



Journey to Hyper-Automation: A Guide to Intelligent Process Automation



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A Guide to Intelligent Process Automation



■ Introduction

Intelligent Process Automation (IPA) is a modern approach to organizational digital transformation. Businesses are increasingly adopting IPA solutions that integrate digital employees with artificial intelligence technologies to save time and money while focusing on more critical business tasks. IPA technologies include Business Process Modelling, Process & Task Mining, Robotic Process Automation, as well as machine learning and AI components.

Intelligent Automation platforms can offer excellent results for an organization by helping to eliminate repetitive, monotonous, and ordinary jobs, resulting in a dramatically improved customer experience.

Despite widespread awareness of new technology solutions, many organizations remain uncertain about how to transition their operations to automated platforms, and, more crucially, whether such a need exists.

This guide will explore why Intelligent Automation is needed in organizations and how to get started.

■ Automated customer experience

Intelligent Process Automation (or RPA) is a significant enabler for businesses to attract and retain happy customers. With the ability to quickly adapt to changing customer demands and provide the services and pricing they expect, Intelligent Automation technologies like chatbots, smart forms, and natural language processing are key to offering faster customer interactions.

This means businesses can avoid the need to hire additional staff or overhaul internal systems to deliver the required customer service.

Additionally, RPA technologies provide real-time data availability to contact or call center operators when they receive customer communication, resulting in more informed and effective decision-making.

■ Synchronize old systems and new applications

Outdated systems can be a significant obstacle for businesses as they cannot be updated to keep up with technological advancements. This is where Intelligent Automation technologies come in, allowing companies to incorporate legacy and in-house systems into today's automated business processes.

By layering robots on top of outdated applications and interacting with cutting-edge technology, businesses can synchronize old systems with new applications, without having to spend years creating complex integration solutions.

With Intelligent Automation, businesses can bridge the gap between old and new technology and streamline their operations for greater efficiency.

■ Changing market conditions

Market conditions are constantly changing, and government laws can be frequently modified, making it essential for businesses to adapt quickly to avoid costly fines and penalties. To enable the necessary organizational changes, businesses need new technological solutions. Intelligent Process Automation technologies provide organizations with the ability to do more with the same team, faster, and with fewer errors.

This is achieved without modifying core systems or integration interfaces. Digital employees can scan for errors in submitted tax reports and perform massive corrections in systems and applications ten times faster than human staff. Intelligent Automation ensures compliance and adapts to market changes while maintaining efficiency.

■ Agility through Intelligent Automation

Intelligent Automation is crucial for organizational agility. To foster agility, businesses need dynamic capabilities and a reliable platform. Agility allows companies to adapt to market changes quickly, seize opportunities, and manage risks successfully.

By leveraging stable core systems, Intelligent Automation platforms create a solid foundation that serves as a main pillar. Meanwhile, digital workforce, Artificial Intelligence, and other technologies help businesses quickly adapt to new market conditions.

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■ Automate Your Routine Operations

Intelligent Automation platforms offer a great solution to eliminate manual and repetitive work. Digital employees are ideal for processing transactions quickly and can be easily reconfigured without being biased towards outdated methods.

By taking over the routine tasks, employees can focus on solving business problems, overcoming obstacles, and offering creative approaches to meet changing market demands, government regulations, and consumer preferences. Intelligent Automation allows people to do what they do best, running a business, while all other tasks are handled by digital employees.

■ What are the first steps to Intelligent Process Automation?

The first question any company should answer is how to establish a transparent goal, strong motivation, and a well-established structure around the initiative.

The following are some recommendations to get started that might significantly accelerate implementation of initiative and ensure faster return on investment:

- **Establish an approach:** Start with Personal Automation to help business users with some routine tasks and get low hanging fruits or build cross-department automation at corporate scale to gain a longer effect.
- **Choose the right partner:** Identifying what needs to change is often difficult from the inside. Optimizing and implementing the changes in practice is even more difficult, a reliable partner will secure the success of the program and creation of internal practices.
- **Create a roadmap:** Create a roadmap to outline your objectives, deliverables, timeline, and budget.
- **Train your staff:** Train your staff on the intelligent Automation platform you choose and provide continuous support.
- **Selecting the right processes for automation:** Documented, clear and defined processes are the ones you would like to start with, you need learn how to crawl before taking a walk.



■ Conclusion

Intelligent Process Automation is a game-changer for businesses looking to gain an edge over their competitors.

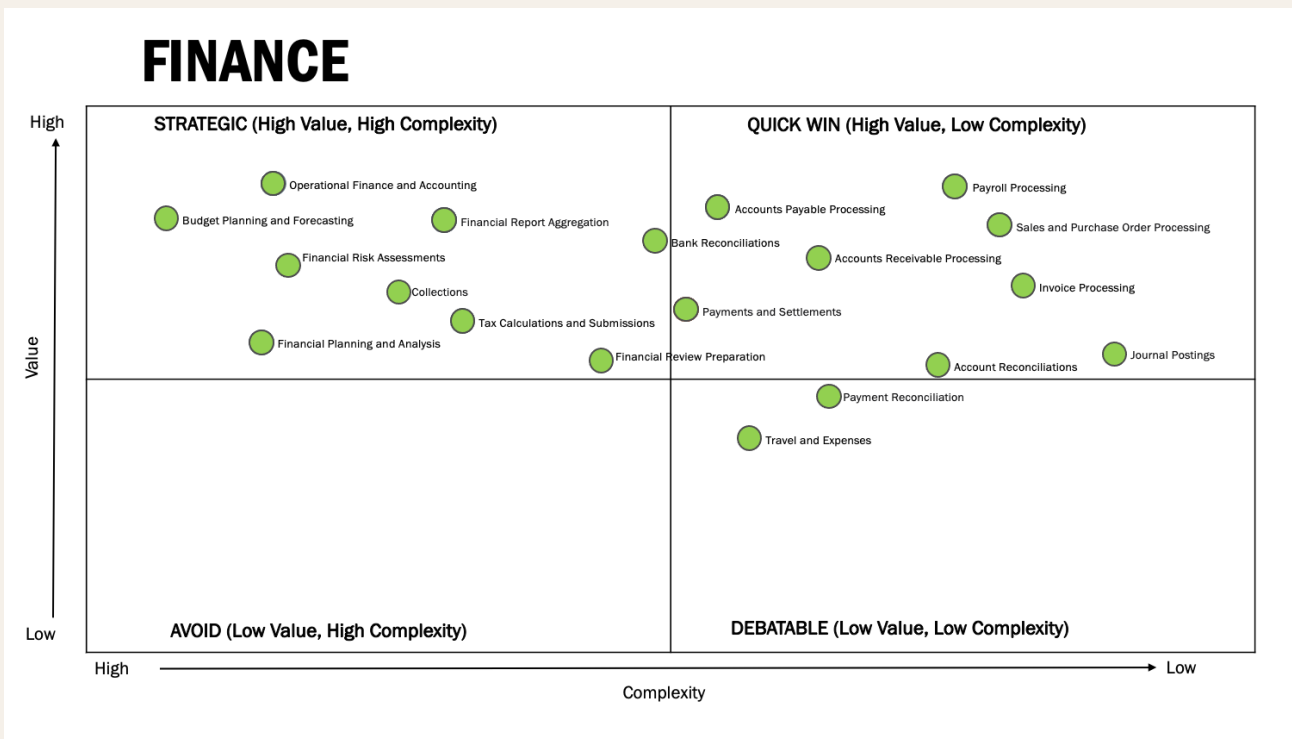
By streamlining operations, it helps prevent mistakes, save time and money, and improve customer and supplier services. To unlock the full potential of Intelligent Automation, however, companies must prioritize knowledge sharing and skill acquisition. Additionally, policies and initiatives that support equitable use and economic growth are crucial.

Intelligent Automation is not just the future - it's already here. Companies that embrace it can gain a competitive edge and contribute to shaping a better future of work.

inlumi is the ideal partner to take you on this journey. With years of experience behind us, we know the do's and don'ts of Intelligent Process Automation and what works and what doesn't. Let us support you with a roadmap that enables your business's digital revolution.

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■ Automation Quick-Wins in Finance



■ Automation Benefits

Automation of
40% reporting &
planning tasks

Up to 8 FTEs release
per 1 digital employee



Up to 7% digital
workers of total
number of employees

< 1 year project
investment ROI

- Don't hesitate to reach out if you are interested in a back office or Finance Automation program.

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