

# The Keys to Maximizing Value from Robotics Process Automation

**NelsonHall**

John Willmott  
CEO

# Session Objectives

- Robotics Process Automation (RPA) is a hot topic right now, but many people still don't know how to use it to their benefit. This session will analyze how organizations can achieve maximum value from RPA using case study examples to illustrate where RPA is most (and least) successful, and to identify best practices in selecting and running RPA projects. The session will quantify the benefits achieved from RPA projects, including an assessment of the commercial implications of RPA on existing outsourcing contracts. Finally, the session will look to the future, to investigate the ongoing development of RPA and its application to business processes over the next few years.
  - Where and how RPA is being most (and least) successfully applied
  - The level of benefit and ROI achieved from RPA
  - The commercial implications of RPA on outsourcing contracts
  - What's next for RPA

# Our Presenter



**John Willmott**  
**NelsonHall**

- John is CEO at NelsonHall, the leading Outsourcing Research and Analysis firm. John remains actively involved in customer assignments and assists both buy-side and vendor organizations in assessing opportunities and success factors in the application of business process outsourcing (BPO).
- In particular, John is currently working on a number of assignments to assist buy-side organizations in establishing the viability and vendor delivery maturity in support of various BPO undertakings.
- Other areas covered by John include assessments of buy-side requirements and adoption of BPO for a range of industry sectors including banking, insurance, healthcare & pharmaceuticals, energy & utilities, retail and high-tech, and telecoms & media. Within many of these sectors John has identified a move to increased emphasis on BPO in support of organizational agility, both in terms of process standardization and alignment of costs with business activity.
- John founded NelsonHall in October 1998 after gaining extensive experience within the IT services industry across the buy-side, vendor, and research communities.
- John presents extensively at conferences in the United States and Europe, including recently at the NOA and EMRG conferences. John is also a regular contributor to magazines such as Professional Outsourcing and Outsource magazine and presents NelsonHall's quarterly 'BPO Index' webcast, monitoring developments in the BPO marketplace worldwide.
- John holds a MA from Cambridge University, U.K., and a MBA from Manchester Business School. John lives in the U.K. When not working John enjoys almost any activity that gets him into the fresh air away from the house and office.

# Note

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**John Willmott**

[john.willmott@nelson-hall.com](mailto:john.willmott@nelson-hall.com)

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