In this age of digital transformation, enterprises must become more **agile and nimble**.

**CEOs expect IT to become a strategic enabler for the business.**

By applying machine learning and artificial intelligence in your IT infrastructure, you can deliver high-quality customer outcomes more quickly and at a lower cost.

**Automation continues to evolve.**

But there are still multiple barriers to adopting automation.

- **But aren’t we already there?**
- **Task sprawl**
- **Lock-in with legacy investments**
- **Poor knowledge management**
- **Limited coverage beyond L1 processes**
- **Lack of business context/alignment**
- **Lack of ongoing business funding**
- **Sunk investments**
- **Inability to scale**
- **Existing IT infrastructure**

Our recommendations for a **successful** automation implementation:

- **Create a holistic automation strategy**
- **Leverage existing IT skills**
- **Invest in new talent**
- **Reassess existing automation**
- **Place data analytics at the center of automation strategy**
- **Focus on the user**
- **Induce self-learning capabilities**
- **Collaborate with stakeholders across the business**

**CEOs expect IT to become a strategic enabler for the business.**