

# **NORTH AMERICA IT ROBOTICS AUTOMATION MARKET FORECAST 2017-2025**

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## **Abstracts**

### **KEY FINDINGS**

North America has the largest market share of IT robotics automation market followed by Europe. Demand for increased service quality from consumers; fast adoption of technology combined with worthwhile initiatives taken by tool providers for creating awareness about robotic automation tools has led to market growth. The North America IT robotic automation market generated revenue of \$240.8 Million in 2016 and is anticipated to contribute \$18252.8 Million by 2025, growing at a CAGR of 62.9%. Various reasons for growth of the IT robotics automation market are cost benefits, increased efficiency over manual processes, ability to leverage other software without needing integration and improved scalability.

IT robotics automation refers to a practice where machine or computer software mimics human actions to complete rule-based and step-by-step tasks. In IT industry, automation software utilizes Robotic Process Automation (RPA) to accomplish robotic automation. IT robotics automation offers more adaptability to effectively decrease or increase production levels at low expense. Better flexibility offered by robotic automation can efficiently scale output at a settled level of known administration levels and values.

IT processes that can be managed by robotic automation are access management, request management, availability management, monitoring, incident management and problem management. IT robotic automation decreases operating costs and supports agility to meet customers' varying and evolving needs. Robotic automation decreases the need for humans in repetitive routine tasks and creates a virtual workforce, which can handle these repetitive tasks. Integration with other systems is not needed as

automation occurs at the GUI layer.

IT robotics automation market is segmented on the basis of geography, technology, tools and service. Tools for IT robotics automation can be either model based application tools or process based application tools. Services for IT robotic automation can be further classified into professional, application management and infrastructure management and training services. Professional services are further classified into BPO, consultation and integration and development. Technologies used for robotic IT automation are back office data driven processes, IVR systems, remote infrastructure management, digital detection, and voice recognition market and internet services and retailers providers.

## **MARKET INSIGHTS**

Market drivers for IT robotics automation are improved efficiency and cost benefits over manual process handling, increasing adoption in finance and accounting sector, potential alternative to offshore outsourcing, potential to leverage other software without integration and increase in security of processes as human intervention is decreased along with limited access to critical resources.

Process based application tools will report highest growth in the forecast period as demand for robotic automation of application management, request management, infrastructure management, access management, and others in the IT sector increases.

Factors that will restrain market growth are high initial development costs, social issues with releasing people from their jobs, security concerns as these automated systems wrongly interpret information and in the BPO sector, current contracts for project outsourcing will restrict utilization of IT automation.

## Contents

### **1. RESEARCH SCOPE**

- 1.1. STUDY GOALS
- 1.2. SCOPE OF THE MARKET STUDY
- 1.3. WHO WILL FIND THIS REPORT USEFUL?
- 1.4. STUDY AND FORECASTING YEARS

### **2. RESEARCH METHODOLOGY**

- 2.1. SOURCES OF DATA
- 2.2. BOTTOM UP APPROACH
- 2.3. TOP DOWN APPROACH
- 2.4. DATA TRIANGULATION

### **3. EXECUTIVE SUMMARY**

- 3.1. MARKET SUMMARY
- 3.2. KEY FINDINGS
- 3.3. PRODUCT BENCHMARKING

### **4. MARKET OVERVIEW**

- 4.1. DRIVERS AND IMPACT
- 4.2. RESTRAINS AND IMPACT

### **5. NORTH AMERICA**

- 5.1. US
- 5.2. CANADA
- 5.3. REST OF NORTH AMERICA

### **6. MARKET BY TOOLS**

- 6.1. MODEL-BASED APPLICATION TOOLS
- 6.2. PROCESS-BASED APPLICATION TOOLS

### **7. MARKET BY TECHNOLOGY**

- 7.1. BACK OFFICE DATA DRIVEN PROCESS
- 7.2. VOICE RECOGNITION MARKET
- 7.3. DIGITAL DETECTION
- 7.4. REMOTE INFRASTRUCTURE MANAGEMENT
- 7.5. IVR SYSTEMS
- 7.6. INTERNET RETAILERS AND SERVICE PROVIDERS

## **8. MARKET BY SERVICES**

- 8.1. PROFESSIONAL
  - 8.1.1. CONSULTING
  - 8.1.2. INTEGRATION AND DEVELOPMENT
  - 8.1.3. APPLICATION MANAGEMENT
  - 8.1.4. INFRASTRUCTURE MANAGEMENT
- 8.2. BPO
  - 8.2.1. TRAINING
  - 8.2.2. APPLICATION MANAGEMENT
  - 8.2.3. INFRASTRUCTURE MANAGEMENT

## **9. KEY ANALYTICAL**

- 9.1. 5 FORCE ANALYSIS
- 9.2. TOP THREE MARKET TRENDS
- 9.3. TOP THREE GEOGRAPHIES
- 9.4. TOP THREE MARKET ANALYSIS
- 9.5. MERGERS AND ACQUISITIONS

## **10. COMPETITIVE ANALYSIS**

- 10.1. BLUE PRISM
- 10.2. BE INFORMED B. V.
- 10.3. APPIAN CORPORATION
- 10.4. IPSOFT, INC.
- 10.5. TATA CONSULTANCY SERVICES LIMITED

## **TABLE LIST**

TABLE 1 NORTH AMERICA IT ROBOTIC AUTOMATION MARKET BY RPA TOOLS

*NORTH AMERICA IT ROBOTICS AUTOMATION MARKET FORECAST 2017-2025*

2017-2025(\$ MILLION)

TABLE 2 GROWTH IN CLOUD COMPUTING AND IT ROBOTIC AUTOMATION MARKET 2017-2025(\$ MILLION)

TABLE 3 INNOVATION IN ROBOTIC AUTOMATION TECHNOLOGY

TABLE 4 DIFFERENT DEPARTMENTS IN AN ORGANIZATION IMPLEMENTING RPA

TABLE 5 SEVEN POTENTIAL HAZARDS WITHIN ROBOTIC WORK CELLS

TABLE 6 NORTH AMERICA IT ROBOTIC AUTOMATION MARKET BY RPA TOOLS (\$ MILLION)

TABLE 7 NORTH AMERICA MODEL BASED APPLICATION AUTOMATION MARKET 2017-2025(\$ MILLION)

TABLE 8 NORTH AMERICA PROCESS BASED AUTOMATION MARKET 2017-2025(\$ MILLION)

TABLE 9 NORTH AMERICA IT ROBOTIC AUTOMATION MARKET BY RPA TECHNOLOGY 2017-2025(\$ MILLION)

TABLE 10 NORTH AMERICA BACK OFFICE DATA DRIVEN PROCESS MARKET 2017-2025(\$ MILLION)

TABLE 11 NORTH AMERICA VOICE RECOGNITION MARKET 2017-2025(\$ MILLION)

TABLE 12 NORTH AMERICA DIGITAL DETECTION MARKET 2017-2025(\$ MILLION)

TABLE 13 NORTH AMERICA REMOTE INFRASTRUCTURE MANAGEMENT MARKET 2017-2025(\$ MILLION)

TABLE 14 NORTH AMERICA IVR SYSTEMS MARKET 2017-2025(\$ MILLION)

TABLE 15 NORTH AMERICA INTERNET RETAILERS & SERVICE PROVIDERS MARKET 2017-2025(\$ MILLION)

TABLE 16 NORTH AMERICA IT ROBOTIC AUTOMATION MARKET BY RPA SERVICE 2017-2025(\$ MILLION)

TABLE 17 NORTH AMERICA IT ROBOTIC AUTOMATION MARKET BY PROFESSIONAL SERVICES 2017-2025(\$ MILLION)

TABLE 18 NORTH AMERICA IT ROBOTIC AUTOMATION CONSULTING SERVICE MARKET 2017-2025(\$ MILLION)

TABLE 19 NORTH AMERICA IT ROBOTIC AUTOMATION INTEGRATION AND DEVELOPMENT MARKET 2017-2025(\$ MILLION)

TABLE 20 NORTH AMERICA IT ROBOTIC AUTOMATION INTEGRATION AND DEVELOPMENT MARKET BY TYPE 2017-2025(\$ MILLION)

TABLE 21 NORTH AMERICA IT ROBOTIC AUTOMATION APPLICATION MANAGEMENT SERVICE MARKET 2017-2025(\$ MILLION)

TABLE 22 NORTH AMERICA IT INFRASTRUCTURE MANAGEMENT SERVICES MARKET 2017-2025(\$ MILLION)

TABLE 23 GENPACT'S END-TO-END IT INFRASTRUCTURE OFFERINGS INCLUDE

TABLE 24 NORTH AMERICA IT ROBOTIC AUTOMATION BPO SERVICE MARKET

2017-2025(\$ MILLION)

TABLE 25 NORTH AMERICA IT ROBOTIC AUTOMATION MARKET 2017-2025(\$ MILLION)

TABLE 26 NORTH AMERICA IT ROBOTIC AUTOMATION MARKET 2017-2025(\$ MILLION)

TABLE 27 TRAINING AND DEVELOPMENT FACT SHEET

TABLE 28 EUROPE IT ROBOTIC AUTOMATION MARKET 2017-2025(\$ MILLION)

TABLE 29 ASIA PACIFIC IT ROBOTIC AUTOMATION MARKET 2017-2025(\$ MILLION)

FIGURES LIST

FIGURE 1 NORTH AMERICA IT ROBOTIC AUTOMATION MARKET IN 2016

FIGURE 2 NORTH AMERICA IT ROBOTIC AUTOMATION MARKET GEOGRAPHICAL PENETRATION (2017-2025)

FIGURE 3 AUTOMATION BENEFITS CURVE

FIGURE 4 COMPARISON BETWEEN TRADITION ONSHORE LABOR, OFFSHORE LABOR AND DIGITAL LABOR

FIGURE 5 ADVANTAGES OF RPA TOOLS

FIGURE 6 RPA TOOLS

FIGURE 7 ADVANTAGES OF REMOTE INFRASTRUCTURE MANAGEMENT SOLUTION

FIGURE 8 ADVANTAGES OF RPA IN BPO

FIGURE 9 NORTH AMERICA IT AUTOMATION MARKET 2017-2025(\$ MILLION)

FIGURE 10 US IT ROBOTIC AUTOMATION MARKET 2017-2025(\$ MILLION)

FIGURE 11 CANADA IT ROBOTIC AUTOMATION MARKET 2017-2025(\$ MILLION)

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