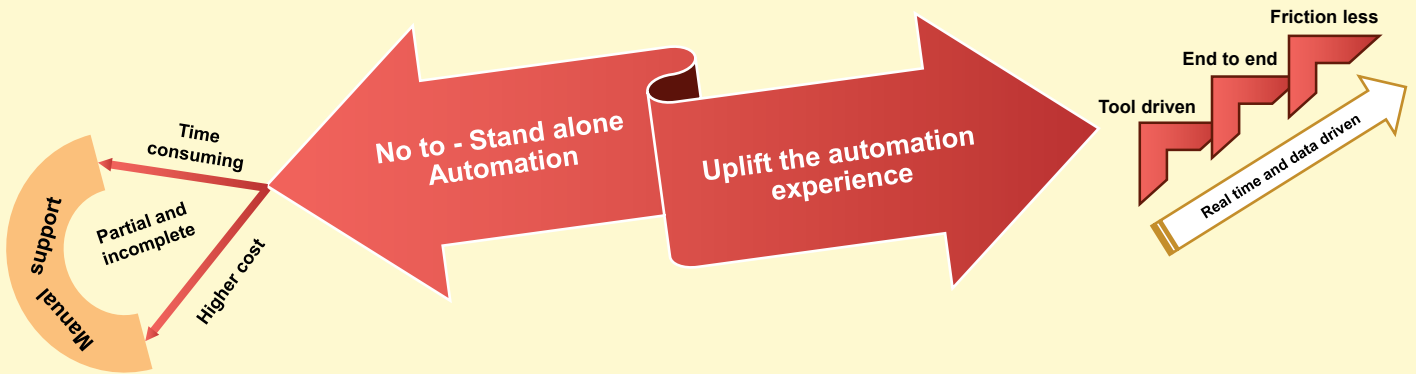




Sustain and Enhance Your Business Through
Accelerated Automation Capabilities

The world is trending now towards the new normal and while this new normal is bringing a dramatic change in our daily lives, it is also changing the way businesses should run in the future. The new normal business life cycle demands lesser workforce in office, lesser human interactions and lesser cost to sustain the business. Hence, it's proven that there is an increasing demand for frictionless automation in business operations.

This ongoing approach is to focus on the methodology, which can accelerate the automation in the best possible way to bring a frictionless automation experience in the business process operations. This methodology will encourage organizations to build an end-to-end zero touch automation experience model and drive faster outcomes within their business.



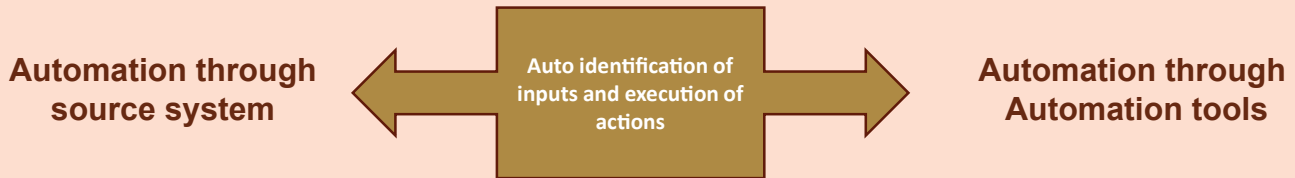
New normal with new business challenges

The New Normal will definitely come with new challenges for the business world and all the leaders will have to be ready with their strategies and go to approach to mitigate the upcoming challenges. Based on the studies by market leading analysts, it has been proven that rapid automation is the only way forward, what kind of automation can full fill this hour of need? That's the biggest question. The model demonstrated here will definitely help to mitigate following key challenges:

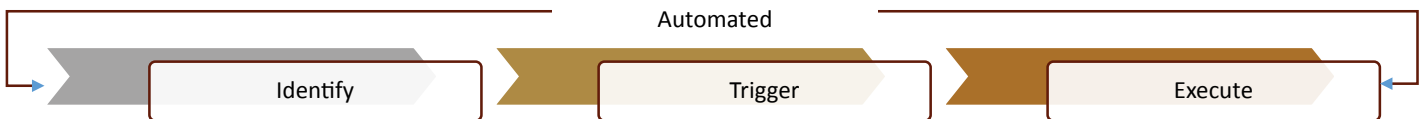


What is frictionless automation?

In the traditional world, service providers are using different automation tools to automate some part of human assisted processes, which is time consuming and need hand-off between human and digital workforce. It's time to go one step above and remove complete human dependency and identify the tasks that needs to be automated trigger through process mining tools to initiate two dimension automation -



This combination of tool driven process mining and two dimension automation is going to be game changer in automation world. It will accelerate the automation feasibility rate from 70-80 % to 100 % and reduce the human dependency completely for the relevant action area. It's always important to chose right fit process mining tool first and then build this hybrid automation model which will work in following fashion:



Comprehensive and end to end

Tool driven process mining and automated discovery of automation opportunities

The methodology will help organization to cut down the human effort to determine the automaton potentials from part of the business. With the help of process mining tool the data and process mining can be done across the organization and get an end to end view of potential areas for automation

System driven inputs

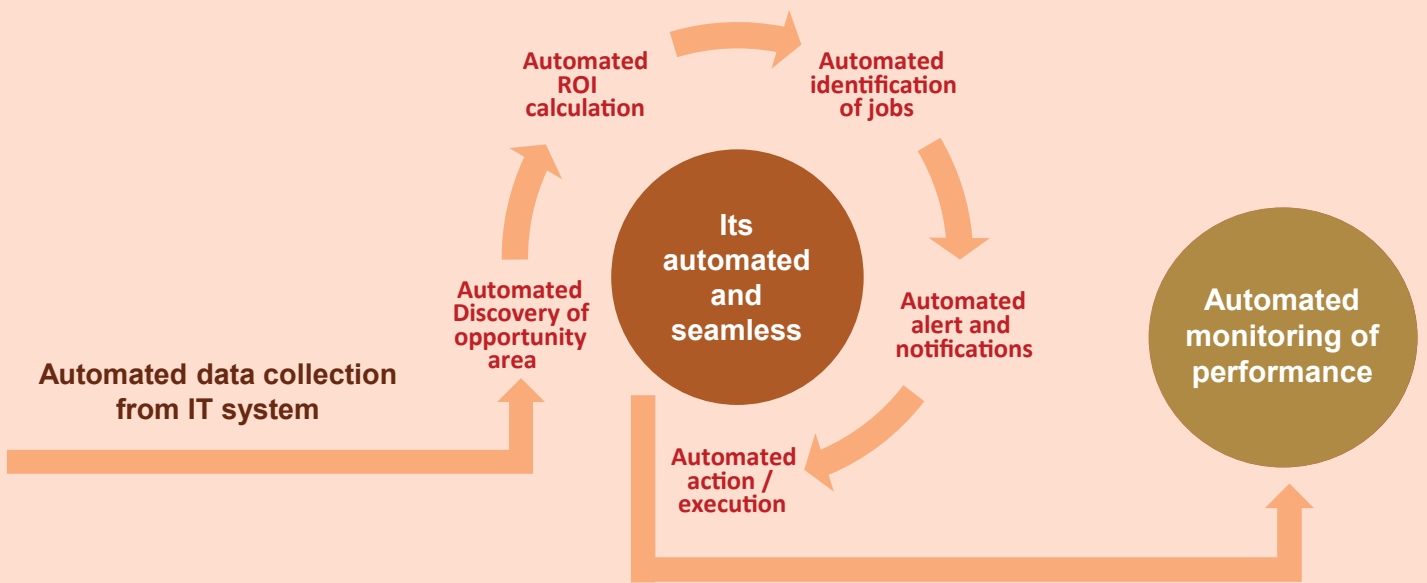
Zero human touch for generating automation inputs

Its not human bing who is sharing the inputs through email or in share drives / FTPs etc. Process mining tool will identify the tasks needs to go to automation and execute the end to end workflow automatically

Monitor and evolve

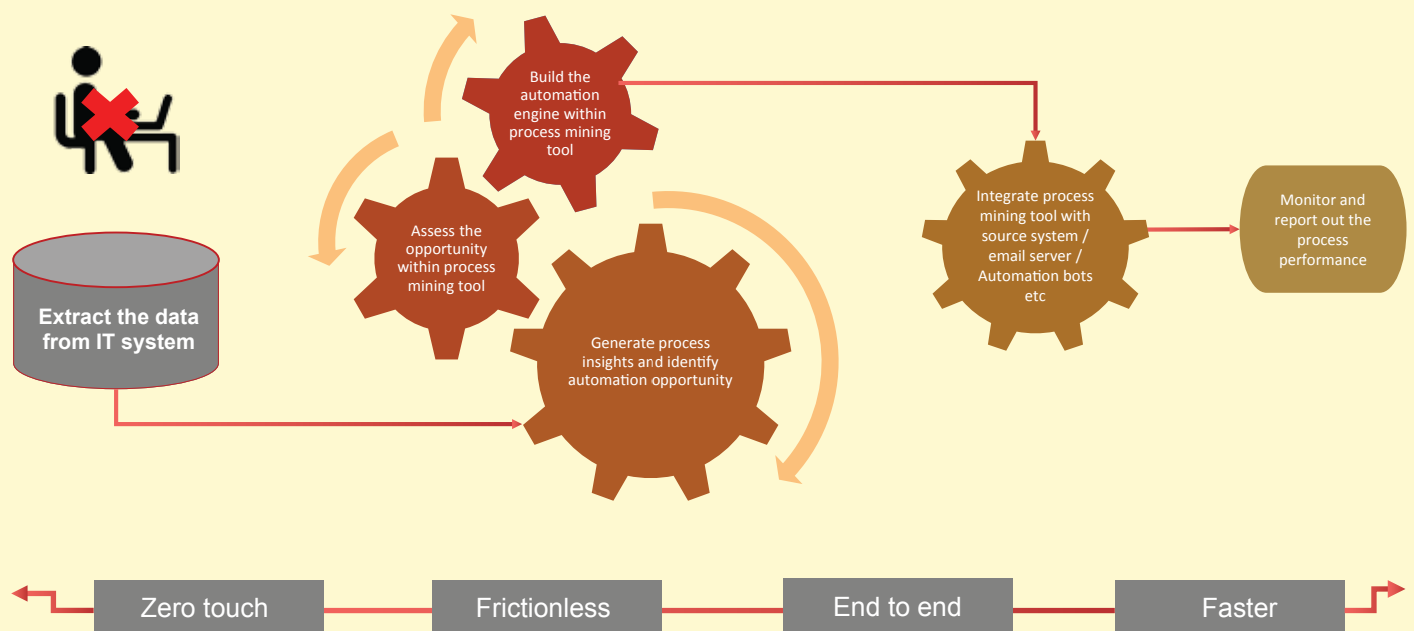
Continuous monitoring of bot utilizations and automation success rate

Process mining tool will help to monitor the gain from automation at continuous basis and flag out the potential areas to evolve the automation journey further

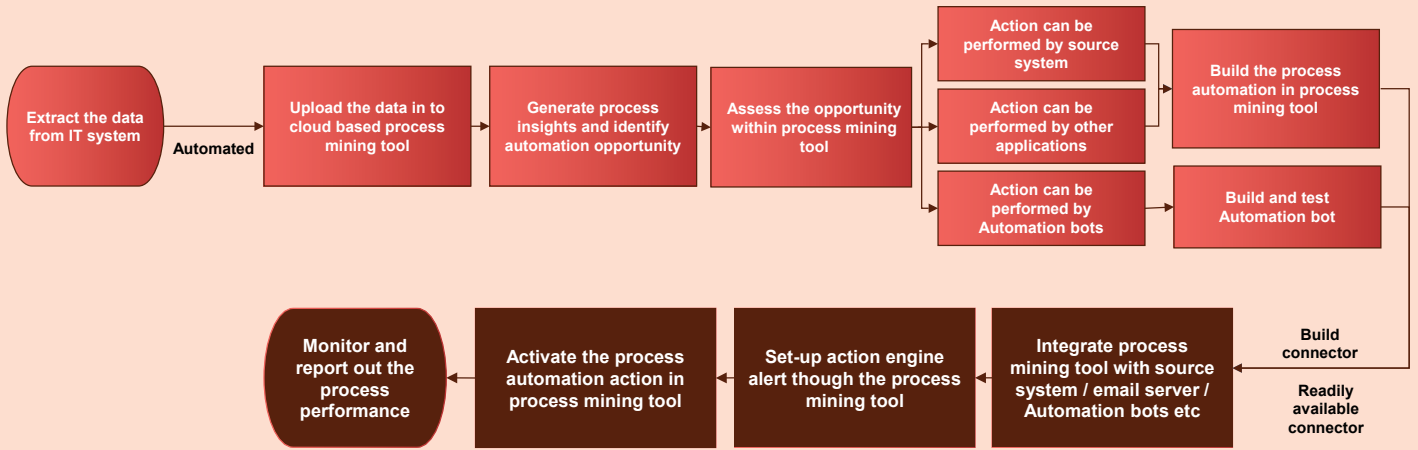


How should a frictionless automation process look like?

The frictionless automation methodology enables digital process mining tool to determine which tasks should be triggered for automation tool / source system to execute the job. It takes system data log in an automated way and generates action for bots or any source systems.

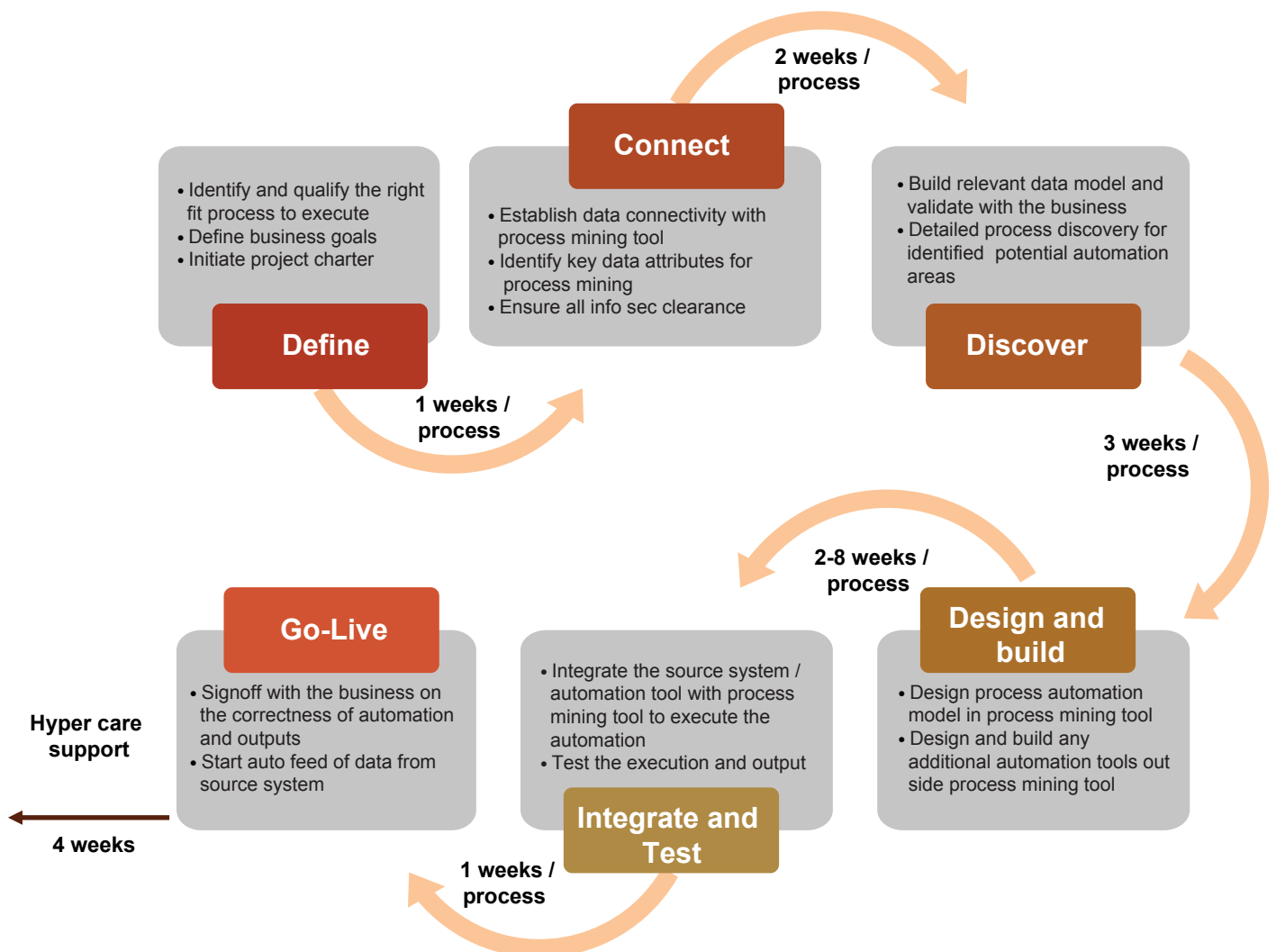


Frictionless automation build process flow

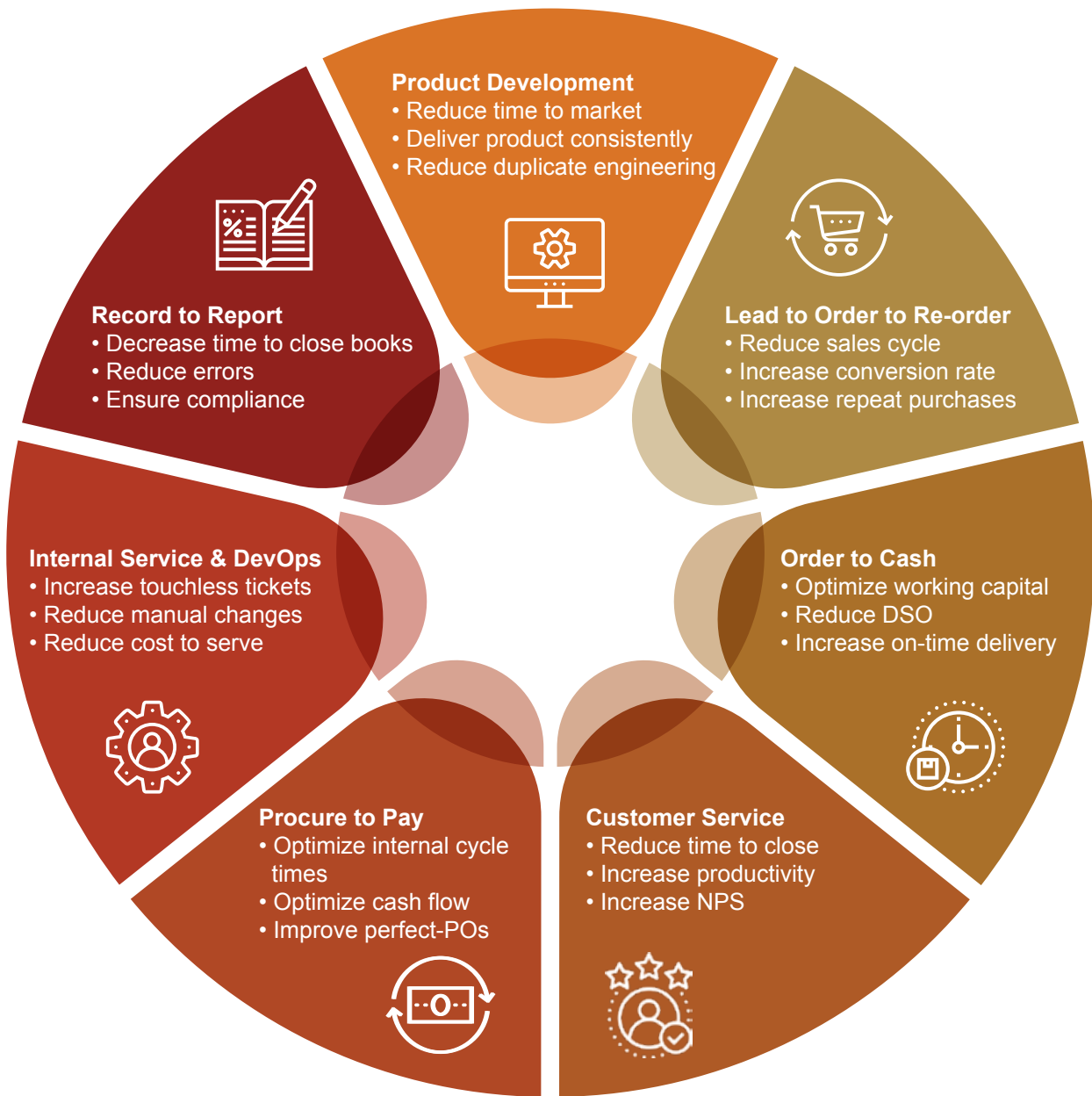


Recommended Execution model

Organizations need to build hybrid (automation and process mining together) execution model to have a successful execution of frictionless automation methodology. There are six key steps that an organization needs to ensure end-to-end governance across the implementation lifecycle. Following is an example of the operating model, which can be optimum and effective for this approach:



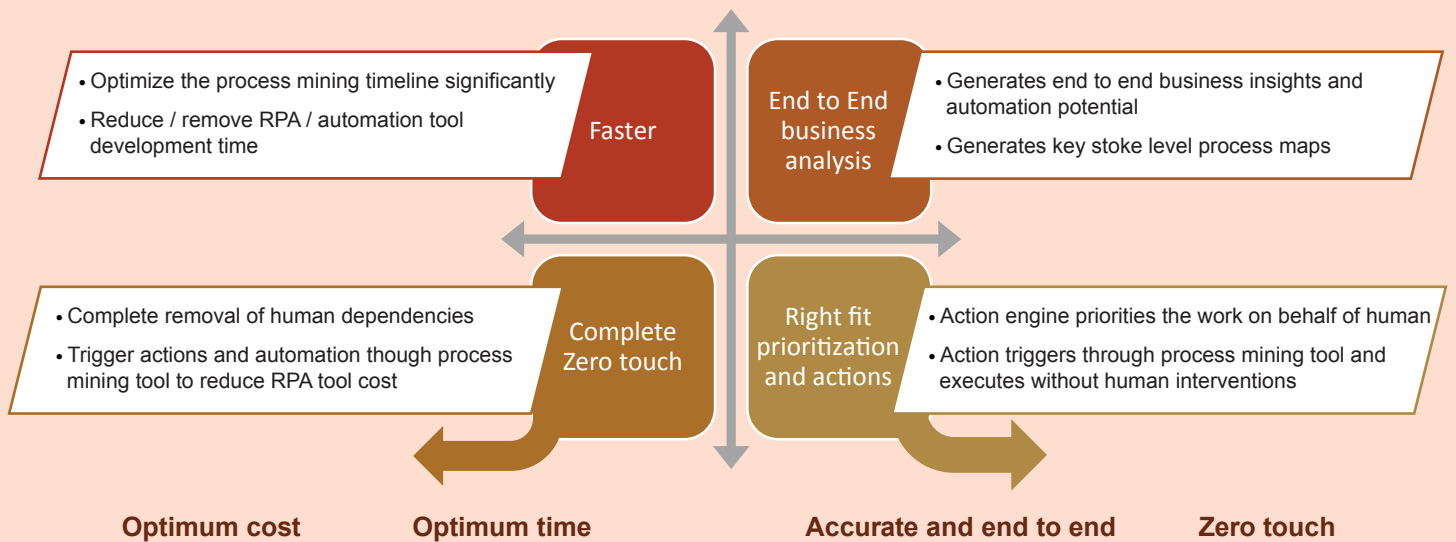
Process Mining Tool Process Mining and frictionless Process Automation Help Remove Frictions across the enterprise



Key benefits and conclusion

In summary, organizations need to look for a tool-based end-to-end process mining driven automation capabilities to accelerate their automation level within the organization. It's important to ensure right deployment strategy and manage service capabilities are also in place to support the frictionless automation drive. The methodology and tool demonstrated above has all these capabilities to generate right insight, prioritize the right work and monitor the automation as and when needed. However, it can't work standalone and deliver the mentioned business outputs. It needs a complete expertise to maximize the value of the capability of process mining tool and drive end-to-end transformation.

What benefit this can bring for the organizations?



About the Author



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12+ years of industry experience in Business Process Service and Consulting. Currently working with TechM BPS as Business Consultant and responsible to define transformation strategy, solutions and value proposition for large enterprise deals. Key personal for capability development and go to market strategy of digital process consulting practices along with global rollout and delivery of the digital process consulting practices, cross vertical consulting programs and consulting revenue. Also responsible for building automation / RPA capabilities, go to market strategy and presales activities.

TechM, as a business leader, has built this capability and solution along with Celonis to meet the needs of their customers. For further information on this please get in touch with, BPSBTSPProcessDiscovery@TechMahindra.com

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