

May 2023

Automating the future

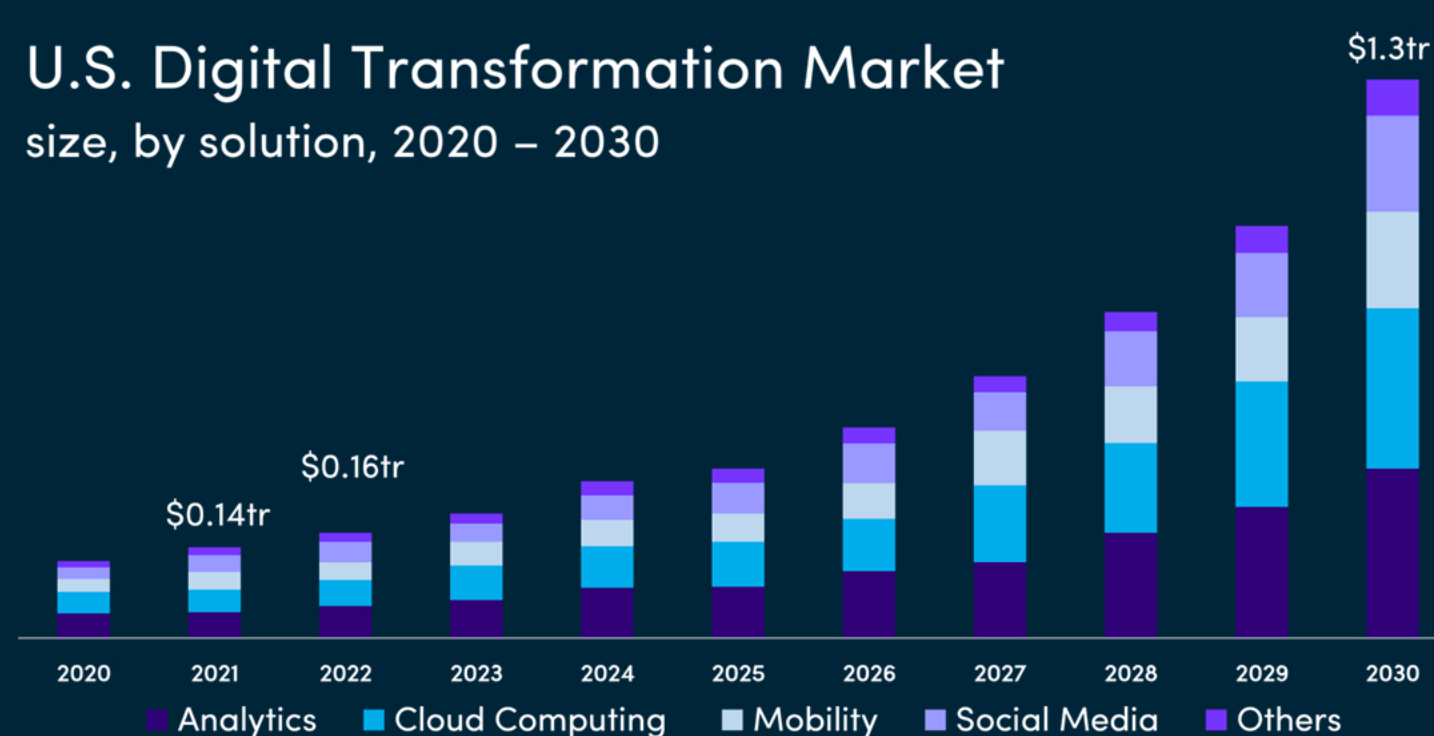


Digital Transformation

By now, most companies have undertaken some form of digital transformation, the process through which organisations seek to improve performance and efficiency through the deployment of technology. For many corporates, this is a costly and sometimes confusing exercise. It is often left to IT departments and consultants, with senior decision-makers intimidated by the tech jargon.

According to a report by Grand View Research, the UK digital transformation market was worth \$24.9 billion in 2021 and is forecast to grow at a compound annual growth rate of 21.5% between 2022 and 2030. As shown in the chart below, the US market is forecast to grow even faster, to \$1.3 trillion by 2030.

U.S. Digital Transformation Market size, by solution, 2020 – 2030



The outbreak of COVID-19 compelled many organisations to adopt cloud-based technology to enable their staff to work from home effectively. In many cases, this was the first time digital transformation became a board-level imperative. Business leaders mandated changes to working practices to realise the required benefits from significant investments in technology.

The rapid and successful transformation of operating models has led to a greater awareness of the benefits of digital transformation. These can include an improved product or service offering; a better customer experience; greater customer engagement; enhanced operational efficiency; improved employee satisfaction and retention; and greater operational governance and risk management.

Robotic Process Automation

A central strategy within digital transformation is automation. The deployment of robotic process automation (RPA) software to automate manual and repetitive tasks can increase accuracy, improve efficiency and reduce costs.

In 2022, Gartner predicted that 72% of organisations would be working with RPA software within two years and categorised it as the fastest-growing segment within the global software market. The advent of sophisticated AI tools will further accelerate the use of RPA.

Alongside the strong growth within the RPA market, there is an increasing realisation among technology leaders that, to realise its full benefits, automation should be deployed as part of a holistic programme. A study by UiPath found that organisations adopting an enterprise-wide approach to automation achieved 40% greater productivity and efficiency improvements over those adopting a piecemeal approach. As with digital transformation, automation is best approached as an ongoing process, with incremental changes rolled out to continue to move organisations forward.

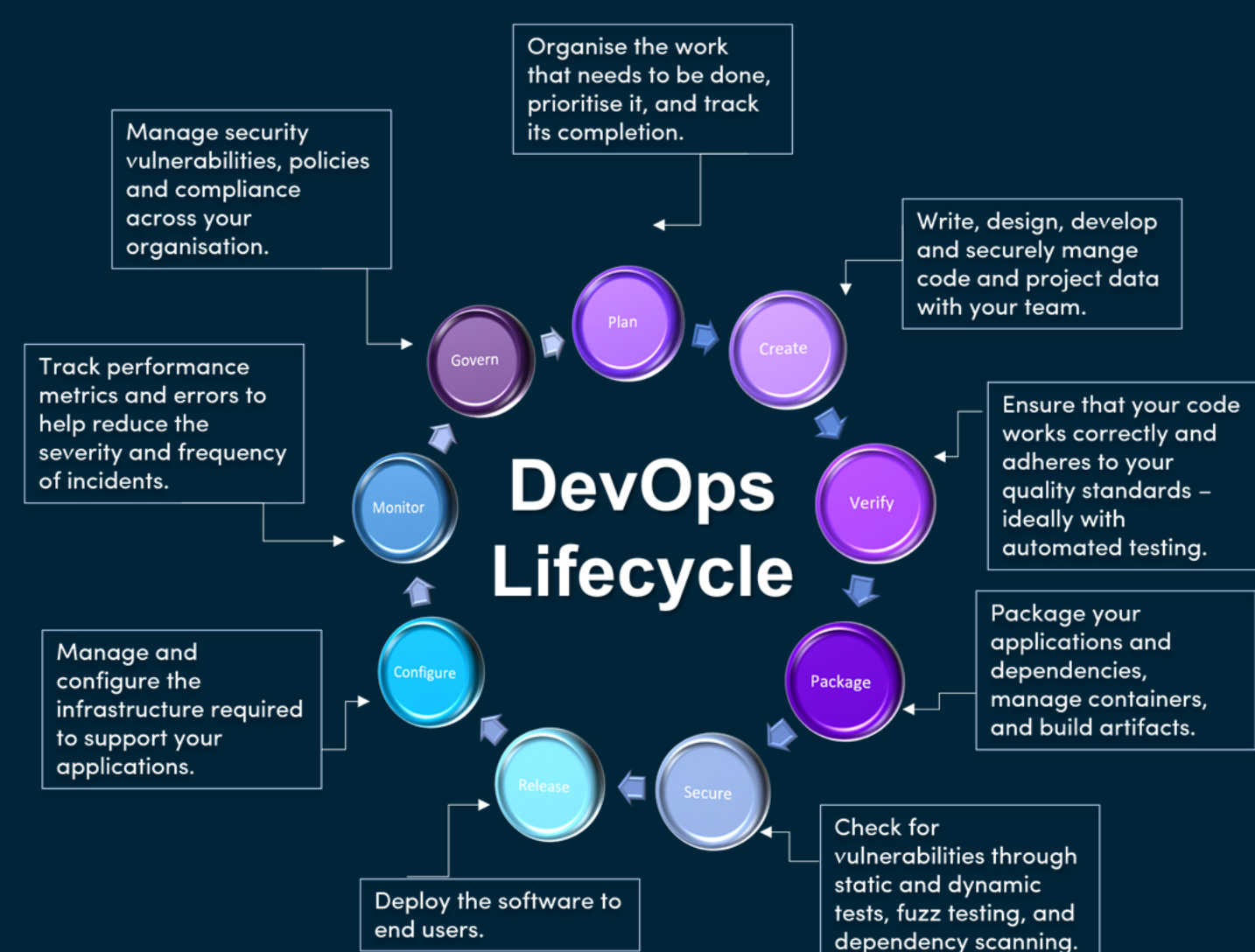
Some of the jobs, tasks and processes that RPA can make more efficient in different industries:



DevOps Lifecycle

Digital transformation and automation strategies are closely aligned with modern software development approaches such as 'Agile' (an incremental and iterative approach to software development) and 'DevOps' (combining development and operations to increase the efficiency, speed and security of software development and delivery compared with traditional processes). While the successful deployment of remote working practices and technology during the pandemic has reduced the perceived risk of digital transformation, many organisations lack the in-house skills and capability to drive it through effectively. To get the greatest return on investment, managers need to address not only their technology or processes but also the culture and make-up of their organisation.

The DevOps lifecycle stretches from the beginning of software development through to delivery, maintenance and security. The stages of the DevOps lifecycle are:



Ten10

Graphite has backed the growth in automation and digital transformation with its investment in Ten10, the leading provider of automation, digital transformation and software quality assurance services to large private and public sector organisations. Ten10 works with organisations looking to optimise their deployment of technology and return on investment whilst managing risk.

Ten10's leading consulting offering and award-winning flexible Academy model provide responsive and scalable access to industry-leading skillsets in a resource- and capability-constrained global market. By way of example, through the delivery of an automated workflow to process up to 20,000 routine regulatory submissions a month, Ten10 enabled its client, a large international law firm, to make submissions twenty-four hours a day and over 66% faster than with human resources. Across 52 different RPA processes, Ten10 has saved its client 26,000 staff hours, equivalent to \$1m of salary costs, per calendar quarter.

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