

Prepare to Pivot: How Workflow Automation Enables Business Agility

After years of investing in automation technology platforms, refining processes, and ensuring standards are met, it's easy for senior business leaders to think they have everything under control.

And while most insist that automation is critical to improving their organization's ability to respond to market challenges, wide gaps in execution persist, often to the detriment of the business itself.

Most IT leaders give their companies high marks when it comes to delivering software



More than half rate their people as “very” or even “completely” effective at supporting workflow automation.



And **over two-thirds** say the same for their processes and technology.

By contrast, organizations that have more fully embraced and extended workflow automation report improvement on key metrics, seeing significant reduction in:



Errors
1.6x fewer



Costs
1.7x less



Service Interruptions
1.8x fewer

But many are playing a costly digital version of the telephone game

Enterprise leaders should be alarmed to learn that **one-third** of their critical digital services depend on multiple, manual handoffs between systems or teams.

77%

of organizations require three different tools to execute workflows, a highly manual process of handoffs that further increases the odds for errors to be introduced.

The most common manual steps in the digital services delivery process



65%

Security review



57%

Process checklists



55%

Managerial approval



47%

Deployment of applications



45%

Technical review

The biggest workflow automation challenges:

40%

Difficulty scaling workflow automation across the enterprise

35%

Organizational silos that hinder cross-team visibility and collaboration

33%

A lack of executive understanding and support for workflow challenges

What are the consequences of these workflow challenges?

67%

- Inability to deliver services in time for the business
- Excessive manual work
- Inability to get ahead of services failures before they occur

55%

- Staff diverted away from strategic initiatives
- Internal customer experiences fall below expectations
- Inefficient spending
- Security vulnerabilities

The benefits of a comprehensive workflow automation solution are also clear, leading to:



55%

Greater visibility and control



50%

Improved experiences for external customers



47%

Greater ease in maintaining compliance



41%

Cost savings

Source: “Face the Workflow Automation Gap Head On,” A July 2020 commissioned study conducted by Forrester Consulting on behalf of BMC

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