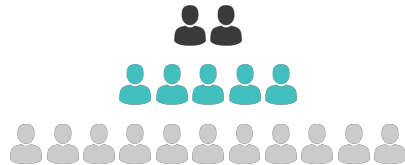


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INTELLIGENT
AUTOMATION

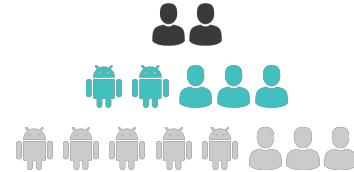


Traditional operations



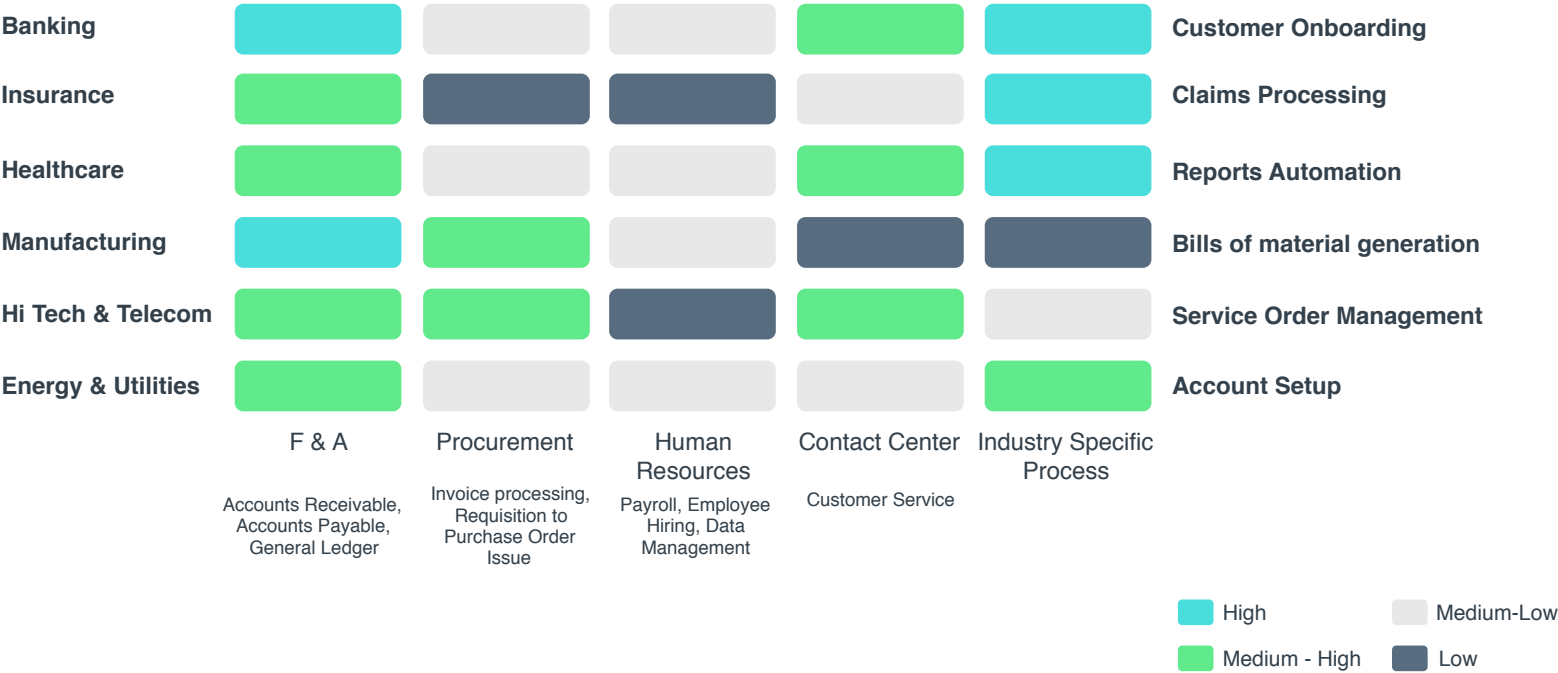
LEGACY SYSTEMS

Digital operations



DRIVING BUSINESS RESULTS

Industries and Business Areas



Intelligent Automation Use Cases

Data capture and extraction

Next
generation
workforce



Human agent



Chatbot



RPA robot



IDP

Activity

Data is captured in all forms (both structured and unstructured) such as speech, text, or images.

Relevant information is extracted from the captured data and further enriched.

Technologies

Robotics, OCR / computer vision, NLP, ML, Process orchestrator

Data validation

Next
generation
workforce



Human agent



Chatbot



Intelligent Document
Processing (IDP)

Activity

Data validation is done primarily by a human agent to take care of all the checkpoints and raise a flag in the event of discrepancies

An IDP robot or chatbot learns through the actions of a human agent

Technologies

ML, NLP, Robotics, Process orchestrator

Business outcomes



Business Problem



Business Objectives



Smart RPA solution

A Smart RPA solution was implemented to develop digital capabilities for invoice processing.

The solution reads, interprets and extracts key data from invoices and validates them against compliance and legal requirements.

Exceptions are automatically routed to human agents and the solution learns from the actions

The validated structured data is automatically entered into the enterprise's ERP system



Business outcomes

Reduction in the number of FTEs needed in the process

Reduction in the amount of incorrect data generated due to human errors and considerable increase in process accuracy

Reduction in the number of Helpdesk queries and enhanced customer satisfaction

Talent categories for smart RPA

Business

This talent typically has a better handle on the business processes.



Project managers



Process /operations specialists



Business Analysts (BAs)

Machine Learning

Comprises ML-specific skills. Given that this is a relatively nascent area, talent is scarce and differentiation is largely based on academic qualifications.



Junior ML engineer



Data scientist



Linguists



Customer/User journey designers

Development & Support

Typically consists of IT-oriented talent who can convert business requirements into code and maintain/support developed code.



Developer



Architect



Tester



IT Support

How we work



AWARENESS

Create team awareness on Robotic Process Automation and Artificial Intelligence

Identify automation potential

Identify high potential cases

Draft business cases

Cultural transformation and Workforce of the Future



READINESS

Process selection

Technical architecture

Operating model

Business Case

Implementation Roadmap

Prototypes or MVPs



DEPLOYMENT

PoC to test the solution and early stage evaluation for capability and effectiveness

Pilot to fully evaluate effectiveness and obtain faster return of investment

Monitor and evaluate Pilot performance

Develop automation solutions according to the roadmap, after Pilot implementation

Manage and maintain the deployed solution.



ORCHESTRATION

Establish a Center of Excellence for Smart Automation

Orchestrate the activity for the digital workforce

24/7 support from IT specialists

PITECH+PLUS



Innovation. Partnership. Evolution.

Let's build something great together!



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