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The Executive Guide to Hyperautomation



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Frances Karamouzis

Distinguished VP Analyst



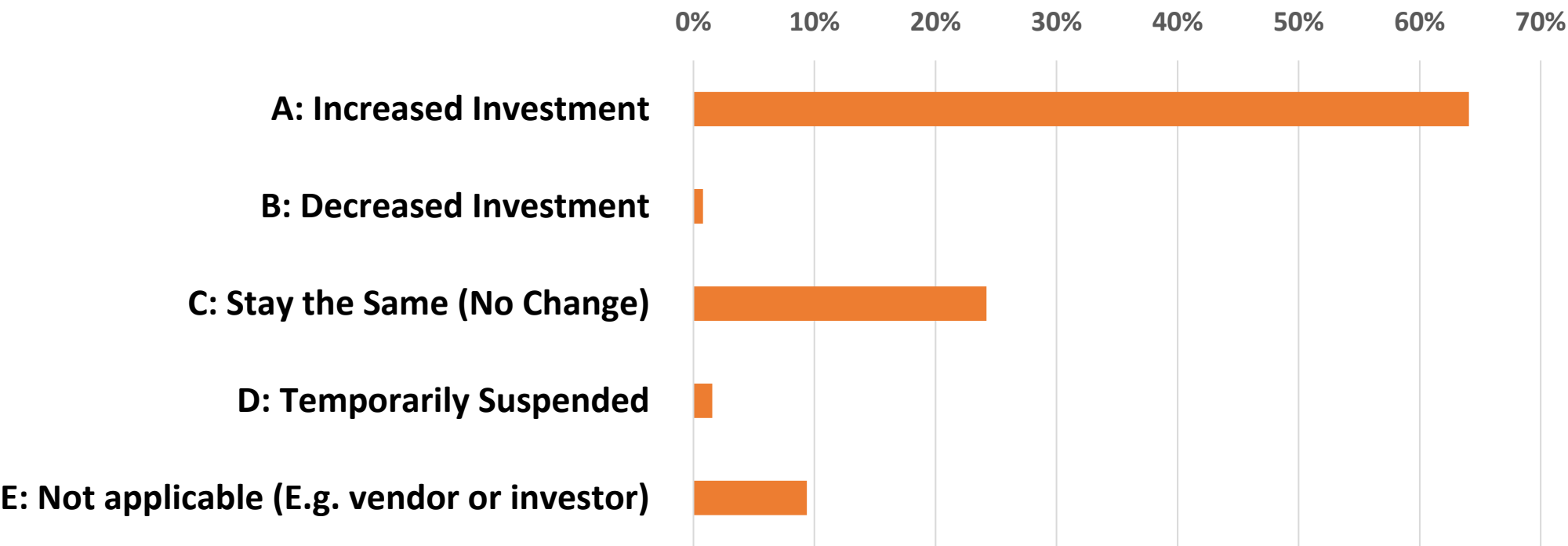
Gartner Definition of Hyperautomation

“Business-driven hyperautomation is a disciplined approach that organizations use to rapidly identify, vet and automate as many business and IT processes as possible. Hyperautomation involves the orchestrated use of multiple technologies, tools or platforms. Examples of these include AI, machine learning, event-driven software architecture, robotic process automation (RPA), BPM/iBPMS, integration platform as a service (iPaaS), low code/no code tools, packaged software and other types of decision, process and task automation tools.”

Polling Question 1

How would you characterize your organization's Hyperautomation investments over the next 12 months?

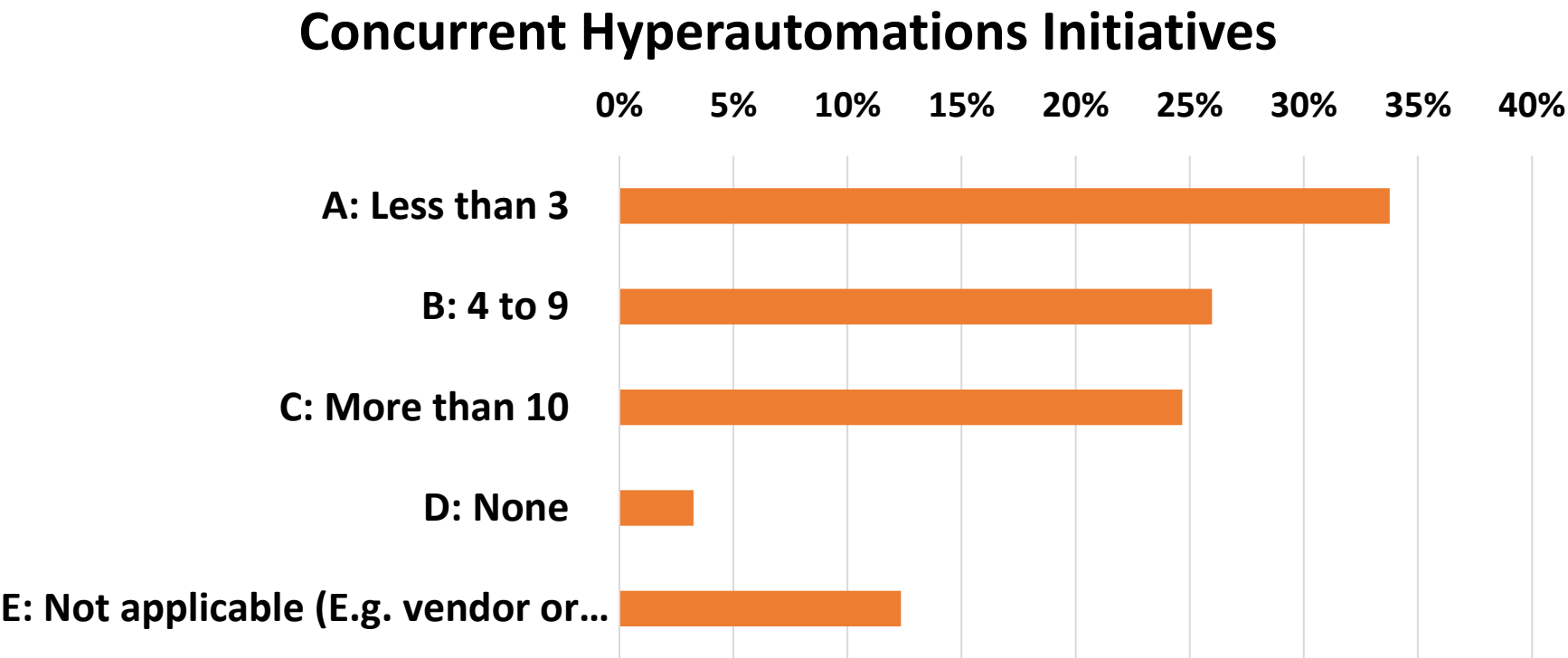
Hyperautomation Investments Over Next 12 Months



N= 128 /Results June 8 2021

Polling Question 2

How many Hyperautomation initiatives are currently taking place within your organization? *Examples include: RPA, Low Code / No Code, Conversational Platforms, Chatbots, Artificial Intelligence*



N= 154 /Results June 8 2021

Continued Unabated Investments in **Hyperautomation** Despite the Crisis

Strategic Investments

85%

**will increase or not change
Hyperautomation investment
strategies over next 12 months**

polling data from Dec 1 2020 webinar titled: [The Gartner 2021 Predictions: Accelerate Results Beyond RPA to Hyperautomation](#).

Number of respondents = 184 to 399 (depending on question).

How would you characterize your organization's hyperautomation investments over next 12 months?

Investments Bring Governance to the Forefront in Your **Hyperautomation** Journey

Governance

40%

will have **4 (four)** or more
Concurrent Hyperautomation
initiatives to manage and operate

Governance

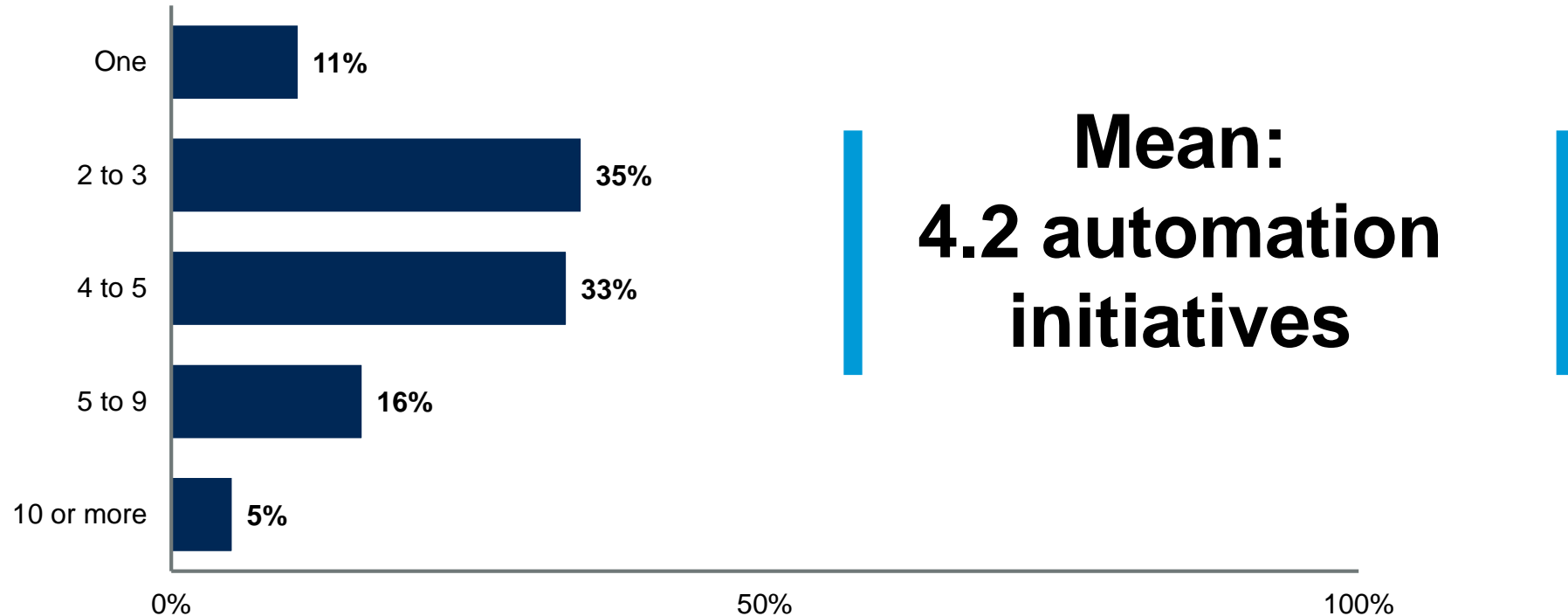
16%

will have **15 (fifteen)** or more
Concurrent Hyperautomation
initiatives to manage and operate

Polling data from Nov 2020 webinar titled: [The Gartner 2021 Predictions: Accelerate Results Beyond RPA to Hyperautomation](#).
Number of respondents = 184 to 399 (depending on question).
How many hyperautomation initiatives are taking place within your organization?

April 2021: Concurrent Hyperautomation Initiatives

How many distinct automation initiatives (e.g., projects to automate a business process) did you work on in the past 12 months?



n = 558

Source: Gartner 2021 Hyperautomation Discipline, Technologies & Users

The pandemic has been both a **REVEALER & ACCLERATOR**



Pandemic Impact on Digital Business Initiatives



Source: Gartner View from the Board of Directors 2021

Q02. What kind of impact do disruptions caused by COVID-19 have on your organization's digital business initiatives? n = 260, All Respondents, Excluding Don't know, Multiple responses allowed

Business Drivers

65%

of decisions made
are more complex
than two years ago

More
Connected

More
Contextual

More
Continuous

Source: The Future of Data and Analytics: Reengineering the Decision, 2025
Frank Buytendijk, Pieter den Hamer, Gareth Herschel,
Jorgen Heizenberg, Mike Rollings, Erick Brethenoux

Business Outcomes of Reengineered Decision Making

**More Inclusive
More Transparent**

Connected

Contextual

**More Trustworthy
More Accurate
More Personalized**

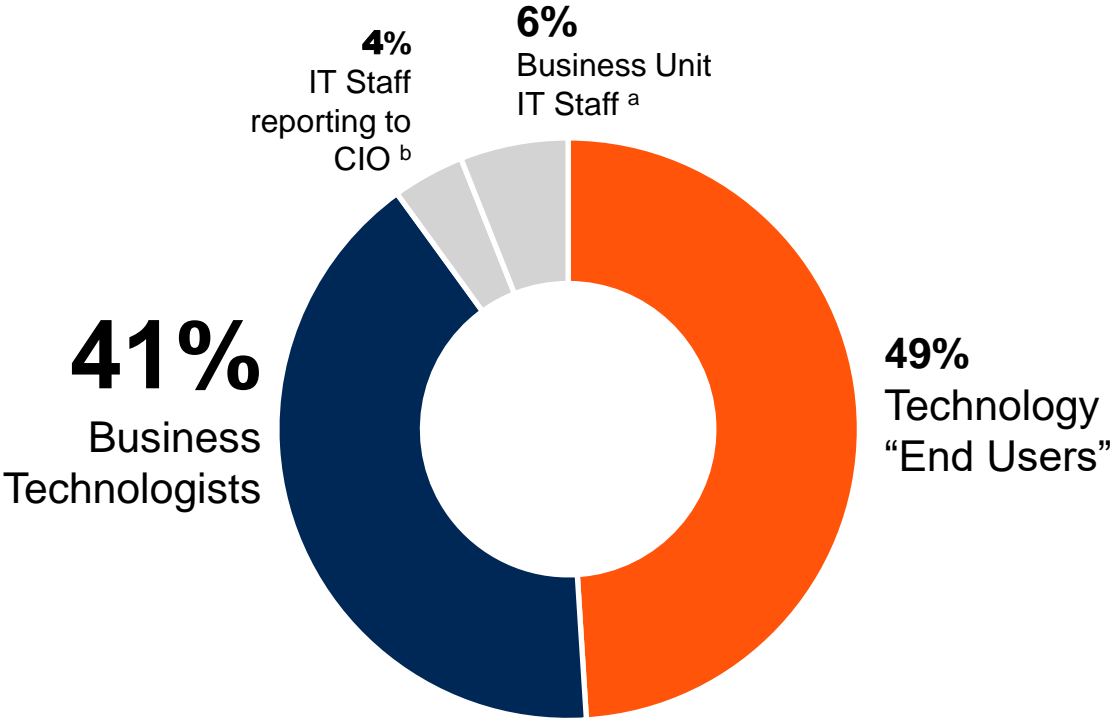
Business
Outcomes

Continuous

**Faster
More Scalable**

More Flexible

Democratization



Gartner's Definition of Business Technologists: Employees who report outside of IT departments and create technology or analytics capabilities for work.

n = 11,848 employees across the entire workforce

Source: 2021 Gartner Reimagining Technology Work Survey combined with 2020 Gartner Digital Friction Survey;

^a Business Unit IT Staff Reporting Into Divisional or BU CIOs: By CIO we mean the senior most IT executive, but actual titles may vary.

^b By CIO we mean the senior most IT executive, but actual titles may vary.

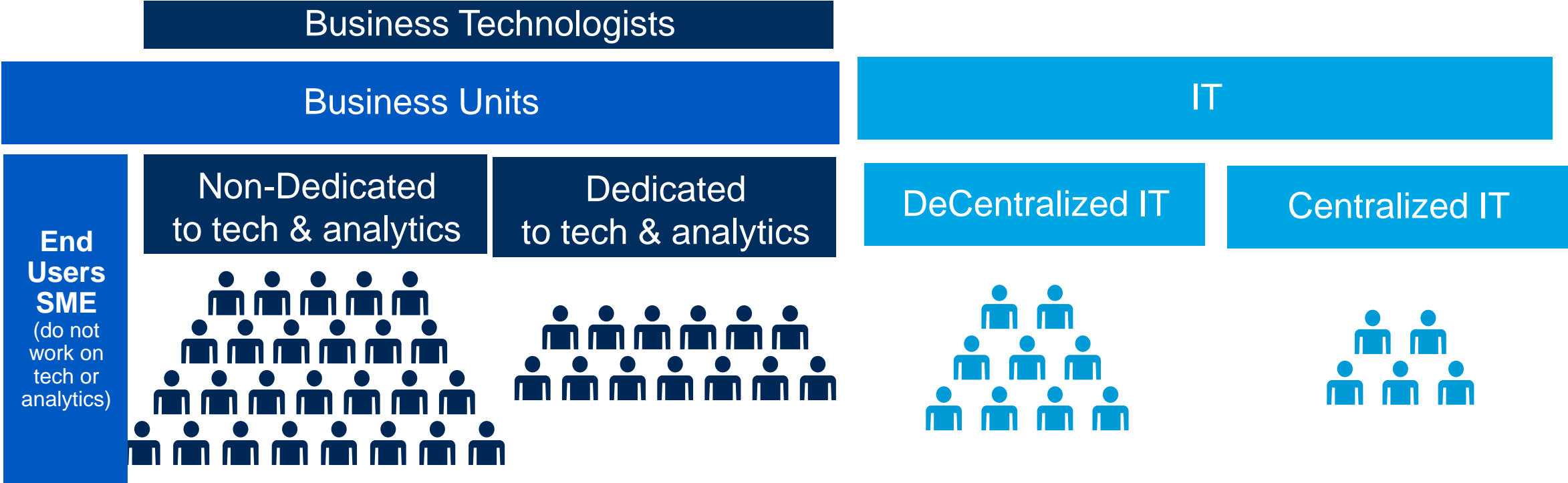
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Gartner Definition of Business Technologists

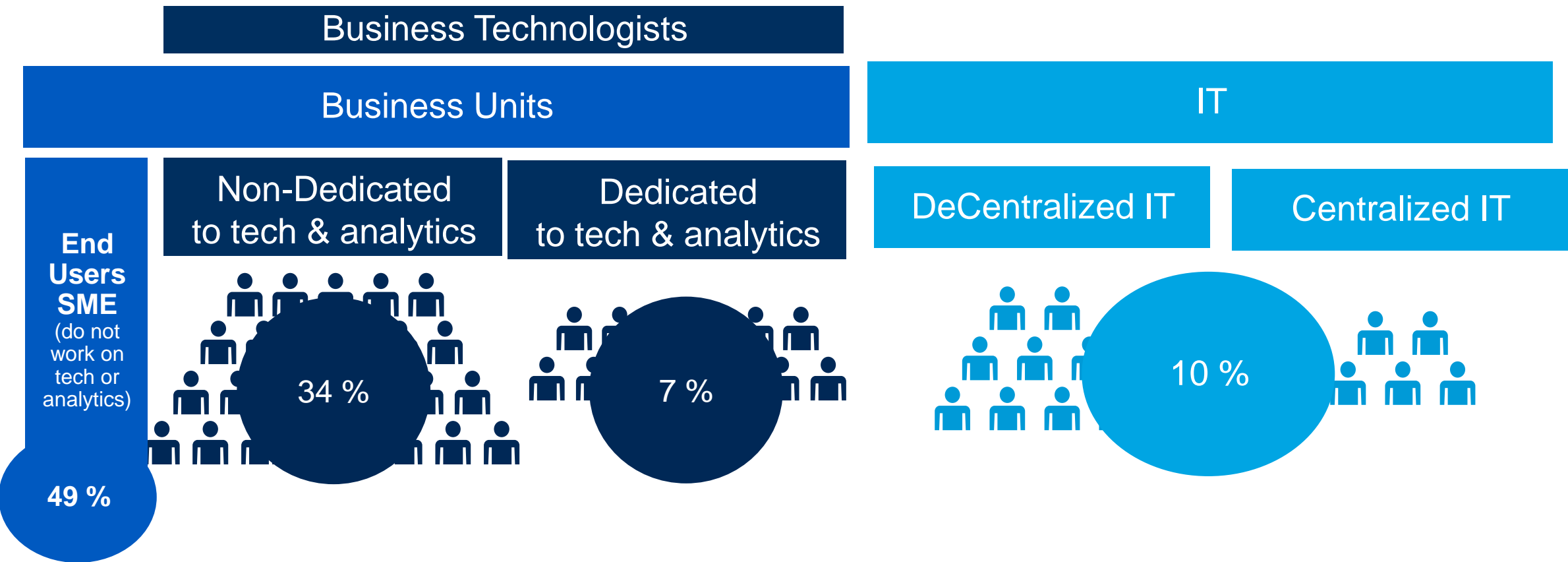
Definition: Business technologists are employees who report outside of IT departments (centralized or business unit IT) and create technology or analytics capabilities for internal or external business use.

Context: Business technologists can be individuals whose primary job entails technology work (such as Python developers hired in Marketing, data scientists hired in Finance & Accounting teams, Software engineers hired in R&D) or they can be citizen technologists whose primary job is done through technology work (such as pricing managers building algorithms, customer service reps building chatbots, doctors writing pandemic apps).

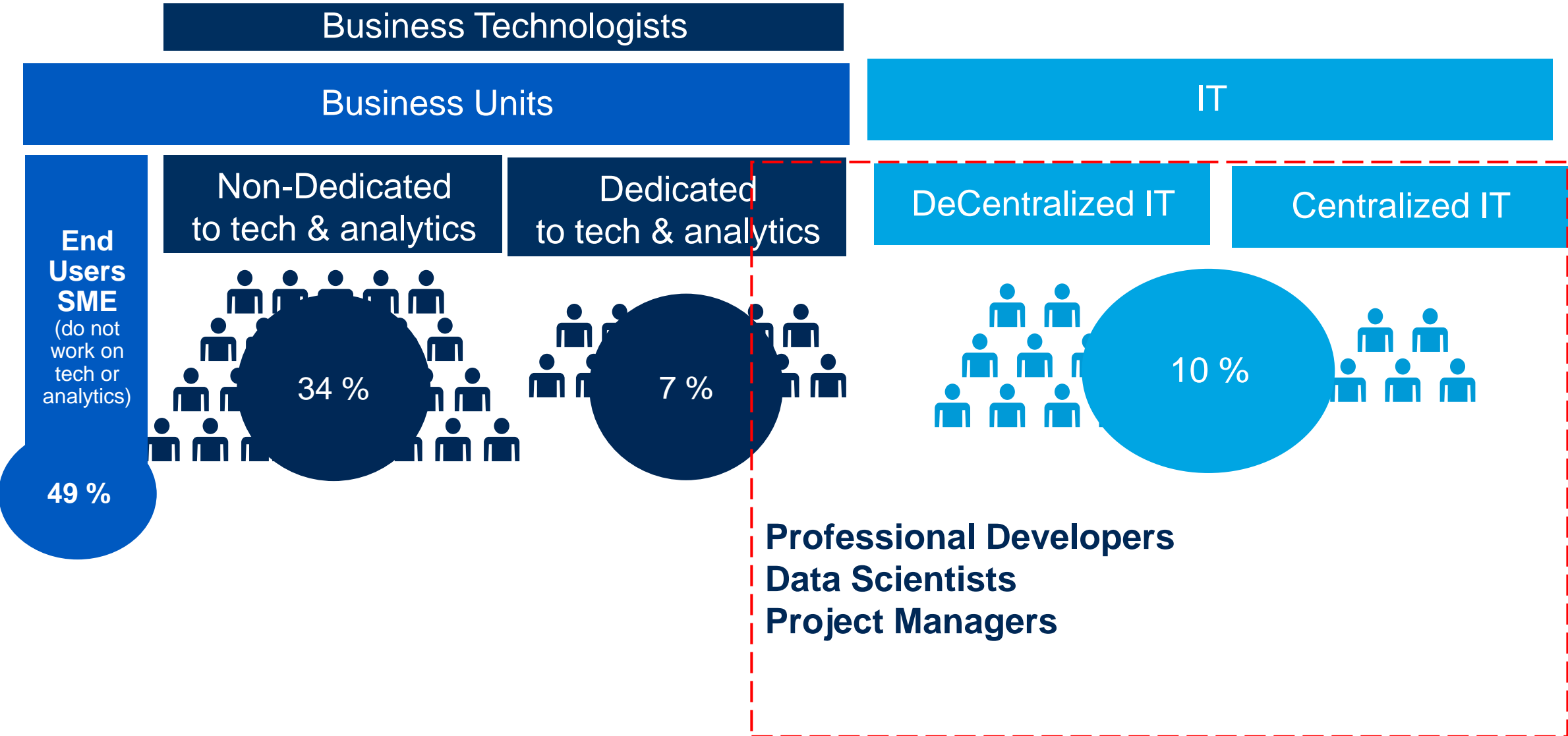
Business Technologists Juxtaposed to Citizens



Business Technologists Juxtaposed to Citizens

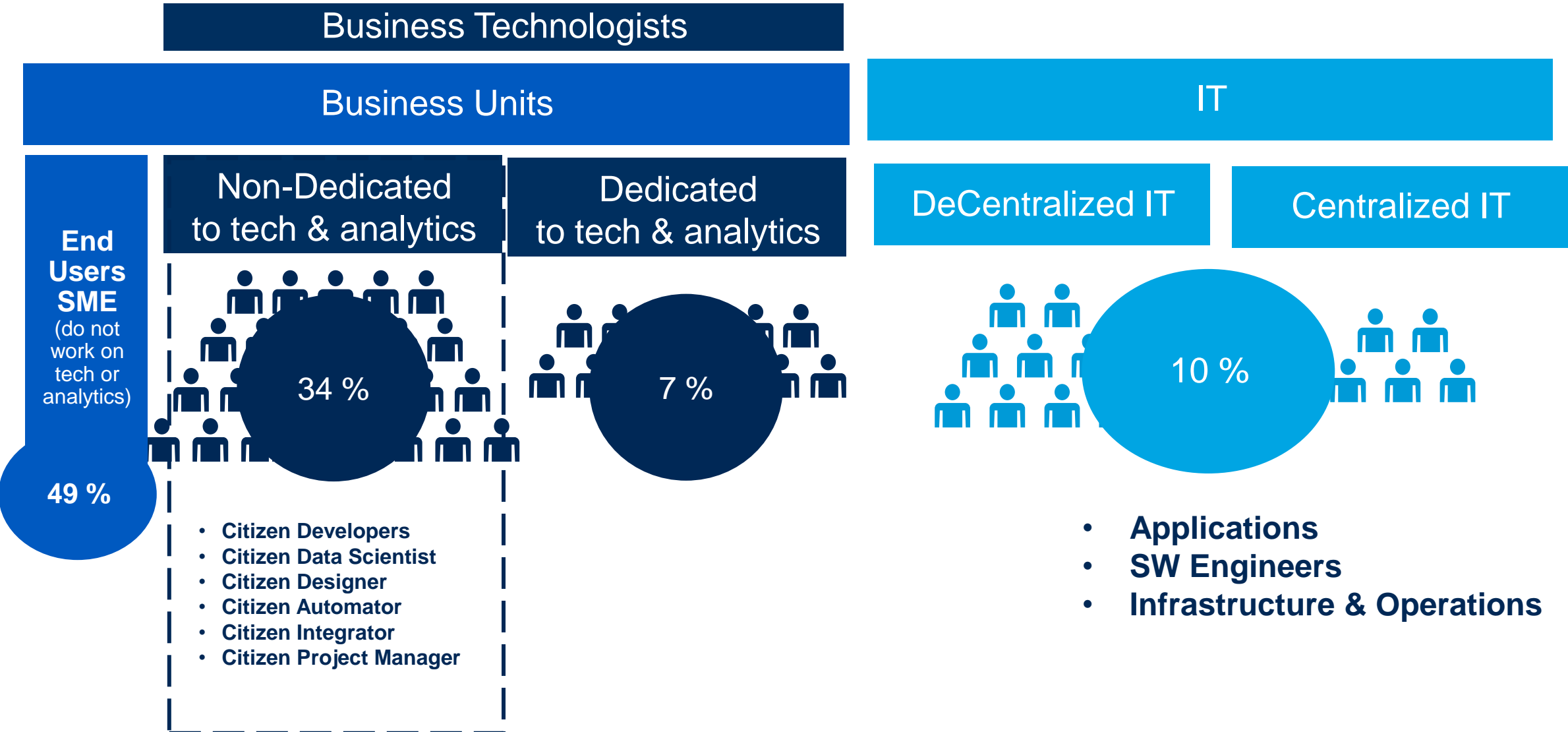


Business Technologists Juxtaposed to Citizens



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Business Technologists Juxtaposed to Citizens



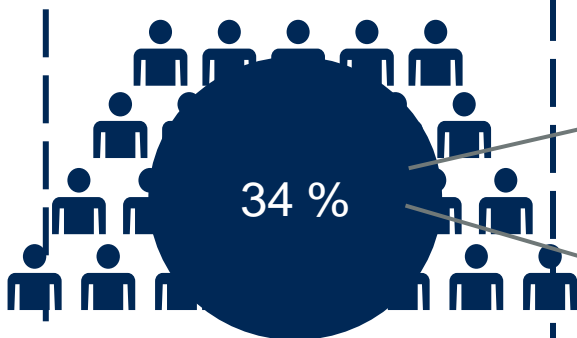
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Business Technologists Juxtaposed to Citizens

Business Technologists

Business Units

Non-Dedicated
to tech & analytics

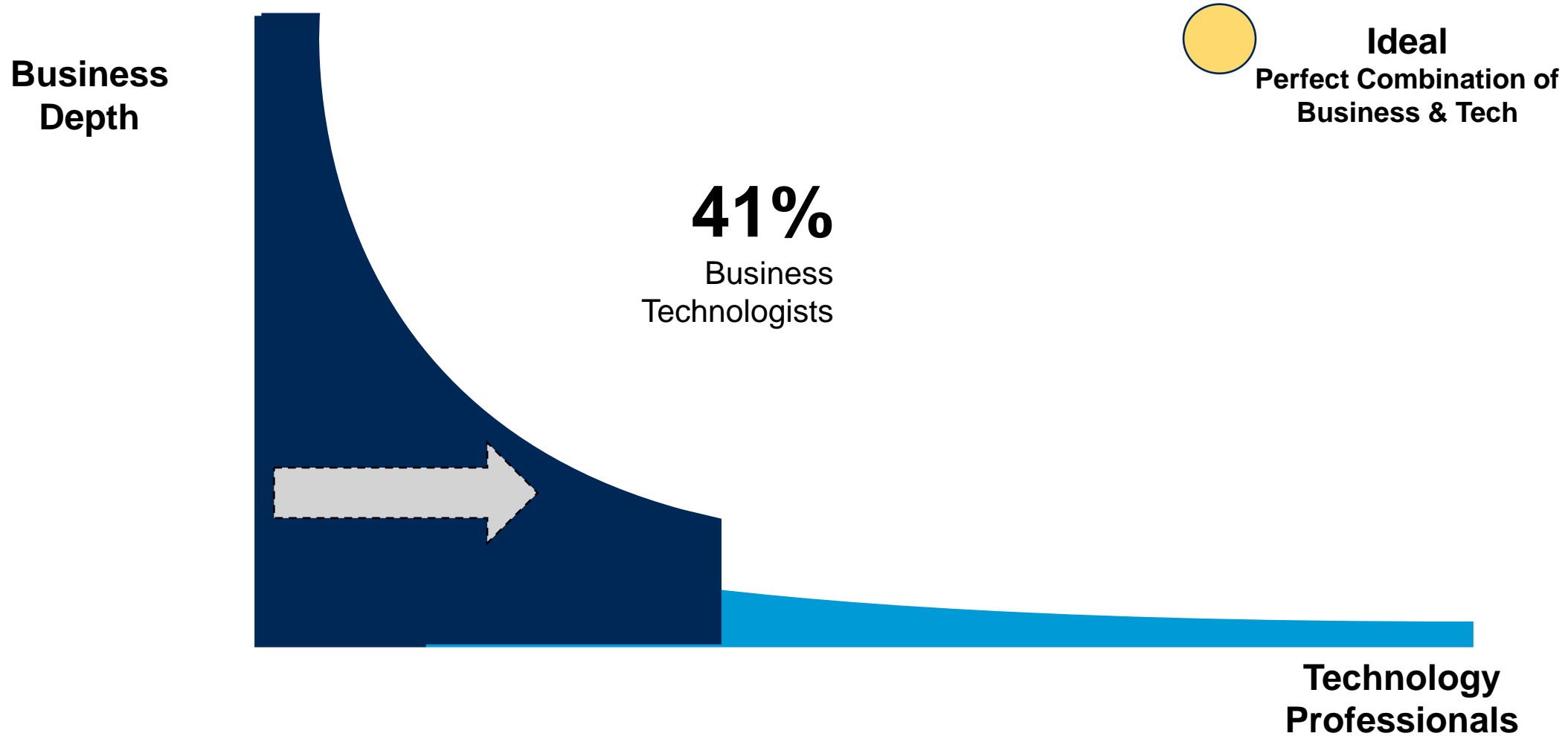


- Citizen Developers
- Citizen Data Scientist
- Citizen Designer
- Citizen Automator
- Citizen Integrator
- Citizen Project Manager

High
Technical
Dexterity

Relative lower
Dexterity

Dream State: Combination of Business & IT



Gartner TalentNeuron Data (April 2021)

Technology Skills in High Demand Outside of IT Departments



2 out of 3 job
openings requiring
**data science
skills** are not in IT



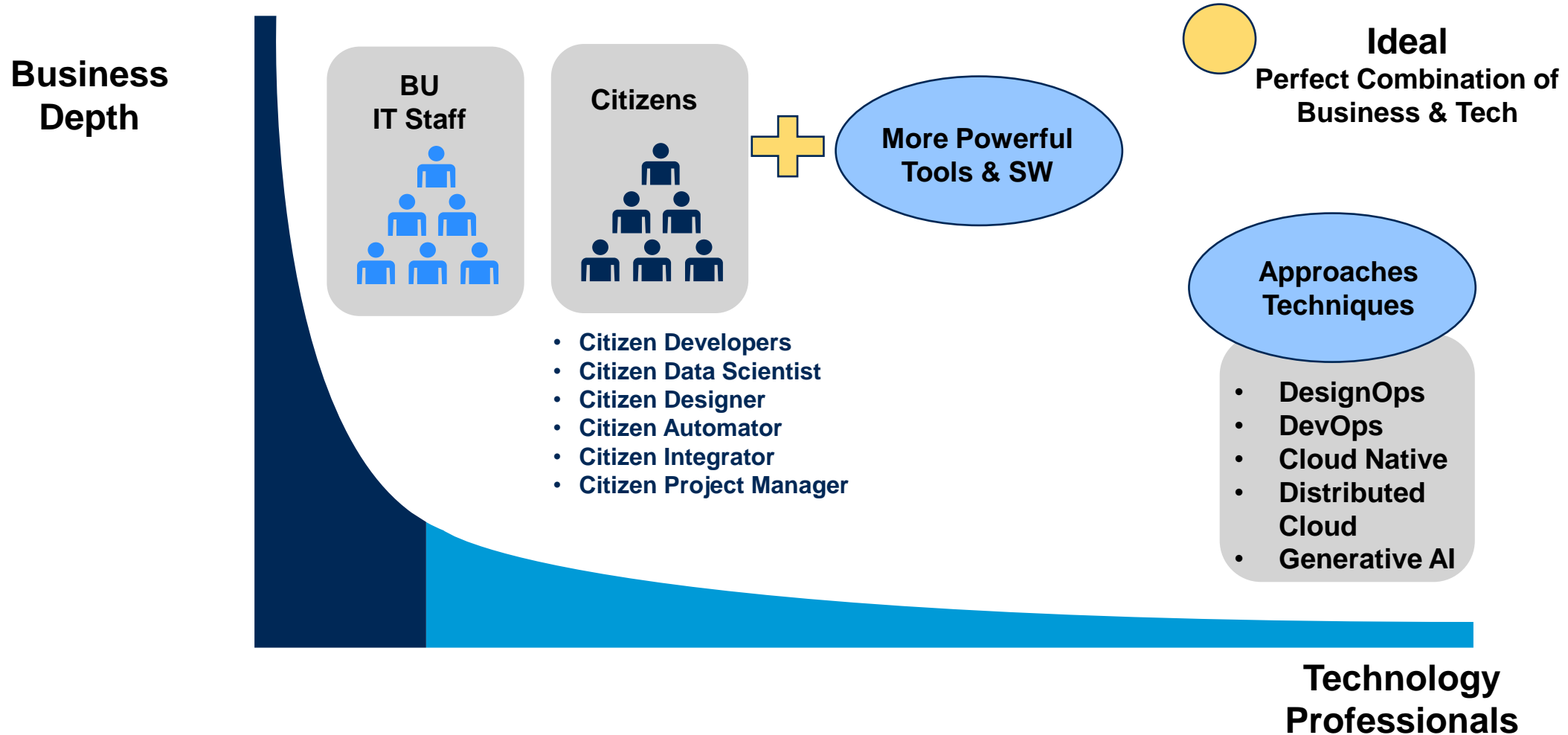
2 out of 3 job
openings requiring
AI skills
are not in IT



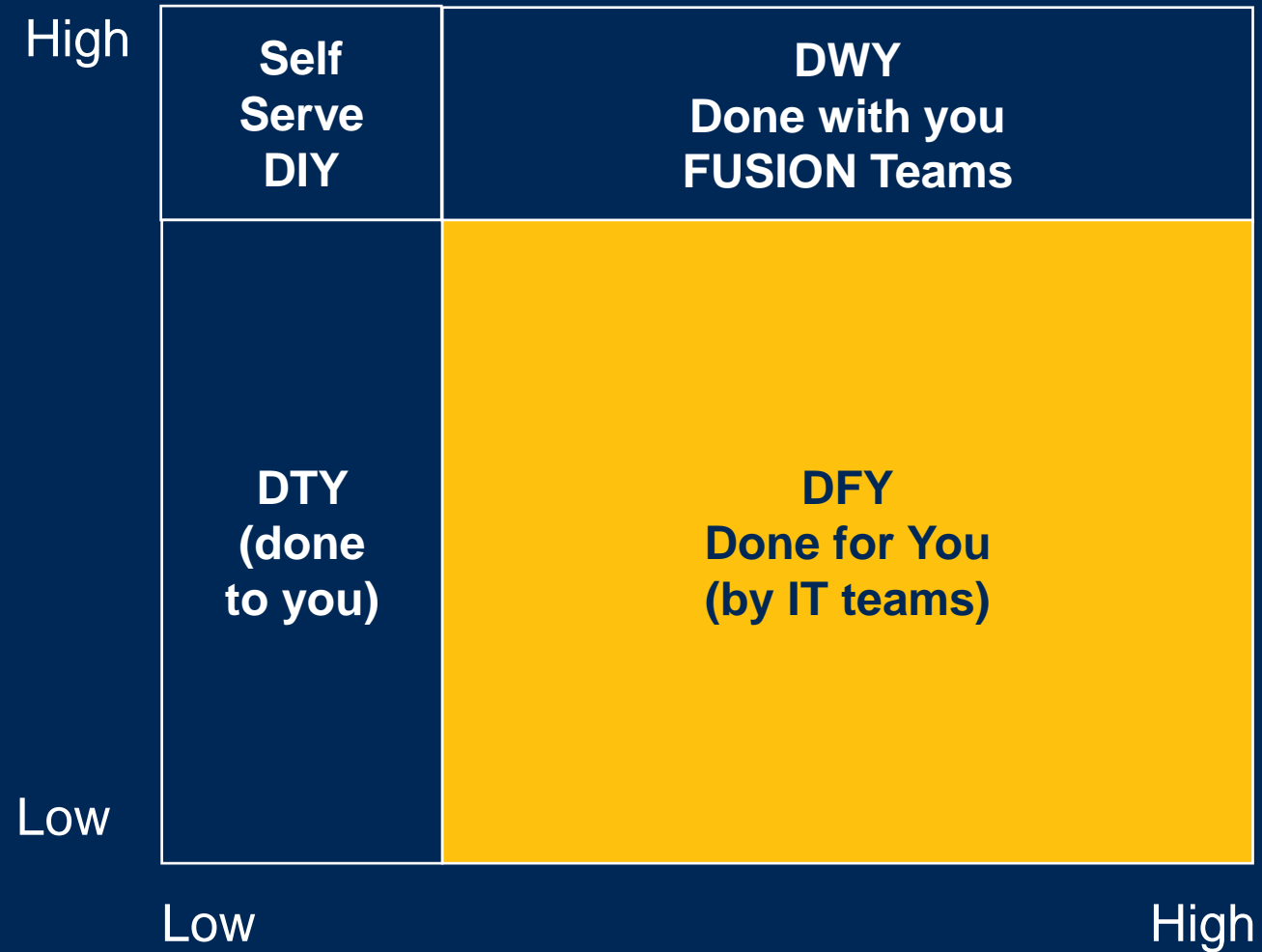
1 out of 4 job
openings **requiring
Python skills**
are not in IT

Source: April 2021 Gartner TalentNeuron™;

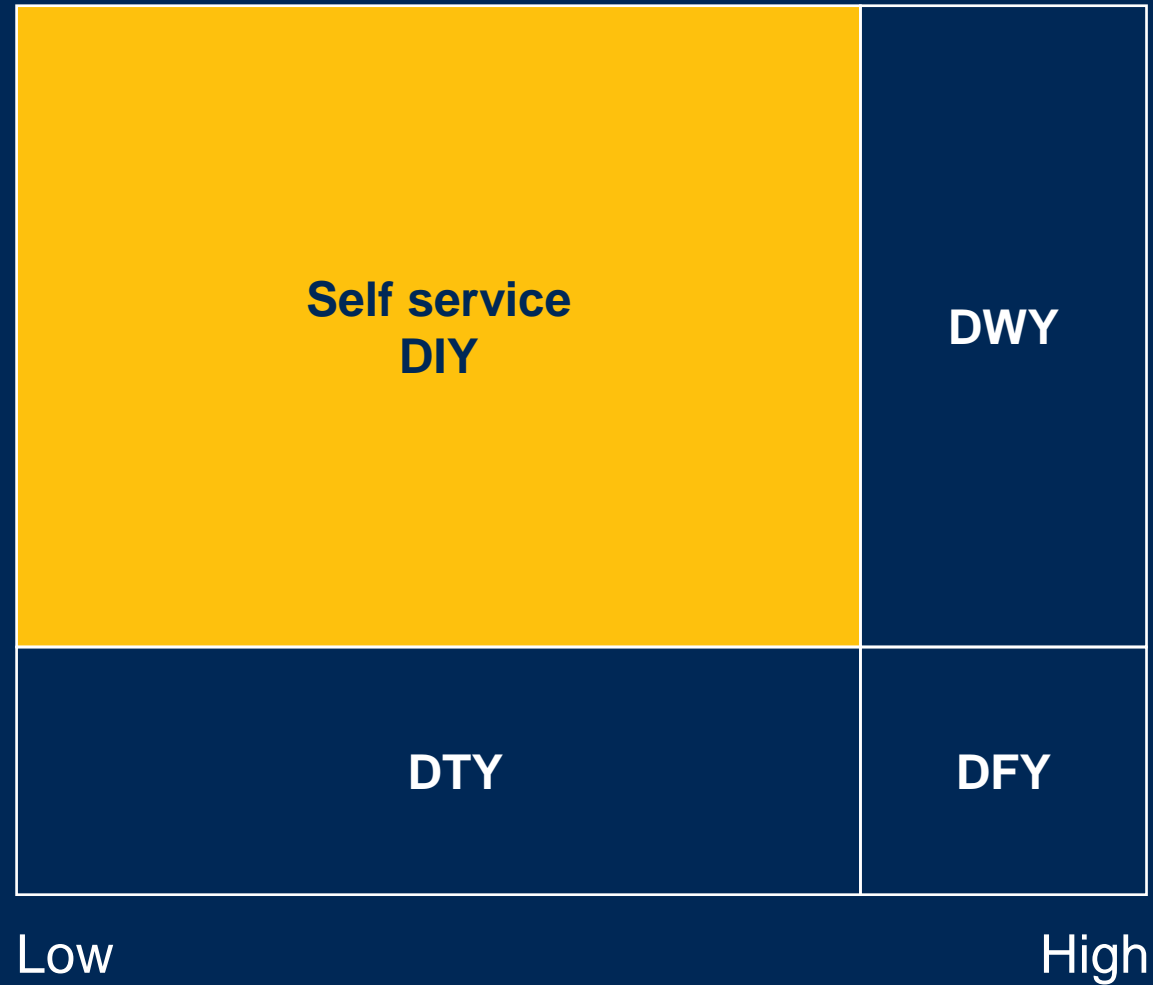
Dream State: Combination of Business & IT



Shifts



Business Technologists



By 2023, the number of active citizen developers at large enterprises will be at least four times the number of professional developers

Gartner Definition of Citizen Developer

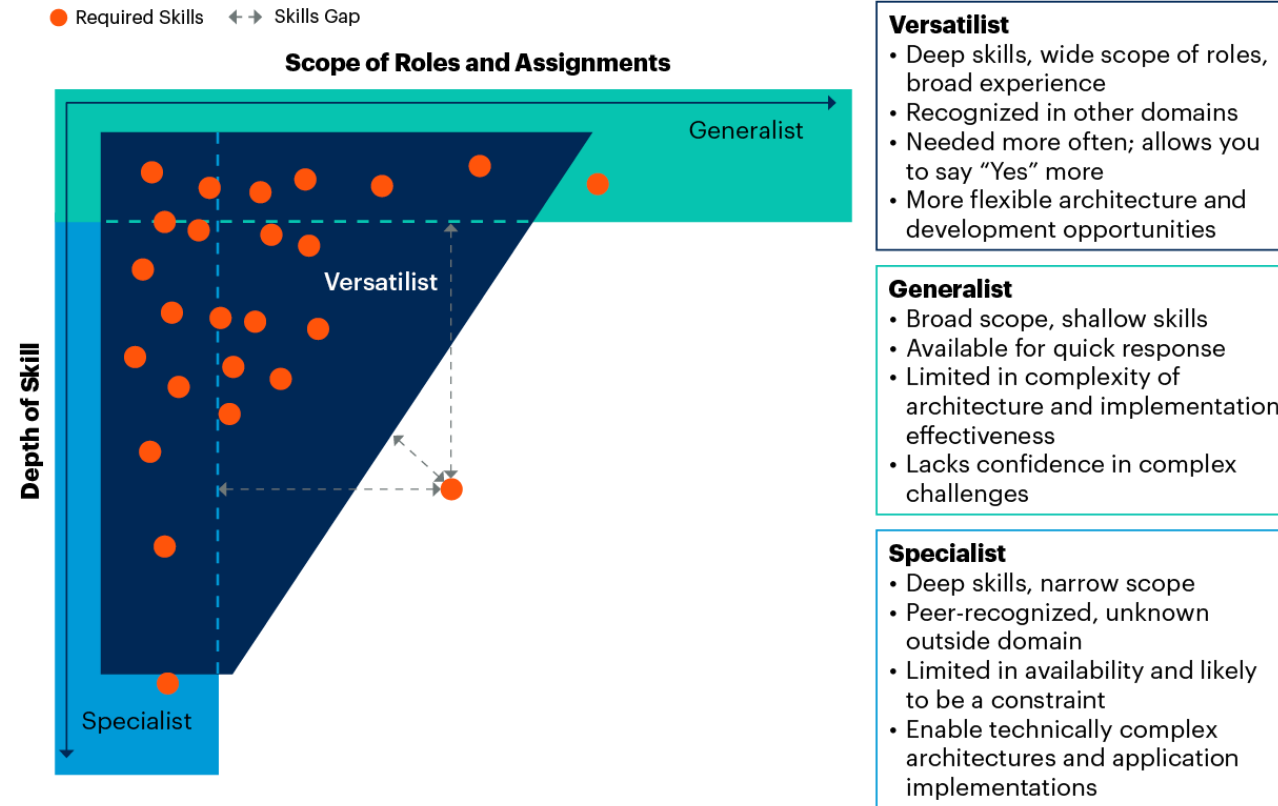
Definition: Citizen developer is an employee who creates application capabilities for consumption by themselves or others, using tools not actively forbidden by IT or business units. A citizen developer is not a title or targeted role (can be referred to as a persona) and they report to a business unit or function (other than IT).

Context: All citizen developers are business technologists. However, all business technologists are not necessarily citizen developers. There is no required designation of proficiency or time allocation for citizen developers but they must be legal employees of an organization.

By 2025, 70% of new custom applications written by enterprises will use low-code or no-code technologies

Versatilist

Embrace a Versatilist Mindset



Source: Gartner
740801_C

Gartner

Business Technologists Use of Tools

Data Science and AI Tools

- Automated ML
- Data science and ML platforms
- Analytics and BI tools
- Master data management tools
- Metadata management tools
- Data quality tools
- Database management tools

App Development Tools

- No-code/low-code dev tools
- Content service platforms
- Prototyping and design tools
- Digital experience, web content tools
- Automated development/deployment (CI/CD)

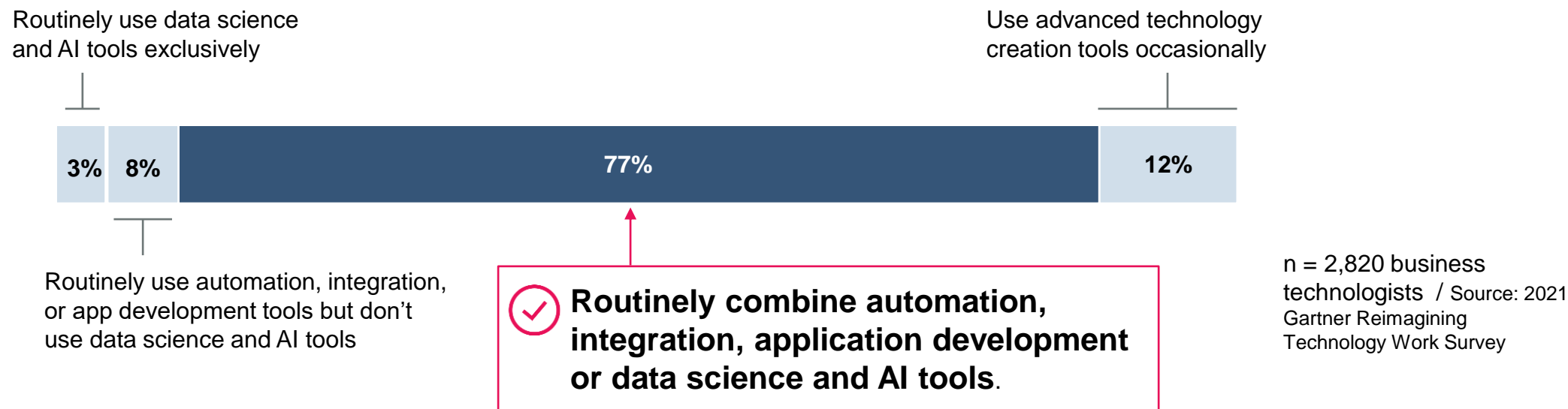
Automation Tools

- Process mining tools
- Business process management tools
- RPA tools
- Conversational platforms for chatbots

Integration Tools

- Integration platforms
- Data integration tools
- API management tools
- IoT platforms

Business Technologists Use of Tools



Data Science and AI Tools

- Automated ML
- Data science and ML platforms
- Analytics and BI tools
- Master data management tools
- Metadata management tools
- Data quality tools
- Database management tools

App Development Tools

- No-code/low-code dev tools
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Automation Tools

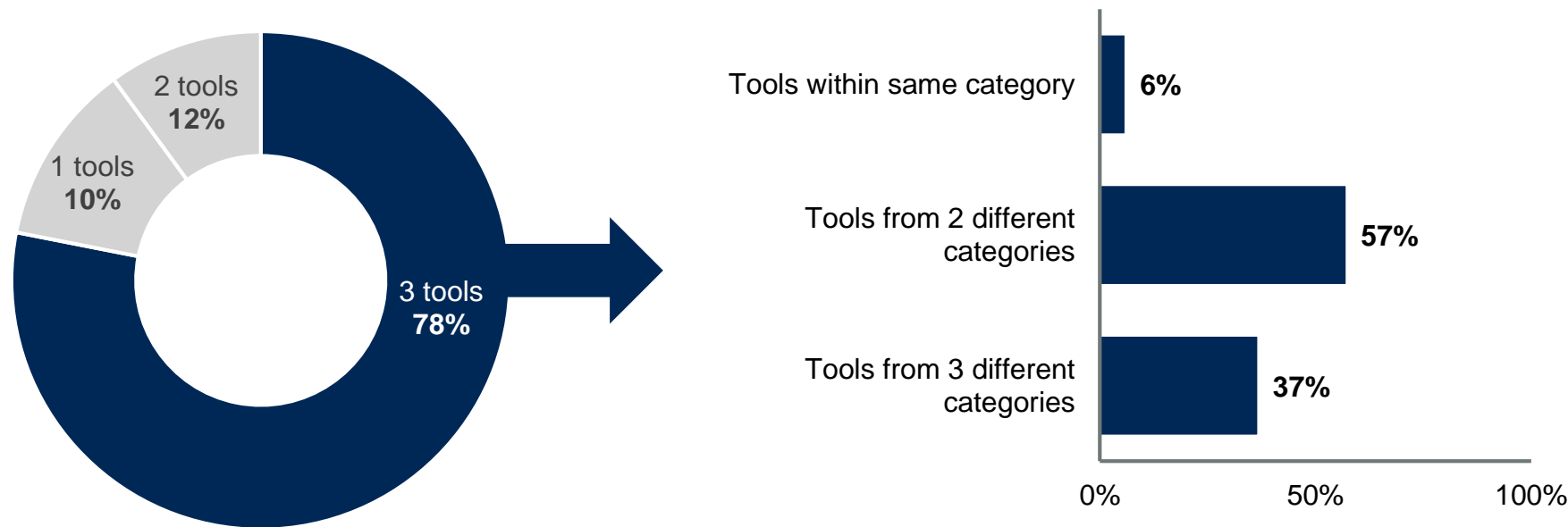
- Process mining tools
- Business process management tools
- RPA tools
- Conversational platforms for chatbots

Integration Tools

- Integration platforms
- Data integration tools
- API management tools
- IoT platforms

Multiple Tools is Commonplace

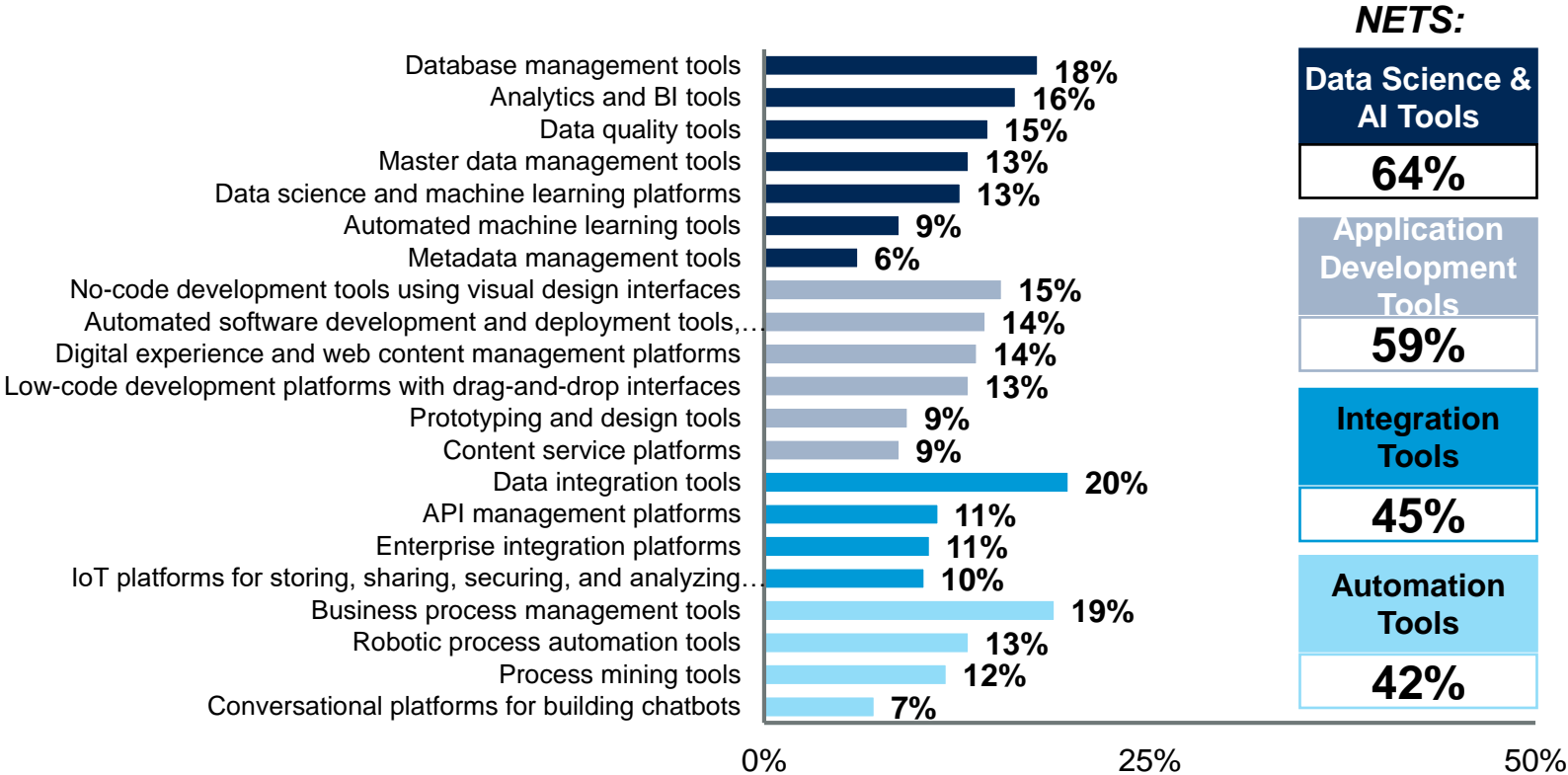
Number of tools used for business driven automation initiatives in past 12 months
Multiple Responses (Up to 3)



n = 557 ; Hyper-automation respondents using tools to produce analytics or technology capabilities (Q36A)
Q70. Please select up to 3 tools that you used most (based on frequency and volume) for business-driven automation initiatives over the past 12 months.
Source: Gartner 2021 Hyper-automation Discipline, Technologies & Users

Most Common Tools

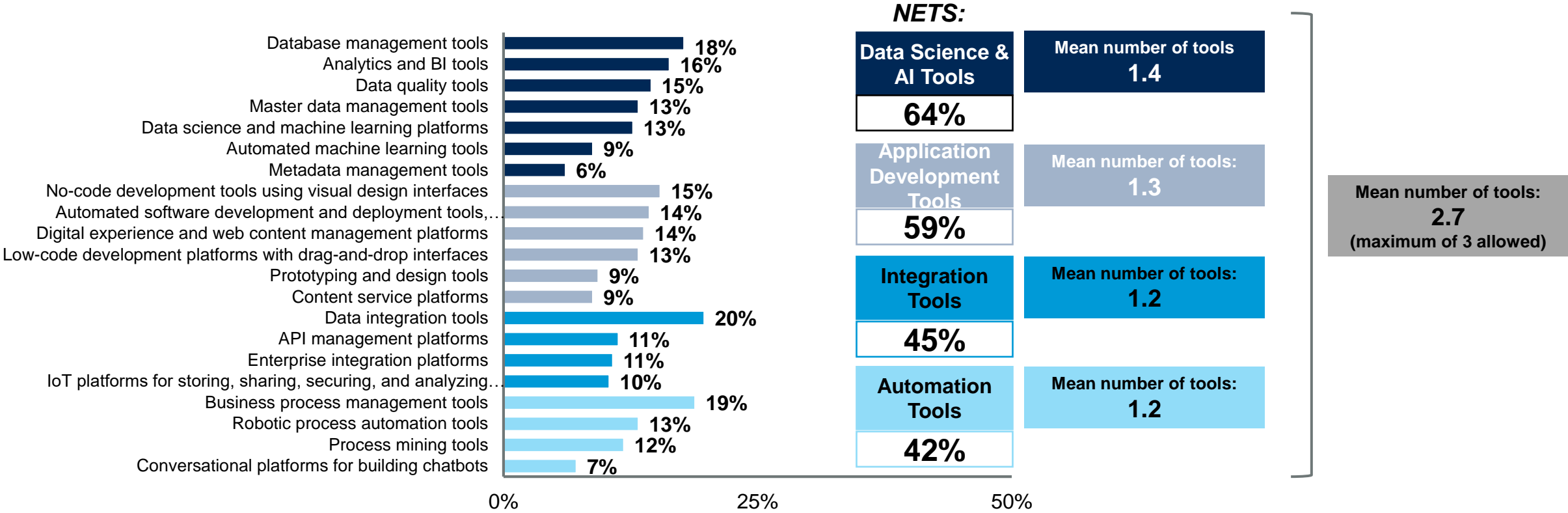
Please select up to 3 tools that you used most (based on frequency and volume) for business-driven automation initiatives over the past 12 months (Multiple Responses (Up to 3))



n = 557
Source: Gartner 2021 Hyperautomation Discipline, Technologies & Users

Most Common Tools

Please select up to 3 tools that you used most (based on frequency and volume) for business-driven automation initiatives over the past 12 months (Multiple Responses (Up to 3))

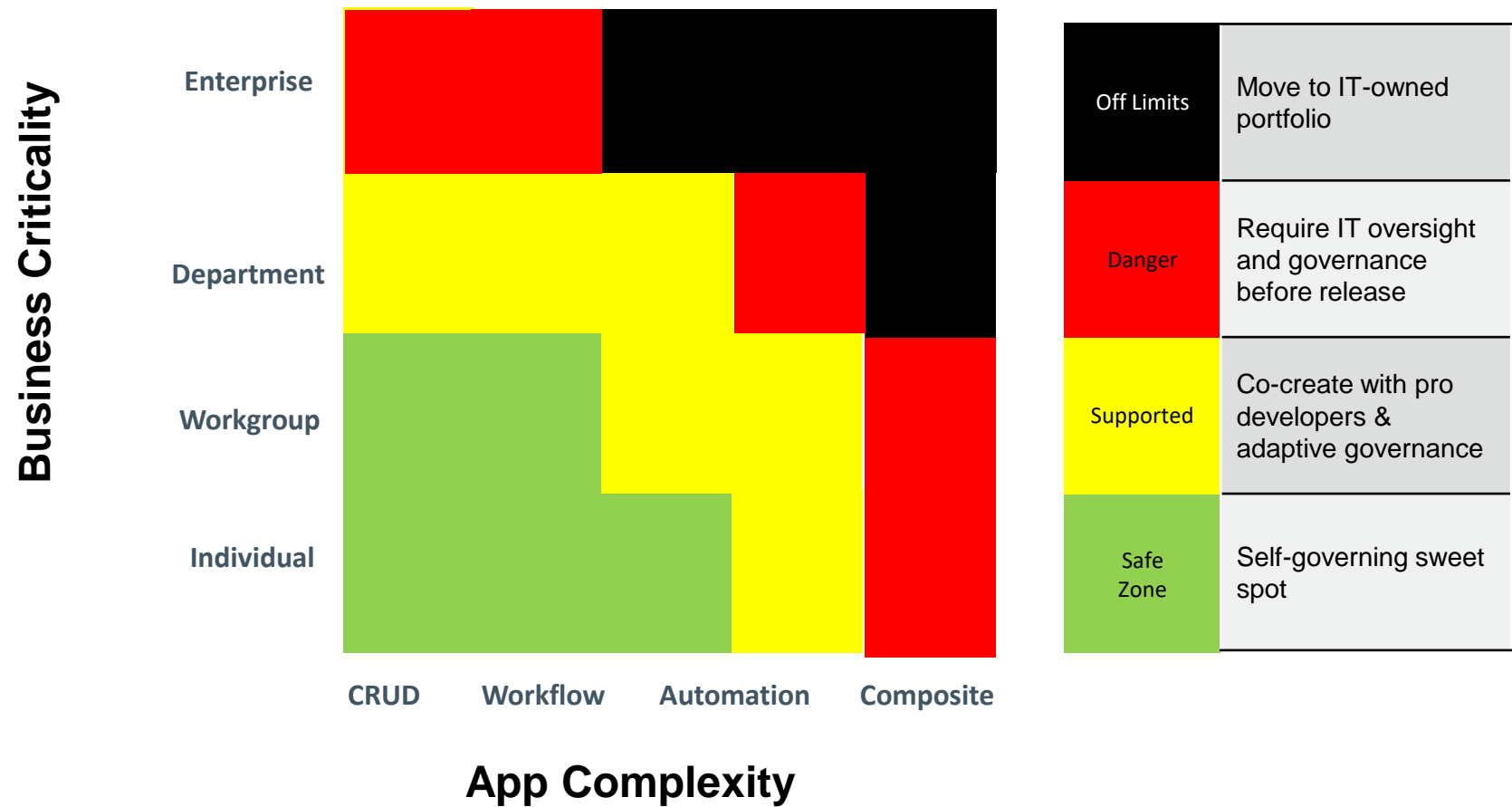


n = 557
Source: Gartner 2021 Hyperautomation Discipline, Technologies & Users

External Market: Capabilities Across Platform Types

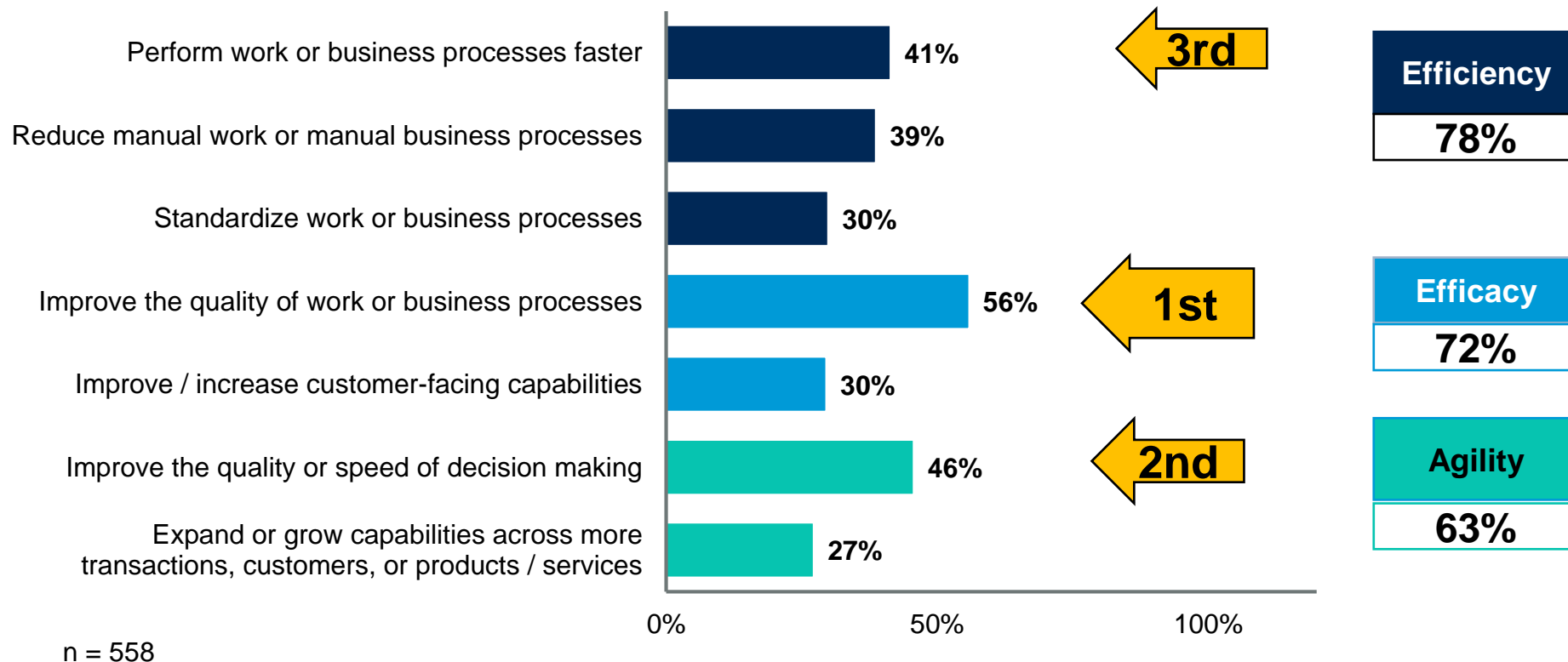
Platform Types		Multi-experience Development (MXDP)	Low-Code Application Platform (LCAP)	Citizen Automation & Development (CADP)	Business Process Automation (BPA)	Decision Automation (DMS)	Robotic Process Automation (RPA)	Integration Platform-as-a-Service (iPaaS)
Capability								
User Interface	User Multiexperience	Required	Optional	Optional	Optional	Optional	Optional	Optional
	User Experience Web and Mobile Forms	Required	Required	Required	Expected	Optional	Expected	Optional
Business Logic	Process Orchestration	Optional	Expected	Expected	Required	Expected	Optional	Expected
	Decisions/Rules	Optional	Optional	Optional	Expected	Required	Optional	Optional
Back-end	Database User data	Optional	Required	Expected	Optional	Optional	Optional	Optional
	Integration via Bots	Optional	Optional	Optional	Optional	Optional	Required	Optional
	Integration to APIs Process + Connectors	Optional	Expected	Optional	Expected	Expected	Expected	Required

Adaptive Governance

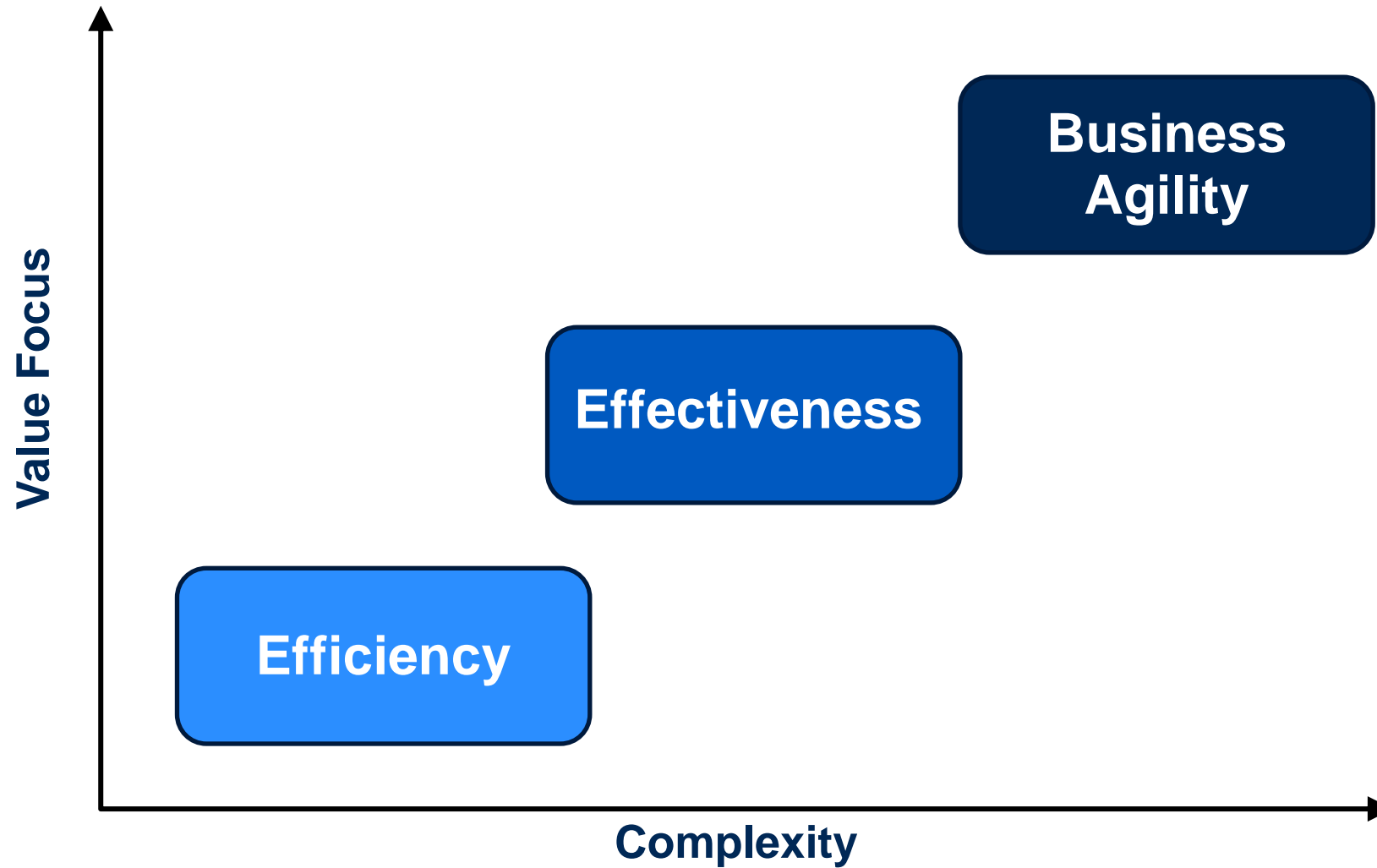


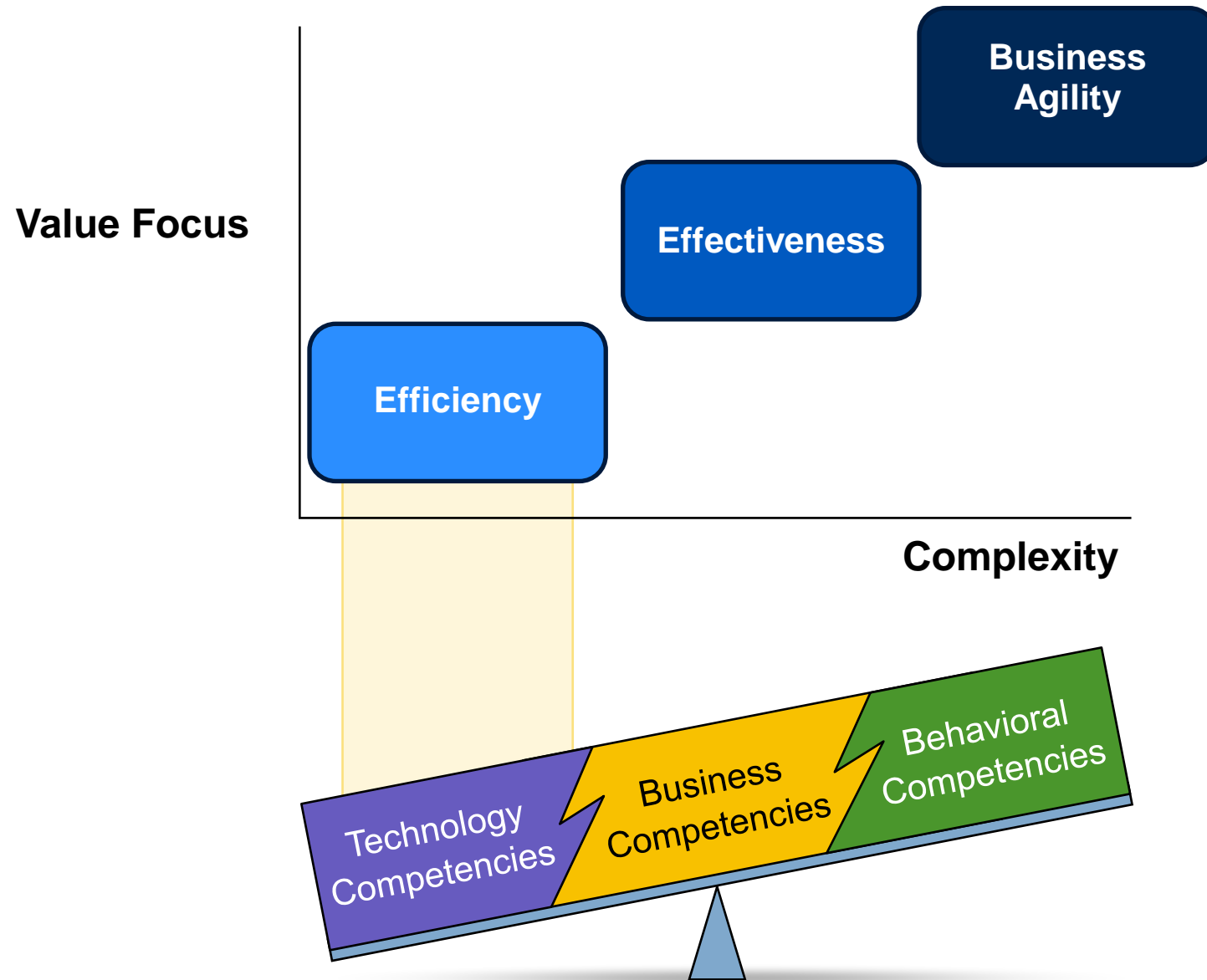
Primary Business Objectives Why Work Was Performed?

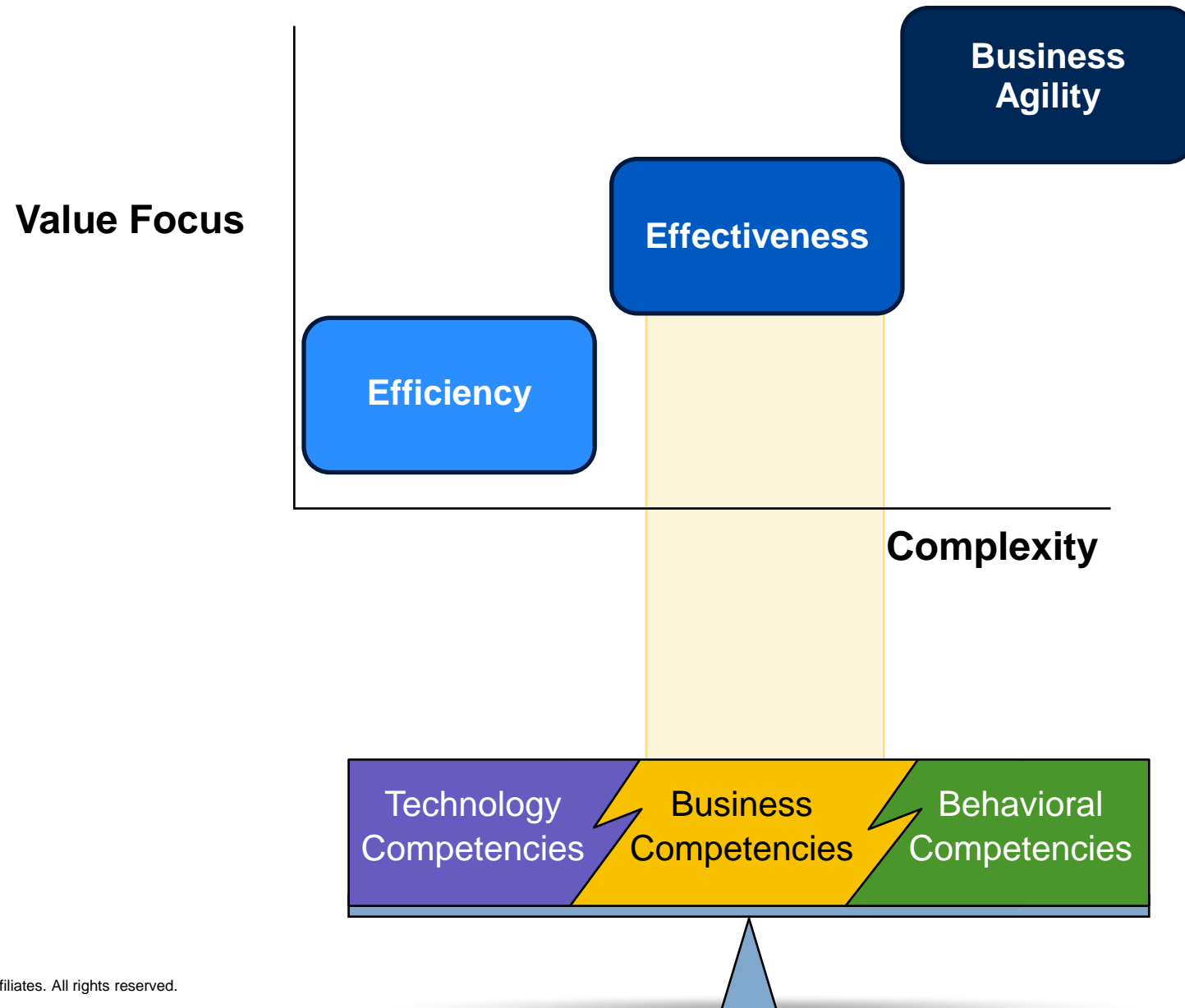
For your involvement in producing analytics or technology capabilities in the past 12 months, what are the main objectives for why you performed this work? Multiple Responses (Up to 3)

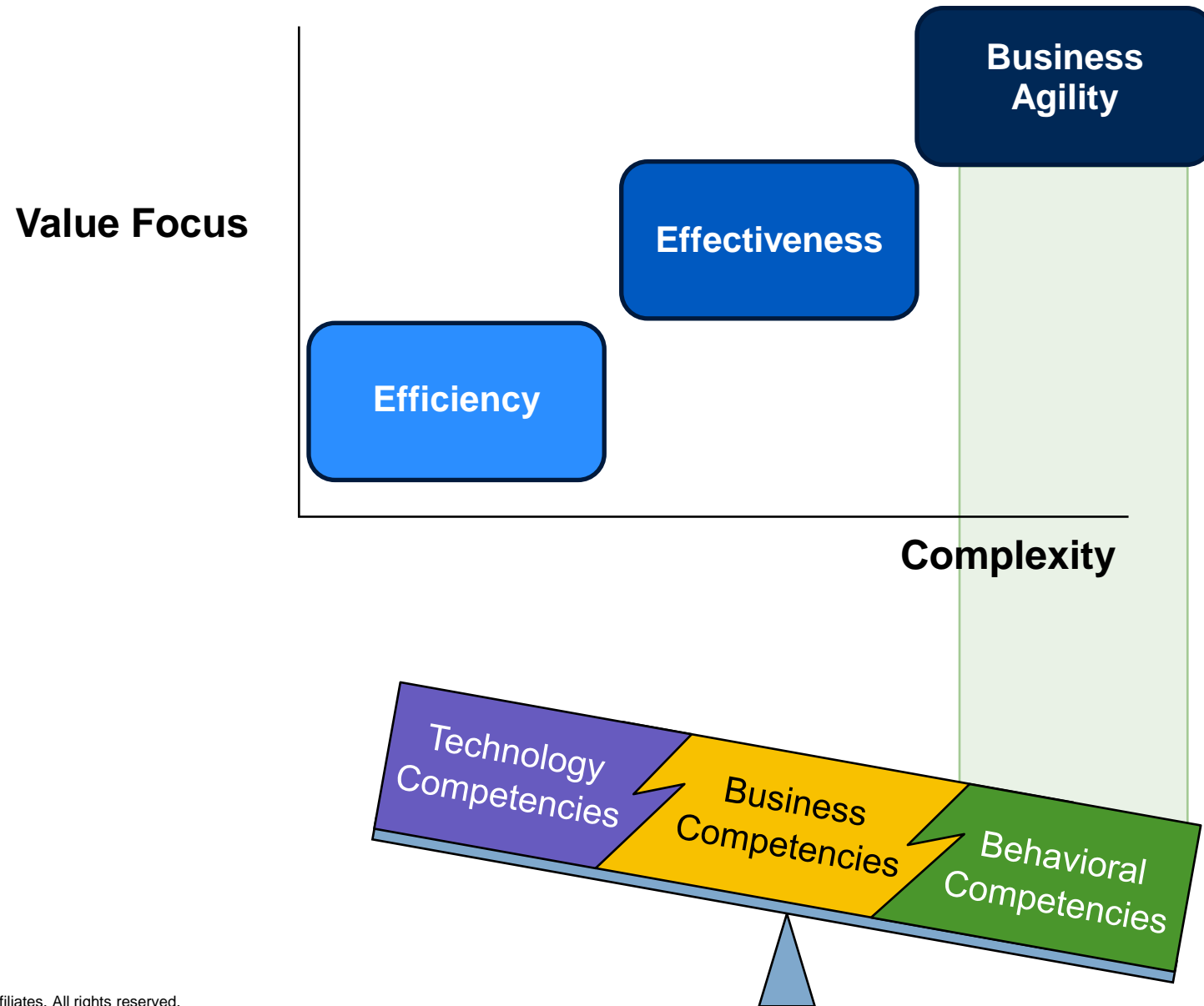


Business Value Focus

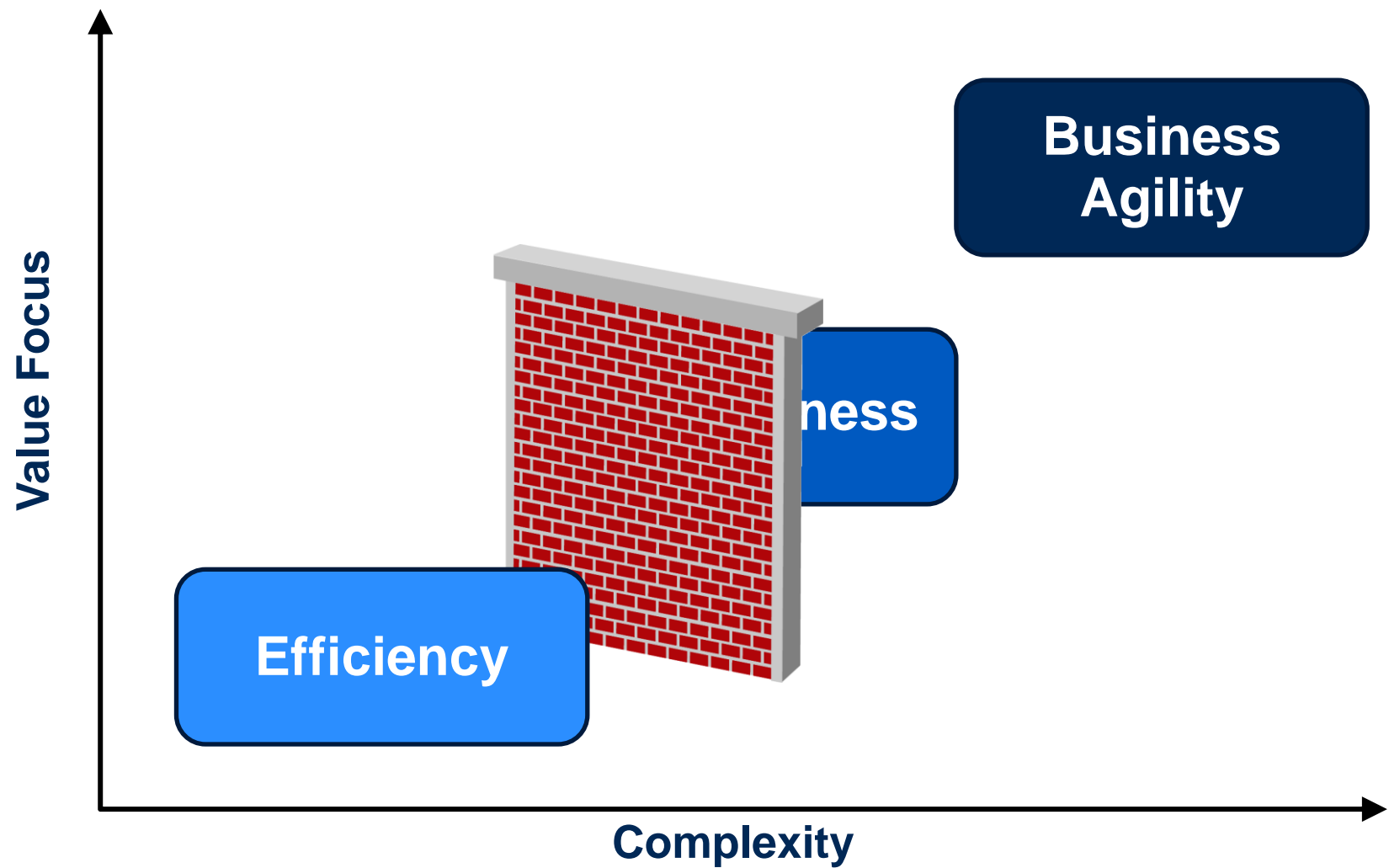






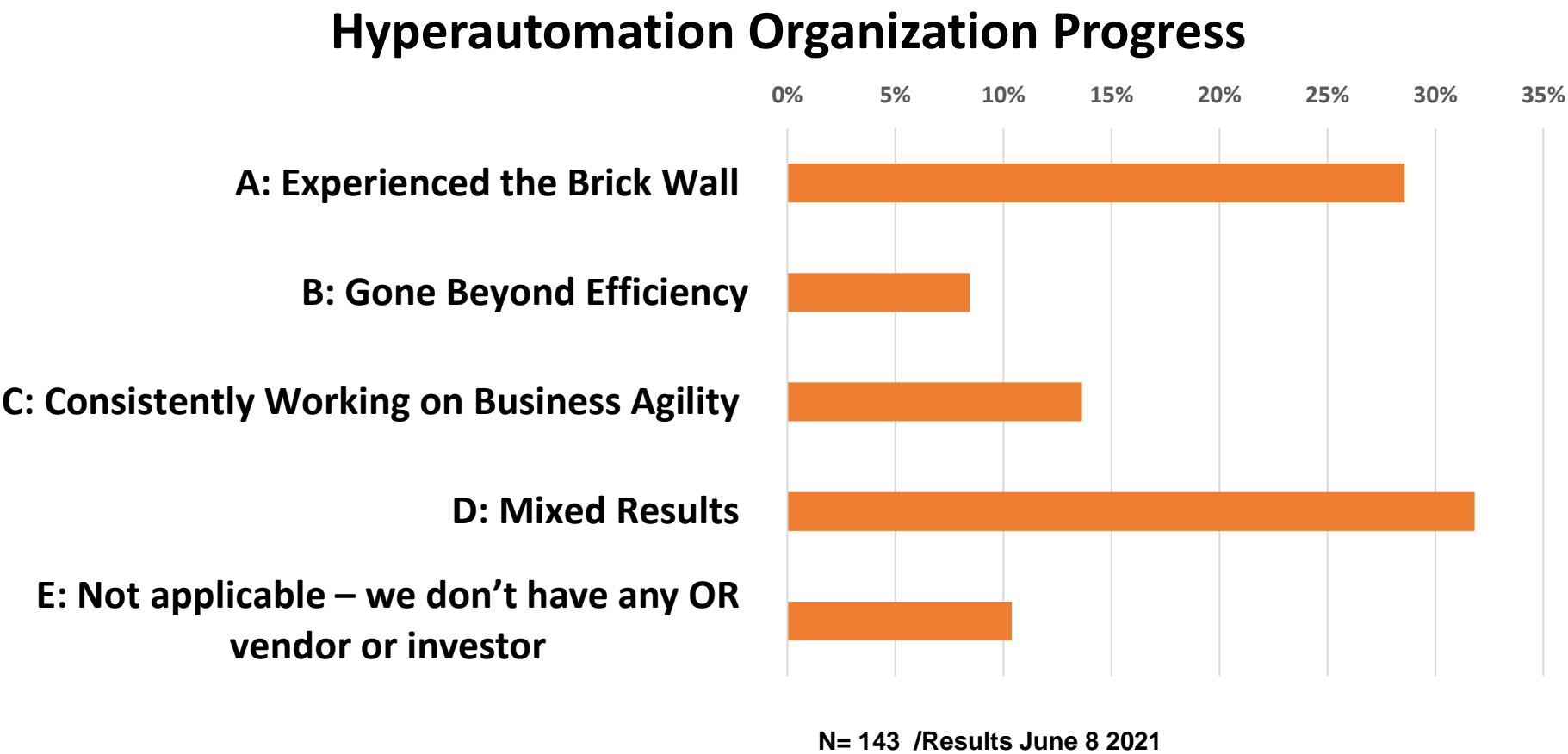


Brick Wall



Polling Question 3

How would you characterize your organization’s Hyperautomation initiatives?





Biggest Challenges

Inability to connect data & analytics
to value

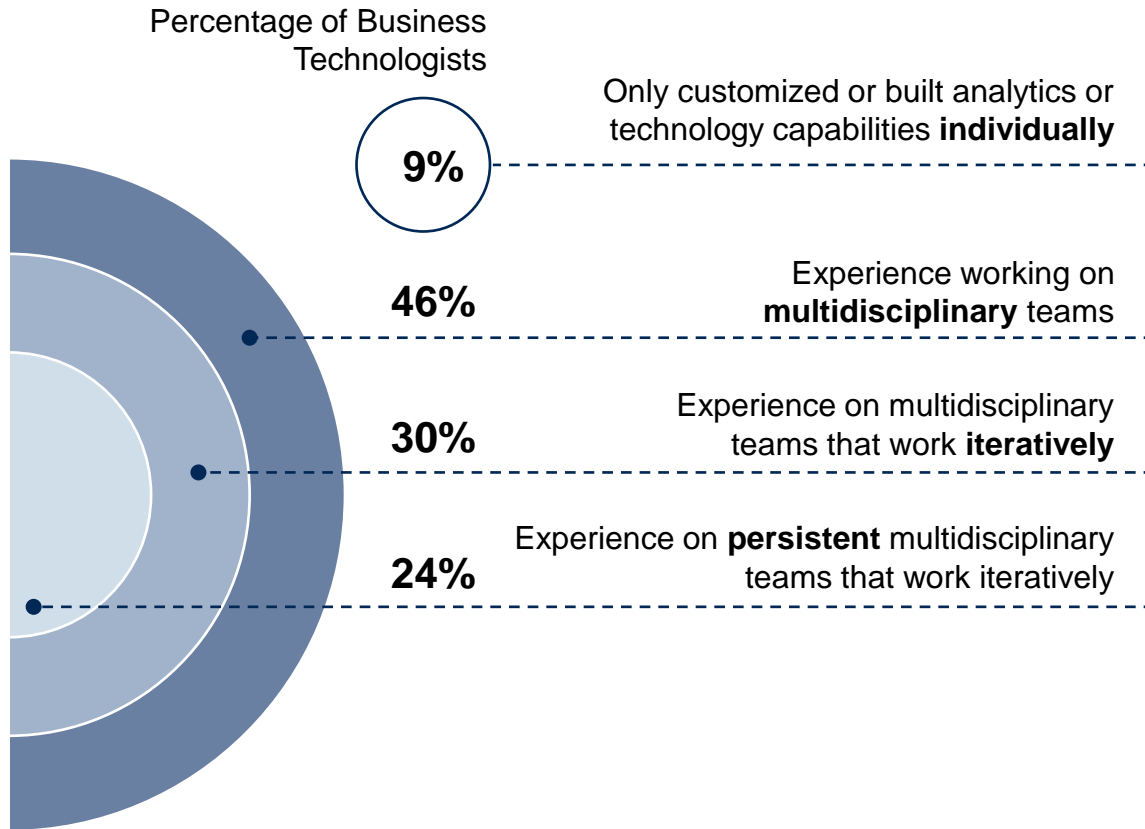
35%

Gartner Definition of Fusion Team

Definition: A fusion team is a multidisciplinary team that blends technology or analytics and business domain expertise and shares accountability for business and technology outcomes. Instead of organizing work by functions or technologies, fusion teams are typically organized by the cross-cutting business capabilities, business outcomes or customer outcomes they support.

Context: Fusion teams do not have a prescribed reporting structure. Team leaders or members may report to either dedicated IT departments or business areas outside of IT. Fusion teams often start as Agile project or scrum teams and gradually adopt product-management discipline to oversee a capability end-to-end, from strategy to delivery and continuous enhancements.

Team Characteristics



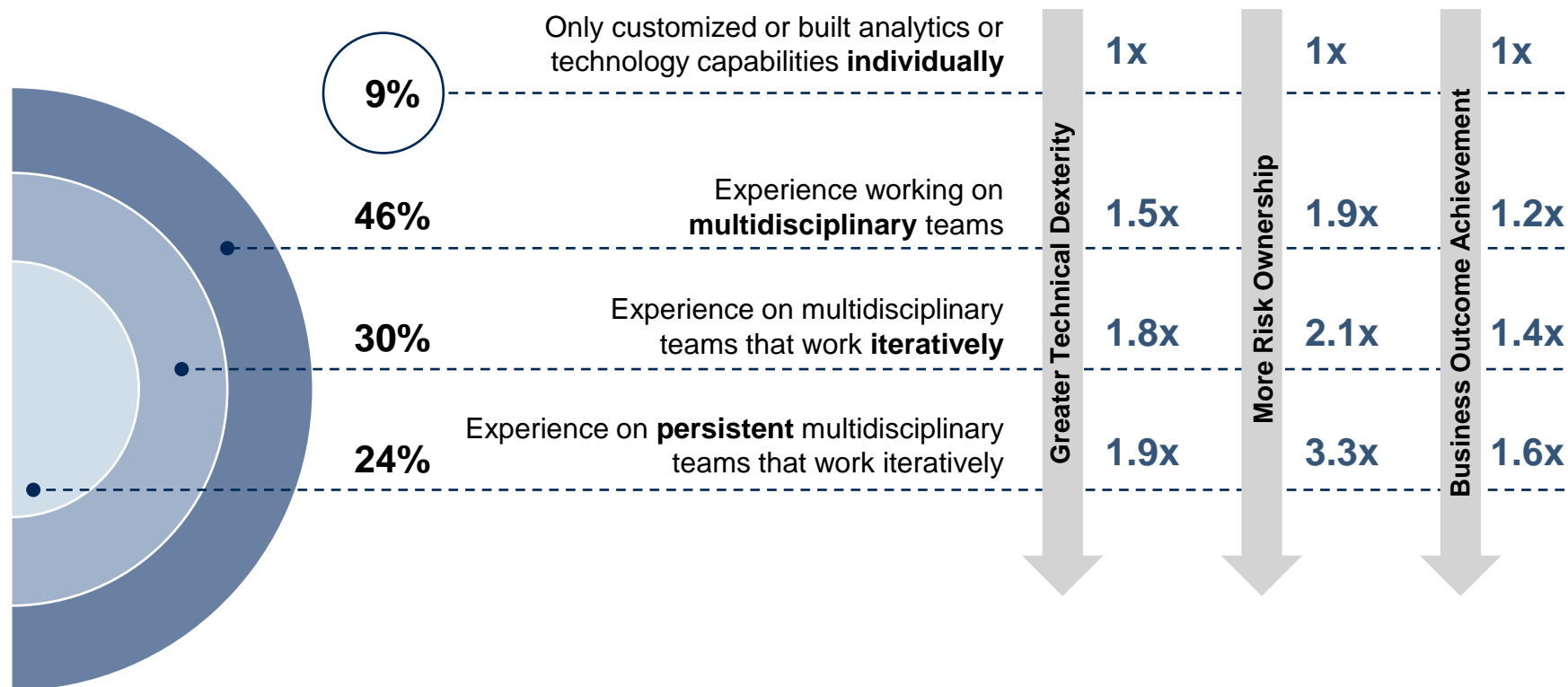
n = 2,820 business technologists

Source: 2021 Gartner Reimagining Technology Work Survey

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Impact of Teaming

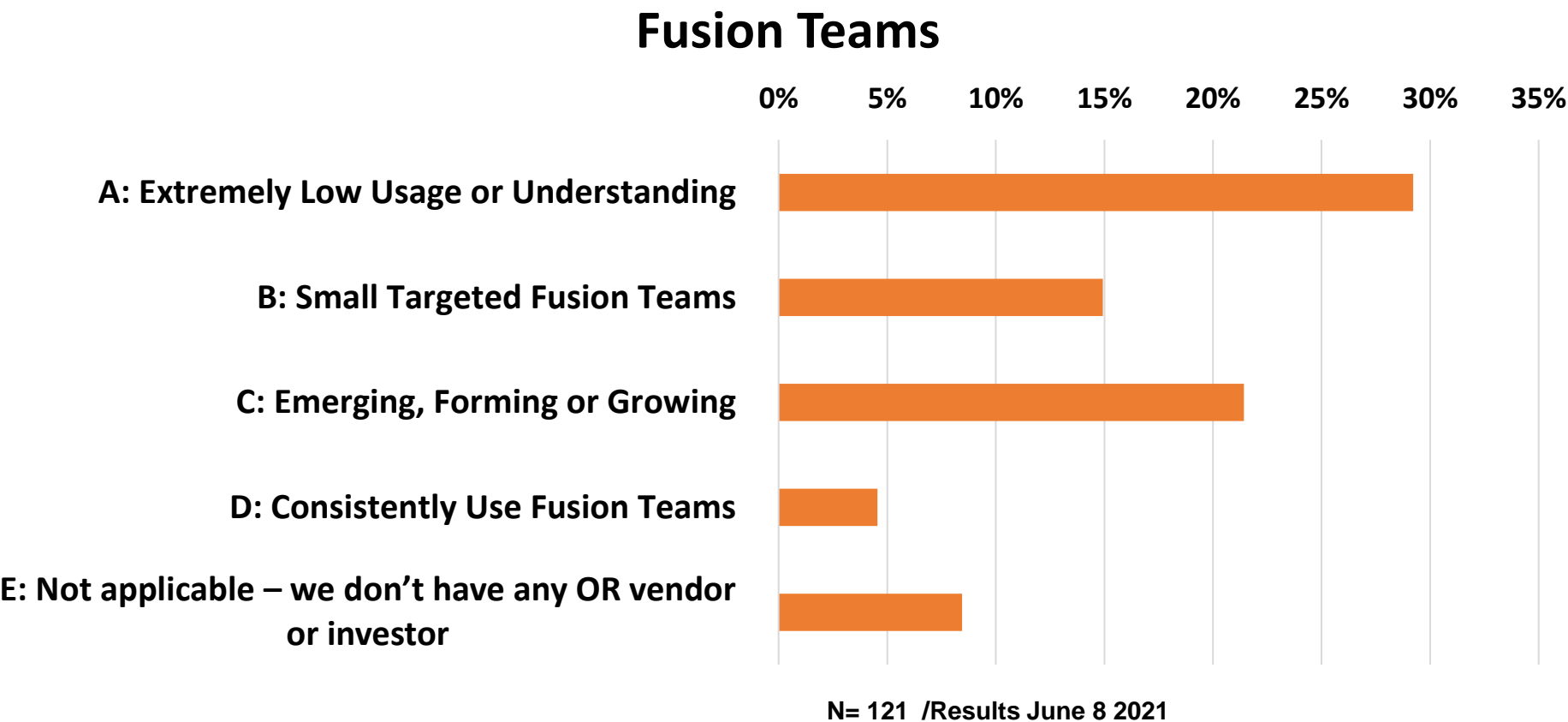
Likelihood of Business Technologists Performing Successfully on Key Vectors



n = 2,820 business technologists
Source: 2021 Gartner Reimagining Technology Work Survey

Polling Question 4

How would you characterize your organization’s use of Fusion Teams?



7 Habits of Highly Effective Initiatives



Gartner Hyperautomation Core Team

IT Leaders Analysts



Frances Karamouzis

Chief of Research and Distinguished VP Analyst
20 years at Gartner / 33 years industry experience



Stephanie Stoudt-Hansen

Sr. Director Analyst
4 years at Gartner / 26 years industry experience



Melanie Alexander

Sr. Principal Analyst
4 years at Gartner / 25 years industry experience



Keith Guttridge

Sr Director Analyst
7 years at Gartner/ 26 years industry experience

Financial Services Analysts



Nicole Sturgill

VP Analyst
12 year at Gartner / 14 years industry experience



Laurie Shotton

VP Analyst
6 year at Gartner / 19 years industry experience

Gartner Applications (Targeted Focused On Hyperautomation)

North American Analysts



Jason Wong

Distinguished VP Analyst

7 years at Gartner / 25 years industry experience



Paul Vincent

Sr Director Analyst

5 years at Gartner / 37 years industry experience



Saikat Ray

Sr Director Analyst

2 years at Gartner / 22 years industry experience

European Analysts



Keith Guttridge

Sr Director Analyst

7 years at Gartner / 26 years industry experience



Mark O'Neill

VP Analyst

5 years at Gartner / 25 years industry experience

Gartner AI team (Data & Analytics Group)

North American Analysts



Erick Brethenoux

VP Analyst

2 years at Gartner / 30 years industry experience



Frances Karamouzis

Chief of Research and Distinguished VP Analyst

20 years at Gartner / 33 years industry experience



Svetlana Sicular

VP Analyst

8 years at Gartner / 27 years industry experience

European Analysts



Pieter den Hamer

Sr. Director Analyst

2 year at Gartner / 27 years industry experience



Alex Linden

VP Analyst

7 years at Gartner / 36 years industry experience

Asia Pac



Shubhangi Vashisth

Sr Principal Analyst

5 years at Gartner / 13 years industry experience



Farhan Choudhary

Assoc Principal Analyst

1 years at Gartner /
15 years industry experience

Gartner AI team (Applications Group)

North American Analysts



Van Baker
VP Analyst

29 years at Gartner / 39 years industry experience



Whit Andrews
Distinguished VP Analyst

20 years at Gartner / 24 years industry experience



Bern Elliot
Distinguished VP Analyst

20 years at Gartner / 43 years industry experience



Saniye Burcu Alaybeyi
Sr. Director Analyst

5 years at Gartner / 23 years industry experience

European Analysts



Anthony Mullen
Sr Director Analyst

4 years at Gartner/ 31 years industry experience



Magnus Revang
VP Analyst

7 years at Gartner / 21 years industry experience

Ask your questions



The image shows a web interface for asking questions. At the top, there is a horizontal navigation bar with four tabs: 'Ask a question', 'Attachments', 'Rate this', and 'Details'. The 'Ask a question' tab is highlighted with an orange border and an orange arrow points to it from the left. Below the tabs, the heading 'Ask a question' is displayed. Underneath the heading is a large text input area with a placeholder text 'Type your question here...'. At the bottom right of the form, there is a 'Send Question' button, which is also highlighted with an orange border and an orange arrow points to it from the left.

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