



Enterprise Robotic Process Automation (RPA) Adoption | Pinnacle Model™ Analysis

Market Report – March 2018: Complimentary Abstract / Table of Contents

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In addition to a suite of published research, a membership may include

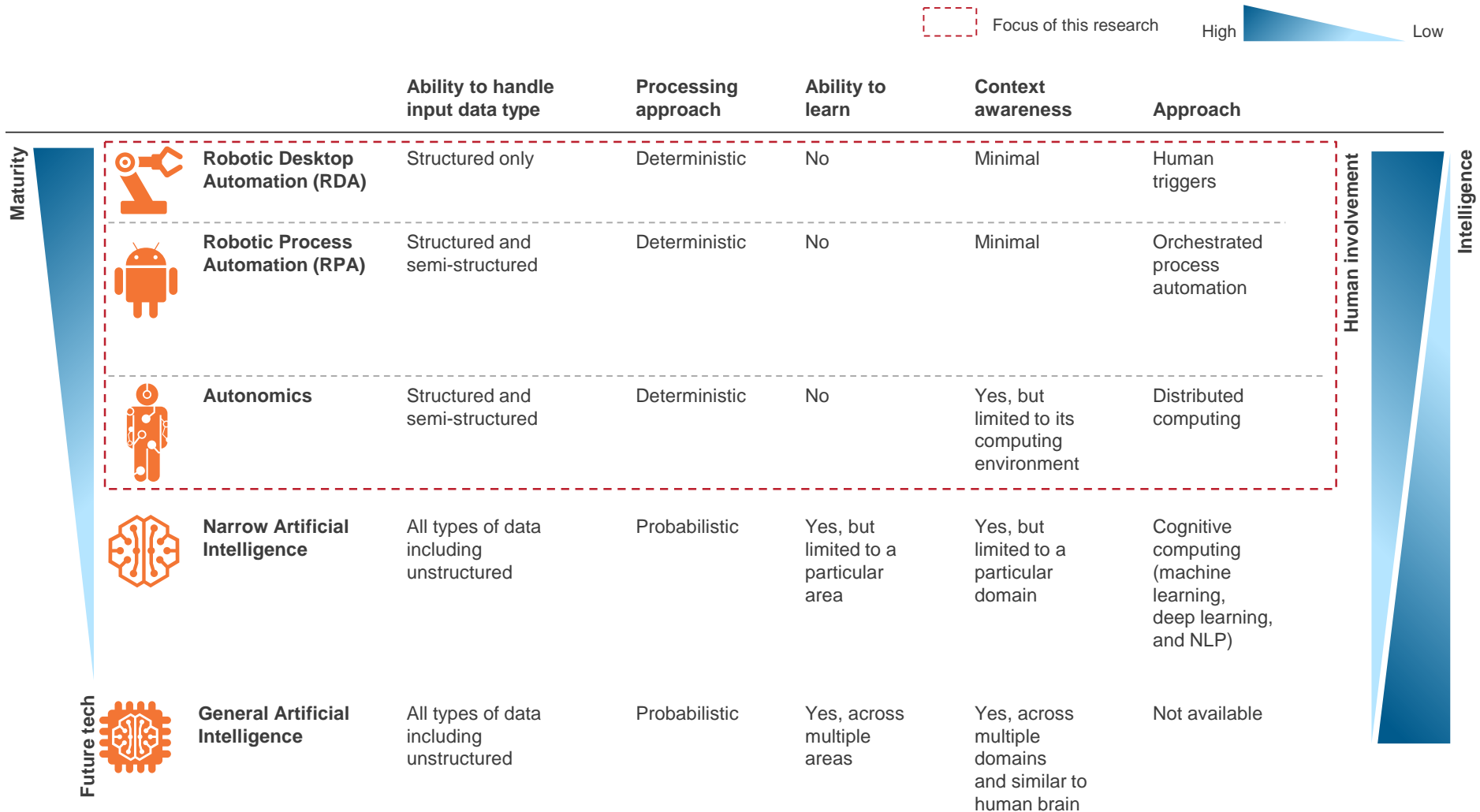
- Price book
- Pinnacle Accelerators
- Data cuts
- Analyst access
- Virtual Roundtables
- Workshops

Custom research capabilities

- Benchmarking | Pricing, delivery model, skill portfolio
- Peer analysis | Scope, sourcing models, locations
- Locations | Cost, skills, sustainability, portfolio – plus a tracking tool
- Tracking services | Service providers, locations, risk
- Other | Market intelligence, service provider capabilities, technologies, contract assessment

Everest Group's Service Delivery Automation (SDA) Spectrum

SDA includes a spectrum of automation solutions for delivering global services



Note: In this report, we have referred to rules-based/deterministic SDA solution (i.e. RDA, RPA, and Autonomics) collectively as RPA

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Definition of Pinnacle Enterprises™

Everest Group Pinnacle Model™ analysis identify Pinnacle Enterprises™, companies that are achieving superior business outcomes because of their advanced capabilities. The journeys of these best-of-the-best companies provide insights into the key enablers needed to achieve desired outcomes and point to the investments required for the greatest speed to impact. Whether companies are wanting to make incremental changes or achieve major transformations, Pinnacle Enterprises exemplify the way to success.



Define the topic

We evaluate multiple topics to identify hot topics that will resonate globally with sourcing leaders. We work with internal and external SMEs to define the topic and set boundaries.



Survey enterprises

We use surveys, RFIs, and other data collection methods to gather information from enterprises on capabilities and outcomes associated with the topic under evaluation



Interview participants

We then conduct interviews/roundtables with a subset of participants to gain deeper perspectives on their experiences, challenges, and journeys



Form hypotheses

We form an emerging point of view on the correlations between capabilities and outcomes, adoption trends, and key success factors



Validate and refine

A cross-section of SMEs from various practices debates and refines the emerging hypotheses



Publish and educate

We compile and share final results with participants, our members, and other stakeholders in the global services sector. Participants also receive a high-level customized analysis



In the current Pinnacle Model™ analysis, we look at enterprise **Robotic Process Automation (RPA)** adoption patterns to compare outcomes with associated capabilities



Pinnacle Enterprise™ differentiators

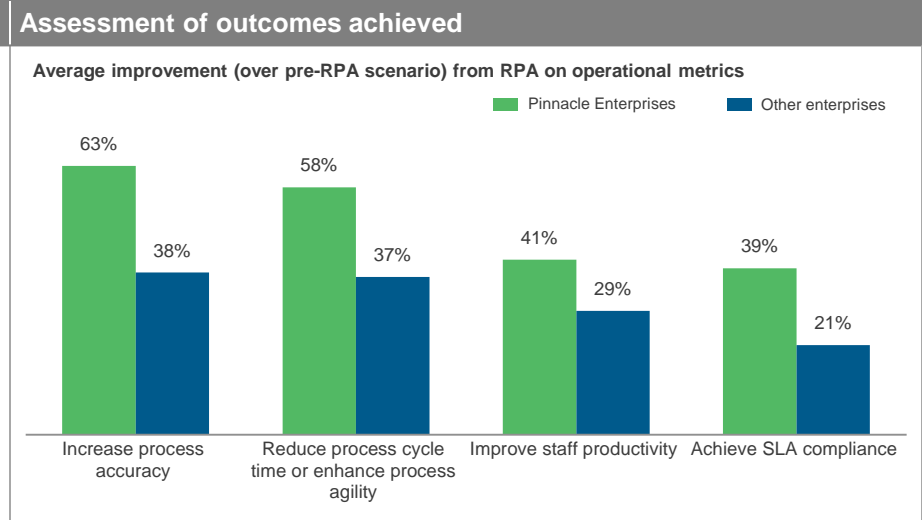
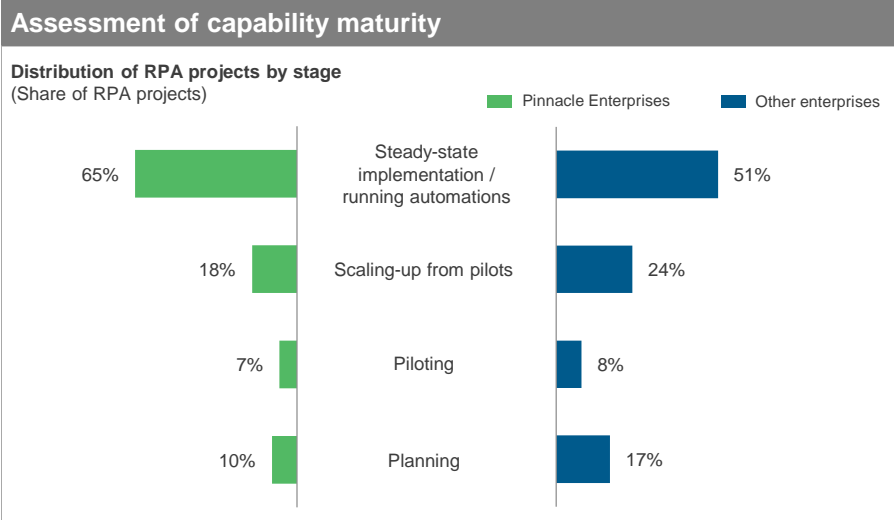
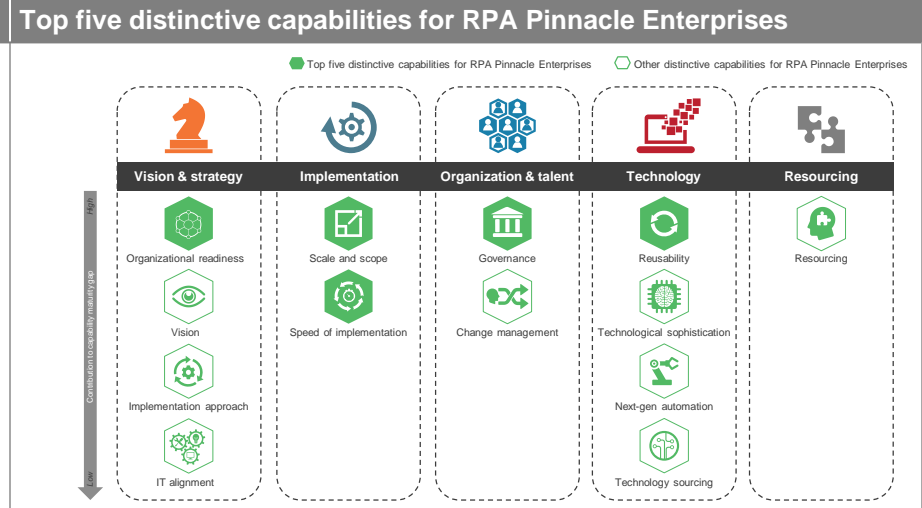
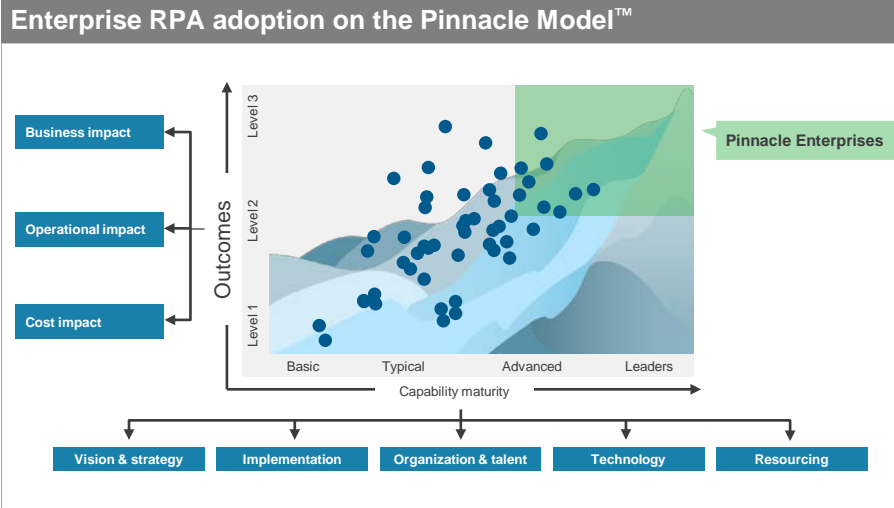


Accelerating your RPA journey



Implications for enterprises

This study offers five distinct chapters providing a deep dive into key aspects of RPA market; below are four charts to illustrate the depth of the report



Research calendar – Service Optimization Technologies (SOT)

Published
 Planned
 Current release

Flagship SOT reports

Release date

Enterprise Robotic Process Automation (RPA) Adoption Pinnacle Model™ Analysis	March 2018
Robotic Process Automation (RPA) – Technology Vendor Landscape with PEAK Matrix™ Assessment 2018	Q2 2018
Robotic Process Automation (RPA) – Technology Vendor Profile Compendium 2018	Q2 2018
Robotic Process Automation (RPA) – Annual Report 2018	Q2 2018
Intelligent Document Processing – Technology Vendor Landscape with PEAK Matrix™ Assessment 2018	Q3 2018
Chatbots / Virtual Agents – Technology Vendor Landscape with PEAK Matrix™ Assessment 2018	Q3 2018

Thematic SOT reports

Viewpoint – Creating business value through next-generation smart digital workforce	February 2018
Report – Role of AI/Cognitive in CC Services	Q1 2018
Viewpoint – Enterprise-grade RPA	Q2 2018
Viewpoint – RPA in healthcare	Q2 2018
Report – Buyer feedback analysis for RPA	Q2 2018
Viewpoint – Citrix Automation - Challenges and Opportunities	Q2 2018
Viewpoint – Fulfilling the promise of RPA in F&A - A reality check	Q3 2018
Viewpoint – Growth and Impact of Cognitive/AI in FAO	Q4 2018
Viewpoint – Robot Security in RPA Implementations	Q4 2018

Note: For a list of all SOT reports published by us, please refer to our [website page](#)

Additional SOT research references

The following documents are recommended for additional insight on the topic covered in this report. The recommended documents either provide additional details on the topic or complementary content that may be of interest

1. **Creating Business Value Through a Next-Generation Smart Digital Workforce** ([EGR-2018-38-V-2548](#)); 2018. The purpose of this study is to assist organizations in building a smart digital workforce with enterprise-grade SDA technologies and solutions that can help them achieve strategic business outcomes. It also discusses the key business problems in the traditional workforce model and how can enterprises overcome them by transforming their front- and back-office operations through a next-generation smart digital workforce
2. **Everest Group - Artificial Intelligence in Global Services - State of the Market Report** ([EGR-2017-13-R-2397](#)); 2017. This report helps demystify AI from the point of view of global services (i.e., IT and business process services). It includes perspectives from the market about the differing definitions of AI, its adoption across industries and functions, various drivers behind and threats to adoption, and a deep-dive into the AI technology vendor landscape
3. **RPA Implementation in GICs – Learnings and Best Practices** ([EGR-2017-2-R-2514](#)); 2017. This report captures key learnings and experiences of best-in-class GICs that have undertaken RPA implementation. It also includes case studies on the RPA journey of leading GICs from a variety of industry verticals and stages of RPA adoption, with a focus on challenges faced and mitigation approaches employed
4. **The Business Case for RPA and Chatbots in Contact Centers** ([EGR-2017-1-R-2462](#)); 2017. This report assesses the financial impact of the adoption of SDA solutions such as RDA, RPA, and chatbots on the total cost of contact center operations and the typical SDA adoption journey for enterprises. It also provides few case studies of enterprises, who have currently adopted the SDA solutions to improve customer experience along with key learnings

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About Everest Group

Everest Group is a consulting and research firm focused on strategic IT, business services, and sourcing. We are trusted advisors to senior executives of leading enterprises, providers, and investors. Our firm helps clients improve operational and financial performance through a hands-on process that supports them in making well-informed decisions that deliver high-impact results and achieve sustained value. Our insight and guidance empower clients to improve organizational efficiency, effectiveness, agility, and responsiveness. What sets Everest Group apart is the integration of deep sourcing knowledge, problem-solving skills and original research. Details and in-depth content are available at www.everestgrp.com.

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