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Digital Process Automation
Is The Fuel For Digital Transformation

The goals for process are changing



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“The power of a digital transformation strategy lies in its scope and objectives. Less digitally mature organizations tend to focus on individual technologies and have strategies that are decidedly operational in focus. Digital strategies in the most mature organizations are developed with an eye on transforming the business.”

\$1,781

Your estimated savings so far

12.6

Tons of CO₂ conserved and counting

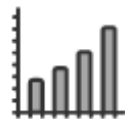
Equivalent to



Not driving a car for 29,812 miles



Or avoiding the use of 8,018 gallons of water



PowerGuide



EnergyExplorer



Ampl!



NearMe



Toolbox

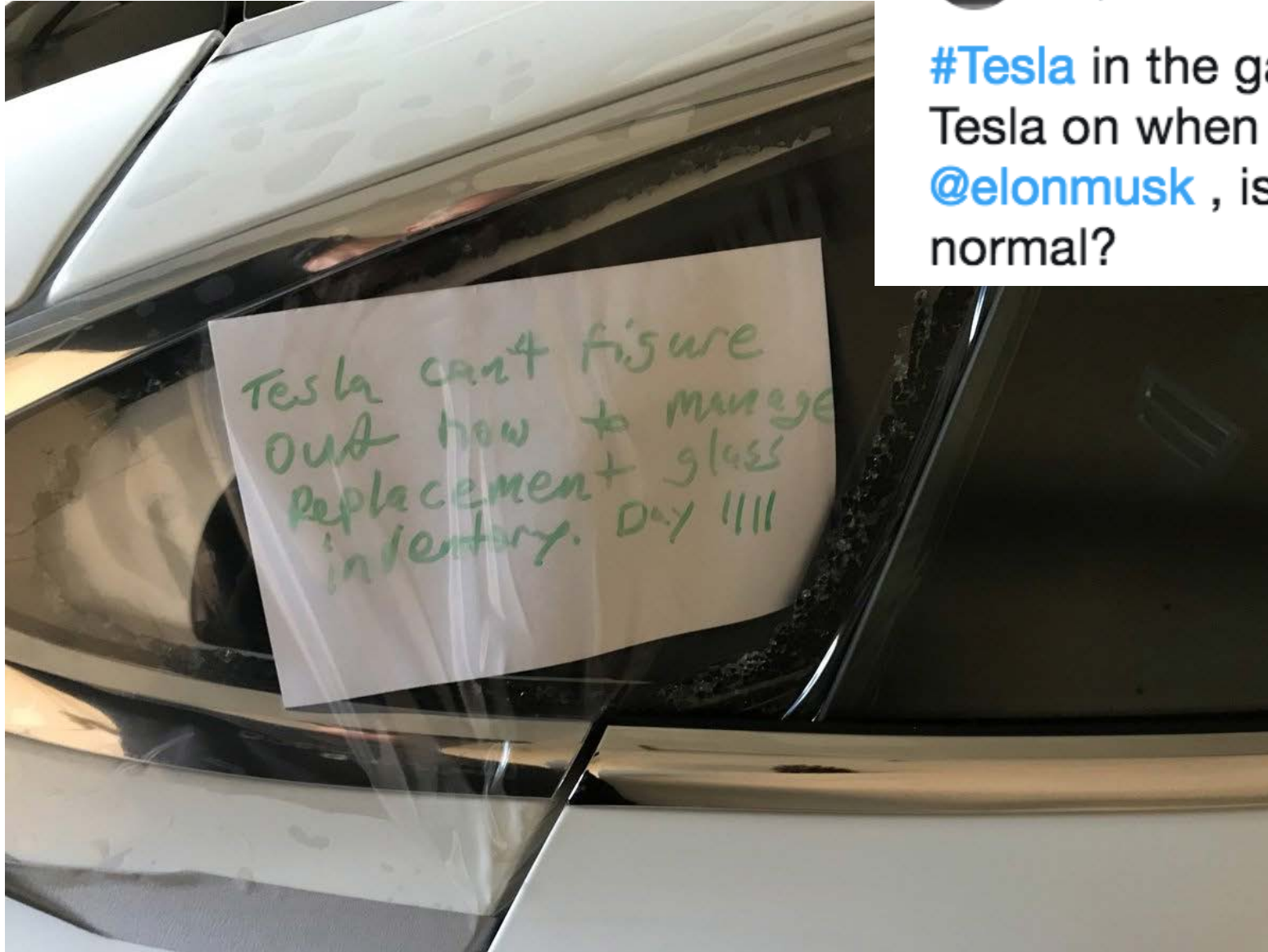


Rob Koplowitz

@rkoplowitz

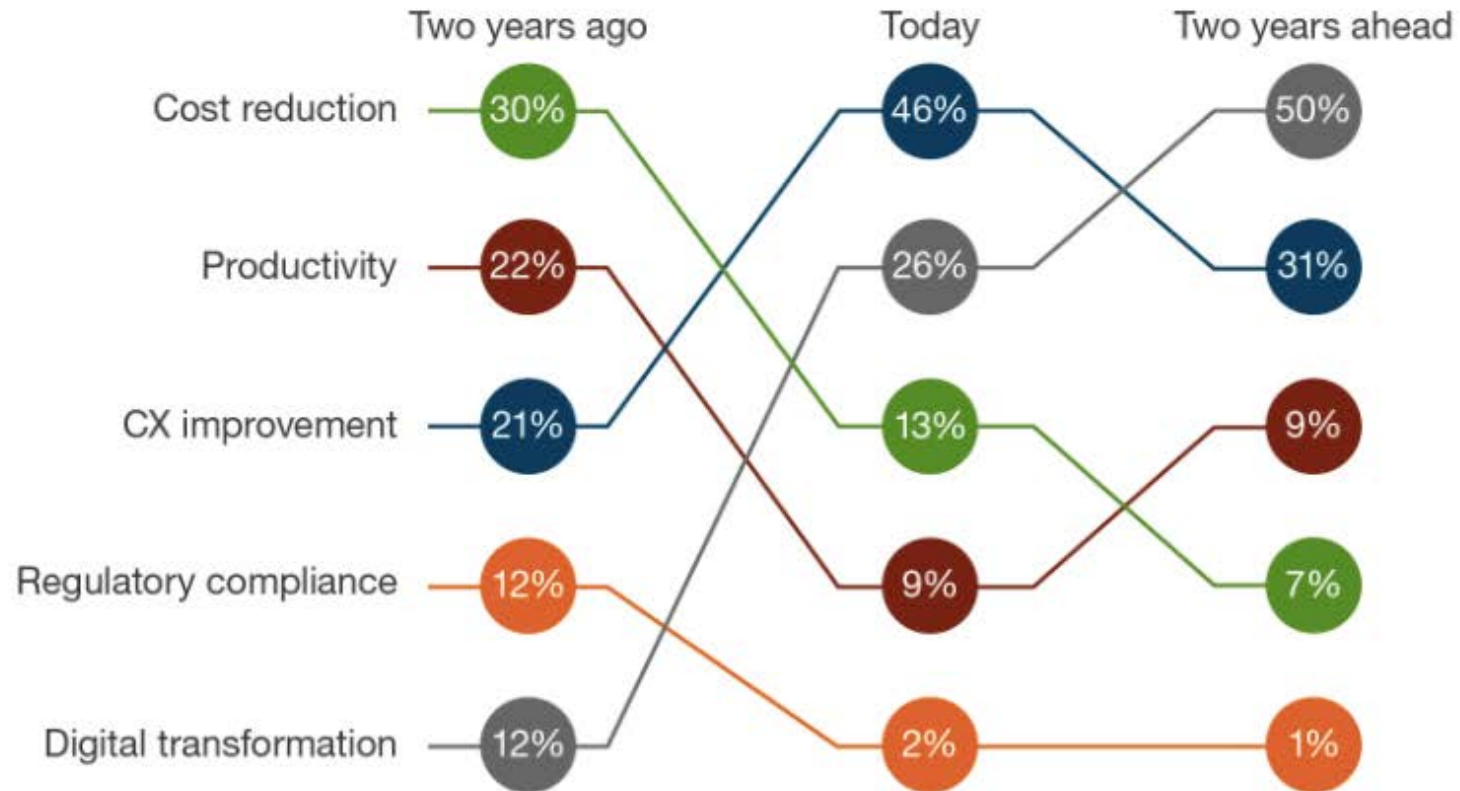


#Tesla in the garage day 4. Still no word from Tesla on when replacement glass will arrive. **@elonmusk** , is this level of service the new normal?



We're on a journey

**“What was the primary focus of your process improvement efforts two years ago?
What is it today? What will it be in two years' time?”**

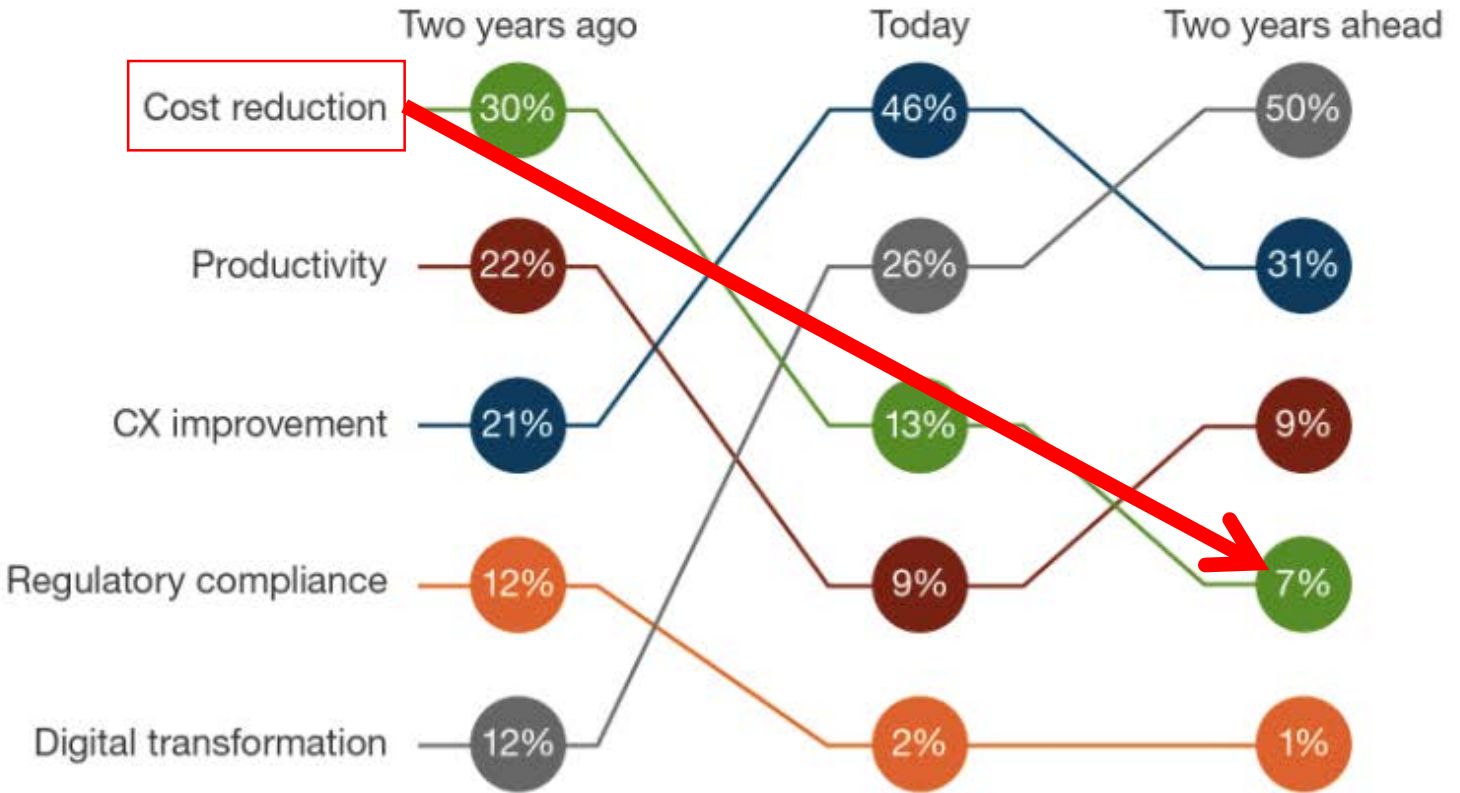


Note: Not all answers are shown.

Source: Forrester's Q2 2016 Digital Business Automation Survey

Cost reduction becomes less of a driver

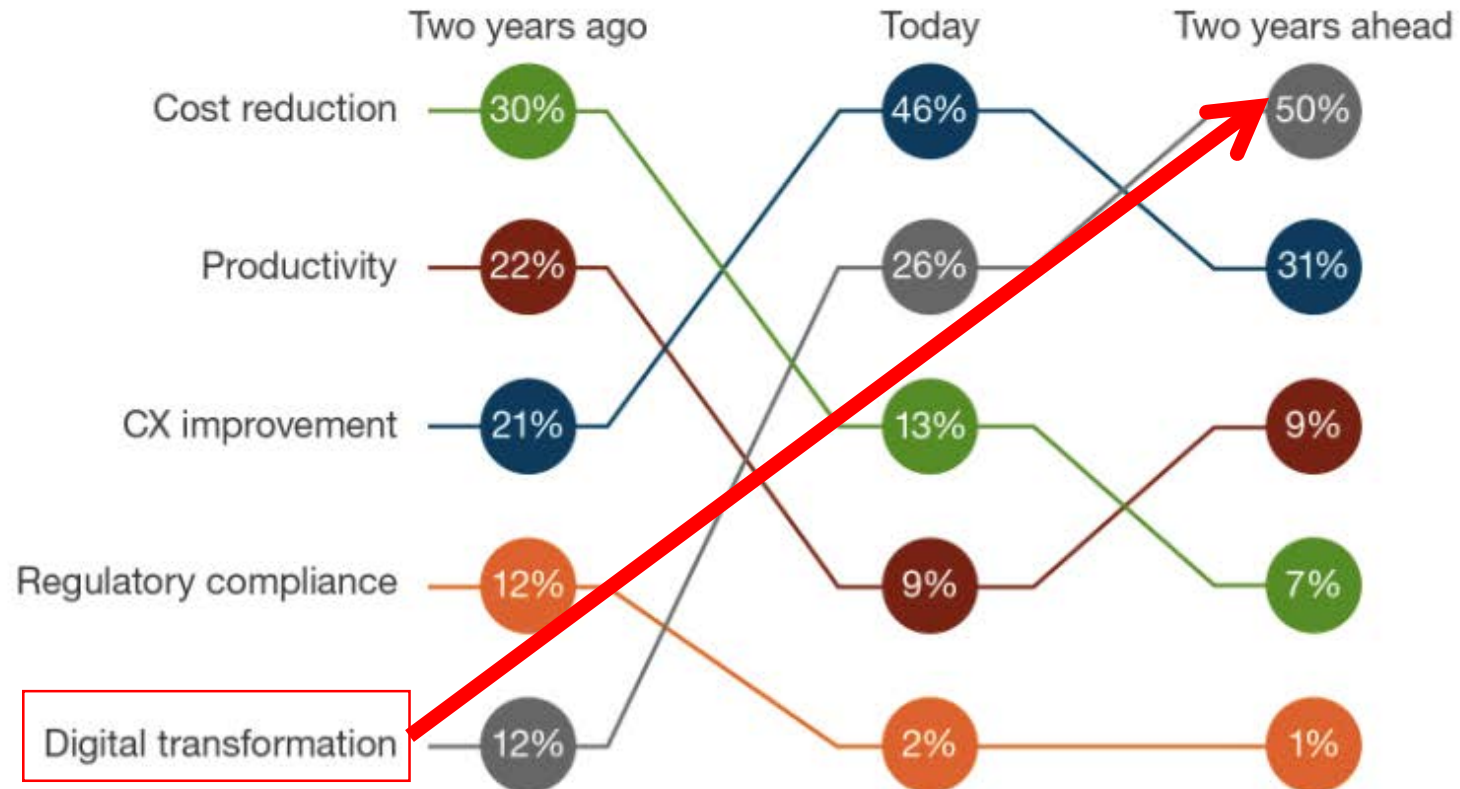
“What was the primary focus of your process improvement efforts two years ago?
What is it today? What will it be in two years’ time?”



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Digital transformation rises to the top (by a lot!)

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What is it today? What will it be in two years’ time?”

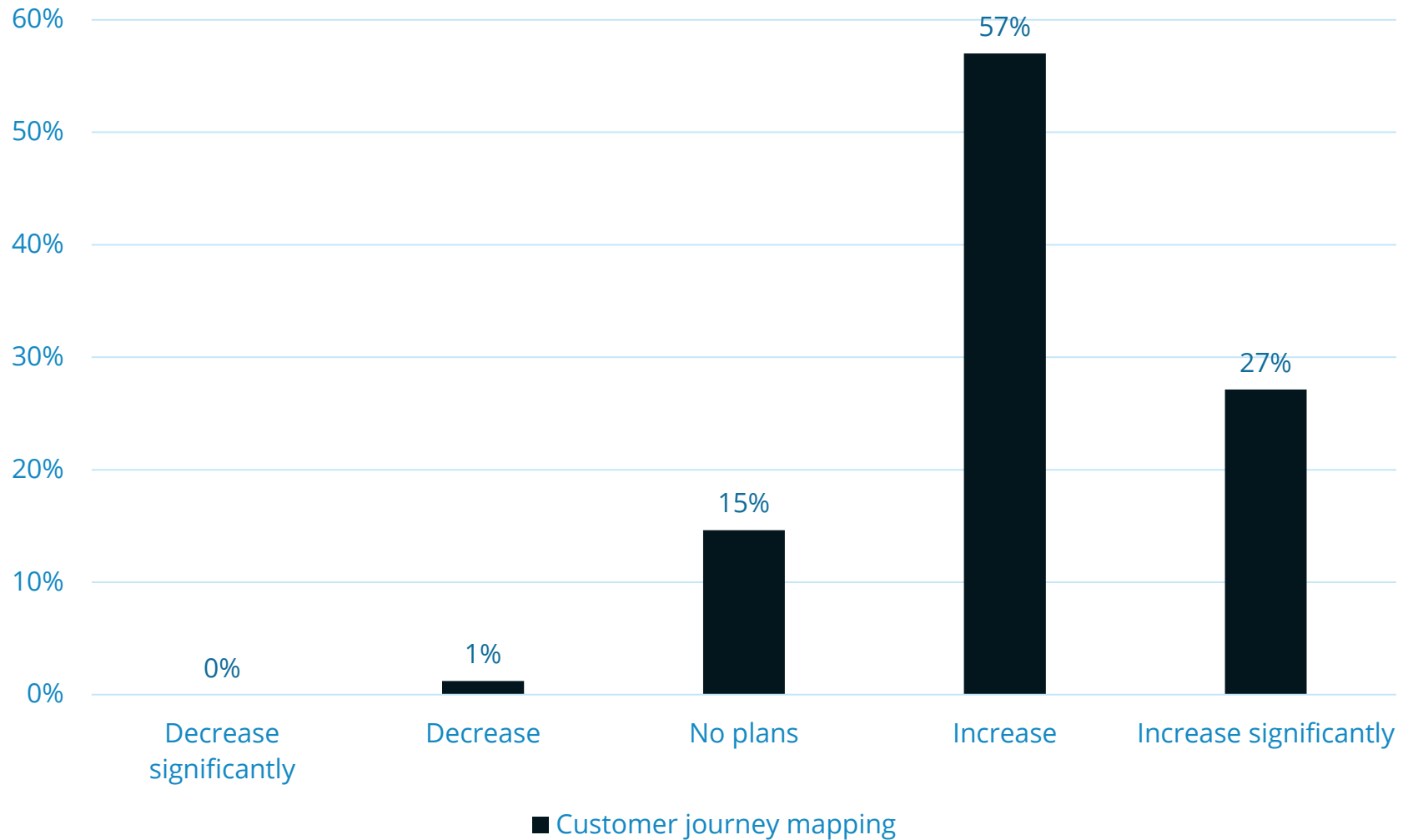


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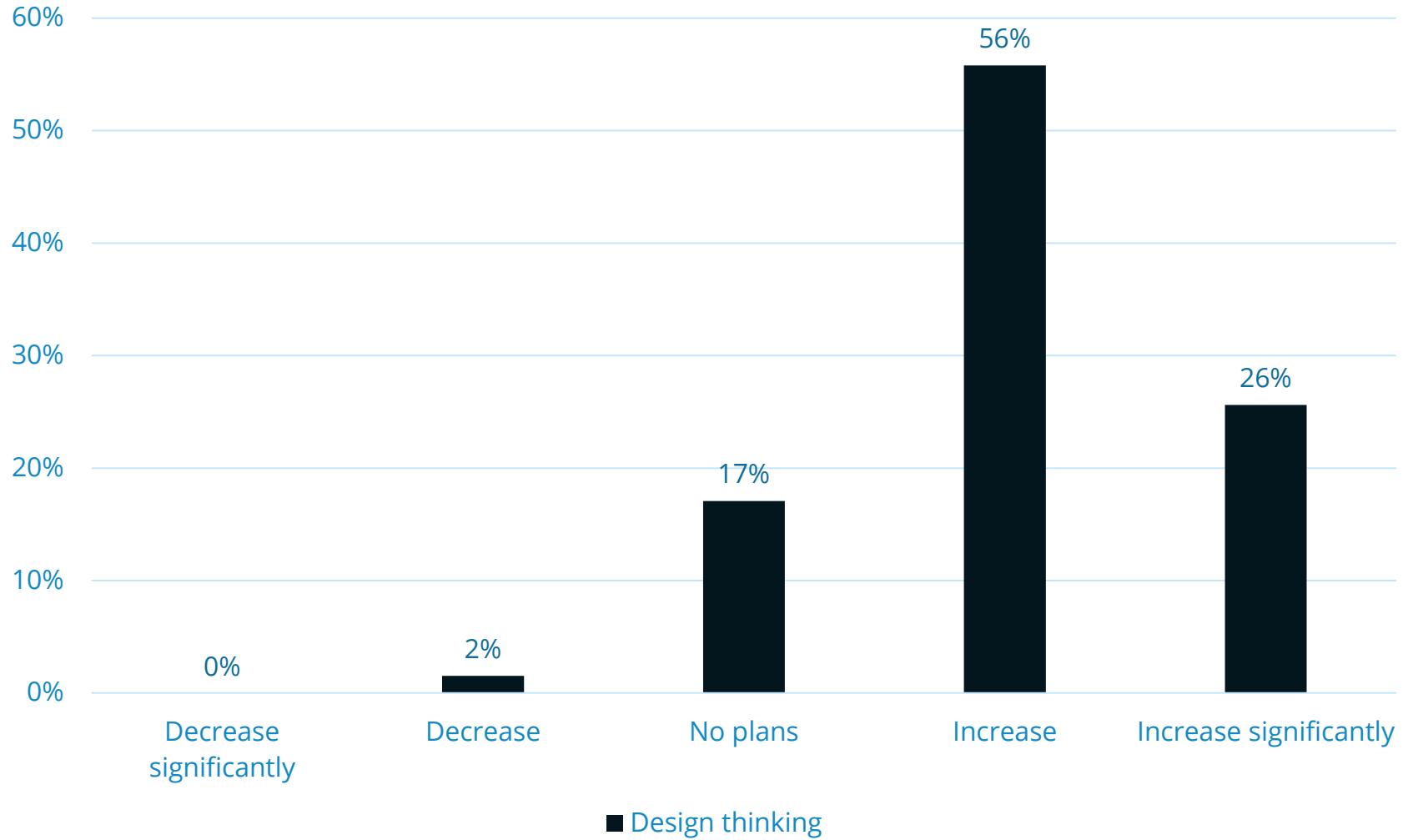
How do you plan to change or expand use of these process improvement methodologies in the next 24 months?

Customer journey mapping



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

Design thinking



Three characteristics of digital process automation

It's fast



It delights users



It's innovative



Digital Transformation

Digital transformation requires going deep and wide

Deep

- Structured, methodical
- Small number of apps
- IT, COE, Business led
- IT ensures diligence
- Focus on cost reduction, compliance



**Digital
Transformation**



Wide

- Fast
- Large number of apps
- Business led
- IT provides guardrails
- Focus on customer outcomes

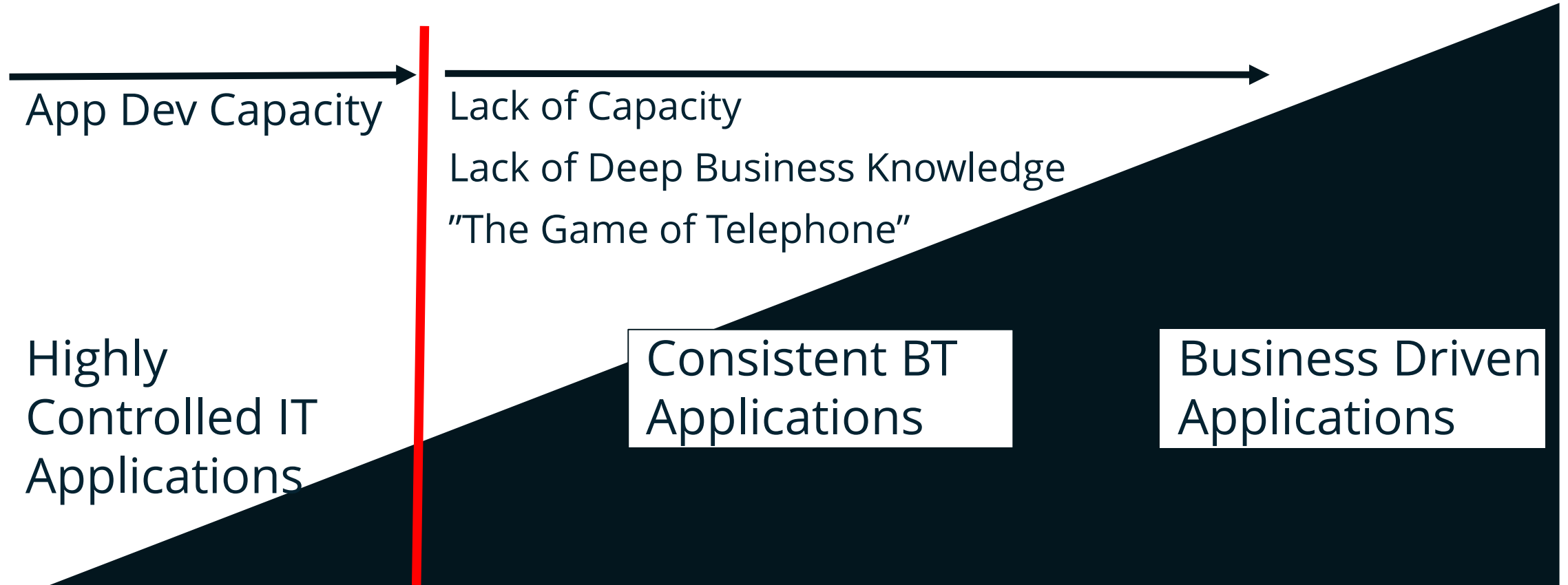
Guess who knows your business and your customers? Your own people

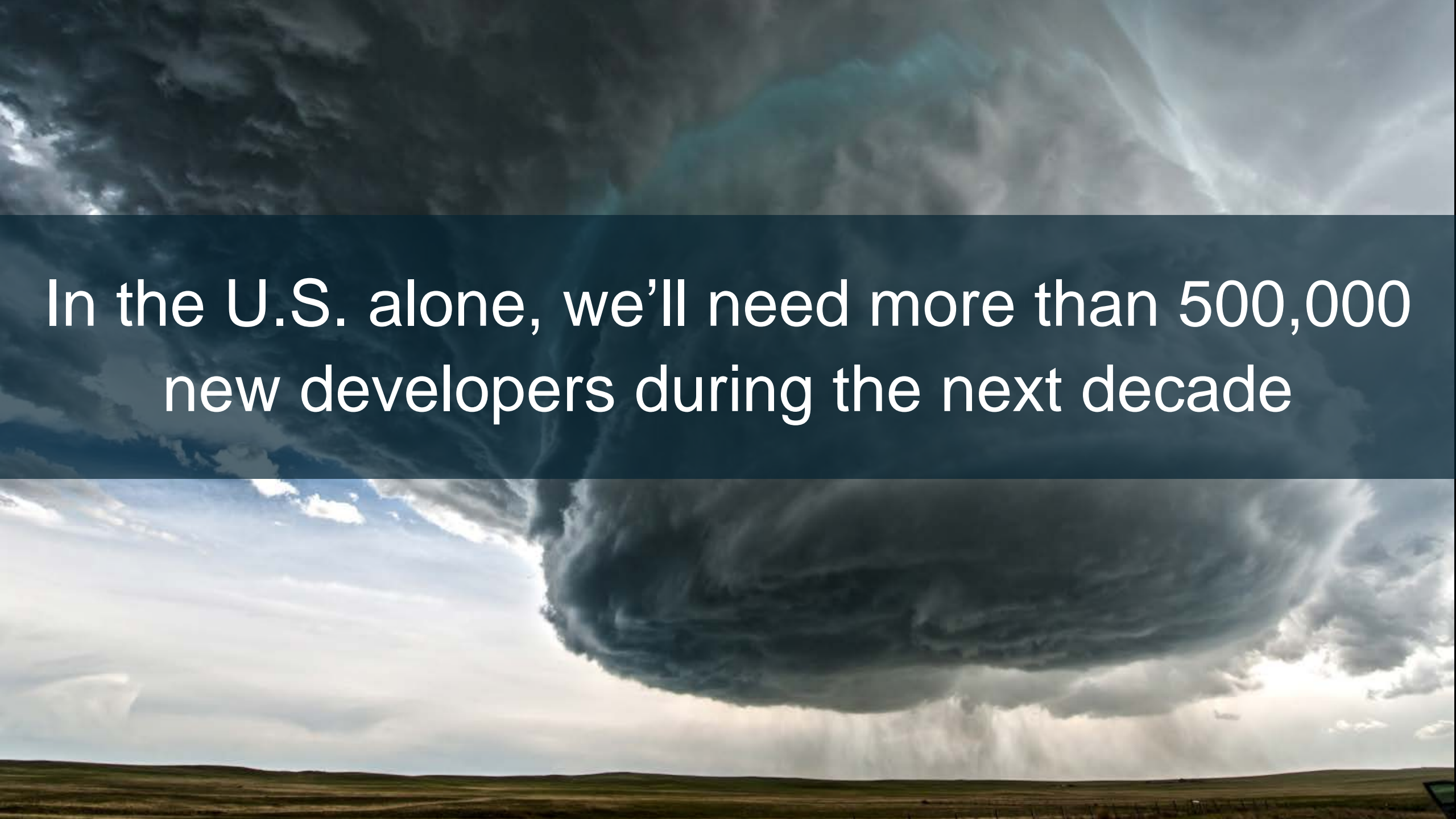
> They are the ones that:

- Struggle to serve customers
- See and understand information and process roadblocks
- Know when manual processes get in the way (because it's clogging up their inboxes)
- And on and on...



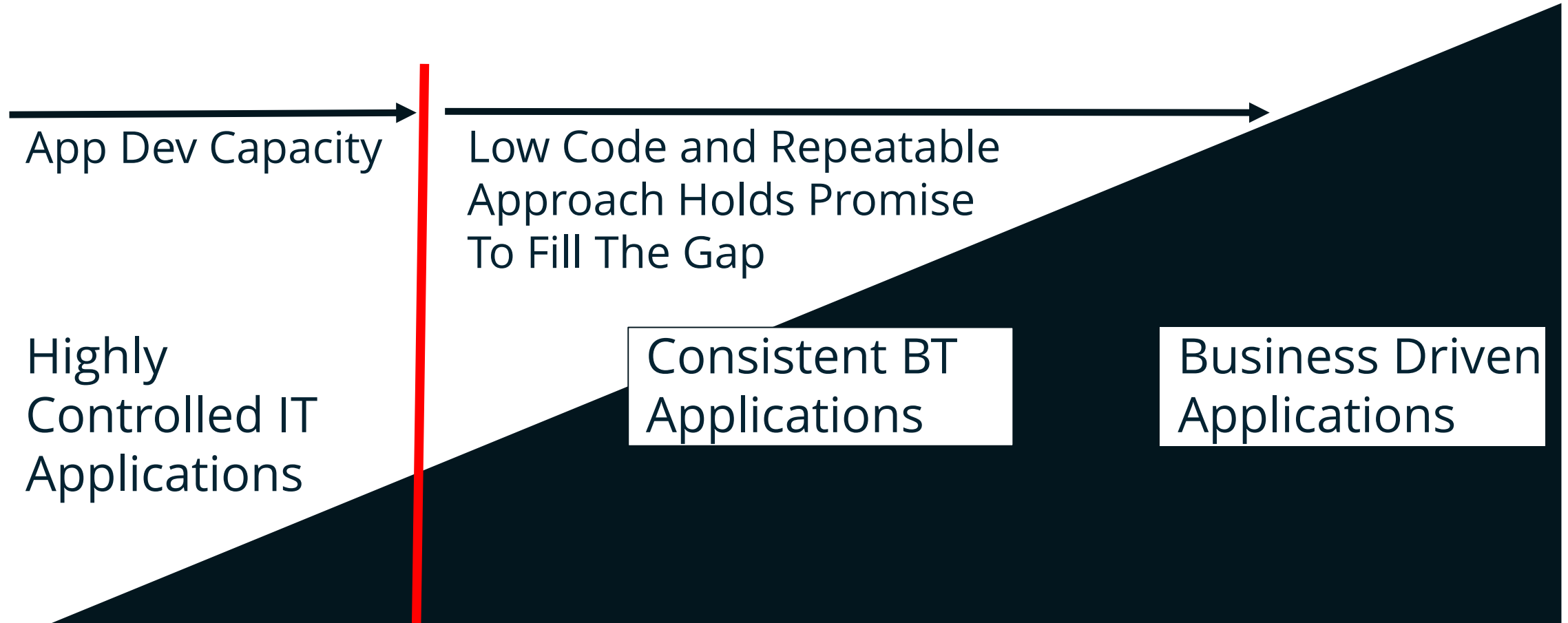
Constrained capacity is killing us



A dramatic sky with a large, dark, swirling storm cloud formation over a flat landscape. The sky is filled with dark, heavy clouds, and a bright light source is visible on the right side, creating a strong contrast. The landscape below is a flat, open field with a fence line visible in the distance.

In the U.S. alone, we'll need more than 500,000
new developers during the next decade

But wait, there is a solution



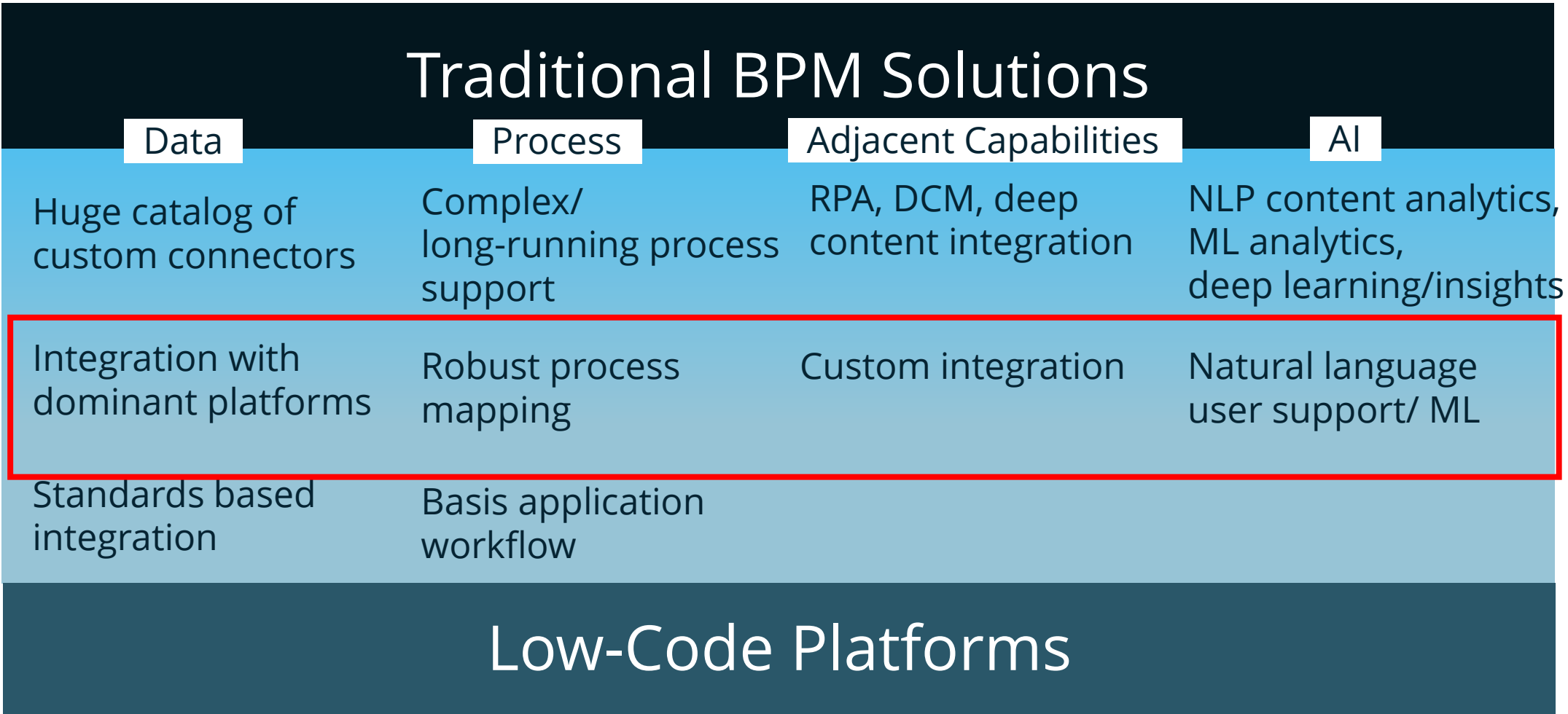
More complex/ IT support required

↑

Functional requirements/ complexity

↓

Less complex/ Business led



It needs to provide a solid foundation

- › It must integrate with systems of record
- › It must handle complex changing processes
- › It must ensure governance and compliance
- › It must be secure, private
- › It must provide a consistent approach that leverages skills and investments
- › And the list goes on...



A glimpse at the future



New interfaces



Cognitive expertise



Automated process optimization

Use low code/ no code to drive Digital 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 the development process predictable and repeatable
- › Build a support organization to make that successful

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Thank you

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