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## Major Automation Predictions for 2023

Tomorrow is right around the corner. Even though automation is already powering enterprises ahead of competitors, it's poised to dramatically increase the efficiency of those that take advantage of its capabilities. Here are five predictions for what enterprises can expect from automation over the coming months and years.



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### Automation will unleash more innovation through boosted productivity.



**Technology is not about doing existing things better, cheaper, faster; it's about doing things we've never done before.** This is about doing more. Out of the 100 million processes we run, about 20% of them are things we had never done before because either it was not technologically possible or not economically viable. In another 3 to 4 years, I estimate that will reach 40%. That means new products, services, better offerings, and better quality of life.



**Mihir Shukla**  
Chief Executive Officer and Co-Founder  
Automation Anywhere

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### Evolving economic conditions will force a focus on time-to-value.



**There will be a big focus on quickly driving return on investment (ROI) and business key performance indicators (KPIs) without breaking the bank.** With the 2023 economic outlook bringing higher inflation, supply chain issues, and a focus on profitable growth, intelligent automation will be a crucial strategy for automation leaders. This is especially true for Chief Experience Officers (CXOs) seeking more value from their current investments.



**Adi Kuruganti**  
Chief Product Officer  
Automation Anywhere

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### AI will create smarter automation to elevate human performance.



**Generative AI will power the next wave of business automation.** To date, much of business automation has used AI models that are limited in scope and difficult to maintain. However, generative AI is opening up a new era of technologies. These can serve broader use cases with minimal setup by using large, pre-trained models like ChatGPT. This will help businesses expand their automation program and impact significantly.



**Peter White**  
SVP Product Management, Emerging Technologies  
Automation Anywhere

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### Enterprises will scale automation efforts to realize more value.



**Organizations will find efficiencies by expanding their intelligent automation programs.** Businesses must scale their automation programs to increase the impact of AI-powered end-to-end automation. Solution providers can offer the resources and tools to train them and provide oversight for better governance like tracking pipeline, measuring success, and catching bottlenecks.



**Sumit Johar**  
Chief Experience Officer  
Automation Anywhere



**Companies continue to have a lens on optimization, but we see a shift toward automation as a part of how people will work.** Automation will be a part of the future, and not only are we helping shape it, we are seeing that future happen now. Enterprises are recognizing the need to break down silos and think about how to integrate across their functions and connect their people. Enterprise leaders will have to think wider and scale adoption to maintain a competitive advantage.



**Girish Pai**  
Global Head of Cognizant Automation  
Cognizant

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### Automation and AI will be critical to healthcare resilience.



**We're looking at the roles of AI and intelligent automation in supporting all care delivery areas.** New technologies, care practices, business models, and aggressive government regulations will mold the future of the healthcare industry and patient care. Automation will play an essential role in meeting those challenges, with its ability to quickly, easily, and accurately gather, input, organize, analyze, and report from multiple disparate data sources.



**Yan Chow**  
MD, MBA, Global Healthcare Leader  
Automation Anywhere

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