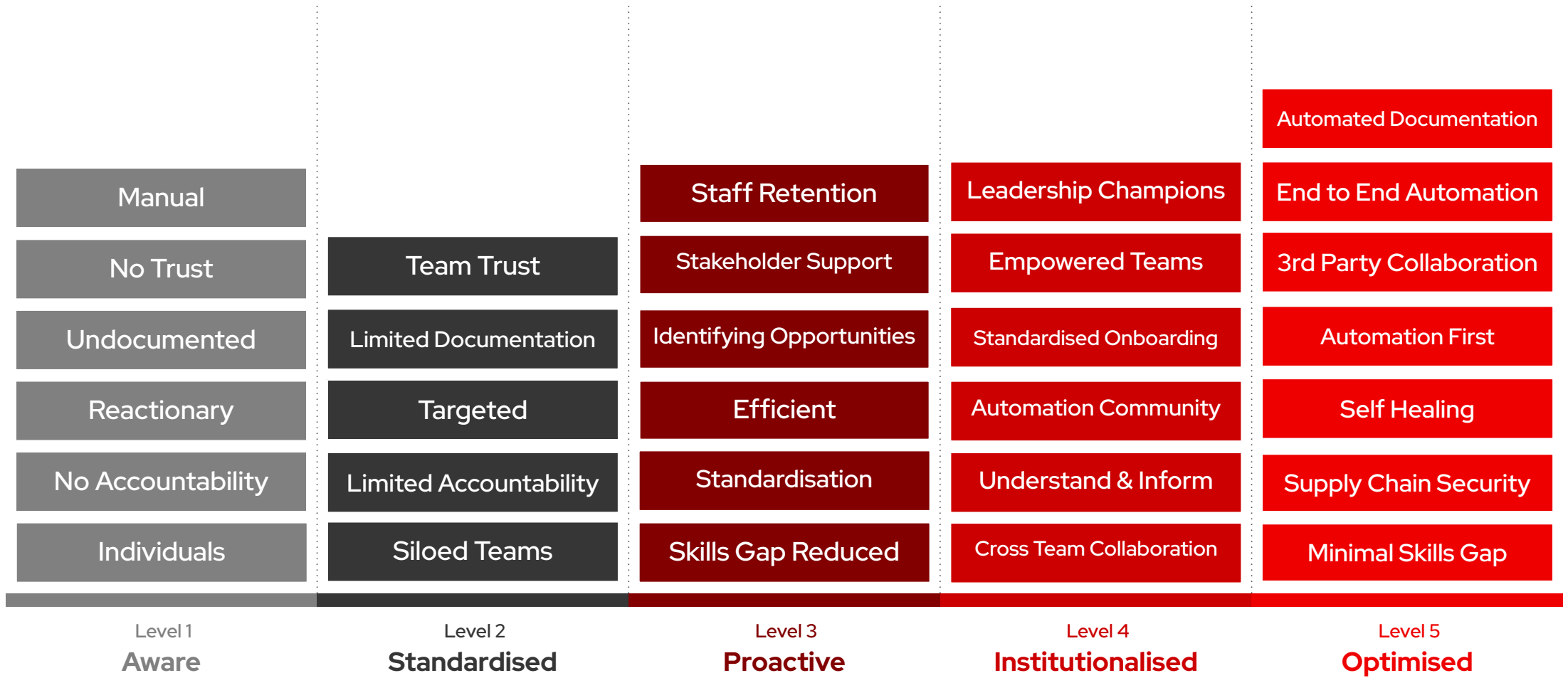


# Don't Just Focus on Tech











# Key Take- aways



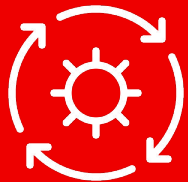
An enterprise wide automation strategy drives business effectiveness



Knowing our automation maturity enables future goals to be set & a roadmap for both business and technical aspects to be defined to meet the strategy



Target specific areas to accelerate the success of enterprise automation: linking business, people, processes and technology outcomes



An automation platform supports and accelerates Enterprise Automation within an organisation

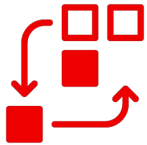
## Enterprise Automation Platform



Connect disparate tools  
& services



Collaboration



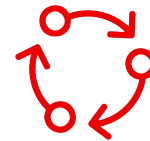
Orchestration



Ease of Adoption



Ease of Use (service  
catalogue / surveys)



Evolving Features



Visibility / Metrics



Scalability / Growth



Enterprise Support



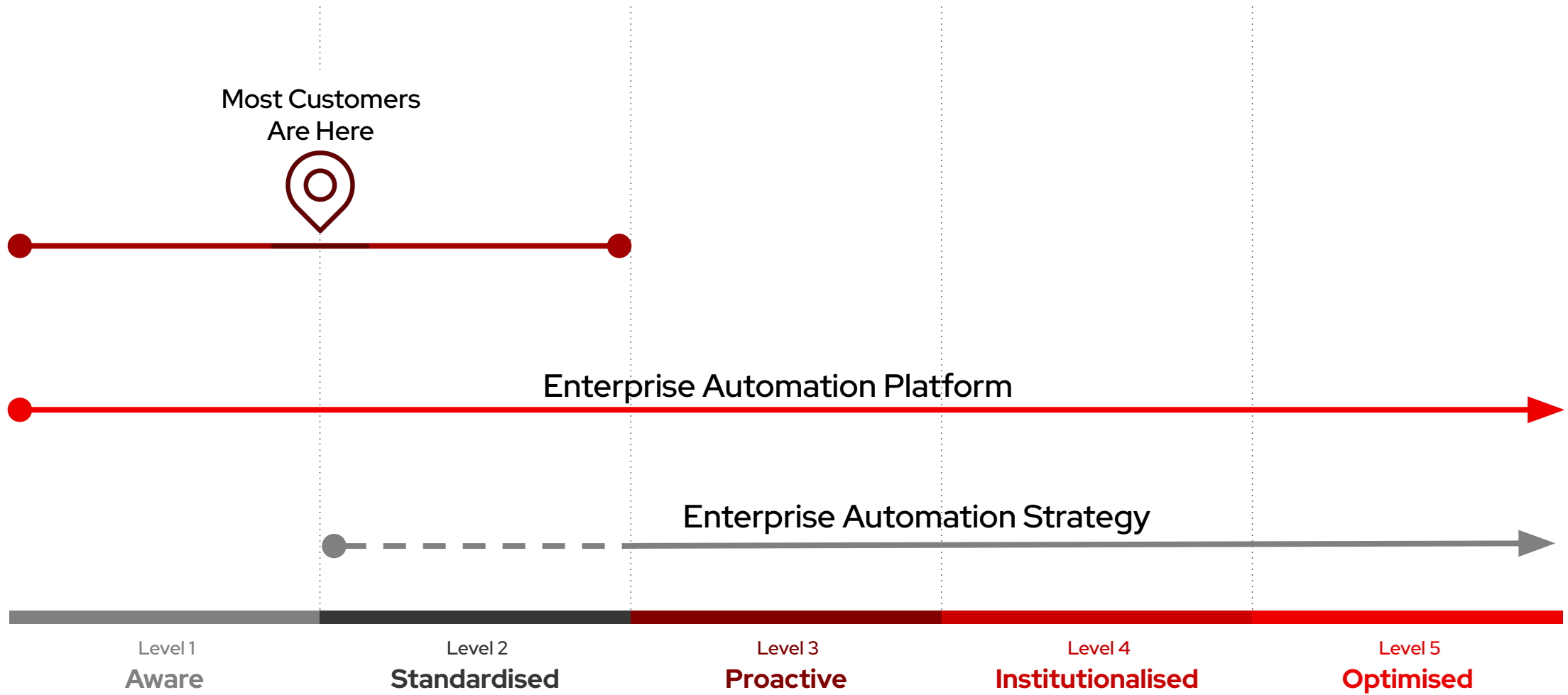
Security & Stability

Most important feature provided by an Enterprise Automation Platform?






# CONTROL.

# Enterprise Automation



## So, why does Enterprise Automation Matter?

AB Why does enterprise automation matter?

 Enterprise automation matters because it helps organizations to improve efficiency, increase productivity, reduce costs, and enhance the accuracy and consistency of processes. Automating repetitive tasks frees up employees' time to focus on higher-value work, and reduces the risk of human error. It also allows for scalability and faster decision-making.  

**Ultimately, enterprise automation helps organizations to remain competitive in an ever-evolving business landscape.**

# Still to come...

- 11:30 Enterprise Automation - Challenge accepted!
- 13:00 Stranger Things - Automation beyond servers
- 13:30 Hyper-Automation: The IT-enabler addressing climate change

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