Key Findings

Most companies can use internal resources to implement robotics because:

1. The skills to implement robotics software or build a robotics program can often be found in-house.
2. If in-house teams don’t have the skills, third parties can help.
3. Robotics solution providers offer training programs and educational resources to teach users how to program and maintain robotics software.
4. Consultants are most useful for companies that lack staff members to manage the project or to configure the robots, as well as those that just want to get up to speed quickly.

25%–50% cost savings from robotics over traditional manual labor

32% of our clients are in the process of implementing robotics or have already done so
1. You can implement robotics on your own
Companies can use internal resources to implement a robotics program and configure robotics software because they likely have the skills in-house to do so. Many robotics projects are being driven by project managers, continuous improvement leaders, or other automation or transformation teams. Many companies are finding they also have the in-house skills to configure and deploy robotics software because the tools are easy to learn and simple to configure with drag-and-drop functionality. In addition, process teams will always be required to provide the process expertise necessary for pipeline identifications, robotics configuration and deployment, and sometimes monitoring and ownership of the robotics automation.

2. Leverage third parties when you have a gap
Involve third parties as and when you need help — when lacking knowledge of software solutions or robotics implementation steps, tools or methodology. In addition, use third parties if you lack the internal resources to do the work.

3. Software providers can help
Software providers sell software solutions and educate stakeholders on the uses and benefits of robotics automation. They assist with proofs of concept, pilot testing and training your team. They offer training programs and educational resources to teach users how to program and maintain robotics software. Often, these resources are offered at no additional cost, so they represent straightforward ways to teach your team without paying for a consultant. Software providers lack process expertise, however, and you will have to pay if you engage in a lengthy proof of concept or pilot test that requires extensive support. Consultants or integrators can also assist with proofs of concept, pilot testing and training your team, and they sometimes partner with specific providers.
4. Use consultants if you need to

Consultants or integrators provide advisory, implementation and operations services relating to all key activities of the robotics journey, and they can help a company move quickly in implementing a robotics program. In some cases, consultants may have experience with a particular robotics solution, enabling them to offer specialized advice. They may also help to identify candidate processes for robotics automation based on their work at other companies. With consultants, some individuals may be working on a robotics project for the first time or have no specific software expertise. Consultants may want to extend project timelines and scope. When employing consultants, create a way to transition their implementation and process knowledge to your internal team. That way, your employees will have the necessary expertise for longer-term automation success.

Gartner resources to aid in robotics implementation

We are committed to helping our clients understand the robotics landscape and the use-case scenarios in which they should consider this new form of automation and other machine learning solutions.

In short, we will help you navigate through these fast-moving but very important technology developments that may revolutionize shared services teams and their potential.

Resources will include:

- Roundtable discussions on robotic process automation (RPA) reserved exclusively for heads of shared services
- Written profiles/virtual demos of RPA solutions
- Mini case studies of companies in various industries, enabling you to draw comparisons with peers
- White papers, tools, templates and methodologies
About Gartner

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Our unmatched combination of expert-led, practitioner-sourced and data-driven research steers clients toward the right decisions on the issues that matter most. We are a trusted advisor and objective resource for more than 15,000 organizations in more than 100 countries — across all major functions, in every industry and enterprise size.

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