## THEFUTUREOFWORK Why humans, Al systems, and robots need to get along at work – and why it's so hard to do.

We asked **500** IT leaders about the intelligent automation of business processes with artificial intelligence (AI), machine learning (ML), and robotic process automation (RPA).

## Everyone agrees there is enormous **business urgency** for **intelligent automation**:



of executives surveyed say intelligent process integration will improve customer experience



92%

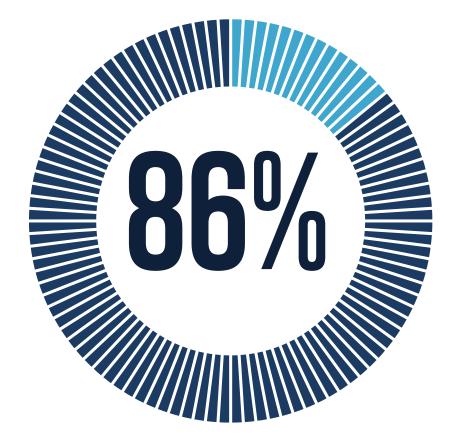
say it will make the employee experience more rewarding



69%

say it will lead to monetization of new revenue

### It's equally clear that this potential is **mostly untapped**:



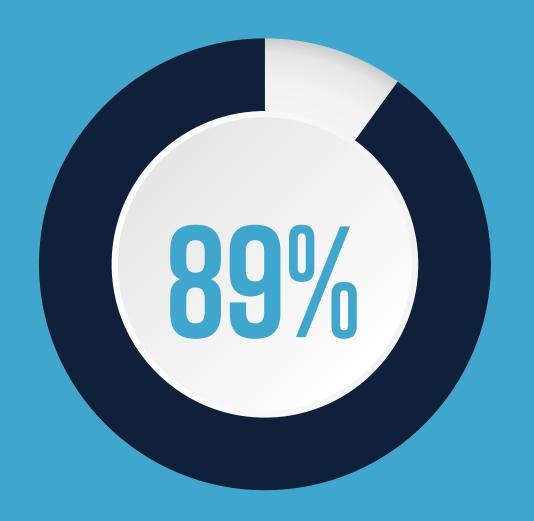
of executives interviewed indicated that human work, Al systems, and robotic automation must be well-integrated by 2020



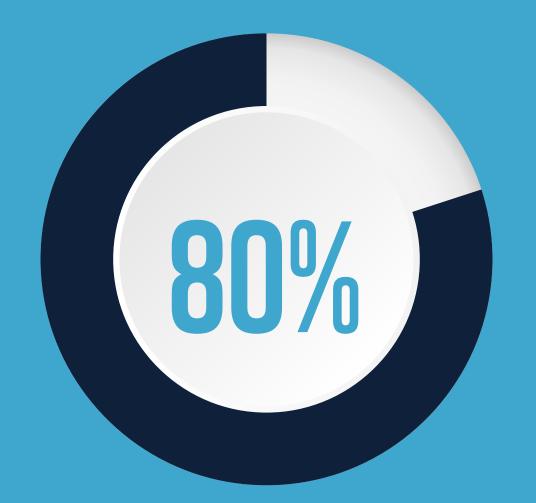
of executives said their companies do this really well today

# Less than half (46%) have any intelligent automation deployed.

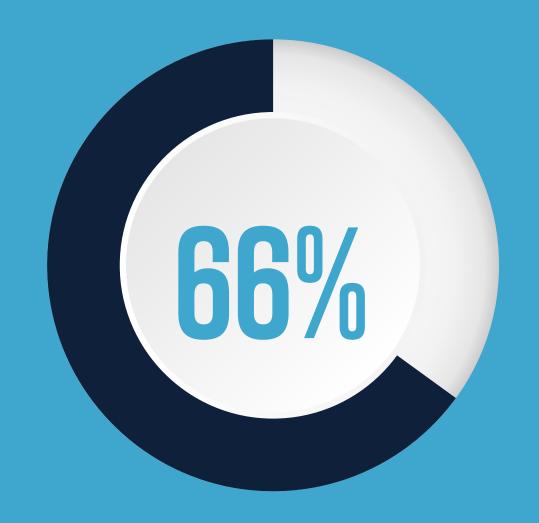
#### So, what's the hold-up?



of respondents say their organizations struggle to adapt with technology



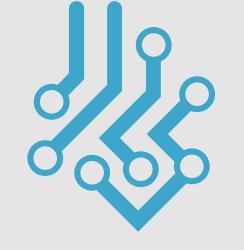
say their organizations "fail to understand how artificial intelligence would change everything"



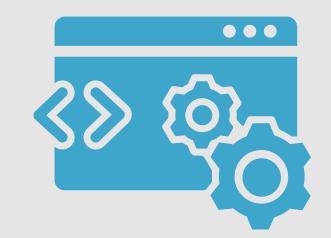
have difficulty integrating existing IT investments and skills with demanding AI and RPA technology

AND by the way, of the organizations that have managed some deployment of intelligent automation, **50%** of them boast IT staffs in excess of **20,000** employees.

### Low-code is the Solution



Intelligent automation technologies are too difficult to use and integrate for all but the largest of IT teams. IT culture issues further-hinder success.



Low-code development provides a new approach to application development and IT/business collaboration that can dramatically reduce the learning curve and time-to-market so that organizations of all types can unleash the value of intelligent automation.

Surveys conducted by IDG and LTM Research. Survey respondents were IT leaders (**50%** C-level, all Director or above) at companies with over **1,000** employees. **50%** of respondents were U.S. based, and **50%** were from Europe (U.K., France, Germany, and Spain), plus a complementary additional survey of **100** North American IT executives.

