



Empowering CIOs and IT Teams with the Automation Success Platform

To say that today's CIOs are plowing through unchartered territory would be an understatement. The weight of automation and digital transformation has been on their shoulders for years, but tech adoption is just a small part of the modern CIO's story. Once tasked with things such as tech support, software governance, security and compliance, today's CIO carries a much higher burden: transforming businesses and igniting growth. And if you're reading this, you're probably nodding along about now.

In fact, today's CIOs aren't worried about taking too many chances—they're worried about not being bold enough to keep their businesses relevant in the modern marketplace. They are charged with knowing their employees' and customers' needs inside and out, preparing for the next great disruption, managing endless piles of data, saving money, increasing efficiency, and

helping their companies innovate. At the same time, they're still navigating and creating secure and accessible remote/hybrid work environments and enabling the future of work. It's a lot.

And CIOs aren't the only ones carrying a heavy burden. Employees in today's organizations are being spread thin. According to a recent survey, talent shortages are at the highest point in over a decade, with almost 70 percent of employers reporting issues with filling positions. On top of that, employees report spending over half of their day doing "work about work," including communicating with other employees, managing priorities, chasing updates, and searching for information. Only 33 percent of the day is spent on doing the work they were actually hired to do. It can be exhausting. But many CIOs know that automation can alleviate some of this burden.





According to research from the Automation: Now & Next: State of Intelligent Automation report, over 90 percent of organizations say automation has become a key component of their digital transformation strategy, and yet only 15 percent of companies qualify as automation leaders. While there is a lot of room for improvement, there's also optimism on the horizon. Our research shows that a whopping 77 percent of organizations are increasing their budgets for automation and expanding enterprise-wide adoption. An overwhelming 95 percent agree that intelligent automation will play an important part of their future of work strategies.

Bottom line, most companies understand the value of automation and know that this technology will play an important role in the future, but many still aren't benefiting fully from the potential of automation enterprise-wide. And as part of their increasingly complex roles, CIOs will be the ones tasked with getting it right when it comes to the adoption and integration of automation in the enterprise. That is why now is the time to identify the challenges that CIOs are facing when it comes to automation and explore potential solutions and strategies that can help drive success for the future.

Common Automation Challenges Faced by the Modern CIO

As we've shared, the role of the modern CIO is a complex one. In addition to achieving business goals such as saving money, increasing efficiencies, and developing more innovative ways to connect with customers, they're also dealing with myriad other

issues associated with strategizing and navigating their digital transformation journeys. The following are just a few:

Explosion of shadow IT. Shadow IT spread like wildfire during the pandemic. As companies rapidly shifted to working from home, many organizations understandably took the path of least resistance and allowed employees to adopt whatever tech solutions that fit their unique need. But that's problematic for a number of reasons, not the least of which is the security risks that it poses. Every unauthorized app, device, or system being used by employees makes the entire company vulnerable to unseen security threats. And this extends to the automation solutions that are being used and siloed across enterprises. Today, it's reported that just onethird of companies in the U.S. are successfully managing the shadow IT issue. Additionally, studies show that up to 40 percent of IT spending in large enterprises can be attributed to shadow II, making it not just a security problem, but a financial one as well.

Fragmented automation increases security risks.

Security is an issue in any fragmented system, and automation is no different. As noted above, the vast majority of companies today are using automation. The issue is that they are using it piecemeal—within departments or divisions, rather than enterprisewide. With disparate automation systems comes risk, as IT teams don't have everything in a single place for easy management, making it incredibly difficult to keep today's tech stacks and networks safe.









Bots are not shared or leveraged across departments. Not only does fragmentation of automation increase security risks, but siloed automation in departments also limits the ability to leverage automation and bots for greater efficiencies. For example, automations that are in place for marketing teams could also be potentially leveraged by sales teams. Bots that are used for accounting could also be leveraged by procurement teams. But without a single place to manage all automation systems, CIOs and IT teams are hamstrung—limited in their ability to think enterprise-wide on a strategic level.

Lack of web-based automation solutions. A web-based system is ideal for customers who are looking for quicker implementation and scalability. Yet, there is an obvious shortage of web-based automation solutions on the market, which make adoption easier.

Most automation software is monolithic and not modular. As a result, if organizations want to scale, they must scale everything, even if it's not being used. This increases expenditures and is not an efficient way to use resources.

Security and compliance are piecemeal. Many automation projects have been implemented in an isolated manner. The same is true of their security and compliance protocols. That's problematic, as compliance protocols are different across regions and even industries, making it incredibly complex and difficult to manage. This creates fragmentation, non-standardization, and security concerns enterprisewide.

Empowering CIOs and IT Teams with the Automation Success Platform

Today, savvy CIOs and IT teams are looking for automation tools that will increase efficiency, drive transformation, and navigate the future of work. They are focused on new strategic priorities to help employees focus on valuable work instead of menial tasks, while also looking for new ways to drive innovation and achieve organizational goals. That's where we believe investing in a single automation platform such as Automation 360™ from Automation Anywhere can help.

Automation Anywhere allows virtually any business to create a culture of automation throughout its enterprise, automating any process and empowering employees with a new digital workforce. This technology is designed to improve agility and resiliency in today's change-heavy world. Here's a look at what we identified as the main benefits of adopting the Automation Anywhere platform.

Seamless, web-based platform is easy to use.

Automation Anywhere is a web-based platform designed for developers of all levels, including citizen developers. With the platform's simple dragand-drop features, employees with limited or no knowledge of automation development can easily create bots and automation flows for their unique needs.

Integrated platform from discovery to insights.

The automation platform is integrated with automation capabilities from discovery to insights. It can help organizations discover what can be automated, prioritize the automations with the highest ROI, create the automation, and then produce analytics that can be leveraged to make improvements.

Fully cloud-native and scalable. By employing a fully cloud-native platform, organizations can scale up and down as needed. Better yet, scalability can be modular, which means that organizations are only paying for what they need. Equally important, the platform can automate processes and connect existing applications and systems, including legacy systems, to help ensure enterprise-wide adoption.

Ensure security and compliance. By managing automations in a single platform, IT teams can mitigate security risks and ensure protection. In addition, the platform is fully compliant with a number of regulations, and it is also the only platform with HITRUST certifications for healthcare organizations.





Making Automation, Anywhere a Reality

Today's CIOs are working in new and fascinating territory. Aside from keeping day-to-day tech operations running, they're tasked with automating processes and operations that previously bogged down employees. Ironically, that process of automation can become cumbersome when fragmented and piecemeal systems become the new normal. CIOs need to not just automate but automate at scale to achieve business goals.

Solutions such as the Automation Anywhere Automation Success Platform can help take the headache of out the enterprise automation process. It makes intelligent automation an integral part of company culture, rather than a piecemeal solution or something that's simply another part of the IT budget. The Automation Anywhere platform provides each employee with an intuitive experience to develop automations and can play a big role in helping streamline IT operations, supercharge the adoption of automation throughout the enterprise, eliminate silos, power efficiency and productivity, and help reduce the massive burden on IT. It is obvious that the platform has been purposefully designed to make automation anywhere an easy thing to accomplish. Even better, the time to value when automation is approached with an enterprise-wide view is incredibly short—which is exactly what business leaders are looking for.

