

The 10 Measures of Automation Maturity

Automation is not a new trend in financial services, but today's automation is different. It builds on uniting people with bots and artificial intelligence and incorporating modern capabilities like robotic process automation and intelligent document processing. Financial services organizations need a framework to measure their automation maturity progress and where they stand relative to competitors—which is why Appian has developed these 10 measures of automation maturity.

If you can answer "Yes" to most of these questions, you'll set yourself on a path to automation excellence:



Enterprise-level thinking

Do you manage workflows holistically across the full enterprise instead of in individual departments or teams?



Democratization

Do you view automation efforts as a collaboration between business and IT teams, rather than just an IT responsibility?



Speed and agility

Do you set up systems to rapidly adapt to changes and optimize processes?



Digital and data

Do you focus on continuously improving digital and data systems, governance, and expertise to scale automation?



Customers

Do you use automation to provide industry-leading customer experience, including online and mobile experiences and innovative products and services?



Platform-power

Do you take a platform approach to automating end-to-end processes and orchestrating systems, databases, AI, APIs, bots, and humans?



Governance and visibility

Do you prioritize strong governance and visibility of all workflows (human and automated) for proactive risk management, regulatory compliance, and operational excellence?



Impact

Do you realize diverse and significant business benefits, including cost savings, a sharper competitive edge, and increased process efficiency?



Added intelligence

Do you harness AI to develop more advanced automations, transforming workflows, decision-making, case management, and more?



Employees

Do you empower the workforce with automation and keep employees engaged, motivated, and productive?



Find out how you score on these 10 measures—and how you compare to leading financial services organizations—by taking the [Automation Benchmarking Assessment](#).



Interested in learning more?

This [Appian whitepaper](#) is a great resource for more information on reaching automation maturity.