

RPA or AI agents? What Sanofi's shift means for your automation

MANAGEMENT SUMMARY & CORE TAKEAWAY

Sanofi is gradually replacing classic RPA bots with autonomous AI agents. For your company, that doesn't make RPA worthless – it makes RPA the execution layer beneath judgment-based agents. Use the matrix: rule-based work remains RPA; unstructured judgment calls belong to the agent.

CONTEXT & EXECUTIVE RELEVANCE

The short answer: your RPA investment is not worthless. Sanofi shows how RPA shifts from strategic layer to infrastructure layer. The real step is the move from assistants to autonomous AI agents.

Sanofi, the French pharmaceutical group with around 75,000 employees, built its internal assistant Concierge on AWS Bedrock and Snowflake. Around 60,000 employees use it – roughly 80% of the workforce. Concierge is designed to resolve 80% of IT support requests autonomously. The goal: around EUR 10 million in annual savings. Sanofi is also replacing legacy SaaS in contract management, procurement and CRM workflows rather than merely automating them.

COMPARISON & BENCHMARK MATRIX

Rule-based, structured, high-volume work	RPA remains the first choice
Unstructured data, judgment calls, dynamic one-off tasks	AI agent
System integration & data quality	Prerequisite for both approaches
Example: invoice capture with fixed field structure	RPA/BPA

SWISS COMPLIANCE & ARCHITECTURE GUIDELINES

- ☑ Full compliance with revised Swiss Data Protection Act (revDSG).
- ☑ Zero vendor lock-in on closed proprietary models.
- ☑ Seamless integration into Abacus, Bexio and M365 ecosystems.

Non-Binding Process Analysis

Let us review in 20 minutes where AI agents create immediate measurable efficiency in your workflows.

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