Tech Mahindra

DIGITAL PROCESS AUTOMATION AS A SERVICE (DPAaaS)

DPAaaS

represents the evolution of traditional RPA which is centred around eliminating the need for humans to complete repetitive, unskilled or low-skilled tasks. It accelerates automation with end-to-end process understanding and monitoring. DPAaaS uses AI driven analytical thinking to extract knowledge from existing data, apply data mining algorithms to identify trends, patterns and other details hidden in the event logs, enhance, automate and monitor business processes. It triggers intelligent actions proactively, prioritize activities to improve customer experience and manage your digital workforce

Connected World
Connected Experiences

What is Digital Process Automation (DPA)?

Digital Process Automation is the continuous integration of process mining and automation techniques into business operations. DPA enables Digital Transformation, as it aims to Discover, Improve, Automate and Monitor processes by extracting data from available event logs, understanding the range of automation mechanisms, how they relate to one another, and how they are combined and coordinated. DPA helps to rapidly identify and automate all possible business processes with an evolving set of AI technologies and also manage the full cycle of automation at a big scale, from discovering automation opportunities to measuring the ROI.

This 3-Step approach is focused on delivering the best solutions

DPA Operating Model

DPA combines human & digital workforce

Analyses	Communicates	Executes
Operational & historical data	Improvement opportunities	Actions using source systems & RPA engine

Solution Components

Connectors	Real-Time Scheduling	In-memory engine	Intelligent Business Cloud (IBC)
80+ Pre-Built Process Connectors	For data extraction and transformation	Provides instant insights on the Process Models	Process mining | Event collection | Cloud connector

What is the need of this solution?

Digital Transformation runs deeper than Technology enhancements.
With the fast-paced changing business landscape, it has become imperative for businesses to deliver real value in order to remain relevant. Leaders are now looking at the process of automation to help accelerate their Digital transformation through streamlined experiences, agile development and design thinking.

Tech Mahindra Digital Process Automation solution helps this Augmentation through RPA by

- Maximizing operational efficiency in shorter period
- Redefining business model and KPI's
- Infuse Digital Workforce
- Significant reduction in operational cost

Why DPaaaS

- **Use AI driven analytical thinking** to extract knowledge from existing data
- **Apply Data mining algorithms** to identify trends, patterns and other details hidden in the event logs
- **Enhance, Automate and Monitor** Business Processes

How Does DPAaaS Work?

Process Mining ✚ Process Re-engineering ✚ Process Automation

01 Use digital Footprints to detect & reconstruct digital workflows

02 Design To-Be Processes
- Create To-Be process maps, training guides and implement a checklist
- Review results based on new insights from process mining to check increased conformance
- Enhance Process Compliance

03 Identify Automation Scenarios
- Identify automation potential/scenarios
- Create Solution Design and seek architectural approvals
- Prioritize efforts according to highest ROI

04 Implement Bots
- Visualize and analyze manual desktop processes based on screen recorder data
- Understand user click paths and most common variants
- Design and implement optimal RPA bot

05 Intelligent Trigger for Bot Execution
- Learn from past process data and automatically trigger tasks for bots.
- Enable probabilities to be integrated into a set of rules.
- Increase your bots' efficiency by integrating them with intelligent analytics.

06 Monitor and Scale Activities
- Collect bot activity data to further analyze and improve your process.
- Quantify achievements and calculate ROI.
- Identify the most promising business cases for scale-up and continuously monitor bots

DPAaaS Business Impact

+20-30%
Impact on process optimisation

+10-15pts
Improve Net Promoter Score (NPS)

15-20%
Reduction in digital transition timelines

20-30%
Speeds up resolution times

15-20%
Reduction in Opex

+20-30%
Automated tasks

The TechM BPS Edge

World-Class Strategy to
- **Simplify**
- **Standardize**
- **Modularize key business process**
- **Streamline E2E process to benchmark performances**
- **Automate**

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