

# Still confused about the difference between RPA, IA, and BPA?

Business Process Automation (BPA), Intelligent Automation (IA) and Robotic Process Automation (RPA) are buzzwords for automating business processes, but they can be confusing in scope and functionality. Take a look at this comparison chart filled with analyst data that breaks down the terms and their differences.

## BPA

The use of technology (such as workflow, RPA, and IA) to automate business processes. Includes the routing of information from step-to-step and automatic processing of tasks.

## RPA

## IA

Technology consists of...

Simple automation using software robots or "bots"

Smart automation of complex business processes encompassing RPA, workflow, artificial intelligence, machine learning, and natural language processors

Automates tasks that are...

Routine: Methodical, repetitive, rules-based

Non-routine: Requiring a thoughtful consideration

Able to...

Follow instructions, perform routine tasks at a more efficient and less error prone rate

Improve non-routine tasks that require judgement and come to conclusions

The scope is...

Broader: Can automate any suitable pre-defined process

Narrower: Application should be targeted to deliver meaningful, insightful outputs

Marketing offerings are...

Maturing. There are already solutions in the marketplace that are well established and proven successful

Emerging. The tools are available, but not yet receiving the recognition of its effectiveness.

