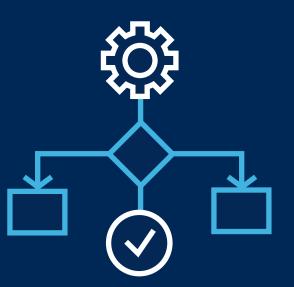
Gartner. Peer Insights...

## Workflow Automation Perceptions and Adoption



In this One-Minute Insight Report, Gartner Peer Insights surveyed over 300 tech leaders to understand:

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Levels of workflow automation and budget allocation within IT teams

Image: Contract of the perceived benefits and challenges of workflow automation implementation

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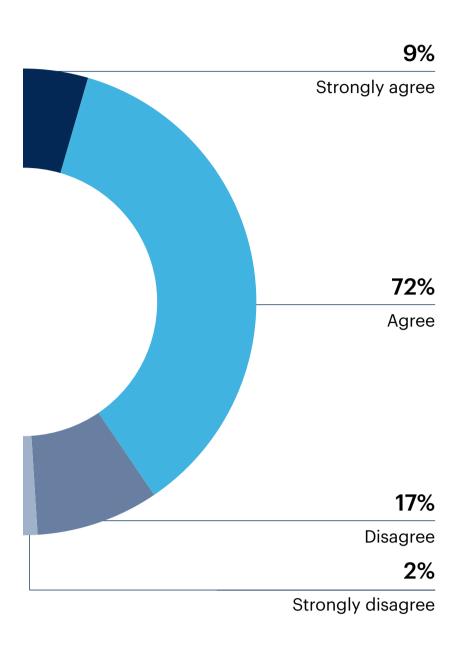
Every day, myriad tasks have to be completed to keep businesses going. With so many dependencies requiring tedious but crucial manual workflows, workflow automation has been growing in promise. But are tech leaders adopting workflow automation?

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

Data collected from May 17 - August 17, 2021

Total respondents: 309 tech leaders

### Workflow automation is on the rise



81%

of tech leaders report that workflow automation is a **current priority** within their organization.

To what extent do you agree with the following: "Workflow automation is a current priority within my organization."

This is reflected in increased automated workflows, with **91%** of leaders reporting that the number of **daily automated workflows** within their organization has **grown over the past year.** 

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## Has the number of automated workflows your organization uses daily grown over the past 12 months?



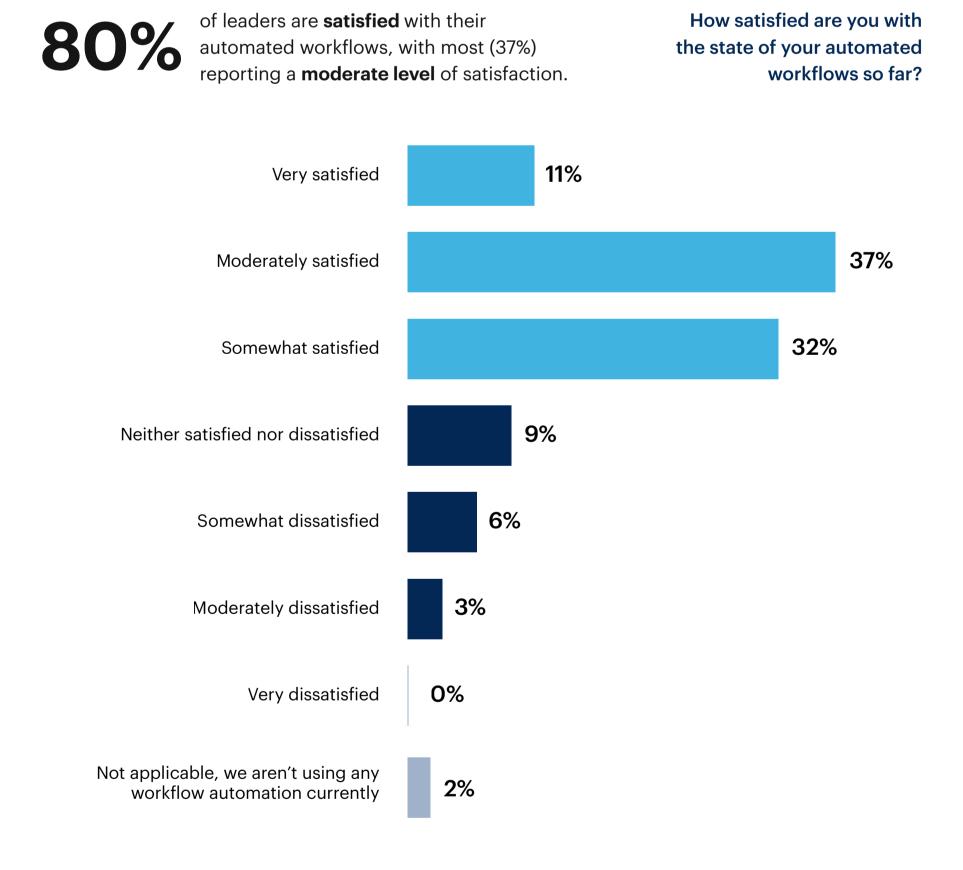
"Workflow automation makes a big difference when it comes to increasing productivity. You first have to understand what are the biggest pain points that would be alleviated as a result of workflow automation, and then go after those items."

- VP, retail enterprise

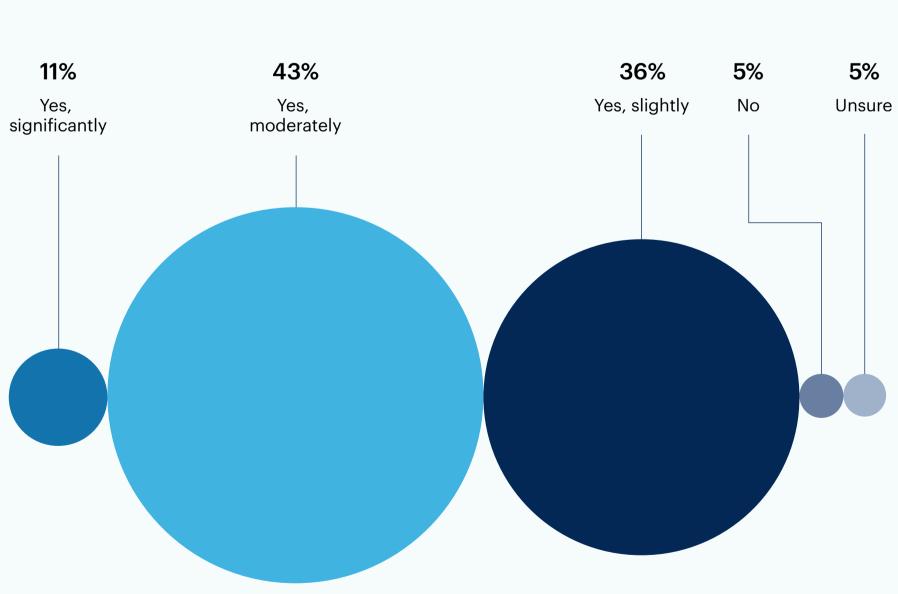
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- C-suite, medium-sized finance company

# Workflow automation is proving a success, with leaders planning to expand its use



And most aim to build off that success, as **90%** of decision-makers plan to **expand** the use of automated workflows **over the next year**, with most (43%) estimating a **moderate increase.** 



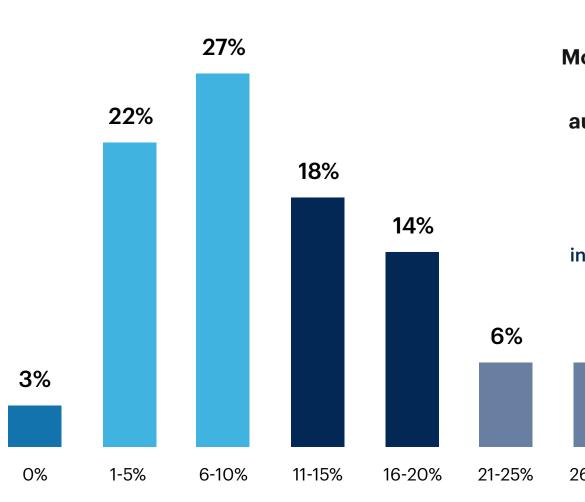
Will you be expanding your use of automated workflows over the next 12 months?

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"We have been using workflow automation for a long time now and it has definitely been worth it."

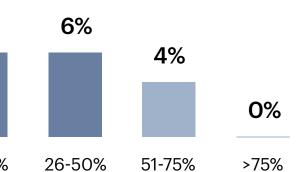
- Director, software enterprise

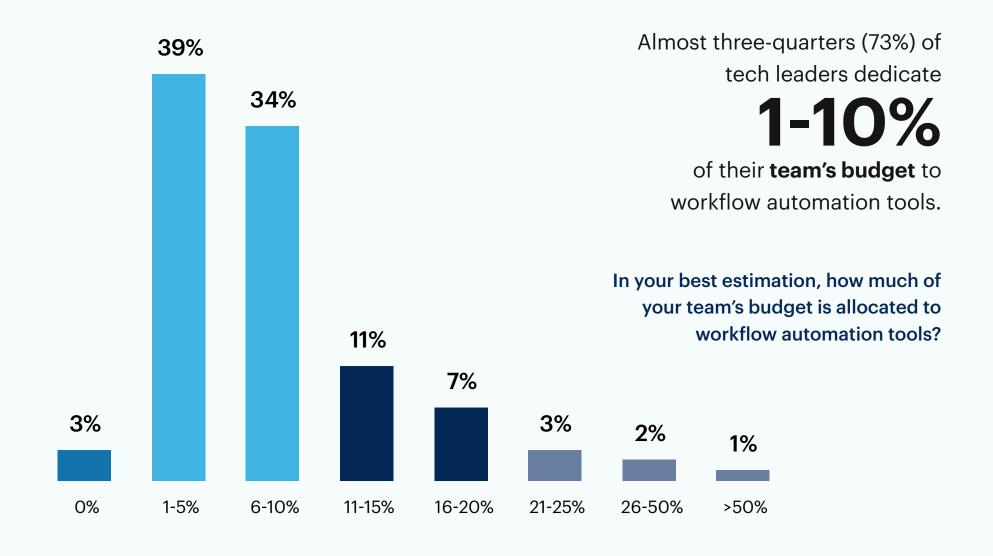
## 6-10% of IT workflows are automated for most, with workflow automation tools taking up 1-5% of budget



Most leaders (27%) estimate that 6-10% of IT workflows are automated in their organization.

In your best estimation, what percentage of IT workflows in your organization are automated?



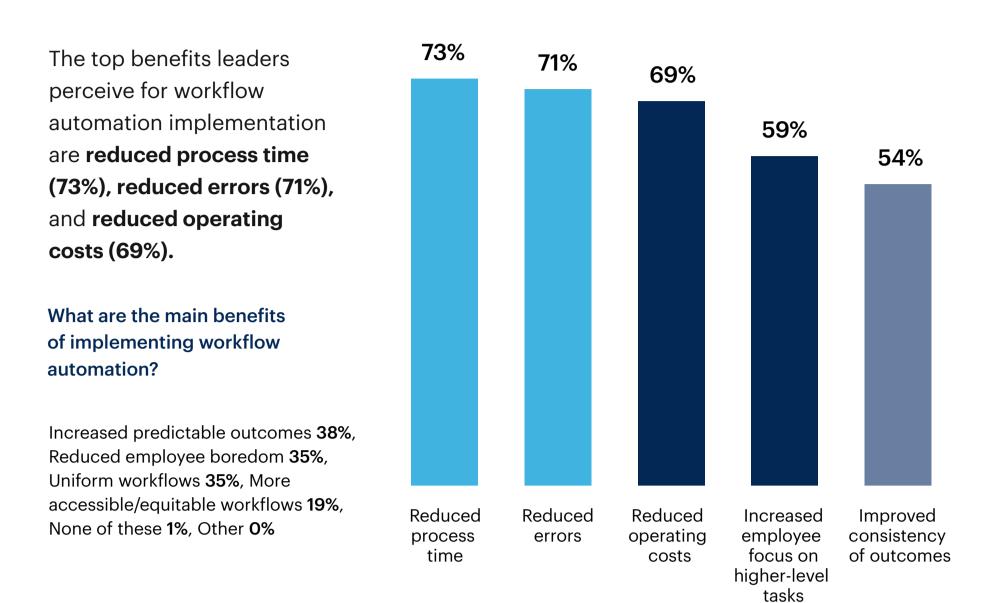


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"We have automated QA testing for our site and apps and it saves a huge amount of time. We also built some business workflows, and [they] fulfilled [their] purpose rapidly, but because the end users relied on IT to implement [them], it has become another thing we need to support long term."

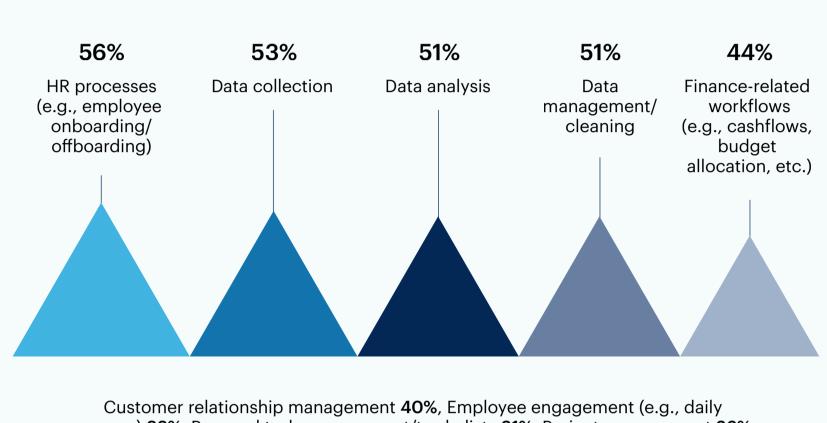
- C-suite, finance enterprise

### Reduced process time and reduced errors the main perceived benefit of workflow automation, with HR and data processes benefiting the most



When it comes to which processes would benefit most from workflow automation, **HR** was the top choice (56%), though **data featured heavily, as data collection (53%), data analysis,** and **data management/cleaning (both 51%) rounded out the top 3.** 

### In your opinion, what processes would benefit most from automation?



Customer relationship management **40%**, Employee engagement (e.g., daily surveys) **33%**, Personal task management/to-do lists **31%**, Project management **26%**, Sales outreach **20%**, None of these **1%**, Other **0%** 



"We are just getting our feet wet with workflow automation. Looking forward to automating more standard processes. Currently we do too much via manual workflows [which] leaves too much room for error."

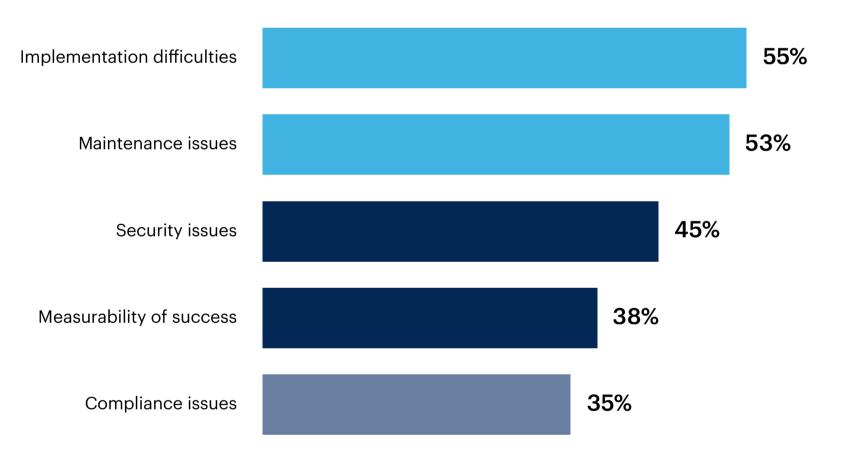
- Director, software enterprise

Implementation and maintenance the main concerns with workflow automation in IT, and decision-makers want to see intelligent automation from vendors

However, most leaders are concerned about implementation (55%) and maintenance

issues (53%) when it comes to IT workflow automation.

What are your top concerns with IT workflow automation?



Shadow IT **32%**, Return on investment **30%**, User overdependence **30%**, User pushback/resistance **30%**, None of these **2%**, Other **0%** 

When it comes to what leaders want to see from workflow automation vendors, **intelligent automation (61%)** and **integrations (52%)** are the **most sought after**.

| <b>61%</b><br>Intelligent automation                     | <b>45%</b><br>Continuous<br>support          | <b>41%</b><br>Managed<br>integration | What do you most want to<br>see from workflow<br>automation vendors?   |
|--|--|--------------------------------------|--|
| <b>52%</b><br>Integration with other<br>cloud-based apps |  |                                      | Privilege-based access <b>34%</b> ,<br>Granular reporting <b>30%</b> ,   |
| <b>47%</b><br>Open APIs                                  | <b>36%</b><br>Single pane of glass analytics |                                      | Customization/ability to<br>inject custom code <b>29%</b> ,<br>On-demand/usage-based<br>pricing <b>26%</b> , Parallel/Complex<br>branching <b>18%</b> ,<br>None of these <b>0%</b> , Other <b>0%</b> |

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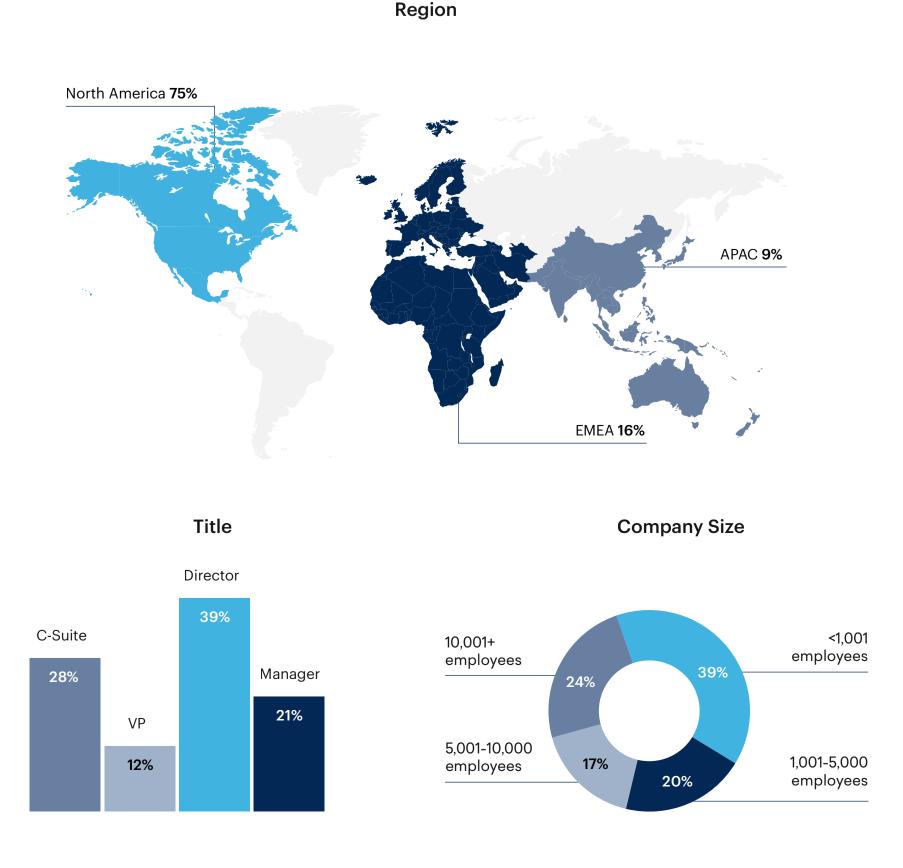
"The scope of the workflows and the integration are very wide, but the way they are categorized and prioritized makes it difficult to build automation workflows quickly [...] the potential is phenomenal, but the interfaces and the customizations available in automation platforms are very complex."

- C-suite, small education company



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#### **Respondent Breakdown**



### Gartner

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