THE FUTURE OF WORK
Why **humans**, **AI systems**, and **robots** need to get along at work
– and why it's so hard to do.

We asked **500** IT leaders about the intelligent automation of business processes with artificial intelligence (AI), machine learning (ML), and robotic process automation (RPA).

Everyone agrees there is enormous **business urgency** for **intelligent automation**:

86%
of executives surveyed say intelligent process integration will improve customer experience

92%
say it will make the employee experience more rewarding

69%
say it will lead to monetization of new revenue

It's equally clear that this potential is **mostly untapped**:

86%
of executives interviewed indicated that human work, AI systems, and robotic automation must be well-integrated by 2020

12%
of executives said their companies do this really well today

Less than half (46%) have any intelligent automation deployed.

So, what's the hold-up?

89%
of respondents say their organizations struggle to adapt with technology

80%
say their organizations "fail to understand how artificial intelligence would change everything"

66%
have difficulty integrating existing IT investments and skills with demanding AI and RPA technology

AND by the way, of the organizations that have managed some deployment of intelligent automation, **50%** of them boast IT staffs in excess of **20,000** employees.

Low-code is the Solution

Intelligent automation technologies are too difficult to use and integrate for all but the largest of IT teams. IT culture issues further-hinder success.

Low-code development provides a new approach to application development and IT/business collaboration that can dramatically reduce the learning curve and time-to-market so that organizations of all types can unleash the value of intelligent automation.

Appian