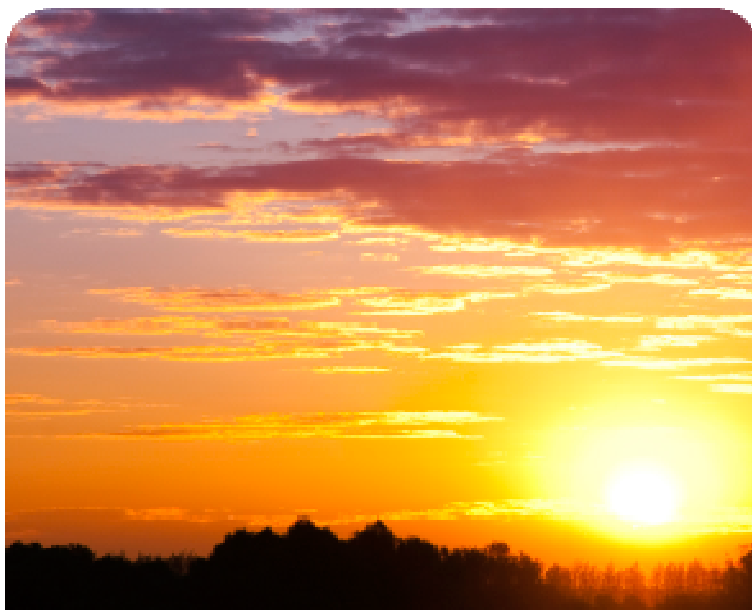


05

Consolidated analytical report



Consolidated Analytical Report

1.- Changes in consolidation and/or in accounting policies

Main disposals

Sale of transmission lines in Brazil

On March 16, 2012, the Company reached an agreement with Companhia Energética Minas Gerais (CEMIG) to sell the 50% stake that Abengoa S.A. still owned in four transmission line concessions in Brazil (STE, ATE, ATE II and ATE III). On July 2, we received €354 M of cash proceeds corresponding to the total price agreed for the shares. The gain from this sale has amounted to €4 M and is recorded in "Other operating income" in the Consolidated income statements.

2.- Main figures

Financial Data

- Revenues of €7,783 M, an increase of 10% compared to 2011.
- Ebitda of €1,246 M, an increase of 13% compared to 2011.

M€	2012	2011	Var (%)
Consolidated P&L			
Revenues	7,783	7,089	10%
Ebitda	1,246	1,103	13%
Operating Profit	16%	16%	
Net Profit	125	257	-51%
Statement of Financial Position			
Total Assets	20,545	18,794	9%
Total Equity	1,832	1,726	6%
Total Net Debt	(8,282)	(5,468)	51%
Share Performance			
Last quote (€/share B)	2.34	3.28	-29%
Capitalization (shares A+B) (M€)	1,263	1,765	-28%
Daily Effective Volume (M€)	10.3	12.3	-16%

Operating Data

- 75% of our revenues from international markets outside of Spain.
- United States became the first country in revenues with 26% of total revenues.
- E&C backlog up to €6,679 M, as of December 31, 2012.

Key Operational Metrics	2012	2011
Transmission lines (km)	1,476	3,903
Water Desalination (Cap. ML/day)	660	560
Cogeneration (GWh)	393	393
Solar Power Assets (MW)	743	493
Biofuels Production (Prod. ML)	2,439	2,758
Waste treated (Mt)	2.1	2.0

3.- Consolidated income statement

M€	2012	2011	Var (%)
Revenues	7,783	7,089	10%
Operating expenses	(6,536)	(5,987)	9%
Depreciation and amortization	(472)	(258)	83%
Net Operating Profit	775	844	-8%
Finance Cost, net	(729)	(695)	5%
Share of (loss)/(profit) of associates	3	4	-25%
Profit Before Income Tax	49	153	-68%
Income tax expense	123	29	324%
Profit for the year from continuing operations	172	182	-5%
Profit (loss) from discontinued operations, net of tax	-	91	n.a.
Profit for the year	172	273	-37%
Non-controlling interests	(46)	(16)	187%
Net income attributable to the parent company	125	257	-51%

Revenues

Abengoa's consolidated revenues to December, 31 2012 reached €7,783 M, a 10% increase from the previous year. The increase is mainly due to the revenues increase in Engineering and Construction, being of note: the construction of thermosolar plants in Spain and US, the significant progress in the construction of the 640 MW electricity power plant in Mexico, as well as in the construction of transmission lines and current transmission substations in Madeira (Brazil).

Ebitda

Abengoa's EBITDA figure for the year ended December, 31 2012, reached €1,246 M, a 13% increase from the previous year in spite of the sale of part of the Brazilian transmission lines. It was mainly due to contribution of new concessions assets in operation (Solar Power plants in Spain, and desalination and hybrid solar/gas plants in Algeria), as well as the Ebitda contributed by the aforementioned revenues increase in Engineering and Construction.

Finance cost, net

Net financial expenses increased from €-695 M in 2011 to €-729 M in 2012, mainly due to lower interest income from loans and credits in Brazil due to the sale of transmission lines.

Income Tax Expense

Corporate income tax benefit reached €123 M, from €29 M previous year. This figure was affected by various incentives for exporting goods and services from Spain, for investment and commitments to R&D+i activities, the contribution to Abengoa's profit from results from other countries, as well as prevailing tax legislation.

Profit for the year from continuing operations

Given the above, Abengoa's income from continuing operations decreased by 5% from the previous year figure of €182 M to €172 M in 2012.

Profit from discontinued operations, net of tax

In December 2011 Telvent figures have been reclassified and are considered as discontinued operations for comparative purposes, as Telvent GIT was effectively sold in 2011.

Profit for the year attributable to the parent company

As a result of the above, the profit attributable to Abengoa's parent company decreased by 51% from €257 M achieved in 2011, to €125 M in 2012.

4.- Results by activities

M€	Revenues			Ebitda			Margin	
	2012	2011	Var (%)	2012	2011	Var (%)	2012	2011
Engineering and Construction								
Engineering and construction	4,055	3,526	15%	514	438	17%	12.7%	12.4%
Technology and others	457	281	63%	210	93	126%	46.0%	33.1%
Total	4,512	3,807	19%	724	531	36%	16.0%	13.9%
Concession-type Infrastructures								
Solar	314	131	139%	226	93	143%	72.0%	71.0%
Water	42	21	100%	28	10	180%	66.7%	47.6%
Transmission	81	238	-66%	53	193	-73%	65.4%	81.1%
Cogeneration and others	36	37	-4%	0	3	-100%	0.0%	8.1%
Total	473	427	11%	307	299	3%	64.9%	70.0%
Industrial Production								
Bioenergy	2,138	2,225	-4%	91	152	-40%	4.3%	6.8%
Recycling	660	630	5%	124	121	2%	18.8%	19.2%
Total	2,798	2,855	-2%	215	273	-21%	7.7%	9.6%
Total	7,783	7,089	10%	1,246	1,103	13%	16.0%	15.5%

Engineering and Construction

Revenues in Engineering and Construction increased by 19% compared to the previous year, to €4,512 M (€3,807 M in 2011), while EBITDA increased by 36% to €724 M compared to the figure recorded in 2011 (€531 M). This growth was mainly driven by:

- Execution of the Solana solar plant in Arizona (USA) and the Mojave plant in California (USA), as well as Khi and KaXu (South Africa).
- Construction of thermosolar plants in Spain.
- Higher volume of transmission lines construction in Brazil and Peru.
- Higher volume of technological licenses and manufacturing of technological components related to our solar and water business.

Concession-type Infrastructures

Revenues in the Concession-type Infrastructures area increased by 11% compared to the previous year, to €473 M (€427 M in 2011), while EBITDA rose by 3% to €307 M compared to €299 M in 2011. These increases were mainly due to:

- Contribution from the solar hybrid/combined cycle SPP1 plant in Algeria, which came into operation at the end of the first half of 2011, as well as the contribution of the new solar plants in Spain (Helienergy 1 and 2, Solacor 1 and 2, Helios 1 and 2 and Solaben 2 and 3), which came into operation at different times during the last quarter of 2011 and the year 2012.
- Start-up of the ATN line in Peru and the desalination plant in Honaine (Algeria) during 2011.
- The decline in the results from transmission concessions was due to the sale of part of the Brazilian transmission lines to CEMIG.

Industrial Production

Revenues in the Industrial Production activity declined by -2% compared to the previous year, to €2,798 M (€2,855 M in 2011), while EBITDA decreased by -21% to €215 M compared to €273 M in 2011. These variations were mainly driven by:

- The reduced level of sales and Ebitda in Bioenergy due to the lower price of ethanol caused by the decrease in consumption of gasoline, the high cost of grain, in particular in the US, due to the severe drought (the worst in 60 years), as well as poor weather conditions in Brazil, which negatively influenced the sugar harvest.
- The increase in recycling sales was primarily due to the higher zinc price and a modest rise in the volume treated.

5.- Consolidated statements of financial position

Consolidated statements of financial position

A summary of Abengoa's consolidated balance sheet for 2012 and 2011 is given below, with the main variations:

Assets (M€)	2012	2011	Var (%)
Intangible assets	1,560	1,291	21%
Tangible fixed assets	1,453	1,502	-3%
Fixed assets in projects	10,058	7,603	32%
Financial investments	513	463	11%
Deferred tax assets	1,188	992	20%
Non-current assets	14,772	11,851	25%
Inventories	429	385	11%
Clients and other receivable accounts	1,893	1,806	5%
Financial investments	958	1,014	-6%
Cash and cash equivalents	2,494	3,738	-33%
Current assets	5,773	6,943	-17%
Total Assets	20,545	18,794	9%

- Non-current assets increased by 25% to €14,772 M primarily due to the increase in the fixed assets in projects for the solar business (solar plants in Spain, US and South Africa), electricity transmission line concessions in Brazil and Peru, the cogeneration plant in Mexico, the second generation bioenergy plant in Hugoton (US), and desalination plants in Algeria and China. These increases were partly offset by the sale of several transmission lines in Brazil.

- Current assets fell by -17% to €5,773 M, primarily driven by lower cash as a result of maturing financial debt and equity contributions to concession projects during the year.

Shareholders' Equity and Liabilities (M€)	2012	2011	Var (%)
Capital and reserves	1,072	1,317	-19%
Non-controlling interest	760	409	86%
Total Equity	1,832	1,726	6%
Long-term non-recourse financing	6,386	4,983	28%
Corporate financing	4,356	4,150	5%
Grants and other liabilities	326	224	46%
Provisions and Contingencies	127	119	7%
Derivative financial instruments	448	389	15%
Deferred tax liabilities and Personnel liabilities	355	296	20%
Total non-current liabilities	12,000	10,161	18%
Short-term non-recourse financing	589	407	45%
Corporate financing	592	919	-36%
Trade payables and other current liabilities	5,263	5,230	1%
Current tax liabilities	182	256	-29%
Derivative financial instruments	74	79	-6%
Provisions for other liabilities and expenses	14	16	-13%
Total current liabilities	6,713	6,907	-3%
Total Shareholders' Equity and Liabilities	20,545	18,794	9%

- Shareholders' equity increased by 6% to €1,832 M, primarily due to the positive results for the year, and the increase of non-controlling interest in various Electricity Transmission Lines companies in Brazil.
- Non-current liabilities increased by 18% to €12,000 M, mainly due to the increase in long term non-recourse financing, which rose from €4,983 M in 2011 to €6,386 M in 2012.
- Current liabilities decreased by -3% to €6,713 M, driven mainly by the reclassification of the syndicated financing as long term, following its refinancing during the year 2012.

Net Debt Composition

M€	2012	2011
Corporate Debt	4,758	4,830
Cash and corporate financial investments	(2,275)	(3,346)
Total net corporate debt	2,483	1,484
Non-recourse debt	6,976	5,390
Non-recourse cash and corporate financial investments	(1,176)	(1,406)
Total non-recourse debt	5,799	3,984
Total net debt	8,282	5,468
Pre-operational net debt	4,317	3,181
LTM Ebitda	1,246	1,103
LTM Ebitda corporate entities	777	717
Corporate Net Debt / Corporate Ebitda	3.2	2.1
(excluding pre-operational Net Debt)	0.8	0.3
Non-recourse Net Debt / Non-recourse Ebitda	12.1	8.7
(excluding pre-operational Net Debt)	6.9	4.5
Total Net Debt / Total Ebitda	6.6	5.0
(excluding pre-operational Net Debt)	3.2	2.1

6.- Consolidated cash flow statements





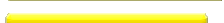
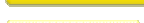




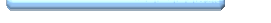












A summary of the Consolidated Cash Flow Statements of Abengoa for the years ended December 31, 2012 and 2011 with the main variations per item, is given below:

M€	2012	2011
Profit for the year from continuing operations	172	182
Non-monetary adjustments	768	767
Profit for the year from continuing operations adjusted by non monetary items	940	949
Variations in working capital and discontinued operations	(48)	847
Income tax paid	(35)	(68)
Interest received/paid	(413)	(407)
Discontinued operations	-	32
A. Net Cash Flows from operating activities	443	1,353
Investments	(3,952)	(3,222)
Disposals	650	1,064
B. Net Cash Flows from investing activities	(3,302)	(2,158)
C. Net Cash Flows from financing activities	1,684	1,613
Net increase/(decrease) of cash and equivalent	(1,175)	808
Cash at beginning of year	3,738	2,983
Translation differences cash or equivalent	(69)	5
Discontinued operations	-	(59)
Cash and cash equivalent at end of year	2,494	3,738

- Net cash flows from operations reached €443 M, lower than previous year's figure, mainly due to lower cash generated from working capital.
- In terms of net cash flows from investing activities, the most significant investments were in the construction of solar thermal plants in Spain, US and South Africa; and in the construction of desalination plants in Algeria and China, transmission line concessions in Brazil and Peru, the cogeneration plant in Mexico, and the second generation bioenergy plant in Hugoton (US). Regarding disposals, it is worth noting the cash generated by the sale of transmission lines in Brazil for €354 M.
- In terms of net cash flows from financing activities, it is worth noting that the Group managed to arrange financing for €1,998 M, taking the figure for net cash flows from financing activities to €1,684 M.

7.- Capex Plan

Main projects in execution

	Location	Capacity	Abengoa (Equity Ownership %)	2012	2013	2014	2015	Expected Start Up	Ann. EBITDAe (M€)	Fully Funded?
	Solana	USA	280 MW	100%				Q3 13	65	✓
	Mojave	USA	280 MW	100%				Q2 14	55	✓
	South Africa Trough	South Africa	100 MW	51%				Q1 15	81	✓
	South Africa Tower	South Africa	50 MW	51%				Q4 14	46	✓
	Solaben 1-6	Spain	50 MW x2	100%				Q4 13	30	
	Tenes	Algeria	200 ML/day	51%				Q3 14	17	✓
	Qingdao	China	100 ML/day	92%				Q1 13 ✓	11	✓
	Ghana	Ghana	60 ML/day	51%				Q1 15	10	✓
	Zapotillo	Mexico	3,8 m3/sec	100%				Q4 16	12	
	Cogen. Pemex	Mexico	300 MWe	60%				Q4 12	60	✓
	Cadonal	Uruguay	50 MWe	50%				Q2 14	8	✓
	Uruguay Wind	Uruguay	50 MW	50%				Q1 14	11	
	Manaus	Brazil	586 km	51%				Q1 13	35	✓
	Norte Brasil	Brazil	2,375 km	51%				Q4 13	66	✓
	Linha Verde	Brazil	987 km	51%				Q3 13	15	✓
	ATS	Peru	900 km	100%				Q4 13	29	✓
	ATE VIII	Brazil	108 km	100%				Q2 13	2	✓
	Quadra I	Chile	79 km	100%				Q3 13	7	✓
	Quadra II	Chile	50 km	100%				Q3 13	4	✓
Total									564	

Capex 2013-2016

Committed (M€)	Capacity	Abengoa (%)	Country	Start Up	Ann. EBITDAe (M€)	Investment	Pending Capex	Total		
								ABG Equity	Partners	Debt
Solar						6,502	1,882	381	78	1,423
Solana	780 MW	100%	US	Q3 13	65	1,481	249	91		158
Mojave	280 MW	100%	US	Q2 14	55	1,207	566	132		434
Solaben 1 and 6*	100 MW	100%	Spain	Q4 13	28-32	510	316	76		240
South Africa Trough	100 MW	51%	S.Africa	Q1 15	81	679	523	50	48	425
South Africa Tower	50 MW	51%	S.Africa	Q4 14	46	355	228	32	30	166
Biofuels						505	199	86	30	83
Hugoton	95 ML	100%	US	Q1 14		505	199	86	30	83
Cogeneration						812	249	33	31	185
Cogen. Pemex	300 MW	60%	Mexico	Q4 12	60	550	62	5	3	54
Uruguay Wind*	50 MW	50%	Uruguay	Q1 14	11	144	69	13	13	43
Cadonal Cogen.	50 MW	50%	Uruguay	Q2 14	8	118	118	15	15	88
Water						597	466	191	19	256
Tenes	200,000 m3/day	51%	Algeria	Q3 14	17	204	95	9	9	77
Ghana	60,000 m3/day	55%	Ghana	Q1 15	10	98	76	13	10	53
Zapotillo*	3.80 m3/sec	100%	Mexico	Q1 16	12	295	295	169	0	126
Transmission						2,366	350	101	62	187
Manaus	586 km	51%	Brazil	Q1 13	35	811	11	6	5	0
Norte Brasil	2,375 km	51%	Brazil	Q4 13	66	814	130	17	17	96
Linha Verde	987 km	51%	Brazil	Q3 13	15	221	82	42	40	0
ATS	900 km	100%	Peru	Q4 13	20	390	48	16	0	32
ATE VIII	108 km	100%	Brazil	Q2 13	2	26	5	4	0	1
Quadra I & II	79150 Km	100%	Chile	Q3 13	11	74	74	16	0	58
Recycling						157	142	64	18	60
Adana & Izmir *	110,000 t x 2	51%	Turkey	Q4 14		98	98	20	18	60
Korea*	110,000 t	51%	Korea	Q2 13		59	59	44	0	0
						10,939	3,288	856	238	2,194

Committed (M€)	2013				2014				2015+			
	Pending Capex	ABG Equity	Partners	Debt	Pending Capex	ABG Equity	Partners	Debt	Pending Capex	ABG Equity	Partners	Debt
Solar	1,464	316	48	1,100	365	60	25	280	53	5	5	43
Solana	249	91	0	158	-	-	-	-	-	-	-	-
Mojave	443	99	0	344	123	33	0	90	-	-	-	-
Solaben 1 and 6*	316	76	0	240	-	-	-	-	-	-	-	-
South Africa Trough	304	29	28	247	166	16	15	135	53	5	5	43
South Africa Tower	152	21	20	111	76	11	10	55	-	-	-	-
Biofuels	193	86	28	79	6	0	2	4	-	-	-	-
Hugoton	193	86	28	79	6	0	2	4	-	-	-	-
Cogeneration	121	28	5	88	128	5	26	97	-	-	-	-
Cogen. Pemex	62	5	3	54	-	-	-	-	-	-	-	-
Uruguay Wind*	45	9	2	34	24	4	11	9	-	-	-	-
Cadonal Cogen.	14	14	0	0	104	1	15	88	-	-	-	-
Water	252	84	14	154	132	60	5	67	82	47	0	35
Tenes	72	7	7	58	23	2	2	19	-	-	-	-
Ghana	53	9	7	37	23	4	3	16	-	-	-	-
Zapotillo*	127	68	0	59	86	54	0	32	82	47	0	35
Transmission	295	76	62	157	55	25	0	30	-	-	-	-
Manaus	11	6	5	0	-	-	-	-	-	-	-	-
Norte Brasil	130	17	17	96	-	-	-	-	-	-	-	-
Linha Verde	82	42	40	0	-	-	-	-	-	-	-	-
ATS	21	1	0	20	27	15	0	12	-	-	-	-
ATE VIII	5	4	0	1	-	-	-	-	-	-	-	-
Quadra I & II	46	6	0	40	28	10	0	18	-	-	-	-
Recycling	83	34	11	38	47	18	7	22	12	12	0	0
Adana & Izmir	64	15	11	38	34	5	7	22	-	-	-	-
Korea*	19	19	0	0	13	13	0	0	12	12	0	0
Totals	2,408	624	168	1,616	733	168	65	500	147	64	5	78

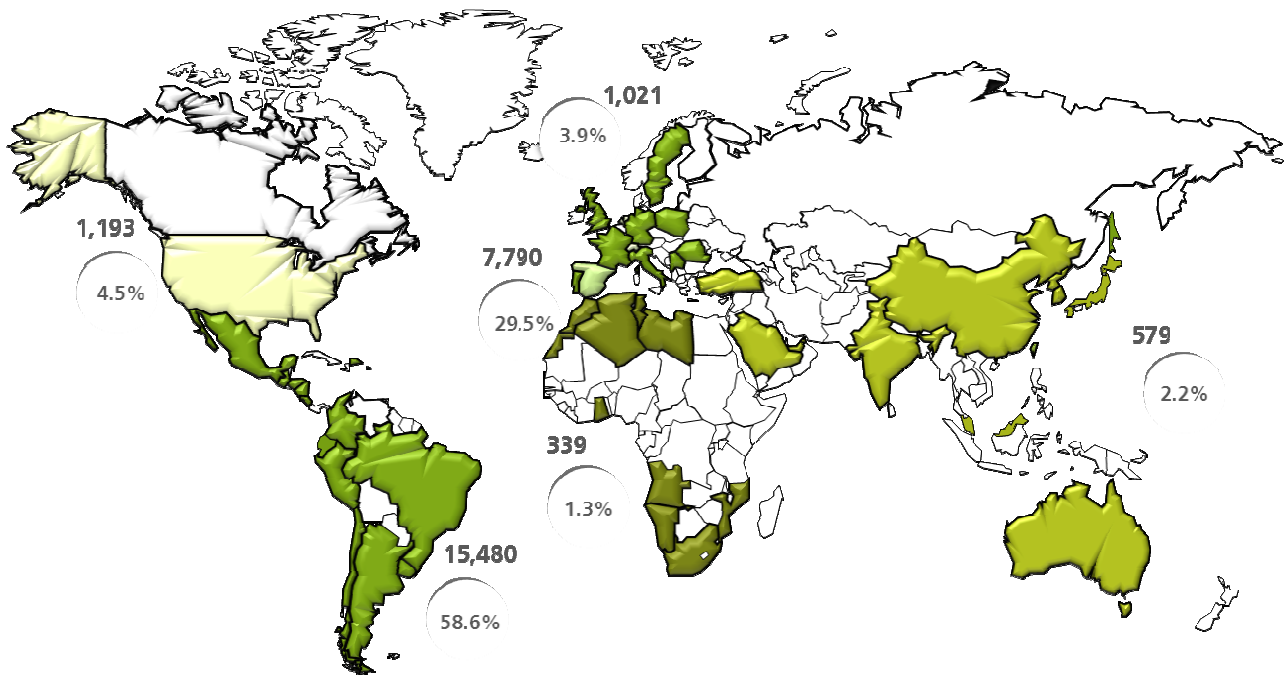
(*) Uncommitted project (financing and partner's contribution still pending to be secured)

8.- Human resources

During 2012, Abengoa's workforce increased by 18.6% to 26,402 people at December 31, compared to the previous year (22,261).

Geographical distribution of the workforce

The distribution of the average number of employees was 29.5% in Spain and 70.5% abroad.



Distribution by professional groups

The distribution by category of the number of employees during 2012 and 2011 was as follows:

	2012			2011		
	Women	Men	%	Women	Men	%
Directors	76	597	3%	75	556	3%
Managers	400	1,714	8%	256	1,700	9%
Engineers and other degrees	1,271	2,733	15%	964	2,238	14%
Assistants and professionals	1,170	1,552	10%	1,284	2,048	15%
Operators	883	15,503	62%	809	11,843	57%
Interns	221	282	2%	155	233	2%
Total	4,021	22,381	100%	3,643	18,618	100%

9.- Share evolution

According to the figures supplied to the company by Bolsas y Mercados Españoles, 669,651,002 shares A and 77,035,291 shares B were traded in 2012, equivalent to an average daily volume of 2,615,002 and 1,674,680 for A and B shares, respectively; and an average traded cash value of €6.7 M and €3.6 M per day, respectively.

Share evolution	A-Shares		B-Shares	
	Total	Daily	Total	Daily
Volume (thousands of shares)	669,651	2,615	77,035	1,675
Volume (M€)	1,711	7	167	4

Quotes	A-Shares		B-Shares	
	Price	Data	Price	Data
Last	2.39	31 dec	2.34	31 dec
Maximum	3.59	3 oct	2.74	29 oct
Average	2.55		2.19	
Minimum	1.83	31 may	1.76	19 dec

The final listed prices of Abengoa's shares in 2012 was €2.389 (A-shares), which is a 27% decrease on the closing price for the previous year, and €2.340 (B-shares), a 14% decrease from the first initial trading price in October, 2012.

When calculating the level of trading in the two types of shares during 2012, it is important to take into account that the Class B share was only listed in October 2012 and the calculation is only based on trading from this date.

As a historical reference, since Abengoa's Initial Public Offering on November 29, 1996, the company's value has increased by 513% which is more than 6.1 times the initial price. During this same period, the select IBEX-35 has increased by 75%.

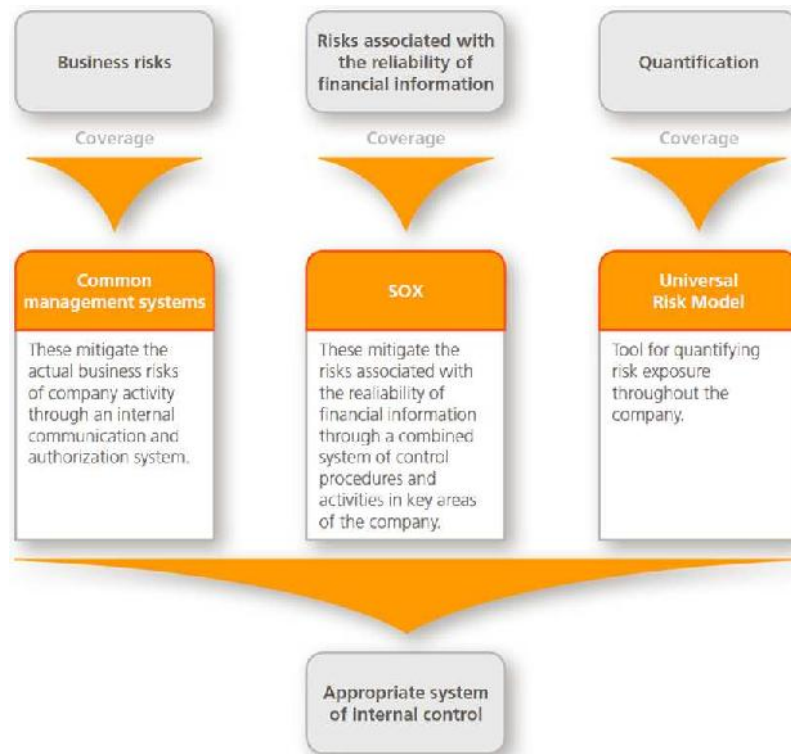
Stock Exchange Evolution



10.- Risk management and internal control

During 2012, Abengoa continued to grow, carrying on activities in more than 70 countries. To deal with this growth in a safe and controlled manner, Abengoa has a common business management system that allows it to work on an efficient, coordinated and consistent basis.

Abengoa is aware of the importance of managing its risks in order to carry out appropriate strategic planning and attain the defined business objectives. To do this, it applies a philosophy formed by a set of shared beliefs and attitudes, which define how risk is considered, starting with the development and implementation of the strategy and ending with the day-to-day activities.



These elements constitute an integrated system that allows for proper risk management and controls at all levels of the organization.

Business risks

Common management systems represent Abengoa's internal rules and all its business units and its methodology for assessing and controlling risks. They also represent a common culture for the various businesses of Abengoa and comprise 11 standards that define how management has each of the potential risks included in the risk model of Abengoa. Through these systems risks are identified and appropriate hedging and control mechanisms are defined.

Common management systems include specific procedures covering any action that may be a risk to the organization, both financial and non-financial. They are available to all employees on computer regardless of geographical location and job title.

Over recent years, the common management systems have evolved to adapt to the new situations and environments in which Abengoa operates, with the overriding aim of reinforcing risk identification, covering risks and establishing control activities.

Risks relating to the reliability of financial information

Abengoa began in 2004 an internal process of aligning its internal control structure over financial reporting with the requirements imposed by Section 404 of the SOX Act ("Sarbanes Oxley Act").

The purpose of SOX is to ensure transparency in the management, accuracy and reliability of the financial information published by companies listed on the U.S. market ("SEC registrants"). This law requires these companies to submit their internal control system to a formal audit by its financial auditor who, in addition, will provide an independent opinion on it. According to instructions of the "Securities and Exchange Commission" (SEC), this law is mandatory for companies and groups listed in the U.S. market.

Abengoa considers this legal requirement as an opportunity for improvement and far from satisfied with the conditions set out in the law, we have tried to develop the most of our internal control structures, control procedures and assessment procedures applied.

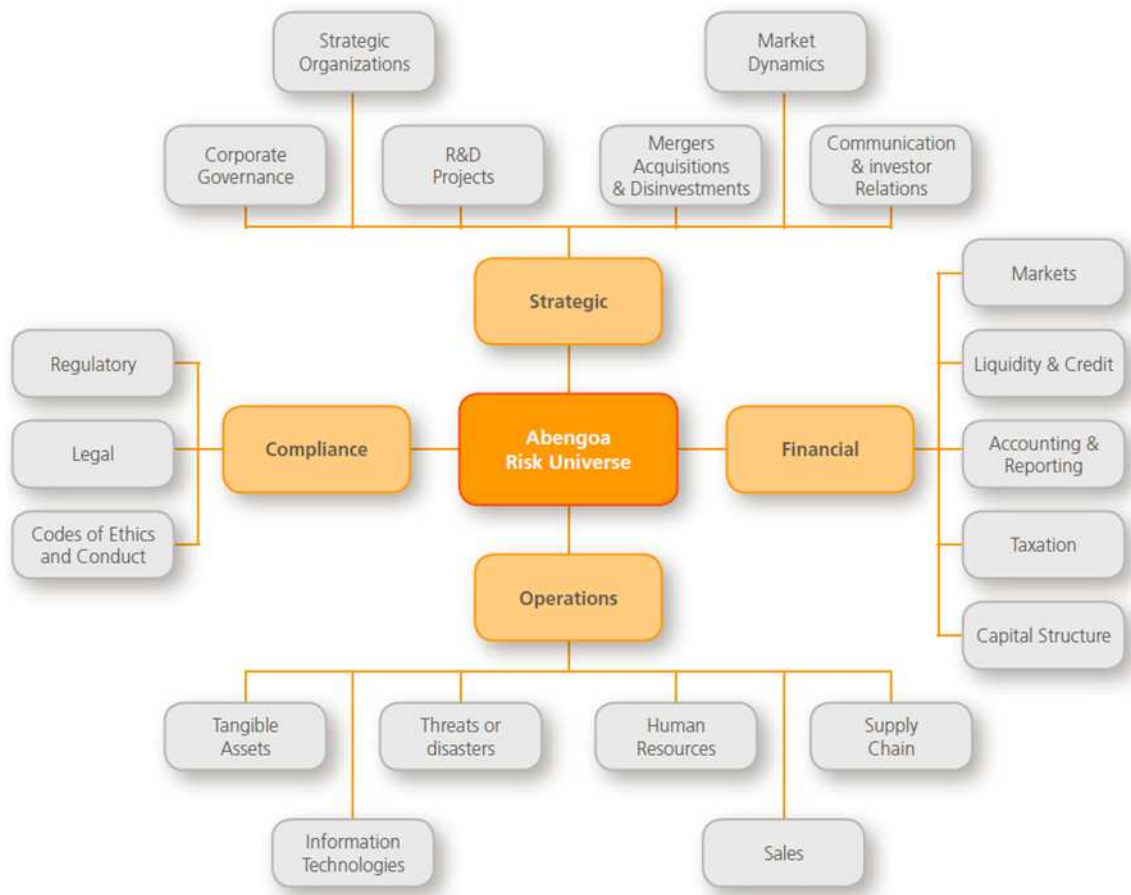
The initiative comes in response to the quick expansion of the group in recent years, and expectations of future growth, and to continue to provide investors with accurate, timely and complete financial information.

During 2012 Abengoa has completed the implementation of SAP GRC Process Module Control. This tool provides a technology solution with the purpose of automating our internal control system and compliance monitoring, facilitating compliance and increasing security for the Company's operations.

The universal risk model

In 2011, Abengoa finished integrating its universal risk model, the company's chosen methodology for quantifying the risks that compose the risk management system. The goal is to obtain a comprehensive view of them, designing an efficient response system and aligned with business goals of the company.

Abengoa's universal risk model is made up of four categories, 20 sub-categories and a total of 57 principal risks for the business. Each these risks has an associated series of indicators that allow its probability and impact to be measured and the degree of tolerance to the risk to be defined, thus allowing for subsequent risk assessment and monitoring.



The risks identified in this model are evaluated considering two parameters:

- Likelihood of happening: Degree of frequency with which you can ensure that a particular cause will cause a negative impact event with Abengoa.
- Impact on Abengoa: Set of potential negative effects on Abengoa's strategic objectives.

Pursuant to the allocation probability and impact indicators for all the risks in the risk model Abengoa universal risks are qualified in 4 types (lower risk, tolerable risk, severe risk and critic risk). Each of these categories is treated with a risk management different strategy.

Abengoa has completed the implementation of Archer eGRC, technology solution that automates the process of identification, assessment, response, monitoring and reporting of risks that make up the universal risk model to keep all activities and sectors in which Abengoa operates.

During 2012, this application has been consolidated as a tool for calculation and reporting of identified risks. Since its introduction, Abengoa has been working on the application synchronization with other tools within the group with the aim of increasing process automation.