IMPLEMENT'S INTELLIGENT AUTOMATION PLATFORM

Piecing together the hyperautomation puzzle

Introduction

Implement's Intelligent Automation platform: a new approach to digital process transformation

Customer expectations are changing more rapidly than ever. As a company, you are expected to provide a seamless end-to-end experience for every customer interaction. Consequently, companies must transition to a customer-centric business model and in this transition, executives seems to have one common denominator on the strategic agenda: **going digital.**

The journey into a digital and customer-centric future requires a shift from traditional one-size-fits-all systems towards a new age of tailored micro services. By focusing on tailored micro services, you create a backbone for efficient and flexible operations with resilient delivery of services.

"AS NO SINGLE TOOL CAN REPLACE HUMANS, HYPERAUTOMATION TODAY INVOLVES A COMBINATION OF TOOLS, INCLUDING RPA, INTELLIGENT BUSINESS PROCESS MANAGEMENT SOFTWARE (IBPMS) AND AI, WITH A GOAL OF INCREASINGLY AI-DRIVEN DECISION-MAKING."

Source: Gartner top 10 strategic technology trends for 2021

But how do we apply the hyperauto-mation tools correctly to transform our service operations and ensure impact?

In our experience, you need a structured approach is needed. An approach that moves beyond focusing on isolated pieces of the hyperautomation puzzle and instead addresses digital process transformations through an **Intelligent Automation platform.**

We need to move from **tech enablers** in the traditional "hyperautomation" space ...
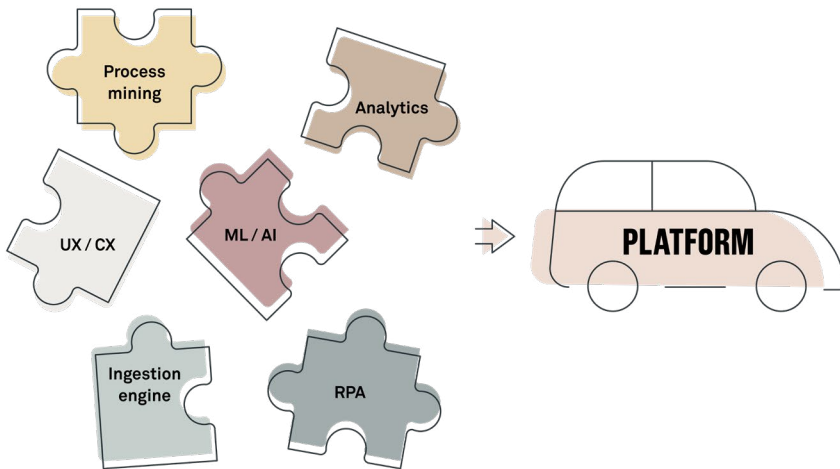
... towards an **Intelligent Automation platform** enabling us to perform end-to-end process orchestration and execution.
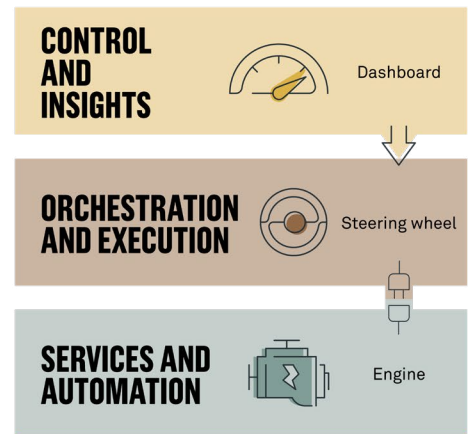
Introducing the Intelligent Automation platform

The Intelligent Automation platform provides the <mark>tools and methods</mark> for how to integrate the technologies within the hyperautomation space while ensuring business impact.

Implement has strong experience in helping organizations accelerate their digitalisation journey through various automation and digitalisation technologies within the hyperautomation space. Yet, we often see that the scope of the projects are set by the limits of the individual technology rather than by the challenges the business face.

Using the Intelligent Automation platform, you can deploy the hyperautomation technologies using a platform approach. Thus, you can **exploit synergies across the value chain**: Often, you can apply one solution to numerous activities even if the activities have different purposes and are executed as part of different processes and functional areas.

Thus, when you design solutions using a combination of tools while looking across processes, teams and functions, you are able to deliver **greater benefits** than if you applied each tool independently in different areas of your organisation.

Illustrating the Intelligent Automation platform with <mark>a car analogy</mark>

The Intelligent Automation platform can be explained as a car with three interdependent layers; a dashboard, a steering wheel and an engine. Each layer has its own methods and carefully selected tools.

Dashboard: Control and insights

Steering wheel: Process orchestration and execution

Engine: Services and automation components

The tools within each layer have been carefully selected based on five criteria. When you combine the tools, you can create **flexible and scalable solutions** that support you in alleviating business challenges while capitalising on synergies across your organisation.

The five selection criteria for the tools in each layer

Ease of implementation | Ability to integrate | User experience | Licensing model | Simplicity

Bizagi is an example of a tool for process orchestration and execution

bizagi

example

Layer: Steering wheel

What: Bizagi is an iBPMS that orchestrates digital process automation across applications and entities.

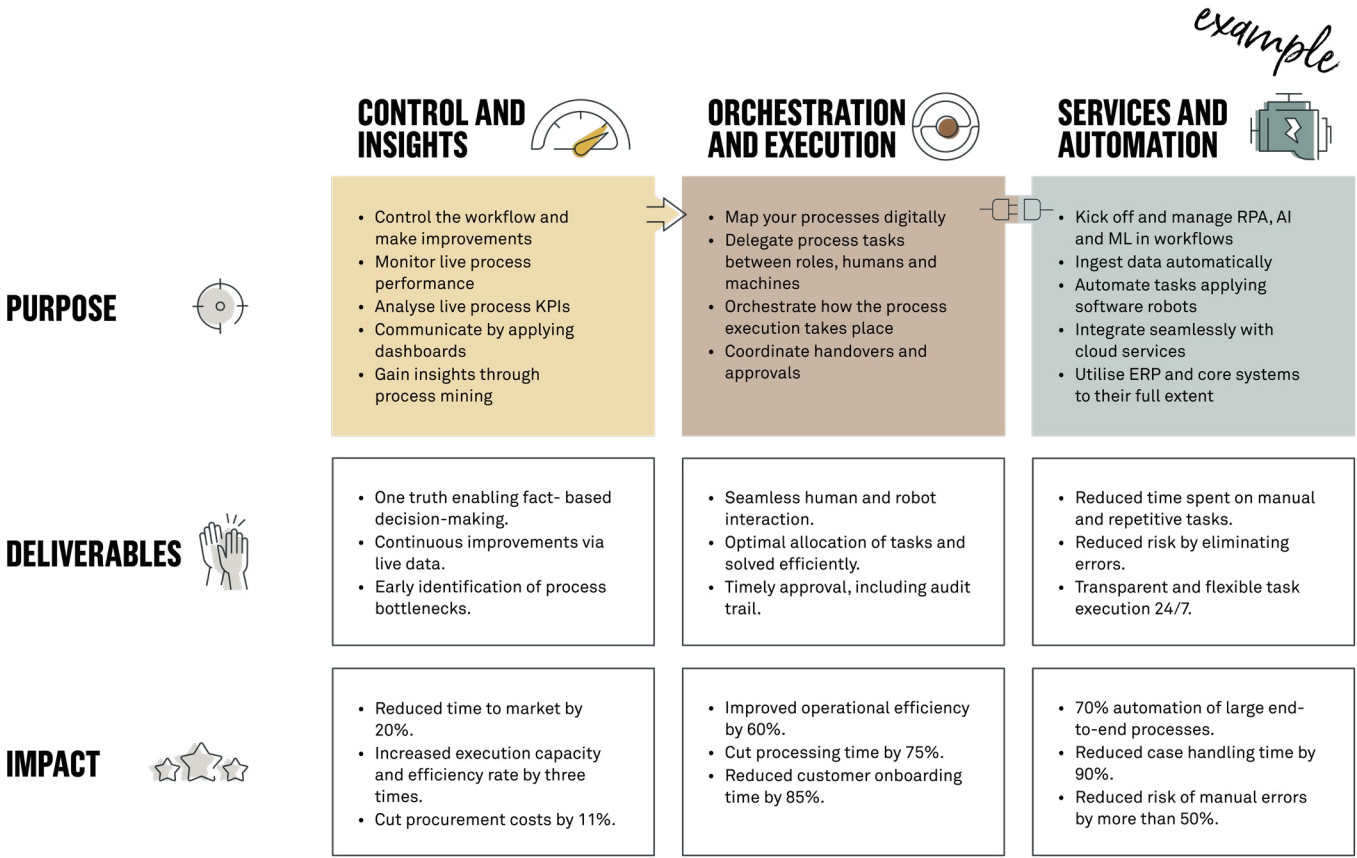| Ease of implementation	Ability to integrate	User experience	Licensing model	Simplicity
Solid capability in mapping, rule setting and digitalising process orchestration.	Out-of-the-box integration into leading technologies.	Intuitive low-code user interface. Comprehensive range of self-service training.	Licensing model allowing for small-scale start-up and subsequent scaling.	Provides easy-to-use interface allowing both business and IT employees to operate.

Demystifying the layers of the platform

The Intelligent Automation platform consists of three interdependent layers. Each layer serves a purpose that is essential for "running the car". In the figure below, you can find examples of the purposes of each layer.

By connecting the functionality of the tools within each layer, you can create **a seamless end-to-end experience** for your customers.

The automation and process reengineering results in freed up time which the employees then can use to solve more value-adding tasks.

	CONTROL AND INSIGHTS	ORCHESTRATION AND EXECUTION	SERVICES AND AUTOMATION
PURPOSE	• Control the workflow and make improvements • Monitor live process performance • Analyse live process KPIs • Communicate by applying dashboards • Gain insights through process mining	• Map your processes digitally • Delegate process tasks between roles, humans and machines • Orchestrate how the process execution takes place • Coordinate handovers and approvals	• Kick off and manage RPA, AI and ML in workflows • Ingest data automatically • Automate tasks applying software robots • Integrate seamlessly with cloud services • Utilise ERP and core systems to their full extent
DELIVERABLES	• One truth enabling fact-based decision-making. • Continuous improvements via live data. • Early identification of process bottlenecks.	• Seamless human and robot interaction. • Optimal allocation of tasks and solved efficiently. • Timely approval, including audit trail.	• Reduced time spent on manual and repetitive tasks. • Reduced risk by eliminating errors. • Transparent and flexible task execution 24/7.
IMPACT	• Reduced time to market by 20%. • Increased execution capacity and efficiency rate by three times. • Cut procurement costs by 11%.	• Improved operational efficiency by 60%. • Cut processing time by 75%. • Reduced customer onboarding time by 85%.	• 70% automation of large end-to-end processes. • Reduced case handling time by 90%. • Reduced risk of manual errors by more than 50%.

example

Application of the platform layers

In order to help clients embark on their journey towards a more digital and customer-centric future, Implement has applied and connected the three layers of the Intelligent Automation platform on several projects.

For inspiration, you can find a few selected cases in the figure.

PROJECTS | CONTROL AND INSIGHTS | ORCHESTRATION AND EXECUTION | SERVICES AND AUTOMATION

FMCG company
Automation of orders via intelligent document processing (IDP).

Advanced analytics on processed orders for continuous improvements.

Orchestration of input to the IDP solution, approvals to employees and output to further automation.

AI-powered IDP solution handling of unstructured data and automation of direct orders.

- **Reduced time** spent on manual document processing: 30-40 hours/week.
- Continuous improvements based on the underlying **machine learning** model.
- **Reduced risk** of errors.

Public agency
End-to-end digitalisation of complex and high-volume case handling.

Proactive assistance for applicants during case handling phases.

Seamless task allocation between digital solutions and humans, including approvals.

Automation flows integrated with case handling system to execute rule-based tasks.

- Scalable solution to accommodate for **increased case volume without an increase in cost.**
- Screening, document fetching and publication **95% automated,** including handover of digital solution to humans.
- **Reduced lead time** on case handling.

Financial services
Digital end-to-end solution for credit applications and approvals.

Online self-service and progress tracking ensuring full visibility for users. Insights are captured from previous applications and used in processing.

Automated pre-assessment and task handover between user and digital solution.

Automated data collection feeding approvals decision engine with 80% automation of the end-to-end application flow.

- **80% automation** of the end-to-end credit application flow.
- Increased customer satisfaction through a **faster and more user-friendly** application process.
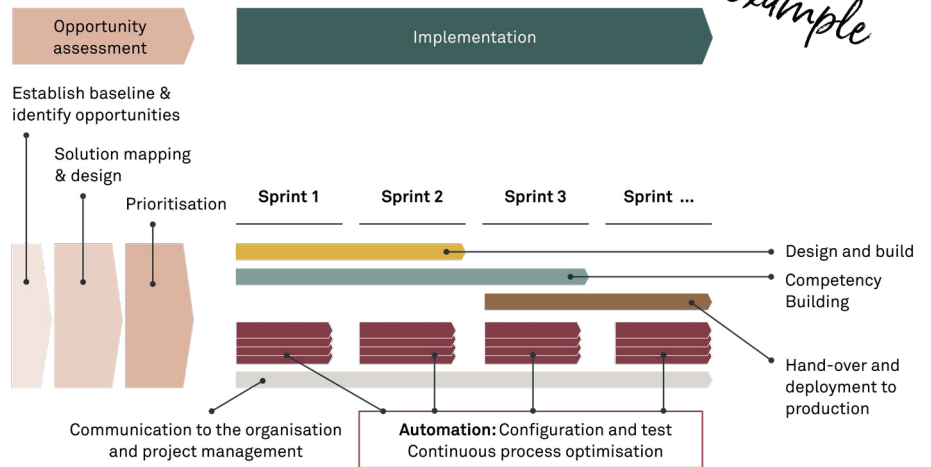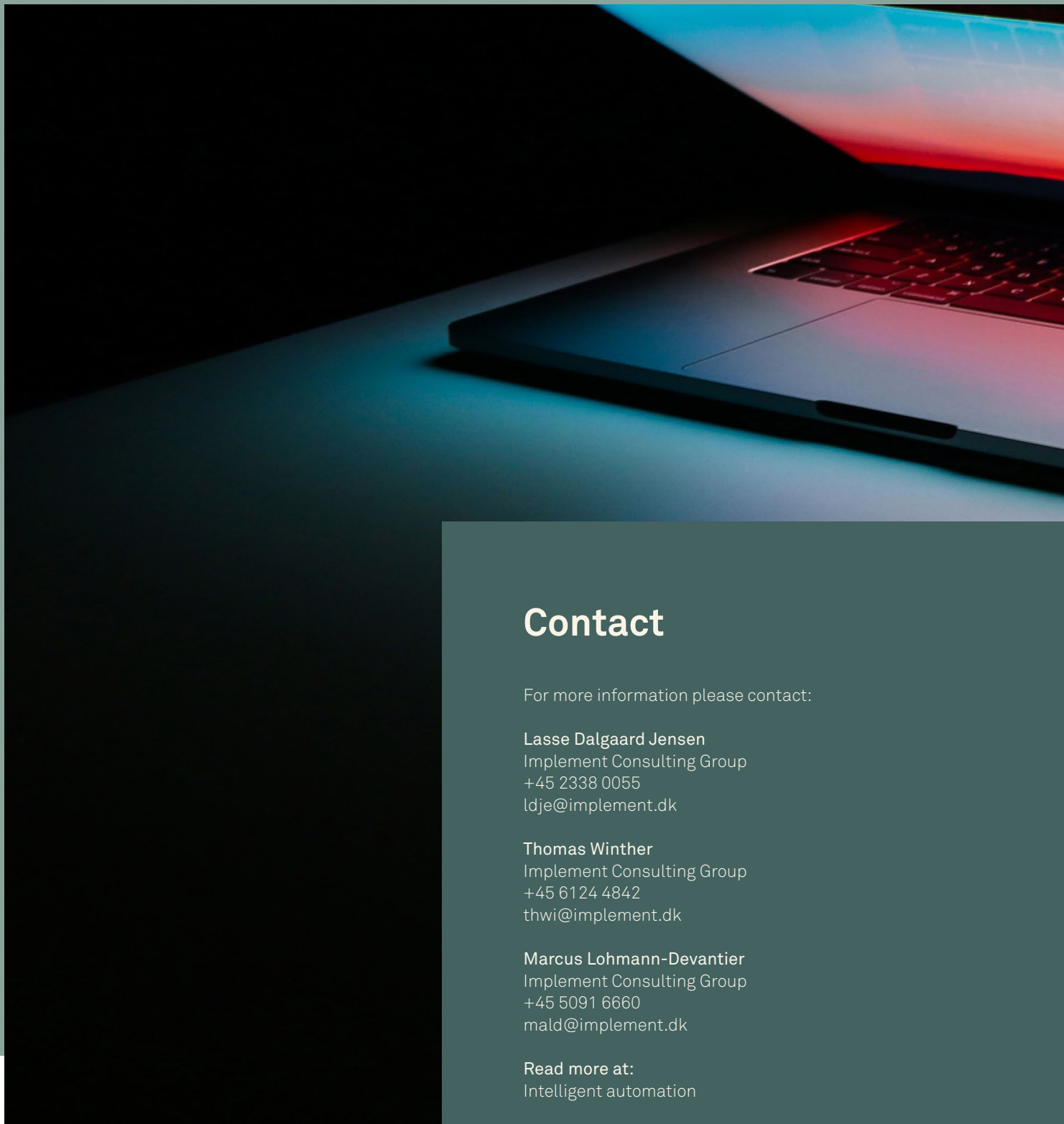- **Transparent** and **data-based** decision-making process.

Getting started

To embark on your Intelligent Automation platform journey, you start by conducting a **3-step opportunity assessment** before starting the implementation.

The purpose of making the assessment is to ensure a solution design that **captures synergies and impact** when you apply the solution to business challenges across your value chain in the implementation phase.

An opportunity assesment ensures a clear cut scope for the implementation phase

example

| Opportunity assessment | Implementation |

Establish baseline & identify opportunities

Solution mapping & design

Prioritisation

Sprint 1   Sprint 2   Sprint 3   Sprint ...

Design and build

Competency Building

Hand-over and deployment to production

Communication to the organisation and project management

Automation: Configuration and test Continuous process optimisation

Contact

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Intelligent automation