

Autom Mate Identifies Shift From Task Automation to Service Automation

Research looks at the need to move beyond automating individual tasks and start automating the complete services those technologies are designed to deliver

WILMINGTON, DE, UNITED STATES, September 8, 2026 /EINPresswire.com/ -- [Autom Mate](#) has identified a shift in how organisations are approaching business automation, with increasing emphasis moving from automating individual tasks and workflows towards managing complete business services.

The observation follows the rapid adoption of cloud software, workflow automation, integration technologies and artificial intelligence, which have enabled organisations to automate individual activities but have also created increasingly complex technology environments.

Autom Mate's analysis suggests that the next stage of automation will focus on coordinating these technologies around the delivery of complete services, from an initial request through execution, exception handling, verification and measurement.

The company refers to this model as [Service Automation](#) as a Service (SAaaS).

"Businesses have spent years automating individual processes and connecting applications," said Caglayan Aydin, CPO and Founder at Autom Mate. "The next question is how those technologies work together to deliver an entire service. The unit of automation is moving from the task to the service."

The distinction becomes particularly relevant as organisations adopt AI agents alongside existing automation and integration technologies. AI can interpret requests and make decisions, but



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Service Automation as a Service (SAaaS)

delivering an outcome may also require access to applications, APIs, business rules, approval processes, human intervention and service-level requirements.

Service Automation brings these elements together around a defined service outcome.

According to Autom Mate, this changes the focus from whether individual systems or workflows operate successfully to whether the service they collectively support is being delivered successfully.

This also creates a need for greater visibility into service performance, including where work is in progress, where human intervention is required, whether service levels are at risk and how much manual effort is involved in delivering a service.

The shift could also have implications for service providers. Rather than using automation solely to reduce the cost of delivering existing services, automated services can potentially be standardised, repeated and delivered across multiple customers or business units.

"Automation has traditionally been measured by the tasks it removes," said Caglayan. "Service Automation introduces a broader measure: whether the service itself can be delivered consistently, measurably and at scale."

Autom Mate has outlined its analysis of the emerging Service Automation model in a [new article](#), "SAaaS: Why Service Automation as a Service Is the Next Evolution of Business Automation."

The article examines the relationship between SaaS, automation, artificial intelligence and service delivery, and considers how the role of technology may continue to evolve as organisations seek to derive greater value from increasingly complex technology environments.

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