CAMUNDA

Top 5 Process Orchestration Trends You Need to Know for 2025

State of Process Orchestration and Automation Report 2025



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Panelists



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What is the State of Process Orchestration and Automation Report 2025?

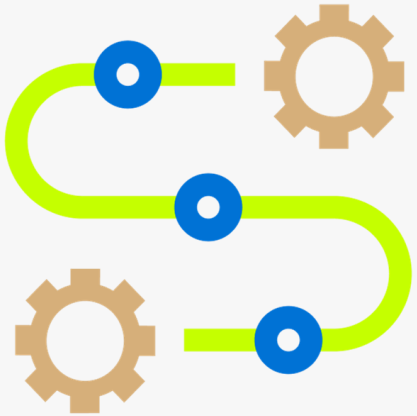
- Based on survey responses from 800 individuals involved in process automation, the report delves into key themes shaping the future of automation.
- Yearly report since 2020
- Today we'll take a closer look to understand these pivotal areas and the role they play in successful orchestration and automation strategies.

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Report Highlights

Process complexity continues to be a concern

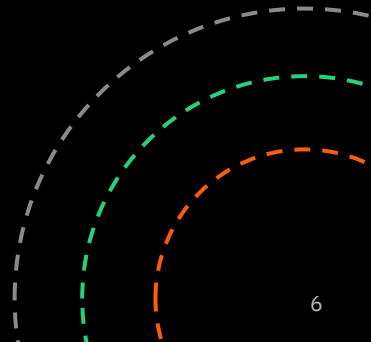
Organizations are sensing an upcoming “Automation Armageddon”

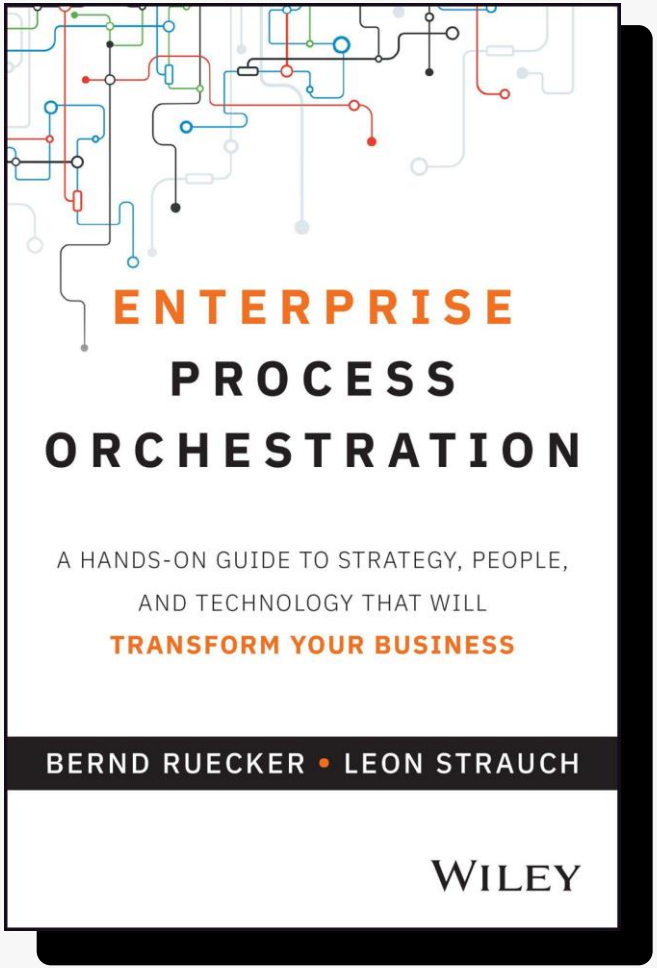


- **86%** say regulations have increased process complexity
- **85%** say the volume and diversity of components/endpoints is increasing exponentially
- **85%** say as multiple automated tasks are combined, managing the overall end-to-end process becomes more complex
- **78%** say complex workflow patterns and/or long-running processes are increasing the difficulty of automation

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What can organizations do to combat this digital chaos and “**Automation Armageddon**”**?**





Coming: **Spring 2025**

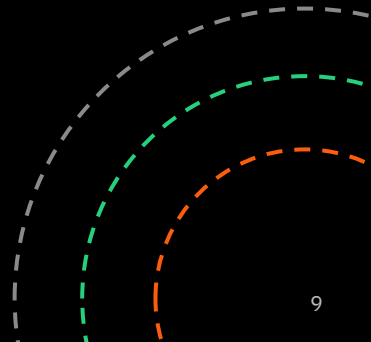
Right in time for **CamundaCon Amsterdam**

AI presents benefits and challenges

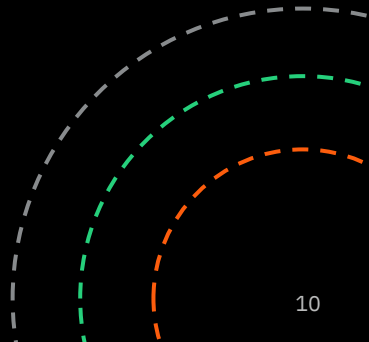
Organizations understand the value and need for AI. But there is overwhelming agreement that for maximum benefit, they must develop robust strategies around AI.

- **93%** say AI applications and services will need to be orchestrated
- **85%** say they face challenges being able to scale and operationalize AI
- **84%** say they lack transparency into how AI is being used
- **74%** say they are looking to add more AI capabilities within the next three years

What types of AI capabilities do you see organizations adding?



What advice do you have for organizations looking to scale and operationalize AI?

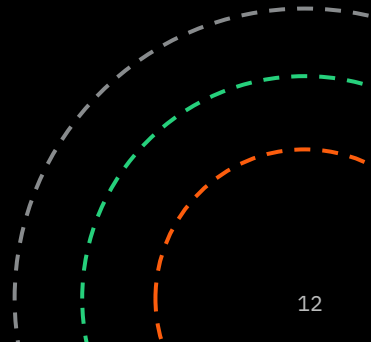


The current state of process automation

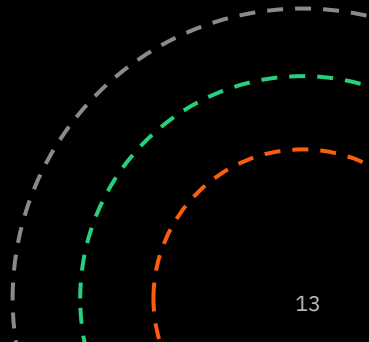
Organizations, on average, have automated less than half **(46%)** of their operational processes. They also say their existing process automation is becoming outdated.

- **85%** say legacy system and a lack of IT agility mean they can't always meet business demands
- **81%** say having business processes locked up in "black box" legacy application is holding them back from achieving end-to-end automation
- **83%** say monolithic enterprise applications such as ERP systems need to become a thing of the past

Why are existing solutions failing to keep pace with the rate of business change?



How can organizations go from automating 46% of processes to 100%?

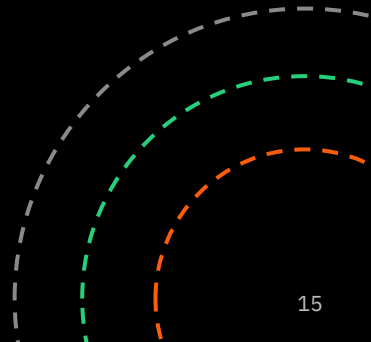


Few have reached the advanced stages of process orchestration maturity

While 89% of organizations say they are practicing process orchestration:

- Only **38%** have incorporated it in multiple use cases across several functional areas or departments
- Just **12%** have incorporated it organization-wide.

How can teams scale from a single automation use case to automating several areas to incorporating it across the whole organization?



There’s still a gap between business and IT



62%

say business users and IT are not able to easily collaborate on individual processes and/or projects.



77%

say the time it takes to design and agree upon process changes is a bottleneck at their organization.

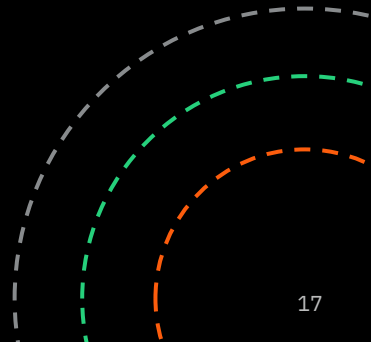


82%

say miscommunication between teams leads to the wrong thing being built and/or rolled out to customers.

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What are some ways to bridge this gap?





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