Intelligent Automation

Building Change Resilience

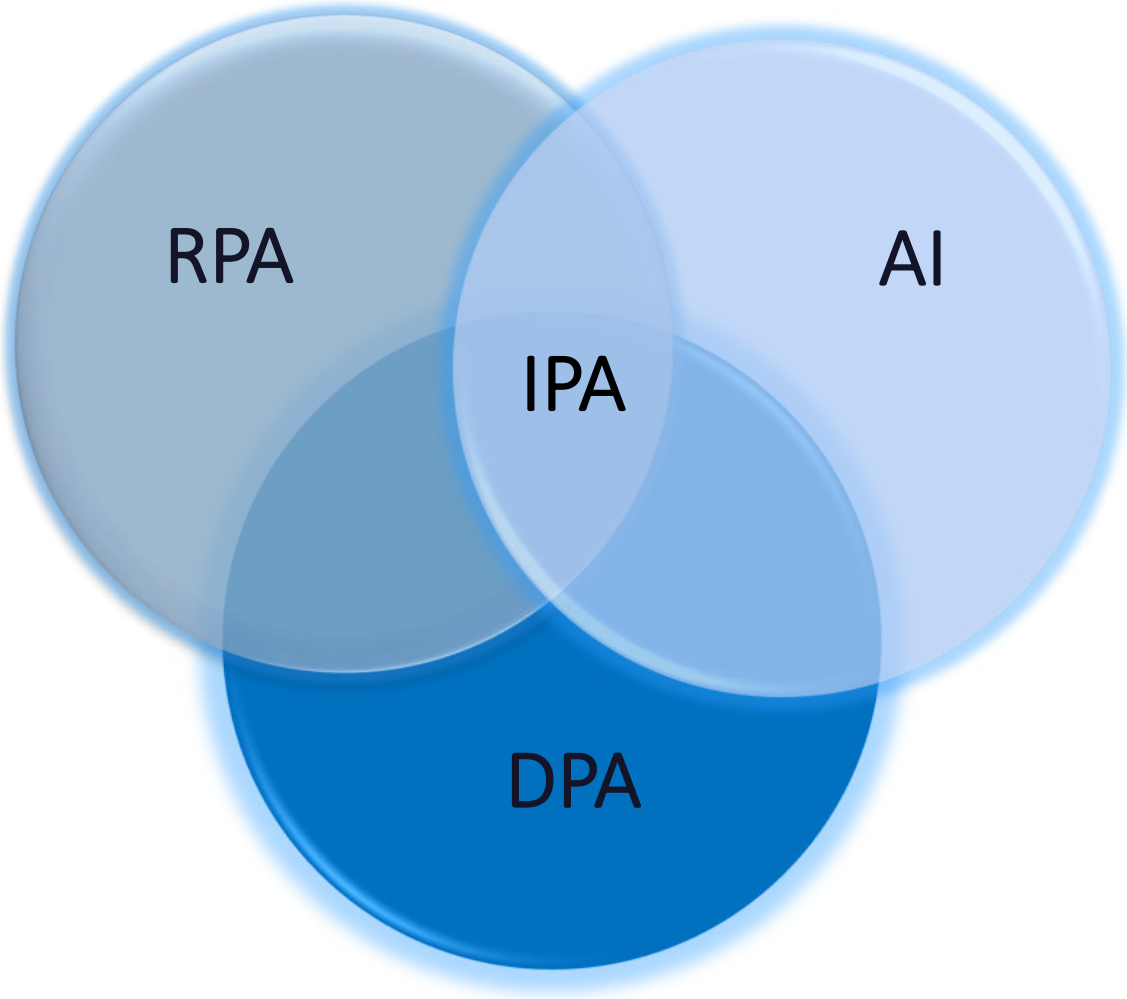
“Change before you have to" - Jack Welch

Competition and disruption in today’s world make it imperative for organizations to be resilient. For example, The pandemic has driven the need for smart orchestration of end-to-end digital processes.

What is Intelligent Automation?

- **Intelligent Process Automation (IPA)** is a set of technologies that automate knowledge work. It improves accuracy, and efficiency, facilitating cost reduction and increased customer satisfaction.
- The idea combines automation technology with digital process automation, AI, and analytics, creating business processes that think, learn, and adapt for themselves.
- During the pandemic, Intelligent Process Automation has been a key backbone in keeping businesses running.
- Organizations that have moved beyond piloting intelligent automation achieved an average cost reduction of 32%, according to Deloitte

Key Technologies in IPA



Digital Process Automation

Use of advanced digital tools like low-code development solutions to create, automate, and optimize business operations and bring agility and consistency to business processes.

Robotic Process Automation

Automates simple repetitive tasks that are tedious, time-consuming, and prone to human error. Brings speed and efficiency to the table.

Artificial Intelligence

Leverages machine learning algorithms and analytics to perform tasks requiring decision-making.

Recognizes patterns in data and learns from past decisions to make increasingly intelligent choices.

Intelligent Automation Trends

- Intelligent Automation will release $134 billion in labor value in 2022 according to Forrester.
- According to a recent IBM report titled “Automation and the future of work,” 79% of executives with organizations scaling intelligent automation expect their organization to outperform the competition in revenue growth within the next three years.
- According to Verified Market Research, the Intelligent Process Automation Market size was valued at USD 8.52 Billion in 2020 and is set to reach USD 21.63 Billion by 2028, growing at a CAGR of 12.37% from 2021 to 2028.
- IDC report states the global low-code development platform market is predicted to generate a revenue of $187.0 billion by 2030, rising from $10.3 billion in 2019, and is expected to grow at a CAGR of 31.1% during the forecast period 2020-2030.

The advantages of Intelligent Automation have led to the explosion of AI-based platforms and solutions.

Real Word Use Cases

These are just some of the use cases for IPA. The potential is tremendous.

Healthcare

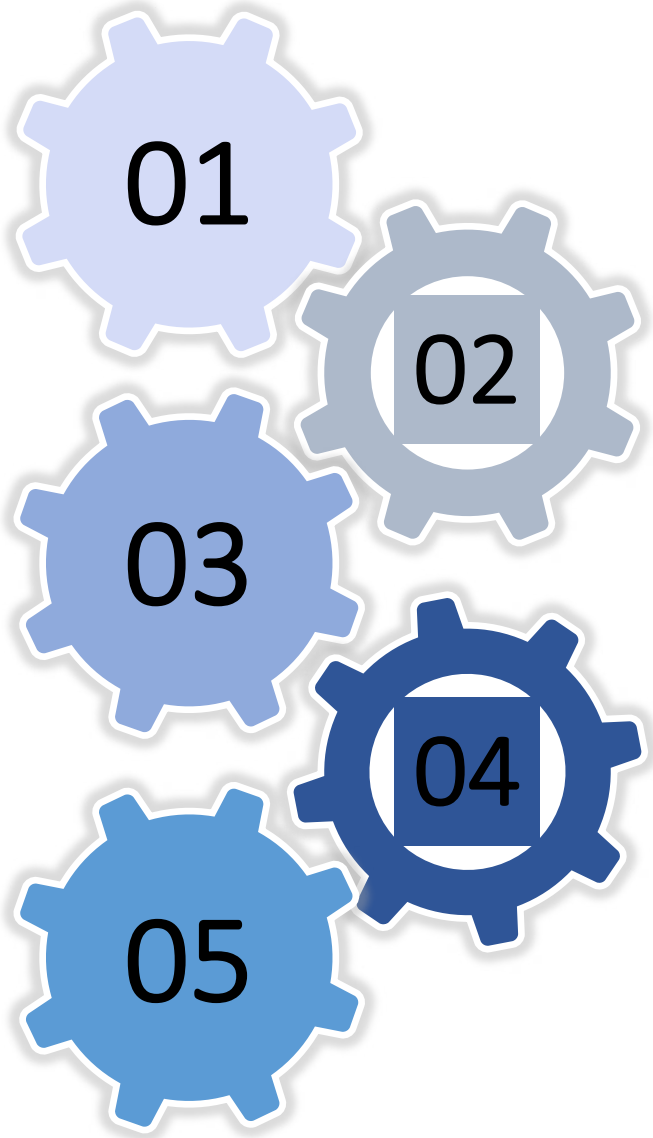
Some immediate solutions include patient monitoring, discharge, insurance, and claims management. Analysis of vast amounts of patient data can help predict diseases and viable treatments.

Education

Developing personalized learning experiences based on student requirements and abilities.

Finance

Shift through vast amounts of data and identify patterns and risks.



Supply Chain

Intelligent Automation can optimize logistics and supply chain management, reducing human error and costs.

Smart Cities

Management of city resources can be optimized; energy, water, transportation, waste management, etc.

Challenges To Be Explored

Initial Costs

The initial cost of deployment is very high.

It requires a skilled team to deploy an IPA solution requiring time, money, and effort. Setting up IPA is not a short-term process.

Make automation foolproof.

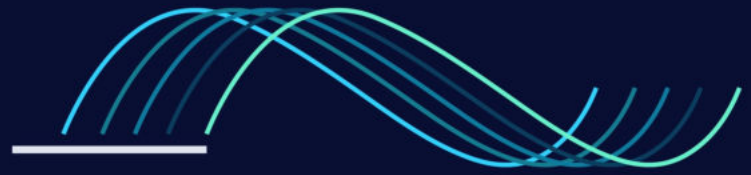
Organizations would be automating processes that they use right now.

Since competition, markets, and technology keep changing, the challenge would be to develop an automation solution that makes room for change, reducing the cost of ownership.

Future

Despite these challenges, the benefits of Intelligent Automation outweigh the drawbacks.

The future will be characterized by increased integration across different industries and sectors, leading to a more interconnected and intelligent world.



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