

---

## ABOUT THE AUTHORS

### DAVID SCHATSKY

**David Schatsky** is a managing director at Deloitte LLP. He tracks and analyzes emerging technology and business trends, including the growing impact of cognitive technologies, for Deloitte's leaders and its clients. Before joining Deloitte, Schatsky led two research and advisory firms. He is the author of *Signals for Strategists: Sensing Emerging Trends in Business and Technology* (RosettaBooks, 2015).

### CRAIG MURASKIN

**Craig Muraskin** is managing director of the innovation group in Deloitte LLP. He works with firm leadership to set the group's agenda and overall innovation strategy.

### KAUSHIK IYENGAR

**Kaushik Iyengar** is a senior manager at Deloitte LLP. He works with internal and external clients to drive business process innovation using robotic process automation and other technologies.

---

## ACKNOWLEDGEMENTS

The authors would like to acknowledge the contributions of **Peter Gratzke**, **Ragu Gurumurthy**, and **Brett Halperin** of Deloitte LLP; **Shruthi Chakravarthy**, **Andres Herrera**, **Sarah Hughes**, **Frank Kaiser**, **David Kuder**, **Peter Lowes**, **Sridhar Rajan**, **Rajiv Shah**, **Matt Soderberg**, and **Alina Tousain** of Deloitte Consulting LLP; **Yang Chu** of Deloitte & Touche LLP; **John Middlemiss** and **David Wright** of Deloitte MCS Limited; **Vaishali Kasture** and **Ravi Mehta** of Deloitte Touche Tohmatsu India LLP; **Ambikey Sanjay** of Deloitte Services India Pvt. Ltd.; **Tom Davenport** of Babson College; **Mary Lacity** of the University of Missouri–St. Louis; **Tom Reuner** of Horses for Sources; **Alex Lyashok** of WorkFusion; **Alex Bentley**, **Mary-Beth Provencal**, and **Kevin Whittingham** of Blue Prism; and **Guy Kirkwood** of UiPath.