Centers of Excellence
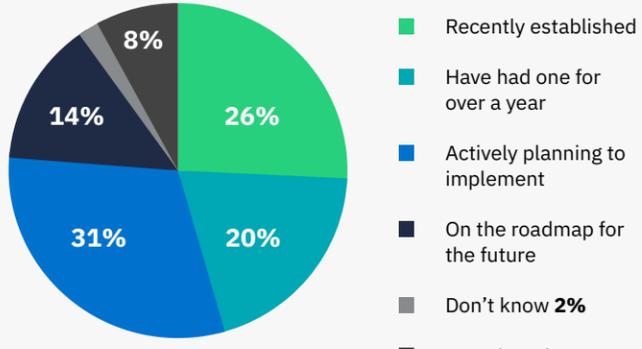## Automation & Process Orchestration
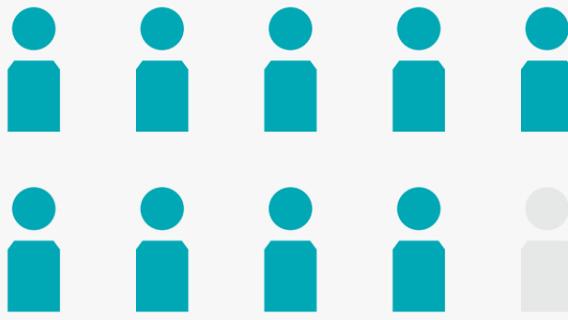**Numbers & Trends**

CoEs is on the rise

76%

of all respondents in State of Process Automation Report, 2020 reported that they either **already have a CoE in place or are actively working on implementing one.**
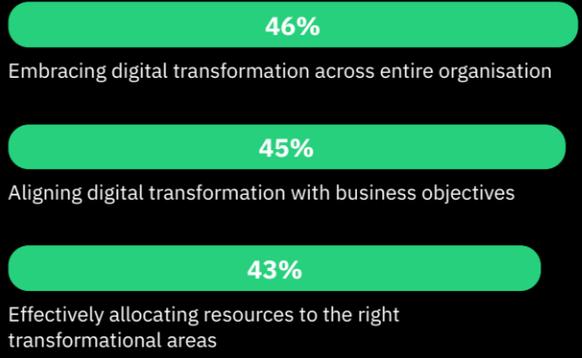
- 26%
- 20%
- 31%
- 14%
- 8%

- ■ Recently established
- ■ Have had one for over a year
- ■ Actively planning to implement
- ■ On the roadmap for the future
- ■ Don't know **2%**
- ■ None/No plans

96%

of executives and experts in State of Process Orchestration Report, 2023 agree that **process automation is key to digital transformation.**
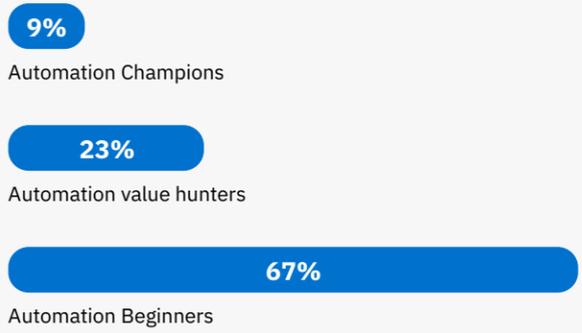
At the same time, the most cited issues regarding digital transformation challenges in **Harvard Business Review Analytic Services survey, 2022** relate to **scaling, alignment and resources allocation.**

46%
Embracing digital transformation across entire organisation

45%
Aligning digital transformation with business objectives

43%
Effectively allocating resources to the right transformational areas

HFS Research, 2022 states that **nearly**

70%

of enterprises self-rate themselves as "Automation Beginners"

9%
Automation Champions

23%
Automation value hunters

67%
Automation Beginners

Forrester's Automate or Die report, 2021 states that

76%

organizations plan to leverage process optimization to drive end-to-end automation in some form.

Talent shortage emerges as one of the key **economic headwind** pushing enterprises to **embrace automation.**

HFS research 2022 respondents have ranked **Lack of Quality staff** as the highest ranked company's **internal challenge to meet strategic objectives.**

	Rank 1	Rank 2	Rank 3
Hiring quality staff	13%	12%	9%
Lack of centralized data governance across organization	10%	12%	12%
Retaining quality staff	13%	11%	10%

- ■ Rank 1
- ■ Rank 2
- ■ Rank 3