

# Business Process Transformation through RPA & AI

Market Analysis

Abstract

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## Who Is This Report For?

NelsonHall’s “Business Process Transformation through RPA & AI” report is a comprehensive market assessment report designed for:

- Sourcing managers investigating sourcing developments within the application of RPA & AI technologies to business operations
- Operations executives exploring the “art-of-the-possible” in applying RPA & AI technologies to introduce new digital process models
- Vendor marketing, sales and business managers developing strategies to target business operations transformation through the application of RPA & AI technologies
- Financial analysts and investors specializing in the IT services and BPO sector.

## Scope of the Report

The report analyzes the global market for business process transformation through the use of RPA & AI technologies and addresses the following questions:

- What is the market size and projected growth for the global RPA & AI-related services market overall, by geography, and by industry sector?
- What are the top drivers for adoption of RPA?
- What are the principal drivers for adoption of combinations of RPA and AI technologies?
- What are the typical benefits achieved from the application of RPA to business operations?
- What are the typical benefits achieved from the application of RPA and AI to business operations?
- How developed is each industry sector in terms of its RPA maturity, its cognitive maturity, and its new digital process model maturity?
- What are the key uses in each industry sector for each of RPA, RPA plus AI, and new digital business models?
- Who are the leading vendors in RPA & AI-related services and who are the leaders in applying RPA & AI technologies in each sector?
- How is business process transformation using RPA delivered?
- What are the frameworks for achieving business process transformation using new digital process models?
- To what extent do vendors partner for RPA and AI technologies and which are the leading proprietary and third-party platforms used?
- What are the challenges and success factors within business process transformation using RPA & AI?



## Key Findings & Highlights

NelsonHall's market analysis of Business Process Transformation using RPA & AI consists of 88 pages.

Business process transformation using RPA and AI typically undergoes an evolution within organizations from the application of RPA to largely “as-is” processes, to the application of RPA alongside increased levels of process streamlining and standardization, to the incorporation of NLP and ML alongside RPA to automate the ingest of unstructured documents; followed, finally, by a massive leap to reimagine processes and introduce new digital process models.

Despite the hype around RPA and AI technologies leading to the death of BPO and offshore delivery, quite the contrary is the case. The introduction of RPA and subsequently new digital process models is leading to increased penetration of the retained and shared services operations within organizations, and approximately 80% of RPA & AI-related business process transformation services is delivered from offshore.

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2. Customer Requirements

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3. Market Size and Growth

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5. Service Delivery in Business Process Transformation

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6. Key Technologies in Business Process Transformation

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7. Vendor Positioning in Business Process Transformation

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8. Challenges & Success Factors in Business Process Transformation

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- Appendix I – Lessons from Early Adopters of RPA

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## Report Length

88 pages, consisting of 8 chapters

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## Associated Vendor Assessments

The project includes associated extensive vendor assessments of the business process transformation through RPA & AI capabilities of each of following vendors:

- Arvato
- Capgemini
- EXL
- HCL
- HGS
- LTI
- Mphasis
- NIIT Technologies
- NTT Data
- Sopra Steria
- SwissPost
- Wipro
- WNS.