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# New Study Finds That Nearly 70 Percent of Organizations Believe RPA is Enabling Employees to Have More Human Interaction

***Independent research study shows that keeping employees engaged and happy will allow organizations to capitalize on the transformative potential of RPA***

NEW YORK--(BUSINESS WIRE)-- UiPath, the leading enterprise Robotic Process Automation (RPA) software company, today announced the findings of *The Impact of RPA on Employee Experience*, a February 2019 study commissioned by UiPath and conducted by Forrester Consulting, that reflects the need to keep employees at the core of RPA efforts. According to the study, succeeding in digital transformation initiatives requires organizations to pivot on a core lever: engaged employees.

“Employees today struggle to perform under the weight of mind-numbing, repetitive work. They’re influenced by their consumer experiences and want similar experiences in their jobs,” said Bobby Patrick, chief marketing officer at UiPath. “With the rise of automation tools, many fear a dystopian view that solutions like RPA will replace jobs and human workers will be left out of favor. As the study finds, the reality is that RPA allows employees to engage in richer interactions with others, perform work that requires more brain power, and make fewer mistakes.”

According to the study, organizations are increasingly concerned with the employee experience as they grapple with the forces of automation and RPA, and that operating model issues and psychological barriers hold back RPA efforts. Ultimately, keeping employees engaged and happy will enable organizations to capitalize on the transformative potential of RPA. Further findings from the study include the following:

- **Employee experience must take center stage:** Sixty-six percent of respondents said that RPA restructures existing work, enabling employees to have more human interactions, and 60 percent said RPA helps employees focus on more meaningful, strategic tasks. In addition, 57 percent of respondents report that RPA reduces manual errors.
- **Organizations must overcome operating model issues and psychological challenges:** Firms are struggling to scale their RPA solutions due to the lack of trained personnel and resources to support and use RPA technology. In fact, 93 percent of respondents said they struggle to understand the different deployment options available to them. Additionally, leaders must overcome the psychological impact of RPA on their workforce. Communication and collaboration between the business and

workers, and well-designed change management programs are crucial.

- **RPA leads to increasingly engaged employees:** The benefits of RPA reported by firms include increased efficiency (86 percent), deeper insights into customers (67 percent), improved customer service (57 percent), and improved employee engagement (57 percent). In addition, with highly repetitive and rule-based tasks being automated, RPA enables firms to create digital workforces that execute repeatable process steps faster, accurately and more cost-effectively than traditional human workers. Ninety-two percent of respondents expected faster efficiency and 86 percent said they are seeing exactly that. Keeping employees engaged and happy must go hand-in-hand with deploying RPA to improve customer outcomes; firms must be employee-centric as well as customer-centric in their approach to truly capitalize on the advantages offered by RPA.

The study also recommends that firms aim to improve both operational efficiency and employee experience at the same time, create an RPA center of excellence, manage psychological implications at the onset of an implementation, and use a human-centric change management process that carefully considers human factors, ensuring that people will feel valued and safe.

UiPath's mission is to deliver the platform for the Automation First era. The company's vision is a robot for every person – freeing people of burdensome, repetitive labor so they can focus on more valuable, gratifying work. UiPath has automated millions of repetitive, rule-based tasks for organizations worldwide. Through its commitment to bring digital-era skills to more than a million people, UiPath is transforming work by improving job satisfaction, driving productivity to new levels, and enhancing customer service.

To access the full study, please visit: https://www.uipath.com/company/rpa-analyst-reports/forrester-employee-experience-rpa.

**Survey Methodology**
In this study, Forrester leveraged data from a survey conducted in August 2018 with 100 decision makers plus eight qualitative interviews at manager level or above from operations groups, shared services, finance and accounting, HR and other core business lines to evaluate the effectiveness of RPA on employee engagement and experience. Questions provided to the participants asked how much of a priority employee experience is to their organization and how RPA affects employee engagement. The study began in September 2018 and was completed in January 2019.

**About UiPath**
UiPath is leading the "Automation First" era – championing one robot for every person, delivering free and open training and collaboration and enabling robots to learn new skills through AI and machine learning. Led by a commitment to bring digital era skills to more than a million people, the company's enterprise Robotic Process Automation (RPA) platform has already automated millions of repetitive, mind-numbing tasks for business and government organizations all over the world, improving productivity, customer experience and employee job satisfaction.

Recently named by Comparably as the 6th happiest place to work and the 11th best company culture among large businesses, UiPath has become one of the fastest growing

enterprise software companies in history. The company is backed by over $400 million in funding from Accel, CapitalG, Credo Ventures, Earlybird's Digital East Fund, IVP, Kleiner Perkins, Madrona, Meritech, Seedcamp and Sequoia.

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