

Hyperautomation: Are You Automating Your Business?



Hyperautomation allows for streamlined processes and decision making, but how successfully are tech leaders deploying it in their organizations? Read on to find out.

One-Minute Insights:

- Majority of those who are aware of hyperautomation say their organization is currently deploying the technology
- Robotic process automation (RPA) and artificial intelligence (AI) tools are the most commonly deployed by leaders
- Leaders expect hyperautomation to improve agility
- Lack of integrations presents a challenge to adoption
- Respondents believe hyperautomation will impact the finance industry in particular

One-Minute Insights on timely topics are available to Gartner Peer Community members. Sign up for access to over 100 more, and new insights each week.

Data collection: Jan 19 - Feb 8, 2023

Respondents: 300 technology leaders who are aware of or understand hyperautomation technology

Tech leaders understand how hyperautomation works, and many have either deployed it already or are in the process of doing so



69% of respondents say they **know how it works**, but only **9%** would classify themselves as **experts**.

How informed are you about hyperautomation technology?*

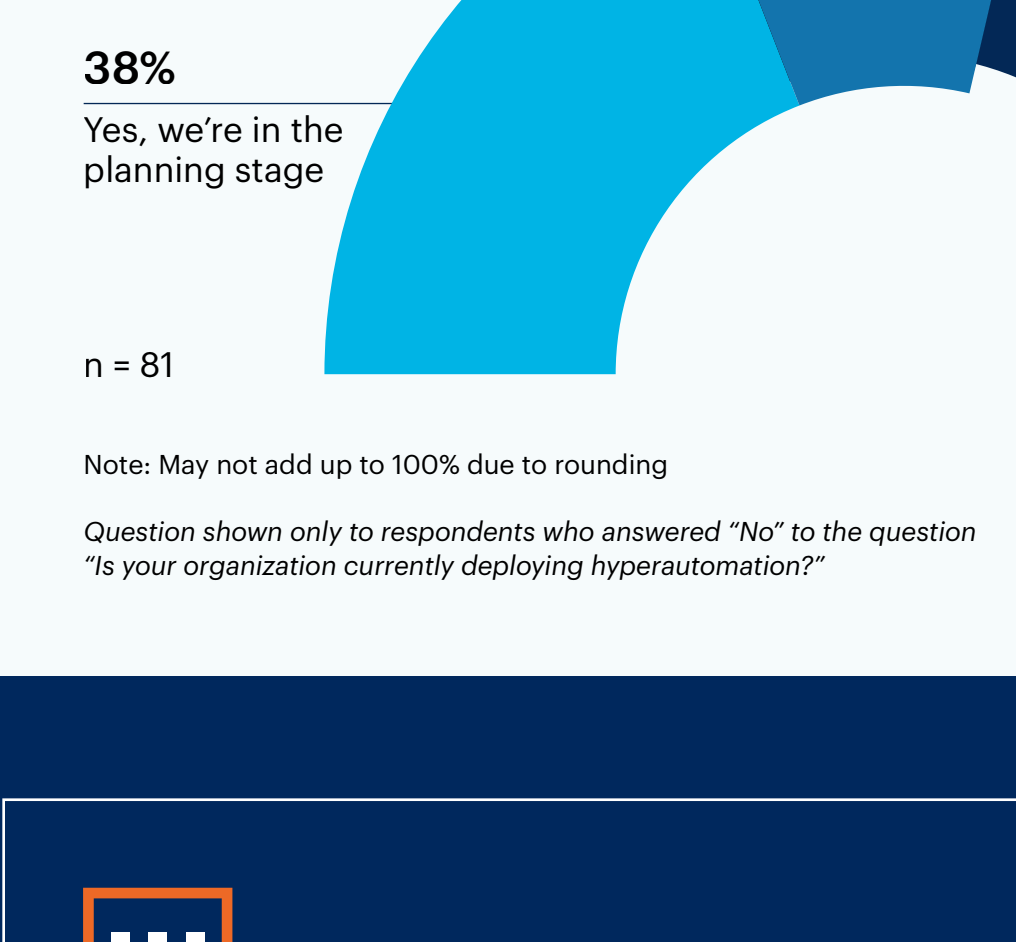
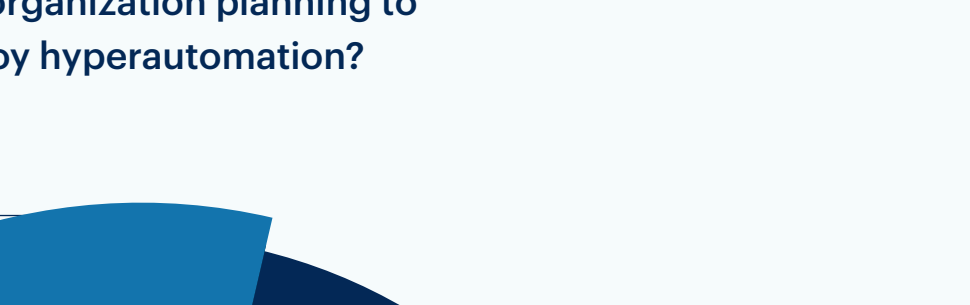
n = 300

Note: May not add up to 100% due to rounding. *Those who responded "I've never heard of hyperautomation" were eliminated from the survey.

61% of respondents say their organization is **currently** deploying hyperautomation.

Is your organization currently deploying hyperautomation?

n = 300



65% of leaders at organizations that are currently deploying hyperautomation (n = 183) are **satisfied** with their organization's deployment of this technology.

Are you satisfied with your organization's deployment of hyperautomation?

n = 183

Question shown only to those who answered "Yes" to the question "Is your organization currently deploying hyperautomation?"

More than half (57%) of respondents at organizations that are **not** currently deploying hyperautomation (n = 81) say their organization is **planning** to deploy this technology.

Is your organization planning to deploy hyperautomation?



n = 81

Note: May not add up to 100% due to rounding. Question shown only to respondents who answered "No" to the question "Is your organization currently deploying hyperautomation?"

"Hyperautomation is changing the way we do business and the types of jobs currently in the market. We are going through a transformation period that will define a before and after in the industry."

- Director, professional services industry, 10,000+ employees

"Automation should be used for [the] right processes in [the] right place. Otherwise it can complicate the process instead of simplifying the area."

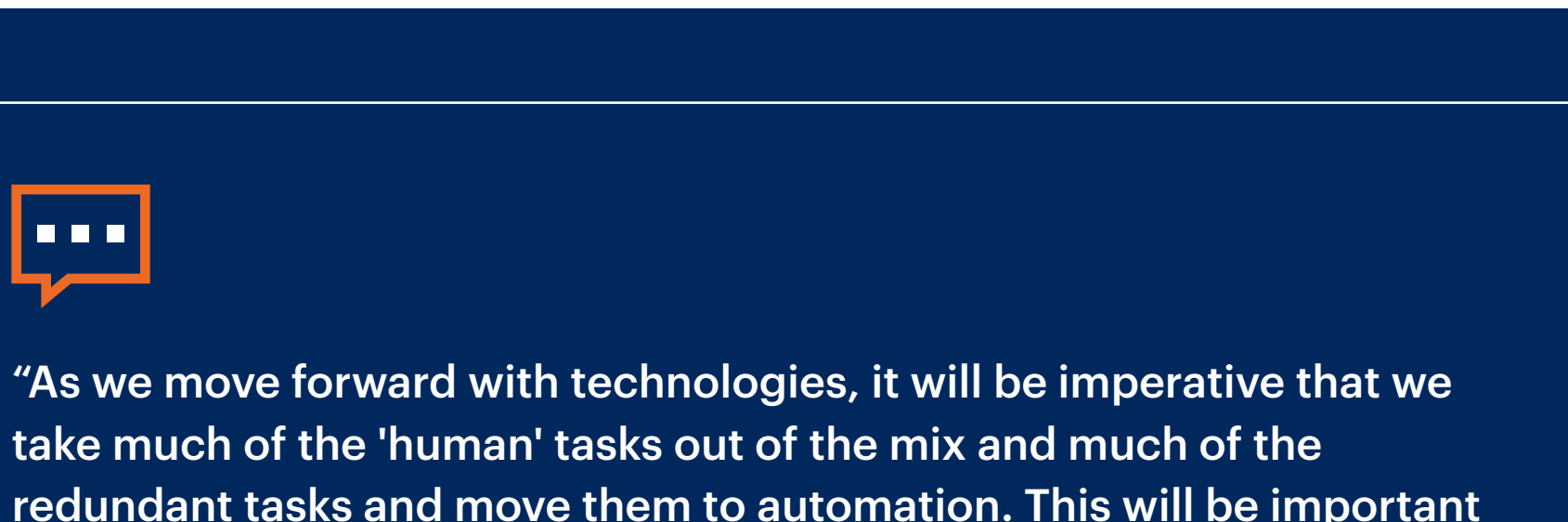
- Director, manufacturing industry, 1,000 - 5,000 employees

Question: Do you have any final thoughts to share on hyperautomation technology?

At organizations deploying hyperautomation, most leaders have deployed RPA or AI tools

Most respondents at organizations that are **currently** deploying hyperautomation (n = 183) say they have **deployed RPA (72%), AI (62%) or chatbot (58%)** hyperautomation tools. Intelligent business process management (iBPM) suites (16%) and integration platform as a service (iPaaS) (10%) were the least common types of hyperautomation tools deployed.

What types of hyperautomation tools have you deployed?



Process discovery and mining **23%** | Business process management (BPM) suites **23%** | Natural language processing (NLP) systems **22%** | Event-driven software architecture **19%** | Intelligent business process management (iBPM) suites **16%** | Integration platform as a service (iPaaS) **10%** | None of these **0%** | Other **0%**

n = 183

Question shown only to those who answered "Yes" to the question "Is your organization currently deploying hyperautomation?"

"As we move forward with technologies, it will be imperative that we take much of the 'human' tasks out of the mix and much of the redundant tasks and move them to automation. This will be important for scalability, security and speed to deliver."

- Director, professional services industry, 5,000 - 10,000 employees

"In some areas we have had a lot of success like BPA and BI/analytics. However the AI and chatbots have not succeeded as hoped. Maybe the failures need another 3-4 years [of] maturity."

- Director, manufacturing industry, 10,000+ employees

Question: Do you have any final thoughts to share on hyperautomation technology?

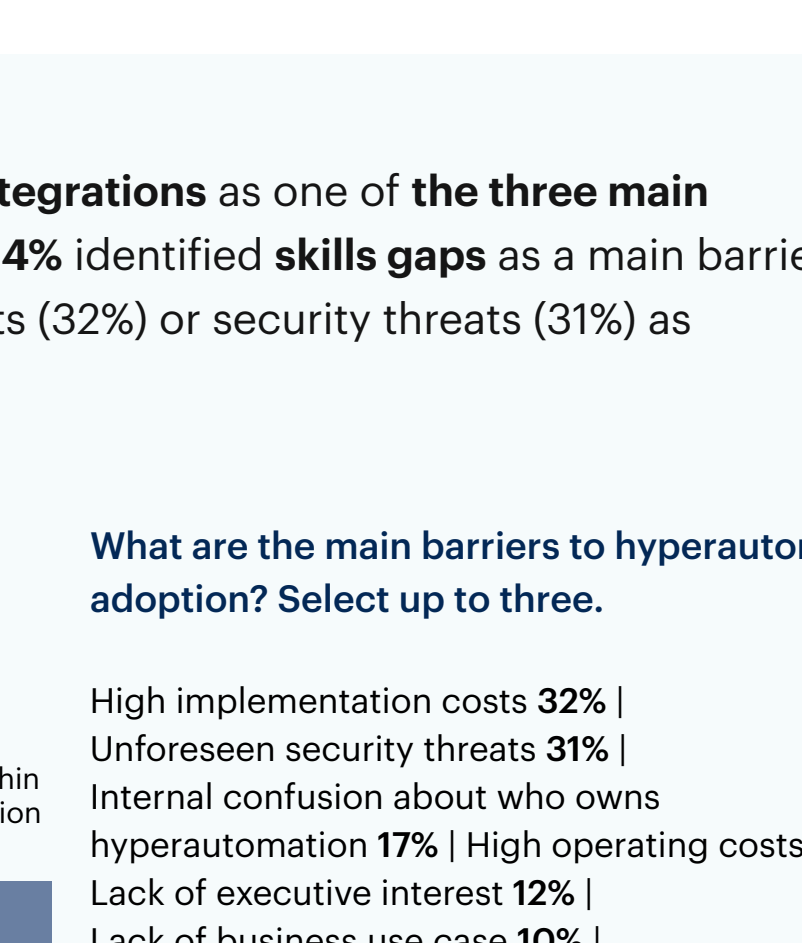
Hyperautomation seen as a way to improve agility, but a lack of integrations presents a challenge

Among respondents whose organizations are **deploying or planning to deploy** hyperautomation technology (n = 229), **improving agility (76%)** was the **most common** reason their teams decided or planned to adopt hyperautomation.

What were the reasons your team decided to adopt or is planning to adopt hyperautomation?

Increase product reach **35%** | Improve security **23%** | Capture operational analytics **19%** | Executive presence **7%** | None of these **0%** | Other **<1%**

Question shown only to those who answered "Yes" to the question "Is your organization currently deploying hyperautomation?" or who answered "Yes, we're in the planning stage" or "Yes, we're in the development stage" to the question "Is your organization planning to deploy hyperautomation?"



n = 229

66% of all respondents pointed to a **lack of integrations** as one of the **three main barriers to hyperautomation adoption**, and **64%** identified **skills gaps** as a main barrier. Around a third included bugs (34%), high costs (32%) or security threats (31%) as prominent barriers.

What are the main barriers to hyperautomation adoption? Select up to three.

High implementation costs **32%** | Unforeseen security threats **31%** | Internal confusion about who owns hyperautomation **17%** | High operating costs **14%** | Lack of executive interest **12%** | Lack of business use case **10%** | Lack of interest or trust among staff **7%** | Unforeseen regulatory/governance challenges **7%** | None of these **0%** | Other **0%**

n = 300

"Internal alignment from all stakeholders is [a] must for hyperautomation to provide results."

- VP, finance industry, 10,000+ employees

"Hyperautomation will surely have an impact on the business but the adoption of the technology will be a slow and steady process."

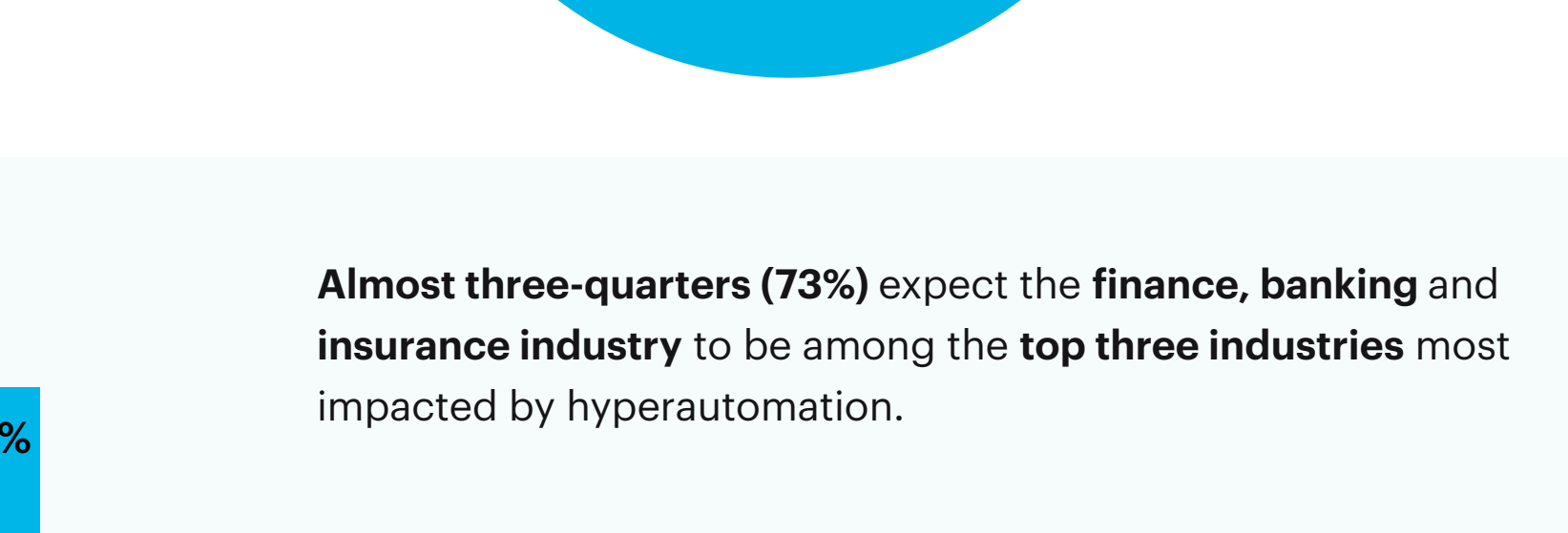
- C-suite, utilities industry, 10,000+ employees

Question: Do you have any final thoughts to share on hyperautomation technology?

Respondents expect hyperautomation to impact business, particularly in the finance industry

71% say that hyperautomation will **play a role in business**, and **17%** believe it will become **fundamental**.

What level of impact do you think hyperautomation will have on business in the future?

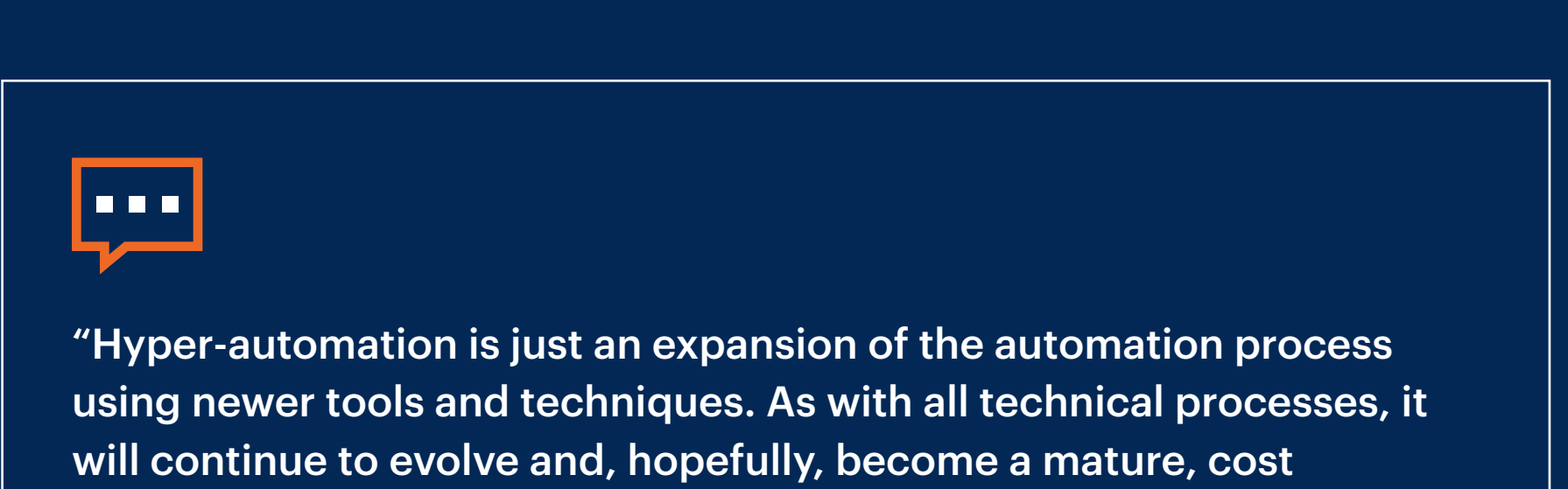


n = 300

Note: May not add up to 100% due to rounding

Almost three-quarters (73%) expect the **finance, banking and insurance industry** to be among the **top three industries** most impacted by hyperautomation.

Which industries will hyperautomation impact the most? Select up to three.



Transportation and warehousing **20%** | Professional services **18%** | Retail **18%** | Telecommunication services **15%** | Agriculture, forestry, fishing and hunting **14%** | Arts, entertainment and recreation **14%** | Government **14%** | Educational services **11%** | Utilities **7%** | Real estate, rental and leasing **7%** | Other **<1%** | None of these **0%**

n = 300

"Hyper-automation is just an expansion of the automation process using newer tools and techniques. As with all technical processes, it will continue to evolve and, hopefully, become a mature, cost effective solution."

- Director, educational services industry, 1,000 - 5,000 employees

"Hyperautomation has a huge role to play in the future of business. There remains, however, a significant cultural barrier to adoption. Many organisations while talking about digital, still lack trust in automated capabilities. There is an even larger proportion that resists automation as they fear they may lose their jobs because of it. More likely, though, it is through fear that it may highlight poor performance and lack of clear processes and accountabilities."

- C-suite, government, 1,000 - 5,000 employees

Question: Do you have any final thoughts to share on hyperautomation technology?

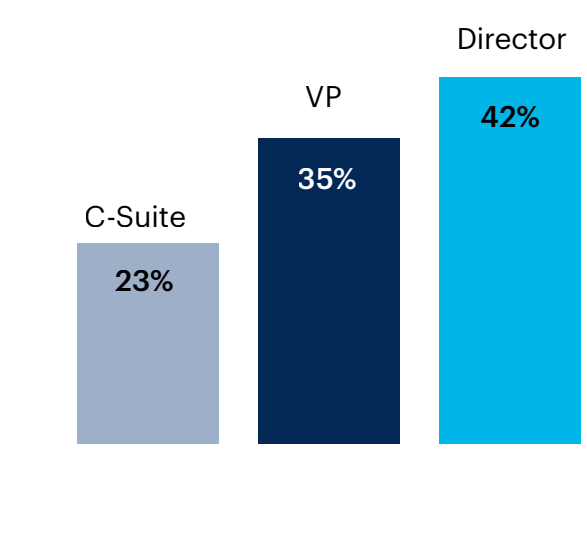
Want more insights like this from leaders like yourself? Click here to explore the revamped, retooled and reimaged Gartner Peer Community. You'll get access to synthesized insights and engaging discussions from a community of your peers.

Respondent Breakdown

Region



Job Level



Company Size

