Intelligent Process Automation

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Intelligent Process Automation

More companies are turning to Process Automation to streamline enterprise operations and reduce costs. With Process Automation, businesses can automate mundane processes, enabling team members to devote more time to serving customers or other higher-value work.

Why automate?

Increased Productivity

An estimated 80% of a customer service agent's time is taken up by repetitive back-office tasks. RPA can perform these duties around the clock and at high speeds.

Higher Employee Satisfaction

Freed from repetitive, low-skill tasks, team members can focus on more rewarding work, like business process improvement, innovation and customer engagement.

Greater Accuracy and Compliance

RPA completes a process the exact same way every time, offering consistency and dependability.

Scalability and Flexibility

RPA can scale at the same pace as your organization. Integrated machine-learning capabilities also allow the solution to take on more complex tasks over time.

Reduced Customer Effort

RPA can be programmed to automatically capture data from self-service portals and input it into other relevant systems, such as a customer relationship management (CRM) platform. Easier access to information creates greater efficiency for both agent and customer.

Hyperautomation

This approach involves a combination of advanced technology tools, including but not limited to, process automation, machine learning, and artificial intelligence to help organizations rapidly identify and automate as many business processes as possible.

How we work?

Automation Strategy Development

Build a strategy and governance framework to support our client organisation's vision:

- Future of work vision
- Business case, TCO & ROI planning
- Hybrid workforce strategy
- Governance, risks & controls
- Architecture & Technology
- Initial Candidates & Change Management

Automation Project Delivery

Individual point delivery of Automation projects for specific process automation:

- Define: Identify the candidate process. examining the AS IS manual process and defining the scope of the TO BE automation;
- Design: Develop cost benefit, propose a TO BE solution design to meet the client's requirement. Develop the technology requirements;
- Develop: Making the design a reality Methodologies & teamwork | Delivery controls | Development;
- Test: The delivery team checking the solution they will be presenting to the client;
- UAT: The business approval process including client testing that the automation works as expected;
- Deploy: Go live and running the automation as BAU.

Automation Project Delivery

Managed Team or complete managed service, development and operation of Automation Centre of Excellence.

"70% of digital transformations fall short of their objectives, often with profound consequences"

Boston Consulting group

Use cases

Accounts Payable & Receivable	Prevention	Data Extraction and Analysis
Financial Reporting	Security Incident Response	IT Asset Management
Compliance and Audit	Threat Intelligence	Change Management
Customer Onboarding & KYC	User Access Management	Employee Onboarding
Loan Processing	Security Policy Compliance	Payroll Processing
Claims Processing	Security Log Analysis	Employee Data Management
Financial Data Entry & Reconciliation	Vulnerability Management	Benefits Administration
Account Reconciliation	Phishing and Email Security	Leave Management
Financial Planning & Analysis	Security Awareness Training	Performance Management
Fraud Detection &	Ticket Creation and Routing	Employee Offboarding
	Ticket Closure and Documentation	HR Data Reporting
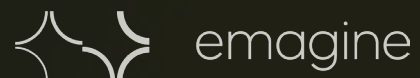
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Want to know more?

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