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Digital Process Automation Is The Fuel For Digital Transformation

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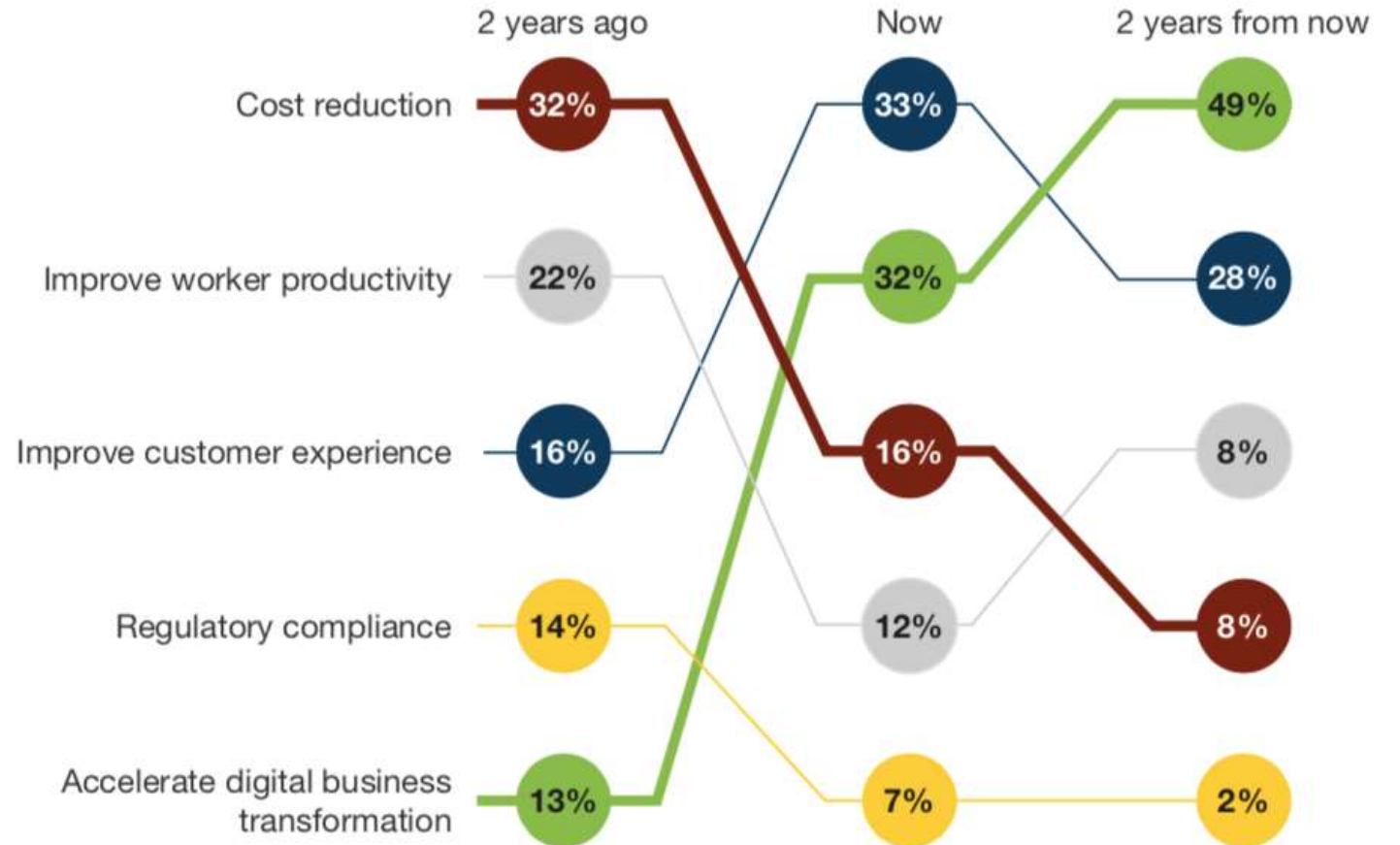
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Digital transformation is
nothing more than the
buzz word du jour



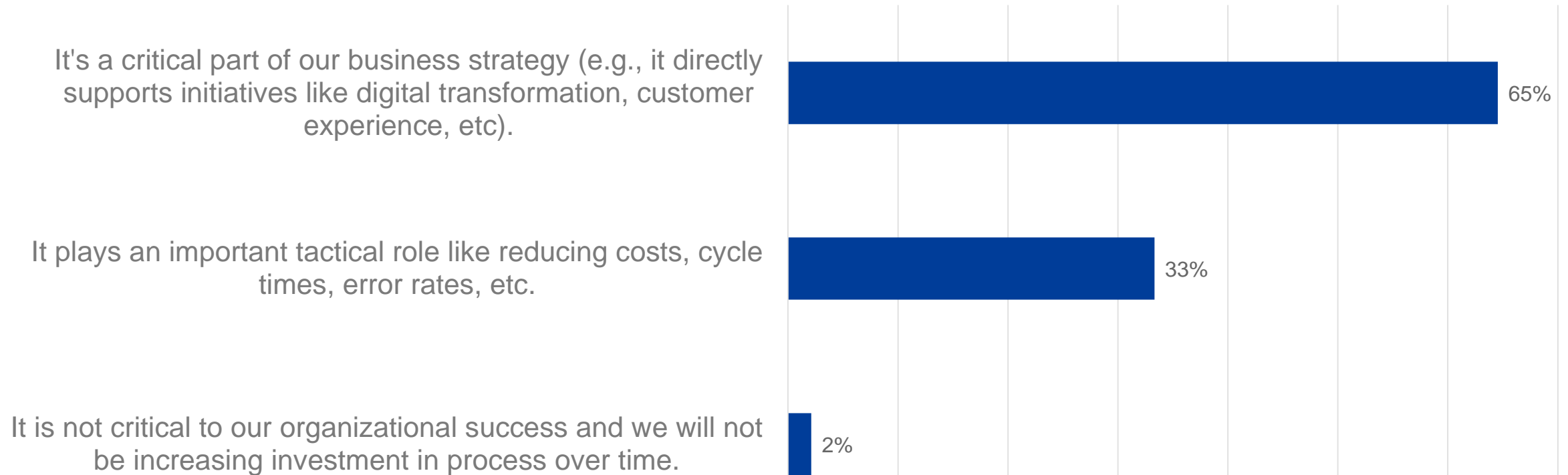
Digital transformation is becoming the primary driver of process improvement initiatives

“What’s the primary focus of process improvement efforts for the time periods below?”



Nearly two-thirds consider process critical to *business strategy*

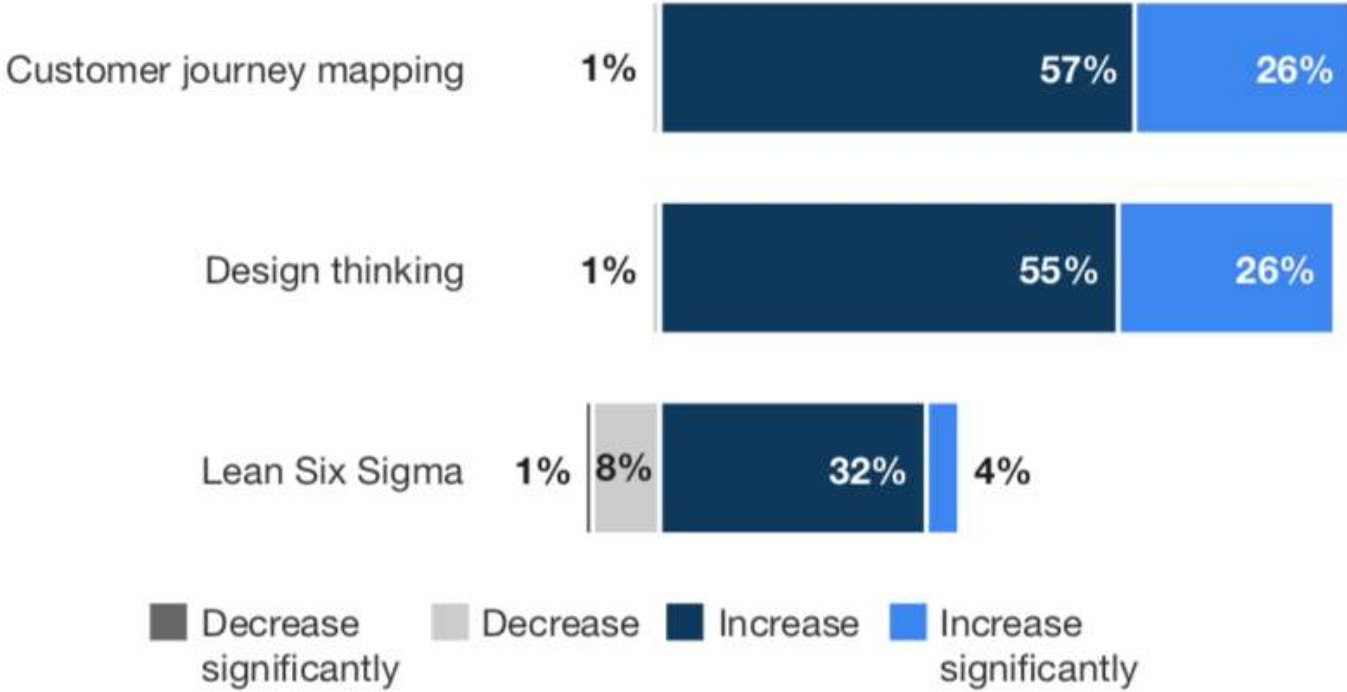
“Please describe the role of process improvement in your organization.”



Source: Forrester's Q1 2018 Digital Process Automation Survey

Customers, patients, citizens, employees are at the forefront

“How do you plan to change or expand use of these process improvement methodologies in the next 24 months?”



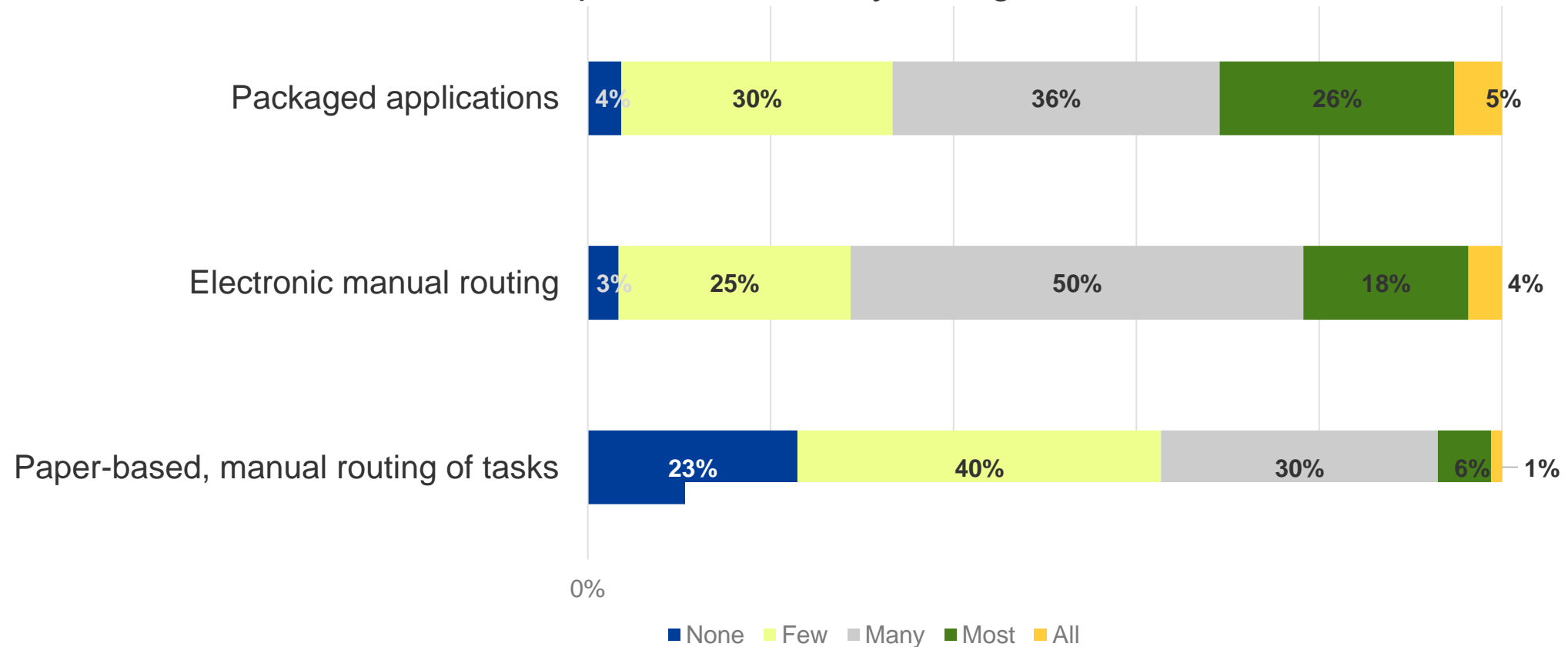
Base: 354 business and technology decision makers

Note: Not all responses shown.

Source: Forrester’s Q1 2018 Digital Process Automation Survey

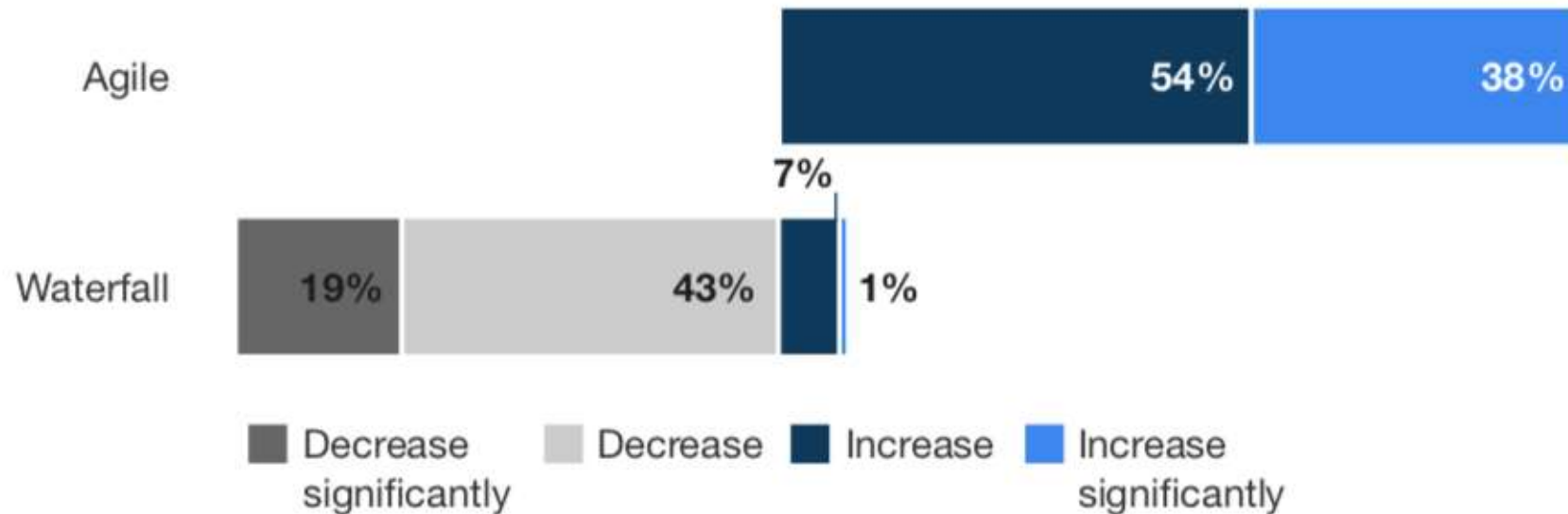
Manual processes stand in the way

“What technologies are used to manage and automate business processes within your organization?”



The shift to Agile is a key enabler

“How do you plan to change or expand use of these process improvement methodologies in the next 24 months?”



Base: 354 business and technology decision makers

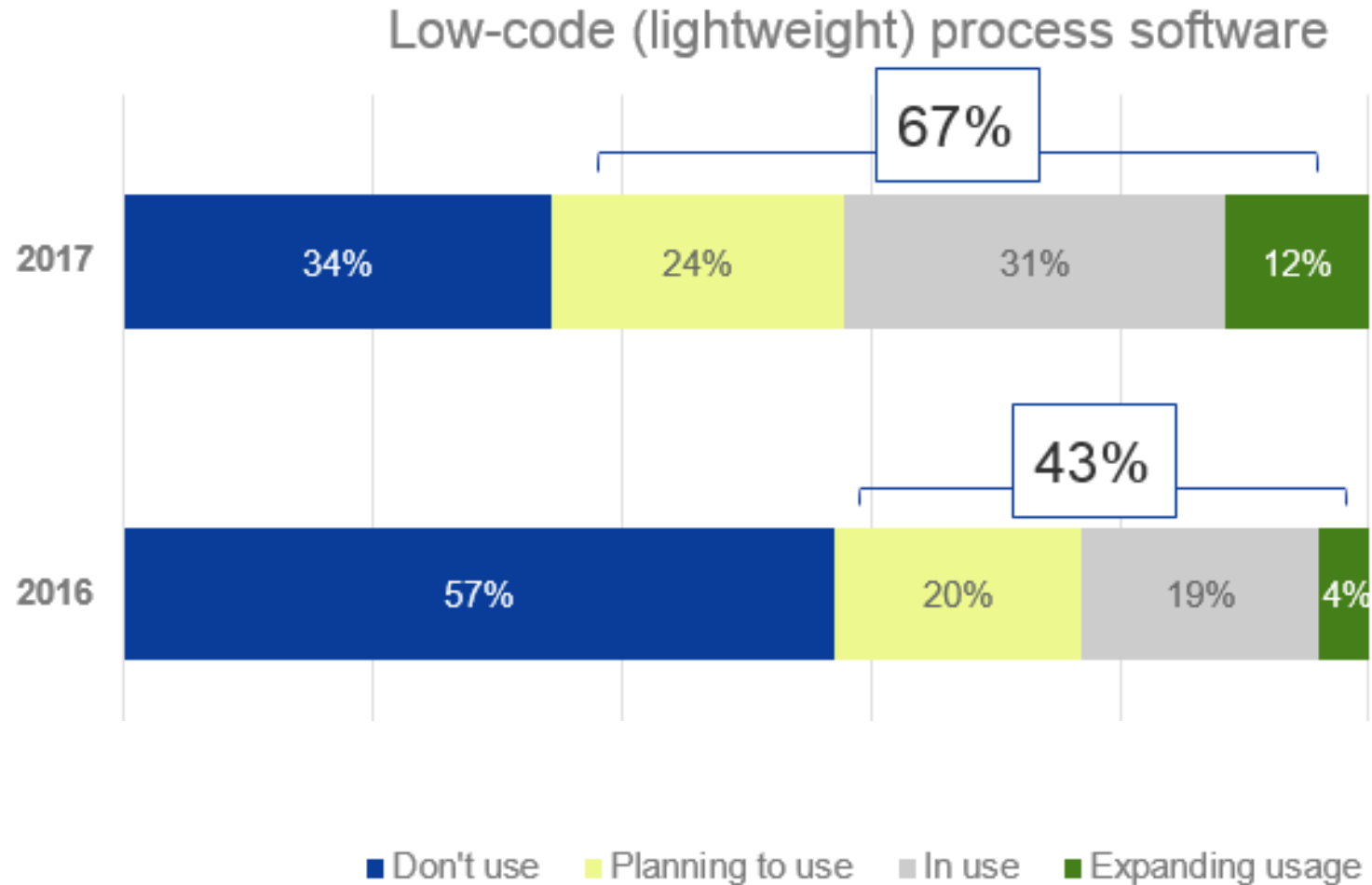
Note: Not all responses shown.

Source: Forrester's Q1 2018 Digital Process Automation Survey

Source: Forrester

The move to low-code is on

How will you change your usage of the following process-related technologies?



Source: Forrester's Q1 2018 Digital Process Automation Survey

Three characteristics of digital process automation

It's fast



It delights users



It's innovative

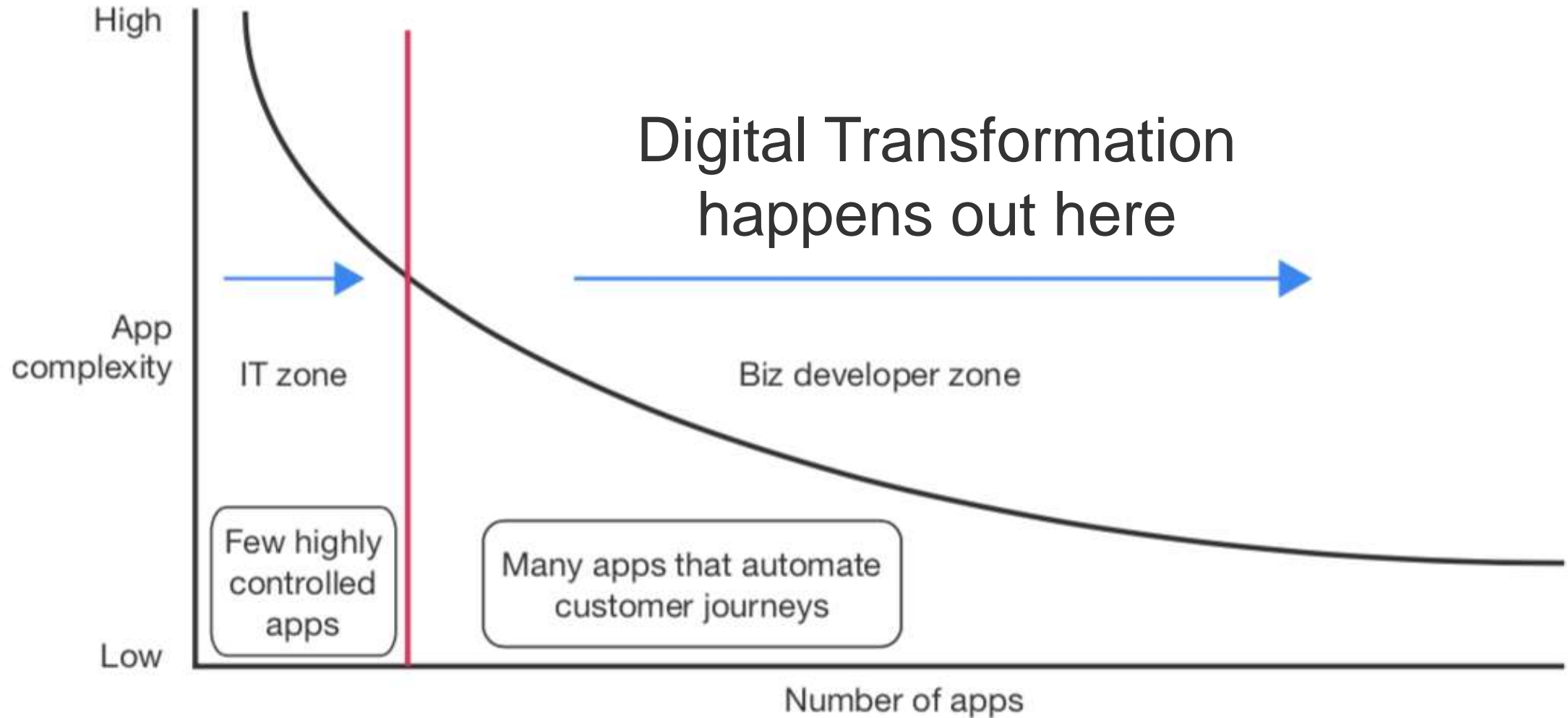


Digital Transformation

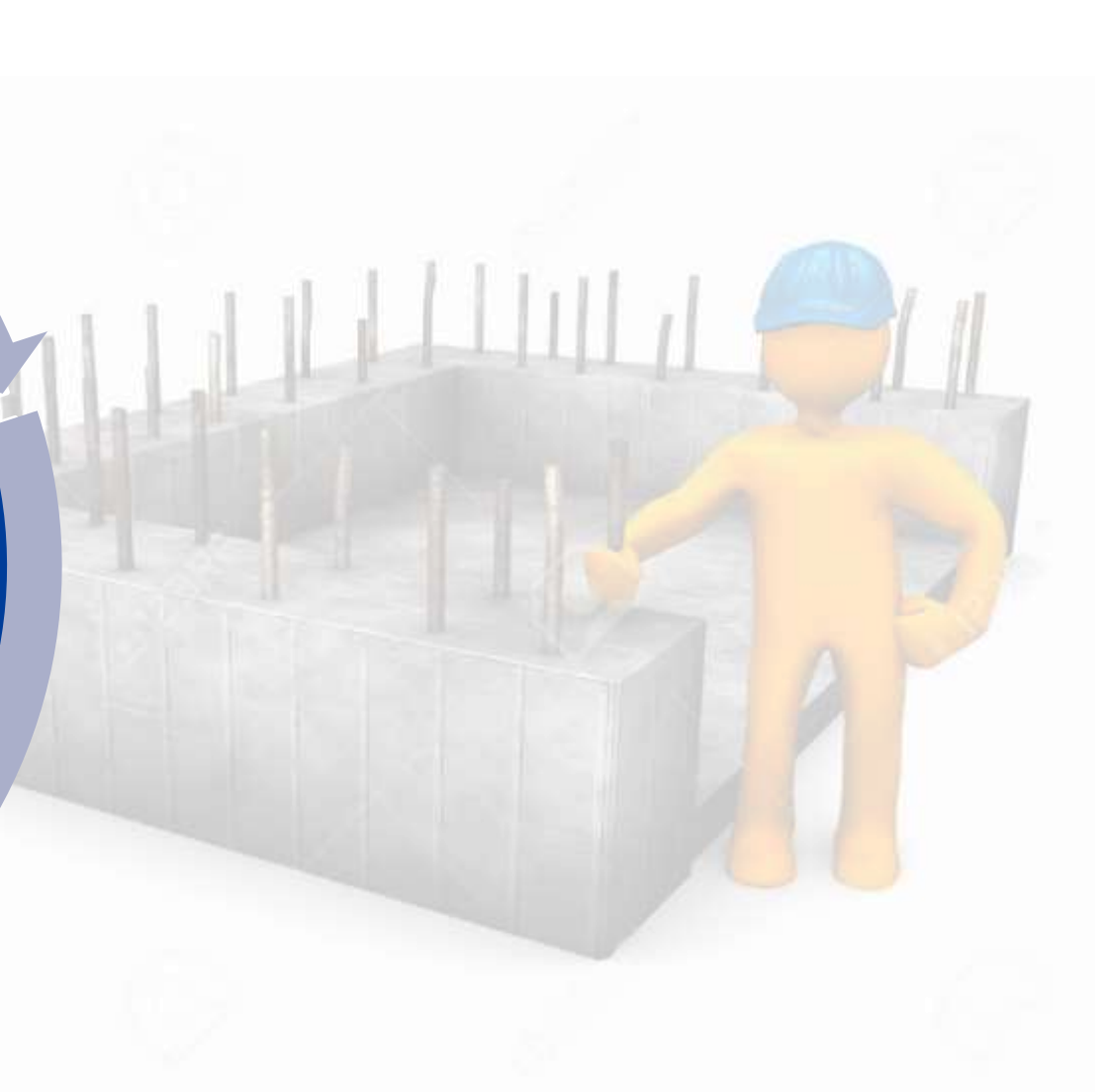
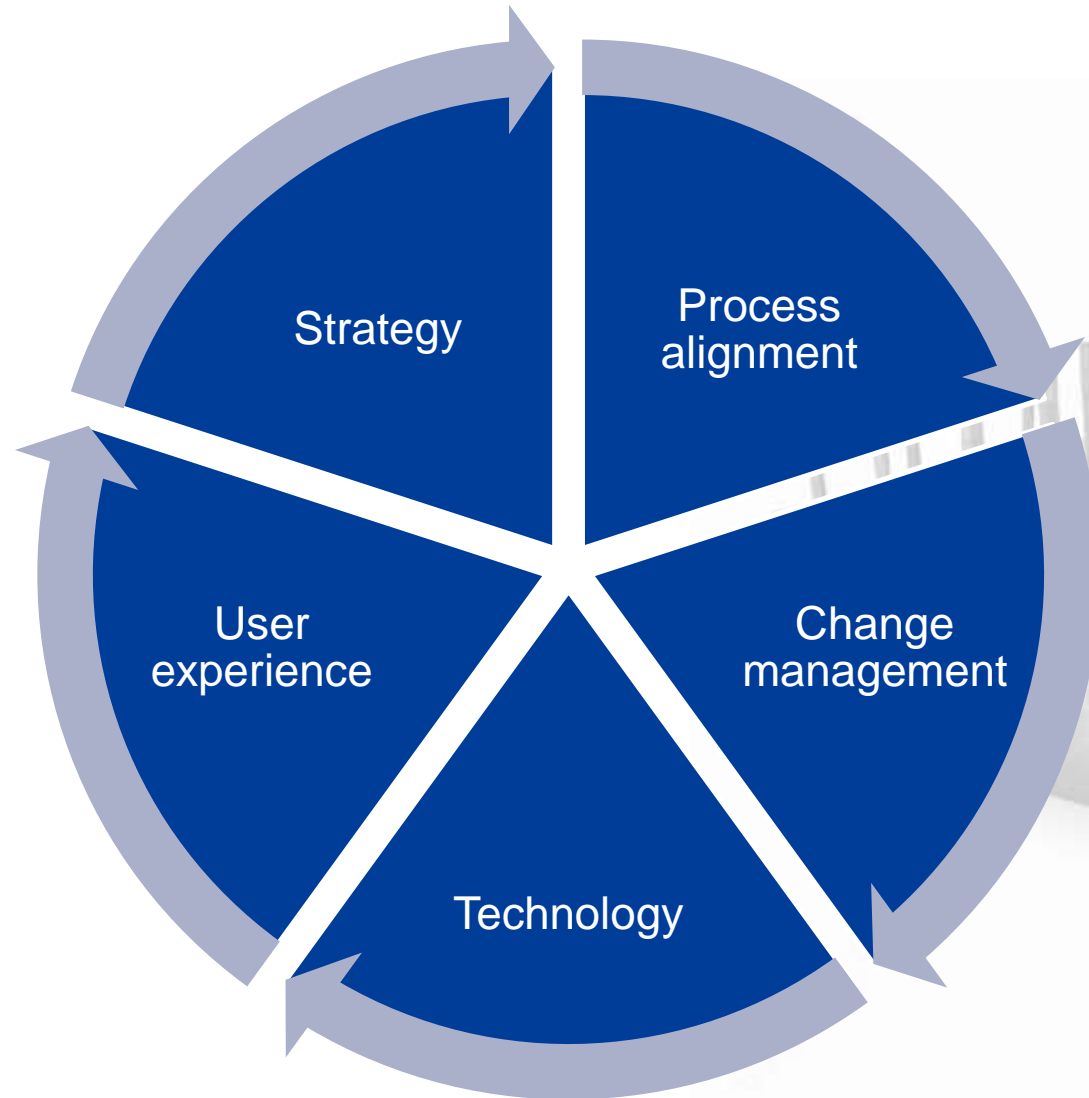
Digital transformation requires going deep and wide

	BPM (Deep process)	DPA (Wide process)
Primary goals	Cost reduction, compliance	Great customer experiences
Number of apps	Tens	Thousands
Development approach	Methodical	Fast, iterative
Project lead by	IT, Center of Excellence	Business experts
AD&D's role	Deliver the apps, end to end	Provide platform with guardrails
App scale & complexity	High	Moderate to high
Strategy direction	Top down	Bottom up/Top down
Software price point	\$\$\$\$	\$\$
Sales cycle	Top down, long, complex	Often starts virally

New approaches will address the long-tail



The foundation will touch all parts of the organization



Use DPA to drive Digital Transformation

- › Start with executive support
- › Focus on customers (employees, citizens, patients...)
- › Change management will be crucial because every employee will be needed to drive this transformation
- › Recognize that the people that best know your business are your business people
- › Release the iron grip and embrace the business as development partners
- › Make development processes predictable and repeatable
- › Build a support organization to make that successful

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Thank you

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