




**WHITEPAPER**

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# **INTELLIGENT AUTOMATION – A HOLISTIC APPROACH TO MANAGE WORKLOAD FLUCTUATIONS**



Businesses envisage expansion based on parameters, such as sustained cash flow and resource availability. However, businesses have to endure periodic market fluctuations due to reasons that are beyond their scope and control. They have to chart the roadmap to accommodate such vagaries beforehand. Often businesses already have ERP systems, modern digital systems, and legacy systems. However, bridging the connectivity gap between these systems is through a manual mode. This last mile connectivity is often fulfilled by human resources to synchronize data across different systems or media, that is to say they are engaged in swivel chair operations almost 90% of their time. API connectivity between systems offers a lasting solution. However, it is mostly expensive and many a times not feasible. In view of this scenario, a solution that takes care of end-to-end automation encompassing paper-based data, unstructured documents, and heterogeneous technology stack in an agile framework is important. It needs to be robust and scalable. Hence **Intelligent Automation** is an important aspect while envisaging expansion in dynamic business environments.

## PROBLEM STATEMENT

Businesses have to accommodate the workload fluctuations on an ongoing basis.

## SOLUTION

Intelligent Automation is a direct function of People-Process-Technology integration. It is Cloud-enabled and scalable. It takes a holistic approach and views the entire IT estate along an automation continuum comprising systems and solutions spanning generations, some of which are connected and some standalone/siloed.

Intelligent Automation makes use of **Intelligent Document Processing (IDP)**, **Robotic Process Automation (RPA)**, **Artificial Intelligence/Machine Learning (AI/ML) algorithms**, connectors, workflows, rules engine, and **Advanced Analytics**. These technologies reinforce their individual strengths and eliminate specific gaps.

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It takes a thorough look at the process architecture and takes a transformative approach along a critical path to automation. Essentially, it is the last mile automation between the different generations' connected and standalone IT systems and drives immense value.

Intelligent Automation value proposition lies in the fact that it takes a holistic view of the entire IT environment. This includes not only the technology systems but also takes a detailed view of how the process is executed by the incumbents.

The very fact that Intelligent Automation brings in the fundamentally necessary end-to-end automation and is available on-demand makes it a must-have building block for extensive business expansions that have to scale processes and operations, as per business need.

# ADVANTAGES OF INTELLIGENT AUTOMATION

## 01 | Agile data extraction, validation, transformation and loading

The technology is adept at extracting data across various types of documents in a template free approach, and perform validation, transformation as well as data ingestion as per pre-defined KPIs to derive immense value.

## 02 | High-volume transactional updates

Even as operational volumes surge, Intelligent Automation is able to handle dynamic workload and erstwhile swivel chair operations in real-time and in an automated manner.

## 03 | Multi-system updates

Intelligent Automation handles concurrent loads of system updates across multiple systems on an on-going basis and keeps data up-to-date in systems in real-time.

## 04 | **Third-party data search and collation**

Intelligent Automation automates processes, such as crawling and searching relevant information from various third-party apps/sites, public and federal government sites, etc., and collates it in a central database and/or ingests into downstream applications for the business.

## 05 | **Workflow / rules-engine powered decision-making**

Intelligent Automation makes a holistic use of workflows and rules for routing data packets and documents across key nodes through an If-Then process architecture.



# INTELLIGENT AUTOMATION USE CASES

Intelligent Automation is instrumental in end-to-end automation in the most tedious work areas that encompass different generations of technology systems. The ensemble is adept at executing tasks with zero to minuscule human involvement and is highly scalable to manage increasing workloads, be they paper-form-based data extraction and system entry or batch processing data updates across multiple systems. Following is a list of important Intelligent Automation use cases, which are delivered within a short turnaround time and realize immediate ROI –



## **01 | Buy to Pay (B2P) / Procure to Pay (P2P) platforms**

Automate the entire spectrum of activities from buying raw material and parts to payments. Integrate business systems with the vendor portals.

## **02 | Order to Cash (O2C) mechanisms**

Leverage the Intelligent Automation Platform to expedite the processes from ordering to receiving the cash in your account with zero to minimum human involvement.

## **03 | Record to Report (R2R) management**

Integrate and unify the business record systems to build a highly automated, loosely coupled record managements system and a single source of truth.

## **04 | Inventory Management platforms**

Manage the inflow and outflow of the business inventory and tag it to the P2P and O2C platforms and other core business systems.

## **05 | Master Data Management**

Maintain a unique data base for managing customer data and vendor data in a real-time basis.

## **06 | Omnichannel Order Management and CRM integration**

Automate the orders management platform and synchronize the orders received from different channels into a single CRM platform.

## **07 | Fraud detection engines**

Capture data from different business systems and third party external sites to build fraud detection platforms and prevent money laundering.

A woman with long brown hair and glasses is sitting at a desk, working on a laptop. She is wearing a white cardigan over a blue patterned top. The background shows a bookshelf filled with books. The image is dimly lit, with the laptop screen providing some light. A white rectangular box with a thin black border is overlaid on the left side of the image, containing the text.

## IN SUMMARY

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As businesses anticipate expansions, they have to build a robust framework that is adept at scaling and accommodating the exponential rise in processing and operations. Intelligent Automation seamlessly integrates the different business systems that are generations apart and also integrates paper-based transactions by digitizing the assets. The ensemble is Cloud-enabled and highly scalable. It offers the necessary infrastructure to envisage business expansions.

# ABOUT DATAMATICS

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Datamatics provides intelligent solutions for data-driven businesses to increase productivity and enhance the customer experience. With a complete digital approach, Datamatics portfolio spans across Information Technology Services, Business Process Management, Engineering Services and Big Data & Analytics all powered by Artificial Intelligence.

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

Datamatics services global customers across Banking, Financial Services, Insurance, Healthcare, Manufacturing, International Organizations, and Media & Publishing.

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](http://www.datamatics.com)

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website: [datamatics.com](http://datamatics.com) | email: [business@datamatics.com](mailto:business@datamatics.com)

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