

2021 Predictions

FOR TECHNOLOGY & AUTOMATION

1 BPM is Back (Again!)

COVID proved that fast, powerful process automation is crucial for keeping people connected to each other and to enterprise data so business can go on no matter the circumstances.



The Demand for “Hyperautomation” will Force the Integration of the Modern Workforce

2



2020 was about buying RPA bots and AI services. 2021 will see organizations looking to scale those technologies and realize the full value of those investments by unifying the modern workforce — with humans in control.

3 “Low-code” Becomes the New “Cloud”

Gartner affirms low-code platforms are now fully in the mainstream for enterprise software development: “By 2023, over 50% of large enterprises will have adopted low-code as a strategic tool for app development.”



AI Becomes Cheaper and More Accessible Than Ever

4



Use of broadly-applicable and high-value use cases like AI-enabled Document Processing will become widespread.

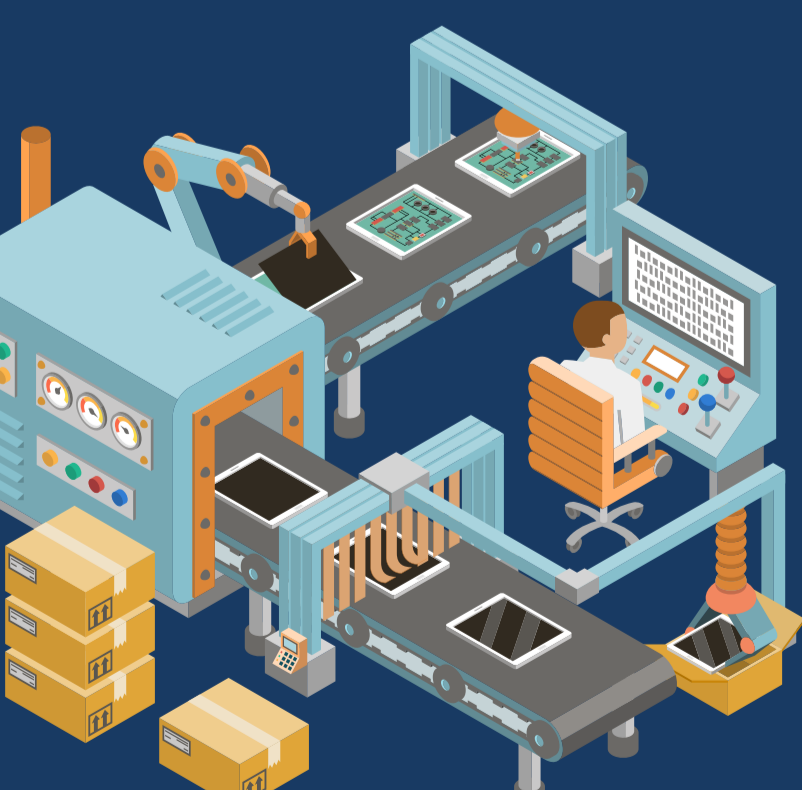
5 Increased Use of AI Increases Data Privacy Tension

Increasingly strict regulatory policies will put the onus on software and services vendors to ensure their products and services are compliant.



Disruption is the New Normal — and Operational Resilience will Determine a Company’s Fate

6



An organization’s ability to rapidly respond to change will move from “thrive” to “survive” as operational resilience changes from being a competitive advantage to being a basic requirement.