

Future of RPA & AI

“ It is important for organizations to understand the potential impact on teams as robots are added to their ranks. ”



Sarah Burnett, Vice President at Everest Group, spoke to Frank Casale, Founder at IRPA AI, to give the low down on the future of robotic process automation (RPA) and artificial intelligence (AI) and how these disruptive technologies will affect the industry in this 3x1 (3 questions, 1 expert) interview.

Q You were named one of Computer Weekly's 50 most influential women in the UK tech sector in 2016 and 2017. What advice would you give to companies who are interested in implementing robotic process automation (RPA) and artificial intelligence (AI)?

A With many successful case studies to show that the technologies can work and deliver benefits, it is important for organizations to try these for themselves. They could be losing out to competitors in terms of cost reduction, capacity and improved customer service.

Q You're on the chair of BCSWomen, the women's group of the British Chartered Institute for IT. How do you see the rise in RPA and AI affecting the industry? Does this open more doors for women?

A The technologies are leading to demand for skills, not just coding but project management, business analysis and data science, to name but a few. Consequently, there will be more opportunities for women to work in a variety of fields related to RPA and AI. This is an important industry and many countries are investing in training and education for digital technologies and AI. I believe there are more career opportunities being created thanks to AI.

Q What do you think the impact of RPA and Artificial Intelligence will be on jobs and workforce structures?

A The traditional organizational pyramid is changing. Many of the lower level office-based jobs, such as data entry, or incoming document processing, are now targets for automation. This does not mean that all those jobs will go but that organizations will have a mix of people and robots doing the work. Over time we will see a reduction in the number of existing jobs, but new jobs are also emerging. For example 10 years or so ago, no one needed social media marketing but they do today. There were no roles for training AI either. New jobs will emerge. It is important for organizations to understand the potential impact on teams as robots are added to their ranks. It is important for HR departments to get involved and ensure that staff are retrained for other jobs and that succession planning takes into account this new world of work.

Q How does business process automation affect different industries?

A It goes across industries. They all have processes that by their nature, be it high-volume transactions or those that have some degree of decision making, that can be automated to some extent.

Q You're speaking about the power of using both RPA and AI at IRPA AI's Automation, AI and Digitally Fueled Innovation Event, on March 13th at Frankl'in on 26, Avenue Kléber, Paris. Why is it important for people to attend? What will they take away?

A Those who attend will learn about the differences between RPA and AI-powered automation technologies, what they are good at and how to use them. These are still very new technologies and attending this event can help delegates understand the key aspects of business process automation better.

Sarah will speak about the power of both RPA and AI at IRPA AI's Automation, AI, Digital Innovation Event, on March 13, 2018 at Frankl'in on 26, Avenue Kléber in Paris. She will dive into the differences between the two types of technology, the suitability of the two for automating different types of processes and how to get started on each and combine the two for end-to-end automation. This event will delve into topics, like: the power of RPA and AI, what's working and what's not, and digitally fueled innovation. [View the agenda.](#)

About Sarah Burnett



Sarah Burnett, a well-known industry analyst and market influencer, is a Vice President at Everest Group, where she leads the company's Service Optimization Technologies (SOT) research program globally. As part of this, she researches and advises clients on automation technologies, such as Robotic Process Automation (RPA), Artificial Intelligence (AI), and global service provider's capabilities in this field.

Sarah is a one of Computer Weekly's 50 most influential women in UK IT (2016 and 2017). As well as contributing to industry media, she often speaks at clients' and other events and is active in social media with frequent blogs and Twitter posts (@SarahBurnett).

About Frank Casale



Frank J. Casale is Founder and CEO of the Outsourcing Institute (OI) as well as the Institute for Robotic Process Automation (IRPA). Established in 1993, OI is a global marketplace and community of 70,000+ executive members including leading practitioners, service providers, advisors, thought leaders, industry observers and analysts. The mission of OI is to leverage the collective wisdom and best practices of this evolving outsourcing ecosystem along with the latest abilities of internet technologies to enable powerful alternatives for learning, networking, career development, publishing, transacting and relationship management for those in the outsourcing arena.