



# The \$10B Automation Paradox: Why 61% of Enterprise Workflow Bots Sit Unused

Your company probably spent six figures on workflow automation tools this year. Yet most of your bots are digital shelf-ware collecting dust while your teams still drown in manual tasks.

## The Brutal Reality of Enterprise Automation

While 73% of companies increased their automation spend last year, a staggering 61% severely underutilize their automation investments. That's billions of dollars in tools that promised transformation but delivered frustration.

## The Three Silent Killers of Automation ROI

### Integration Hell

Most automation tools get deployed in isolation. Your RPA bot can't talk to your CRM. Your workflow engine doesn't understand your legacy ERP data format. Without seamless integration, automation becomes another silo.



### **Data Governance Gaps**

Automation amplifies data quality issues. Feed garbage data into your most sophisticated bot, and it'll produce garbage results at machine speed. Yet most organizations skip the unglamorous work of data standardization.

### **Human Resistance**

Employees fear job displacement. They hoard tribal knowledge. They circumvent automated processes when things get complex. Without change management, even perfect automation fails.

The companies winning at automation don't just buy better tools—they architect better adoption strategies.

### **What High-ROI Teams Do Differently**

- Start with process optimization before automation
- Invest in data architecture first, tools second
- Create automation centers of excellence with cross-functional teams
- Measure user adoption rates, not just technical deployment metrics
- Build gradual automation that augments human work rather than replacing it entirely

The automation paradox isn't about technology limitations. It's about implementation discipline. The winning technical teams treat automation as an organizational capability, not just a software purchase.

**Successful automation requires equal investment in technology, process design, and people—most companies nail one and neglect the other two.**