

RPA vs Agentic AI?

The Better Question Is How They Work Together

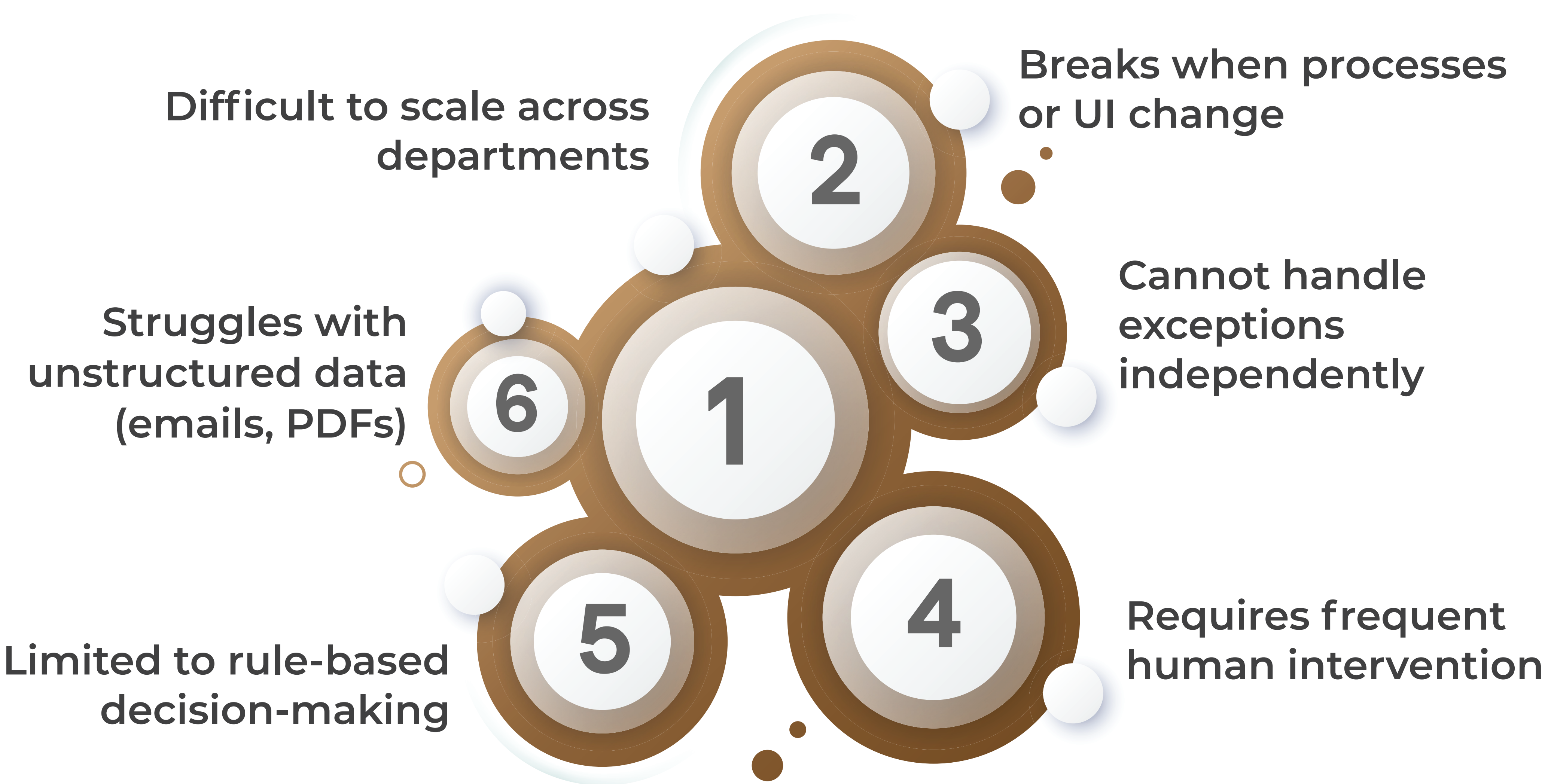


RPA transformed enterprise automation by eliminating repetitive tasks. But as processes became complex, limitations started to surface. Today, **40%+** of RPA workflows fail when exceptions or variability increase. The shift is clear from task automation to intelligent decision automation.

Why This Matters

Automation is no longer just about speed, it's about adaptability. Enterprises need systems that can handle change, not break because of it. RPA alone executes tasks. Agentic AI brings the intelligence needed to make automation truly scalable.

The Problem (RPA Reality Check)



How Agentic AI Fixes Common RPA Challenges

- RPA Limitation → Agentic AI Enhancement
- Rule-based actions → Goal-based execution
- Fixed workflows → Adaptive, dynamic workflows
- Human-led exception handling → AI-guided resolution
- Structured data only → Structured + unstructured data processing
- Task-level automation → End-to-end process automation

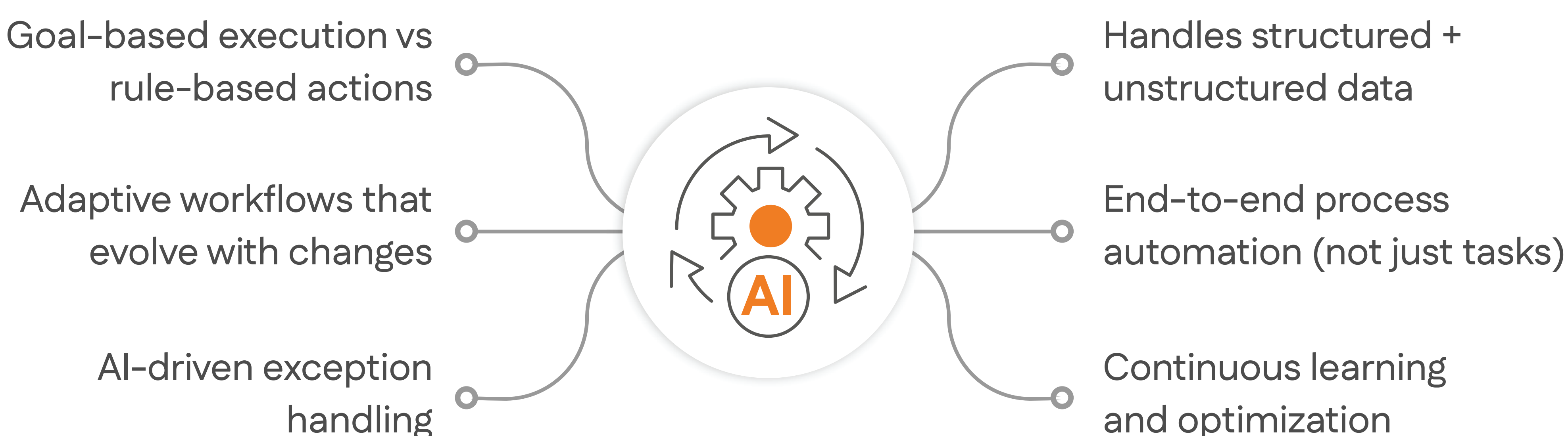
Process / Flow (The Missing Layer)

Traditional Setup:
RPA Bots → Enterprise Systems

- Evolved Setup with Agentic AI:
- » Agentic AI
 - » Decision Layer
 - » Existing RPA Bots
 - » ERP / CRM / Core Systems
 - » Don't replace your bots
 - » Make them smarter with Agentic AI



Key Capabilities (Agentic AI + RPA)



Benefits

For Business Teams

- » Reduced bot failures & maintenance
- » Faster decision-making across workflows
- » Improved operational efficiency

For Customers

- » Faster response times
- » Fewer delays and errors
- » Seamless experience

AI Advantage

- » Context-aware decisioning
- » Autonomous process execution
- » Scalable, future-ready automation

Did You Know?

- » **30–50%** of RPA projects fail to scale beyond initial deployments due to process variability and maintenance challenges.
- » **40%+** of enterprise automation efforts still require human intervention because traditional RPA cannot handle exceptions or unstructured data.
- » **20–30%** of total RPA costs are spent on bot maintenance and rework when systems or workflows change.
- » **50%** of enterprises are expected to adopt AI agents for enterprise automation by 2027, shifting toward agentic automation models.
- » Up to **60%** improvement in process efficiency is achieved when organizations combine AI with RPA, especially in complex workflows like claims and onboarding.



Final Takeaway

RPA + Workflow Automation + AI Decisioning
= Agentic Process Automation

The future isn't RPA vs Agentic AI. It's RPA + Agentic AI working together.