

2023 Automation Trends

WHERE AUTOMATION IS HEADED & HOW YOU CAN GET THE MOST OUT OF IT



TREND #1

Automation becomes the enterprise's new way of operating and innovating.

Complete, enterprise-wide automation introduces

40% greater productivity & efficiency improvements

over piecemeal automation alone.



TREND #2

Businesses ramp up automation to counteract growing labor & inflation pressure.

78% of execs plan to further invest in automation to fill staffing gaps

85% of execs believe automation can help reduce turnover and attract new workers.



TREND #3

Digital CIOs step up their role—and step up automation to meet new goals.

90% of CIOs say their role has expanded into new areas like analytics, ESG, talent acquisition, and sales and marketing.

60% of CIOs are automating business and IT processes to drive revenue.



TREND #4

Process mining and automated testing become “must-haves” in driving best-in-class, enterprise-wide automation.

41% of top automators have already invested in process discovery tools, 2.5X the norm.

82% of execs believe process mining drives better automation outcomes.



TREND #5

Low-code becomes a top priority for getting automation & AI in more people's hands.

Successful automators are **3X more likely** to have adopted low-code programs.

29% more processes become automated when companies introduce citizen development programs.



TREND #6

New AI-powered innovations push automation's boundaries even further.

39% Compound annual growth rate for Natural Language Processing through 2030.

34% Compound annual growth rate for Intelligent Document Processing through 2027.



TREND #7

Rounding out digital skills becomes the next hot issue for HR and IT leadership.

34% of workers are seeing roles and work patterns change because of automation.

77% of business leaders say they'll need employees with greater critical thinking & project management capabilities