

# Today's State of Work: At the Breaking Point

We asked 1,850 executives at companies with at least 500 employees to tell us about their current state of work

## The Situation

### Work is Rising

People feel like they're working **a 6th day every week**



**78%**

of businesses say data from mobile devices and the **Internet of Things** has accelerated the volume of work

Work levels rose **20%**

just in the last year for nearly half of companies

## Buried in Busywork

**9 out of 10** skilled employees spend too much time on manual tasks



Business leaders spend **16 hours per week** on manual tasks such as:



## Time Wasters

Top 3 Offenders:

- 1 HR Requests
- 2 Customer Service Issues
- 3 Facilities Requests

HR was named the department "most in need of a reboot."

## The Breaking Point

### Bottom Line: People Can't Cope

Companies will hit their breaking point and need greater automation to get work done



**46%** say they'll hit their breaking point by **2018**

**86%** say they'll hit their breaking point by **2020**



## The Promise

### Intelligent Automation Revitalizes Work

#### Grow Revenue

Highly automated companies are **6X more likely** to experience revenue growth of 15%+

#### Create Jobs

**8 in 10** executives say automation can spur job growth

#### Raise Productivity

**94%**

agree businesses can accelerate productivity through automation

#### Unleash Creativity

**93%**

say automation frees employees to be more creative

## Soft Skills Wanted

**94%** believe automation will increase demand for skills like: collaboration, creativity, problem solving, communication

## Intelligent Automation

is software such as artificial intelligence or machine learning that streamlines decision-making



**54%** use intelligent automation today



**87%** intend to use intelligent automation

**Why use it?** Gain smarter, faster, more efficient processes

## What to Do Now?

### Don't Hit the Breaking Point

Act now on the promise of intelligent automation

- Identify processes that need improving
- Map out services and automate with intelligent automation
- Work with teams to address roadmap concerns
- Employ best practices around change management
- Develop skills to thrive in an automated world

## Learn More



Download the full survey report here or visit [www.servicenow.com](http://www.servicenow.com)

Automation is an economic payoff and breathes new life into work