The Agentic Process Automation Playbook

6 steps to move from process automation success to a fully autonomous enterprise.

![Automation Anywhere logo]

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The autonomous enterprise is here

The economy is evolving quickly as work becomes increasingly accelerated by and intertwined with technology. With organizations pressured to find greater efficiency without increasing costs, teams can only take on increasing workloads with the help of automation and artificial intelligence (AI). While that may have seemed like science fiction a decade ago, it is how enterprises today are gaining the lead.

Generative AI burst onto the scene to save enterprises from tedious work while creating new experiences, ways of working, and growth opportunities. So far, it's only proven its value in summarizing documents and drafting emails. But, with the right foundation, it can automate and coordinate the most complex and mission-critical processes.

This concept of the autonomous enterprise is no longer a distant vision but an attainable reality. Agentic process automation (APA) stands at the forefront of this transformation, offering the technologies, tools, and strategies needed to lead organizations into a new era of operational excellence and innovation.

Advancing from RPA to APA

Robotic process automation (RPA) is a proven way to reliably automate high-volume, repetitive tasks such as data extraction and entry, calculations, file transfers, and more. Enterprises globally and in all industries use it to reduce costs, increase accuracy, and increase speed in loan processing, healthcare patient scheduling, and inventory management.

Where RPA hits limits is in scalability and adaptability, AI helps bridge these gaps by combining automations, gathering more information, and tackling more complex processes. But many enterprises are still focused on task-level automation, blocked by data silos, or still working to integrate AI into automation. And, as the value of automation at the task level is significant, it's easy to see how automating end-to-end complex processes will increase the value exponentially.

The path from an RPA-driven enterprise to an autonomous enterprise is surprisingly short, however. Extending automation to complex processes and realizing the potential of APA is as simple as connecting, extending, and orchestrating the AI and automation efforts already underway.

Orchestration makes the autonomous enterprise possible

APA combines the power of RPA, AI agents, and intelligent orchestration to automate complex, mission-critical processes that require cognitive capabilities and decision-making across data, silos, and systems.

What's missing is how those AI agents work together to complete end-to-end enterprise processes. This orchestration empowers the enterprise to operate with autonomy and agility. Intelligent agents can then work together to achieve new levels of flexibility and responsiveness that traditional RPA cannot match.

To get there requires an APA platform with scalability, speed, and control to find the right processes to automate, deploy low-code tools for workers to build AI agents, and use AI to design automations and find and extract the right data.

AI agents can:

Use machine learning and generative AI to interpret data

Autonomously make decisions and adjust as information changes

Complete complex tasks without human intervention

From RPA to APA in 6 easy steps

Moving to an autonomous enterprise seems like a massive investment and initiative, but it can be accomplished much faster and more efficiently than expected, especially for organizations well versed in RPA and intelligent automation.

Solutions available now further streamline the process to help build and orchestrate AI agents that can quickly scale across the enterprise.

Here's how to get started:

Step

01

Align Stakeholders on Success
Engage stakeholders—department leads, automation leads, developers—early in the process to build and maintain open lines of communication. Clear goals and consistent progress updates are essential for gaining and maintaining buy-in and ensuring project success.

Step

02

Identify Processes Ready for Autonomy
Find gaps where RPA is already helping but can't fully automate processes due to complexity, decisions, or data. Use AI to discover existing processes and systems and highlight areas where APA can achieve quick wins and focus on creating reusable AI agents that will improve scalability.

Step

03

Highlight and Mitigate Risks
Risks are a component of every enterprise initiative. Take the lead to identify potential risks and develop mitigation plans to minimize disruptions, assuage concerns, and ensure a smooth deployment. Be sure to identify potential privacy, security, and compliance concerns early.

Step 04

Empower Scalability

Start automating processes identified in step 2 by leaning on an APA platform that enables teams, both technical and non-technical, to create AI agents that can handle advanced tasks without complex coding. Make sure it incorporates workflow orchestration capabilities so multiple AI agents can work together and be reused to speed deployment across the enterprise.

Step 05

Ensure Security and Governance

Centralize oversight of the automation lifecycle for an organized and controlled approach to APA and the data and processes impacted. Use a single solution to track metrics and calculate ROI as it happens, map strategies for expansion, and keep teams focused and within set guardrails.

Step 06

Continuously Track Progress and Solicit Feedback

Feedback and monitoring allow organizations to identify areas for improvement and make necessary adjustments in real-time. Put processes and feedback loops in place to identify and head-off issues, and track report key metrics to keep teams engaged and focused on progress. Metrics to track include efficiency and time savings that can be converted easily into ROI and softer benefits for customer satisfaction and service delivery improvements.
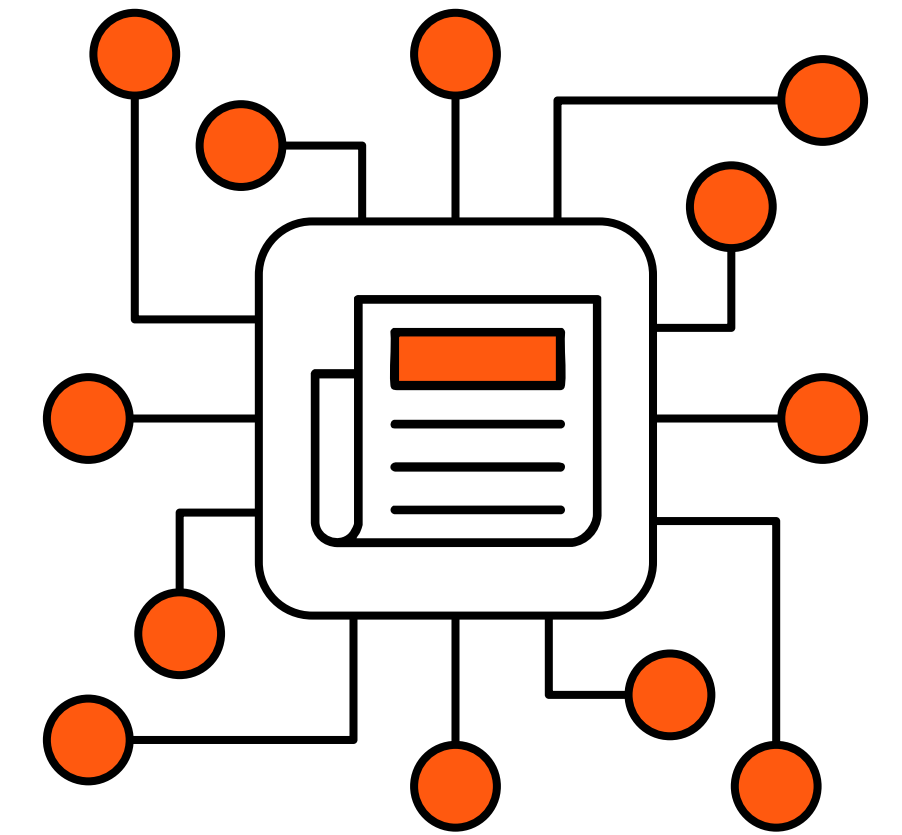
Taking the first steps toward building an autonomous enterprise is achievable in just a few weeks. It's made even easier with a platform to automate and coordinate the most complex, mission-critical processes across the enterprise.

Becoming an autonomous enterprise: The Washington Post

The Washington Post, founded in 1877, takes a decidedly proactive stance on modernizing operations at this venerable organization. To move beyond traditional automation, it integrated AI agents and saw significant gains across processes and teams.

Highlights of their move to APA include:

→ APA is returning value in Customer Care by using AI to categorize support tickets for significantly reduce manual effort, and Finance by automating the evaluation of 100% of invoices rather than being limited by manual capacity.

→ With this shift to AI-powered automation, the company aims to automate up to 80% of tasks, unlocking substantial ROI in a fraction of the time previously required.

→ By taking a centralized approach and engaging stakeholders across departments, it ensured alignment to maximize the impact of APA implementation, identify high-ROI use cases, and foster broad adoption.

The Washington Post's proactive adoption of APA using Automation Anywhere empowers the company to actively build an autonomous enterprise today. With a unified solution and the tools to build AI agents at scale, it anticipates ROI breakeven within 18 to 24 months.

Start your APA journey now

The journey to an autonomous enterprise is a strategic imperative, especially as competitors are likely already on their way. With APA, and Automation Anywhere's platform, any organization can unlock new levels of efficiency, innovation, and growth.

Don't wait. Start your APA journey now by getting to know Automation Anywhere's Agentic Process Automation System.

Request a personalized demo today

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AUTOMATION ANYWHERE

About Automation Anywhere

Automation Anywhere is the leader in AI-powered process automation that empowers organizations to drive productivity gains, foster innovation, improve customer service, and accelerate business growth.

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