



Galson.TPI
Technology Prioritization Index

Mini Report Robotics Process Automation (RPA)

Authors:

Christopher Richardson

Principal Analyst

Aliaksei Kharkin

Analyst, TPI

Galson.

Disclaimer:

The information contained in this report is provided for educational and informational purposes only. It is not intended to constitute legal, financial, technical, or professional advice, nor should it be relied upon as such. The reader is solely responsible for any actions taken or decisions made based on the content of this report.

The creators, authors, and publishers of this report expressly disclaim any and all liability for any loss, damage, or harm, whether direct, indirect, incidental, or consequential, that may arise from the use, application, or interpretation of the information contained herein.

All research, analysis, methodologies, and findings presented in this report are proprietary and protected under applicable intellectual property laws. This report is intended solely for the use of the reader and may not be reproduced, distributed, or shared without prior written consent.

By accessing and using this report, the reader acknowledges and agrees to the terms of this disclaimer.



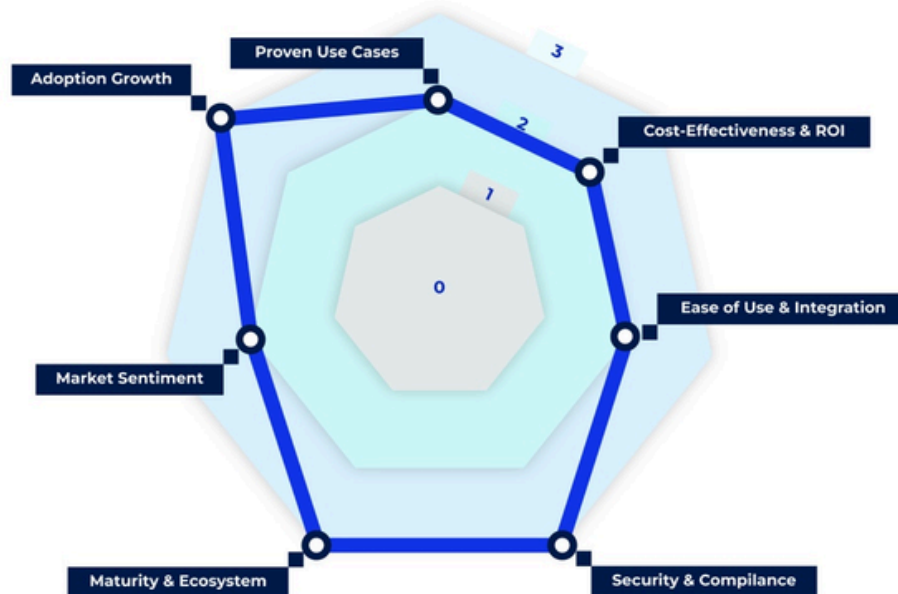
Background

Robotic Process Automation (RPA) has emerged as a cornerstone of enterprise digital transformation, enabling organizations to automate repetitive, rule-based tasks traditionally performed by humans. Unlike Generative AI, which struggles with enterprise-scale adoption, RPA boasts a proven track record, with over 60% of organizations reporting measurable ROI from implementations. However, challenges such as integration complexity, governance gaps, and the rise of intelligent automation solutions threaten to disrupt its trajectory. This report evaluates RPA through Galson's proprietary Technology Prioritization Index (TPI) framework to assess its viability and strategic value.

Robotics Process Automation TPI Analysis:

Robotic Process Automation (RPA)

Galson.



TPI Navigator Rank: **Foundational** TPI Score: **17/21**

Explanation of the Technology Prioritization Index

The Technology Prioritization Index (TPI) is the Galson Research proprietary measure of technology domains. Each domain is measured seven key factors:

Proven Use Cases

2 (Moderate)

RPA excels in automating high-volume, repetitive tasks such as data entry, invoice processing, and customer onboarding. Over 75% of enterprises deploy RPA for finance, HR, and supply chain operations.

Cost Effectiveness and ROI

2 (Moderate)

RPA implementations yield rapid ROI (6–12 months) due to low upfront costs compared to custom software development. Available RPA tools offer scalable pricing models, though maintenance costs for complex workflows can escalate.

Ease of Use and Integration

2 (Moderate)

Low-code/no-code platforms democratize RPA development, enabling business users to design bots. However, integrating RPA with legacy systems lacking APIs remains challenging, often requiring hybrid “swivel-chair” workflows combining RPA and traditional automation.

galson.com/tpi

Explanation of the Technology Prioritization Index

Security and Compliance

3 (Strong)

RPA's non-intrusive architecture minimizes risks to existing systems. Centralized bot governance tools enable credential management and audit trails. However, unmonitored "shadow RPA" deployments pose compliance risks.

Maturity and Ecosystem

3 (Strong)

RPA is a mature market with established vendors and a robust ecosystem of system integrators. Standardized frameworks like ISO 27001 for RPA governance are widely adopted.

Market Sentiment

2 (Moderate)

RPA is projected to grow at a compound annual growth rate (CAGR) of 23.7%, reaching \$25 billion by 2027. Over 90% of C-suite executives view RPA as critical to operational efficiency, though competition from AI-driven hyper-automation looms.

Adoption Growth

3 (Strong)

Adoption surged during the pandemic, with 70% of enterprises now using RPA. However, scalability issues persist: 40% of organizations struggle to move beyond pilot stages due to fragmented strategy and technical debt.

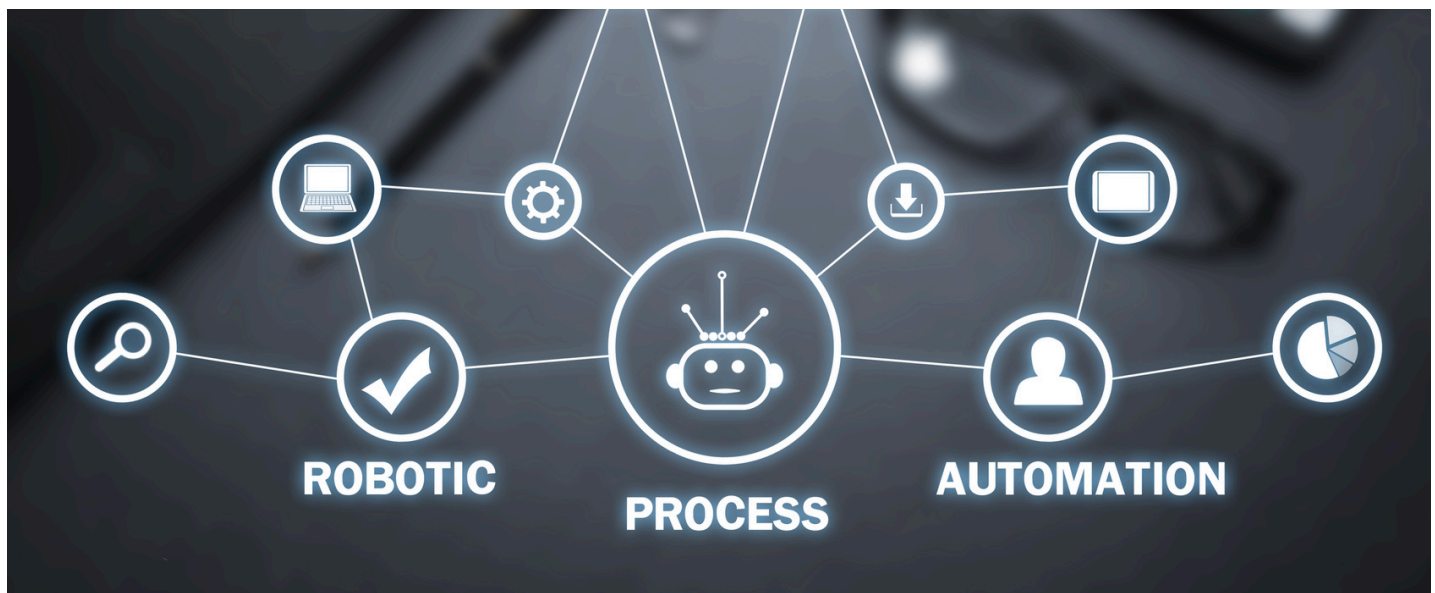
galson.com/tpi

RPA: Balancing Efficiency and Complexity

RPA significantly boosts efficiency by automating repetitive tasks, reducing human error, and freeing up employees for higher-value work. However, as RPA systems grow more complex, they can become difficult to manage, maintain, and scale, leading to increased costs and potential disruptions. Balancing efficiency gains with complexity involves careful planning, selecting the right processes to automate, and ensuring robust governance frameworks are in place. Regular monitoring and optimization of RPA deployments are crucial to maintain performance and adapt to changing business needs. Integrating RPA with other technologies like Artificial Intelligence (AI) and Machine Learning (ML) can enhance its capabilities but requires a sophisticated approach to avoid adding unnecessary complexity. Ultimately, a well-balanced RPA strategy can drive significant benefits while minimizing risks and challenges.

High: Cost Effectiveness and ROI

RPA's ability to automate tasks at 30–50% of the cost of offshore labor drives its popularity. RPA has the potential to deliver 200% ROI in the first year for mid-sized enterprises.



RPA: Balancing Efficiency and Complexity

Low: Scalability and Intelligent Automation Transition

While RPA excels in task automation, scaling enterprise-wide requires integration with AI/ML for decision-making. Only 15% of organizations have successfully implemented self-healing bots or intelligent automation, citing skill gaps and vendor lock-in.



galson.com/tpi

Considerations

When implementing Robotic Process Automation into your organization, it is important to ask and answer key questions:

- Does the organization have clearly defined, rule-based processes for automation?
- Is there internal expertise to manage bot lifecycles (development, testing, maintenance)?
- How will RPA integrate with existing ERP, CRM, or legacy systems?
- Has governance been established to prevent unauthorized bot deployments?
- Does the strategy align with long-term goals for AI-driven hyper-automation?
- Is there a plan to re-skill employees displaced by automation?

These key questions lay the foundation for the robust strategy required before investing in proof of concepts. If you're in need of assistance crafting strategy, please go to galson.com/researchlab for our half day seminar and strategy program.



Summary

RPA remains a foundational technology for enterprises seeking operational efficiency, but its future hinges on evolving into intelligent automation. Galson's TPI score of 17/21 reflects RPA's maturity and ROI potential, tempered by scalability challenges. Organizations must prioritize governance and AI integration to avoid obsolescence.

Galson is committed to real time industry research analysis. A scorecard update will be published in **Summer 2025**. For a full domain TPI report or for industry specific TPI reports, visit galson.com or email hello@galson.com with the subject TPI Inquiry.

Galson.

Galson is a technology research and training firm that serves business advisors and consulting firms. We focus on researching technology domains most relevant to business success. Our signature tool, the Technology Prioritization Index (TPI), ranks technology domains based on their business impact.

Learn more at galson.com

Copyright 2025 Galson Group, LLC

