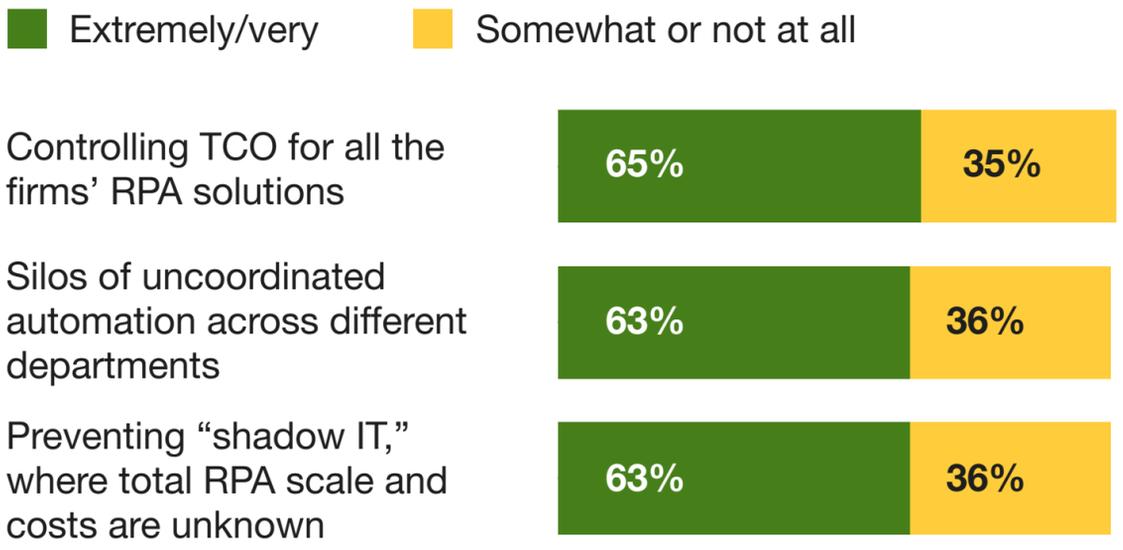


Top Barriers to RPA Scalability

48% of organizations implementing RPA have fewer than 10 bots in production. Why isn't RPA scaling as expected?

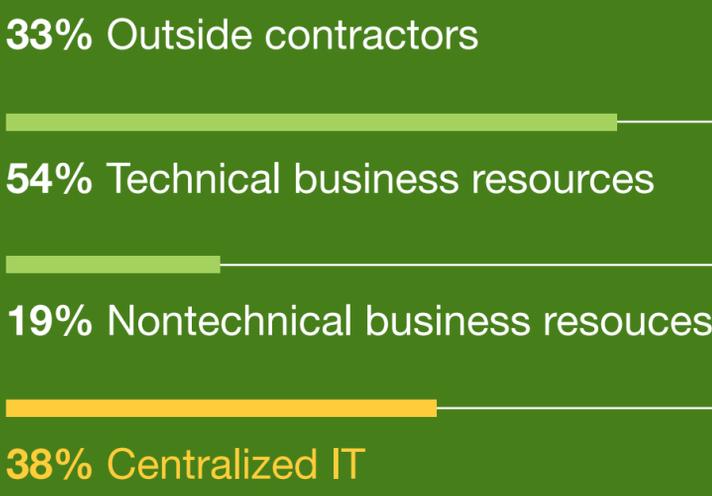
COSTS, SILOS AND SHADOW IT ARE CHALLENGES

To what extent does your organization experience the following challenges related to RPA?



UNCONTROLLED SHADOW IT

Two-thirds of all RPA maintenance work is performed outside of centralized IT



INEFFECTIVE BOT RESILIENCY

While firms value resiliency, they cannot seem to master it with their current solutions.



84% of organizations rate resilient automation as extremely or very important

16% of organizations rate their bots as having significant resiliency



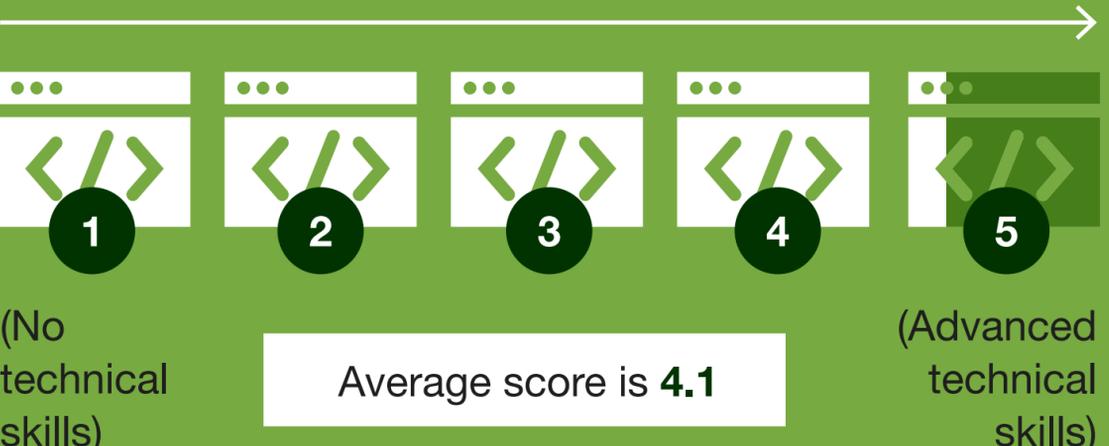
POORLY DESIGNED OR PROGRAMMED BOTS

Virtually all (99%) respondents say their organization's bot logic requires some scripting, with a weighted average of 42% of bot logic expressed in scripting.

Yet, high degrees of scripting are correlated with higher likelihood or repercussions from broken bots.

ADVANCED PROGRAMING SKILLS ARE REQUIRED

Although RPA often promises to make business users "citizen developers," most (79%) firms report that their RPA programs require advanced programming skills.



Methodology: In this study, Forrester surveyed 271 US-based enterprise decision makers with existing RPA programs to evaluate the hurdles that firms face in scaling RPA. Survey participants included decision makers in both business and IT roles. Questions provided to the participants asked about the scale of RPA programs, bot breakage, and resiliency. Respondents were offered a small incentive as a thank you for time spent on the survey. The study began in October 2019 and was completed in November 2019.

Source: A study conducted by Forrester Consulting on behalf of Tricentis, November 2019
Base: 271 US enterprise decision makers with existing RPA systems

[Read the full study](#)