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“We stand on the brink of a technological revolution that will **fundamentally alter the way we live, work and relate to one another.** In its scale, scope and complexity, the transformation will be **unlike anything humankind has experienced before.**”

Source: **World Economic Forum, 2016**

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# Automation revolution is happening now




By **2021**  
RPA market will reach  
**\$2.9 Billion**

Gartner



Based on scenario modeling, we estimate automation could raise productivity growth globally by  
**0.8 to 1.4** percent annually

McKinsey & Company



AI-enabled automation of knowledge work could cut employment costs by  
**\$9 trillion** by 2020

Everest Group

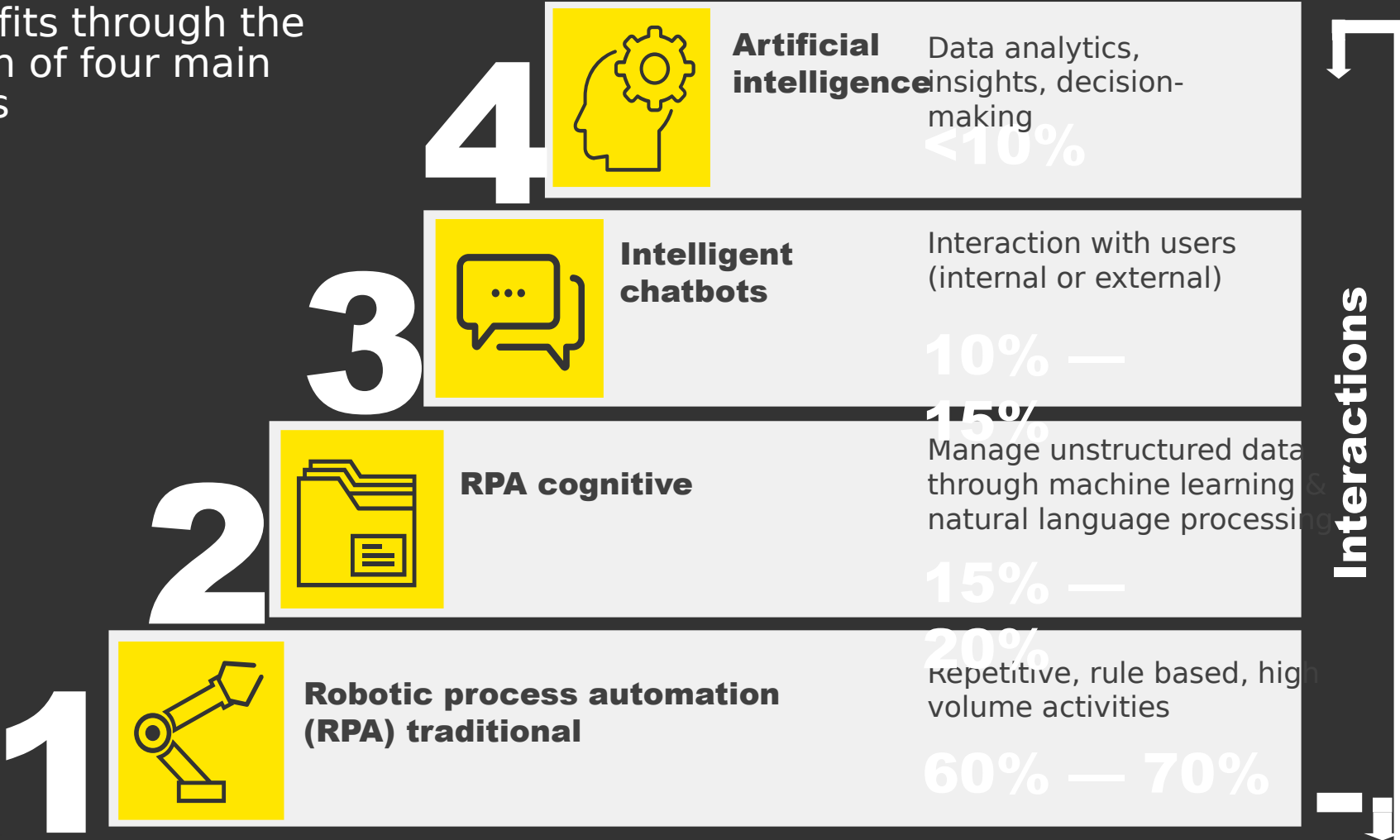


there will be more than  
**4 million robots** doing office, administrative and sales-related tasks by **2021**

Forrester

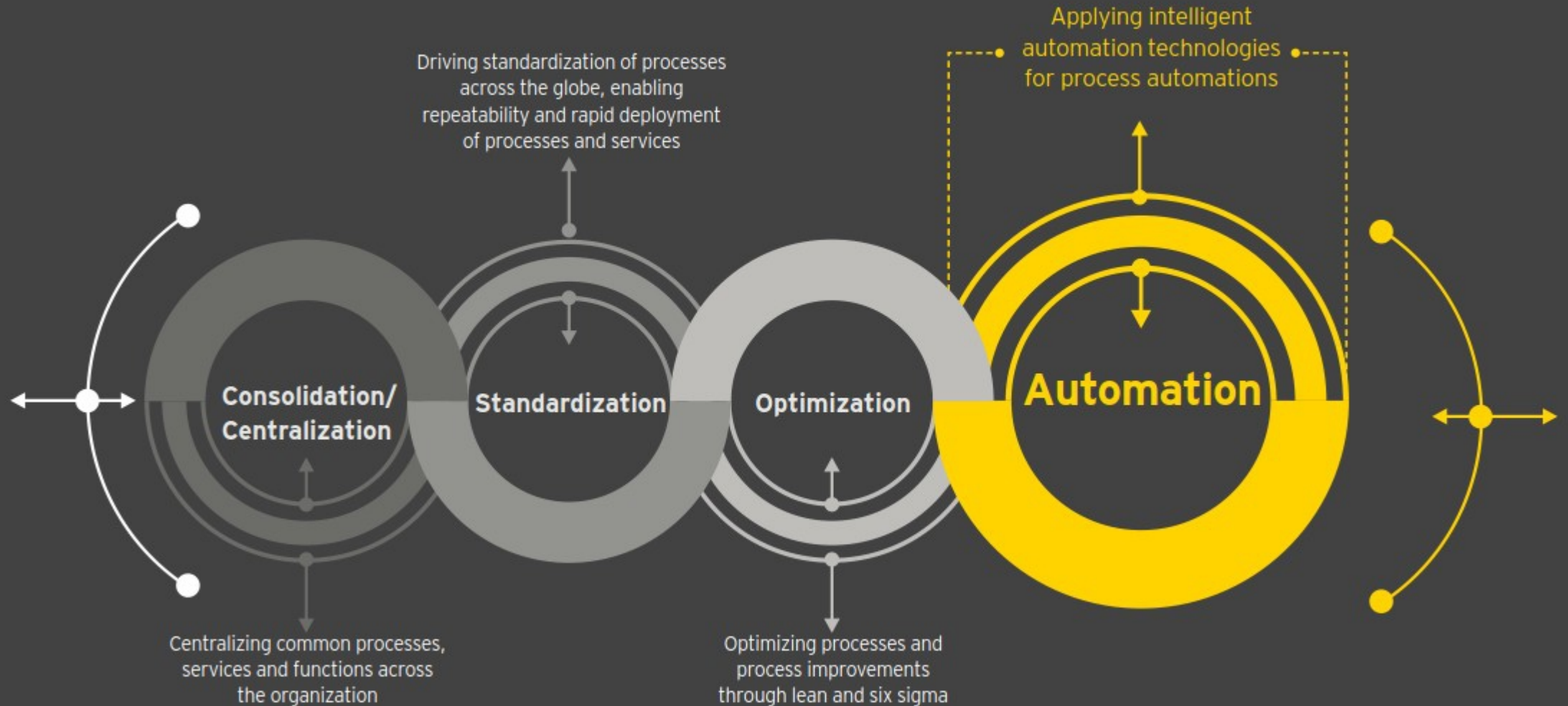
# Automation, key to transforming cost of delivery

Delivering high benefits through the powerful combination of four main generations of robots



Percentage volume of EY's automation activities

# Technology to drive the change

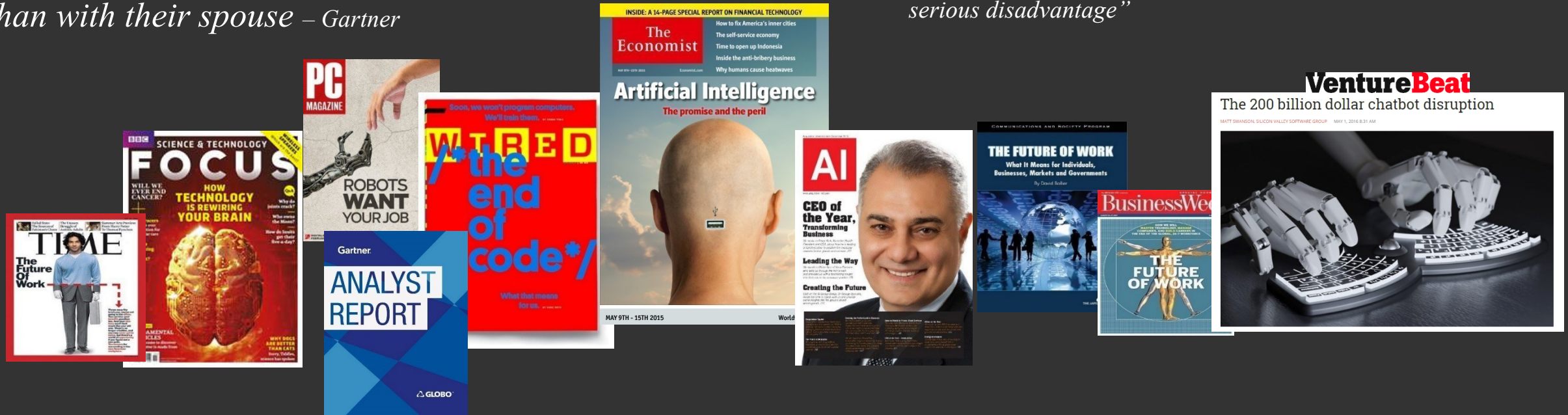




# The conversation is changing... are you ready?

*By 2020, "the average person will have more conversations with bots than with their spouse – Gartner*

*"Simply put, chatbots offer a superior customer experience, and businesses will quickly realize that if they don't offer chatbots, their competitors will, and they will be at a serious disadvantage"*



*"There will soon be 'a bot for that', to paraphrase Apple's iconic slogan which suggests that an app exists for everything". - The Economist.*

*"...(Chat bots will) fundamentally revolutionize how computing is experienced by everybody." – Satya Nadella, CEO, Microsoft*

*"...customers may not visit websites in the future. This is why part of KLM's next step in digital is to go from mobile-first to mobile-only" - Pieter Elbers, CEO, KLM*

# The Outlook For Costa Rica

**51k** direct employees  
**services industry**  
(CINDE)

**50%**

Of the industry is to  
**serve the USA**  
(El Financiero)

**40%**

Of the new SSC in LATAM  
**chose Costa Rica** as  
their center of operations  
(Everest Group)

**Salaries in the  
industry are in  
average**

**80%**

higher than the national  
average (Revista Estrategia y  
Negocios)



**Questions?**



EY | Assurance | Tax | Transactions | Advisory

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