



WHITEPAPER

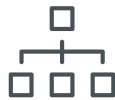
THE DRIVERS FOR INTELLIGENT AUTOMATION

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KEY TAKEAWAYS



Intelligent Automation integrates the different business automation siloes to generate meaningful insights in real-time.



It brings unstructured data in the purview of automation and improves process optimization, business agility, and data visibility



It offers a 360-degree overview of the business for better decision-making and institutionalizes good governance.

Enterprises implement different automation solutions as per the business requirements and evolve over a period of time. Most of them are point solutions designed to meet a set of specific requirements that don't talk with the rest of the ecosystem. In addition, the business ecosystem has different generations of systems and technology solutions. The legacy systems mostly operate as siloes as they lack APIs and don't integrate with the rest of the IT landscape. Lack of a holistic overview and integration proves a deterrent for end-to-end automation that results in lack of process and data visibility. **Intelligent Automation** has the potential to integrate the multi-generational information technology assets and processes, including paper-driven processes, with a holistic approach that is essential for generating a 360-degree view of the data for process optimization.

Problem statement: Disintegrated siloes result in lack of real-time insights.

SOLUTION

Intelligent Automation uses **intelligent document processing, robotics, artificial intelligence/machine learning**, workflow, and **analytics**, to institutionalize end-to-end enterprise automation. It drives business-led automation in a striking contrast to the earlier IT-led automation. The optimal solution lies in bringing the leaders of both Business and IT to drive the Intelligent Automation CoE that oversees the pros and cons of each siloed system to build holistic process architecture.

Key drivers of Enterprise Intelligent Automation

As enterprises envisage business expansions through optimizing resources and operations, Intelligent Automation offers avenues for integrating siloed operations to improve straight-through processing, productivity, and efficiency. It enables them to do more with less and then expand the sphere of activity. The most important drivers of Enterprise Intelligent Automation are –

01 | Integrated business environment

Intelligent Automation integrates standalone processes and solutions across multi-generational automation systems and solutions. It drives **procure-to-pay** and **order-to-cash automation**, and **CFO office automation** to start with. It has the capability to drive end-to-end automation across the vendor-business-customer ecosystem.

02 | High visibility

Intelligent Automation improves process and data visibility across the business architecture. It propels faster insights generation for real-time business decision-making, which is necessary for financial planning and analysis for business expansion.

03 | Straight-through processing

The resultant STP eliminates rework across processes and improves first time rights (FTRs). It eliminates swivel chair operations between different systems that culminates into faster process closures. It ensures data unification across different systems, which in turn execute multiple process closures in real-time thus improving cycle time.

04 | High throughput

Intelligent Automation enables enterprises to do more with less. It concurrently executes multiple system updates and data unification while eliminating error and rework associated with manual operations.

05 | Agile operations

Intelligent Automation imparts agility and speed to the business operations with real-time process closures and data unification. It culminates in better and faster decision-making.

06 | 24x7 operations

The technology ensemble is deployable in both front-end (for example: digital virtual assistants in an omnichannel business environment) and back-end (for example: CFO office automation). It enables 24x7 operations to service the customers across the globe.

07 | Autonomous processes

Intelligent Automation ensures end-to-end automation and supports autonomy in the business machinery. The seamless architecture drives more value even without day-to-day human involvement.

08 | Process optimization

Intelligent Automation enables enterprises to weed out the repetitive steps of a workflow and optimize the process across multiple touchpoints to achieve higher levels of SEI CMM.

09 | Operational excellence

The technology enables enterprises scale the ladder of excellence where each team and team member can deliver and improve value to achieve enterprise excellence.

10 | **Data integrity**

It helps enterprises to ensure data integrity, overall completeness, and data accuracy across its business ecosystem. It improves the usefulness of the otherwise less useful unstructured data, brings it in the ambit of automation, and improves decision-making.

11 | **Good governance**

Intelligent Automation improves data transparency and visibility and institutionalizes good governance practices across the enterprise and its ecosystem, including vendors, customers, and business partners.

Advantages of Intelligent Automation

Intelligent Automation is a low code/no code platform that has the potential to integrate the entire business process architecture. With AI/ML/NLP at its core, Intelligent Automation is deployable on and integrable with Cloud-Native architecture. The Cloud affinity exponentially increases the Intelligent Automation advantages and supports its leverage at scale. The top three advantages of the Intelligent Automation platform are –

01 | **Transformative outcomes**

It transforms the business outcomes at multiple levels. It makes changes to the process architecture to better align the outcomes with the business vision and strategy.

02 | **Business insights**

With AI/ML/NLP at its core, the ensemble delivers accurate and real-time business insights for better decision making. The predictive intelligence capability of Intelligent Automation supports the enterprise through intelligent suggestions for customer engagement throughout their lifecycle.

03 | **User experience**

It improves both business user as well as the customer experience. Faster turnaround through key process nodes reduces the overall cycle time. The straight-through processing improves business user engagement and customer satisfaction.

SIMPLY PUT

Intelligent Automation integrates the point automation solutions that are built over a period of time. It brings unstructured data within the purview of automation and improves its usability. Intelligent Automation takes a holistic view to integrate the business systems such that high data accuracy and integrity is achieved for real-time business decision-making.



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It has established products in Robotic Process Automation, Intelligent Document Processing, Business Intelligence and Automated Fare Collection.

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The Company has presence across 4 continents with major delivery centers in the USA, India, and Philippines. To know more about Datamatics, visit www.datamatics.com

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