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Global DTC
Process Automation
Achieving more value using technology in work tasks and processes

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an atos business

Process Automation is a priority for our clients
Insight on Demand and the Challenges ?

Business strategic objectives depend on Process Automation

77% on digital transformation or CX.   18% on productivity & cost. *
Reimagining, Reinventing, Replacing

Process Automation depends on business skills

- Journey mapping, design thinking, value stream analysis, lean, six sigma, process modelling
- Process and Task Mining & Modelling are helpful but not sufficient to bridge the widening process knowledge gap
- Process optimisation = reengineering + automation.   Need citizen process experts + citizen developers

Process Automation is extensive, complicated and complex

- Pervasive Automation – end to end, cross organisational and technological silos
- Heterogeneous Automation Fabric – RPA, DPA, Packages (COTS & home-grown), low-code,…
- Prevalence of Paper, Spreadsheets and email

"The more automated organisations adapt more quickly and effectively "
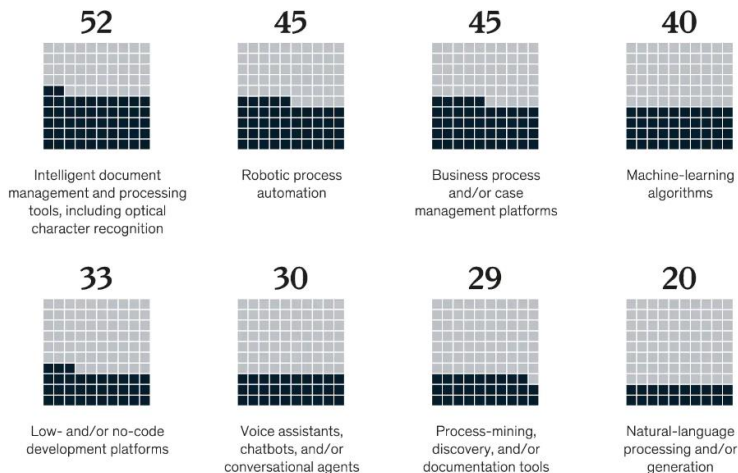Forrester

"Automation is the top tech trend" McKinsey

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Market Trends
What are the clients buying or investing in?

The most commonly deployed automation technologies are intelligent document management and processing tools.

Automation technologies currently deployed beyond piloting phase, % of respondents (n = 424)[1]

52	45	45	40
Intelligent document management and processing tools, including optical character recognition	Robotic process automation	Business process and/or case management platforms	Machine-learning algorithms

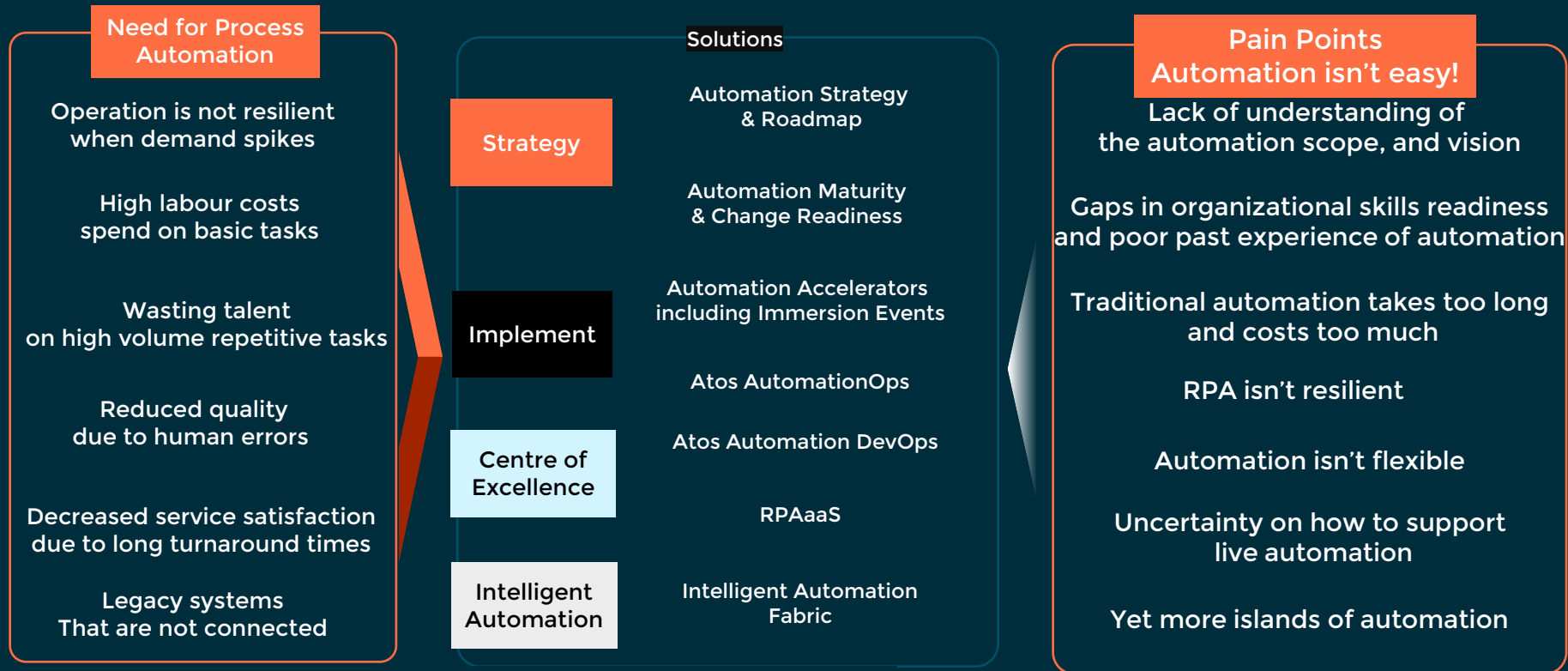| 33	30	29	20
Low- and/or no-code development platforms	Voice assistants, chatbots, and/or conversational agents	Process-mining, discovery, and/or documentation tools	Natural-language processing and/or generation

[1]Respondents who said "don't know," "other," and "not applicable; we have not deployed any automation technologies beyond the piloting phase" are not shown.

McKinsey July 8, 2022 | Survey

Why does it matter?

- **70% of organisations are at least piloting automation technologies** in one or more business units or functions

- An increasing number of companies **(nearly 50%) have accelerated their automation implementations** on the back of the COVID-19 Pandemic.

- As more transactional tasks are automated, respondents expect to see **growing demand for new skills**. More advanced skills will be sought from individuals as well as the increased likelihood of retraining and redeployment across companies

- Successful automation efforts are more likely than others to be **driven by an interest in improving customer and employee experience**

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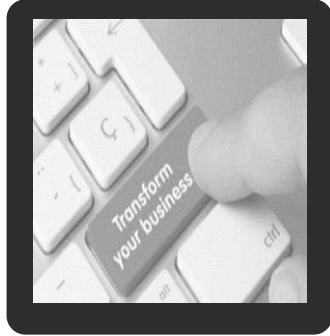
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Need for Process Automation & Dealing with the Pain Points

And how we help solve them with our Automation Portfolio solutions

Need for Process Automation

Operation is not resilient when demand spikes

High labour costs spend on basic tasks

Wasting talent on high volume repetitive tasks

Reduced quality due to human errors

Decreased service satisfaction due to long turnaround times

Legacy systems That are not connected

Solutions

Strategy

Automation Strategy & Roadmap

Automation Maturity & Change Readiness

Implement

Automation Accelerators including Immersion Events

Atos AutomationOps

Atos Automation DevOps

Centre of Excellence

RPAaaS

Intelligent Automation

Intelligent Automation Fabric

Pain Points Automation isn't easy!

Lack of understanding of the automation scope, and vision

Gaps in organizational skills readiness and poor past experience of automation

Traditional automation takes too long and costs too much

RPA isn't resilient

Automation isn't flexible

Uncertainty on how to support live automation

Yet more islands of automation

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Portfolio

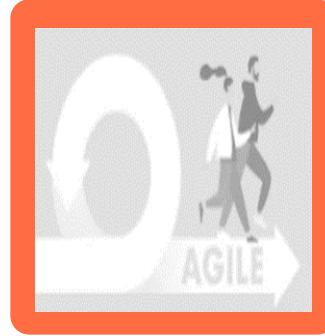## Support our clients on winning automation

Winning Automation Strategy embraces the pervasiveness across enterprise; the pace of adoption; and the plethora of products.

Atos helps clients develop practical strategies to embrace these challenge, harnessing the interdependence of business and technology skills


To achieve sustainable pace of automation implementation needs cross-functional capability

Our CoEs enable ongoing discovery, development and support of automation We codify "know-how"; share accelerators and knowledge to embrace the plethora of technopoles, across the enterprise

We practice what we preach, and guide from mobilisation, pilots through to scaling-up and turning a project into a sustainable business capability.

Unique to Atos is our Automation Immersion approach to achieve strategic impact in days rather than months.
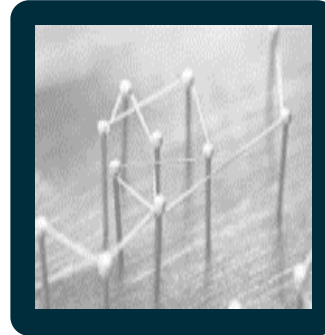
Blend human intelligence with process automation.

We discover, create, manage, and control operations using heterogeneous automation technologies blended with human interaction and insight

- Intelligent Discovery Delivery & Operation
- Intelligent Technology
- Intelligent Process Optimization

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Client example – Health & Life Sciences

NHS

Strategy and Guidance

Automation Delivery Lifecycle
Target Operating Model
Benefits management
Governance
Change Management
Training & Upskilling
Assets & accelerators
Continuous Improvement (CI)
Reference architecture
Interoperability
Technical requirements for RPA
Market assessment / provider analysis

Client example – Professional Services

RPA Programme

- Develop Global automation strategy
- Redesign key business processes
- Implement automation platform
- Establish Centre of Excellence
- Automate 2 processes per sprint
- Develop RPA Playbook
- Advise on Future Fit Organisation

Client example – Public Sector

Centre of Excellence

Proof of Concept
- Productionise and Scale
- Establish permanent teams
- Regular build of robots•
- Hypercare and ongoing support
Training and knowledge sharing
- Flexible approach to increase or decrease capacity as required

Ui

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Client example – Manufacturing

SATAIR

Customer Service

intelligent agent screens incoming e-mails.
Using Natural language processing and machine learning
Automatic quotes to customers
Special cases passed to human agents.
integration to SAP, G-Mail and CRM APIs.

Google Cloud

Ui

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Voice of Customer: Insights from Our Current Engagements

What our customers want

Path forward beyond operational focus
Deliver to broader objectives like employee engagement, customer experience, risk identification, care insights etc.

Process insights drive automation & continuous improvement
Leverage process insights to drive automation, monitor KPIs and track improvements

How do we scale?
Accelerate identification of automation use cases and deployment

Plug and Play
Deliver ready-to-deploy industry solutions, increase re-use

One tool is not enough
Orchestrate and integrate point solutions for NLP, IDP, Virtual assistants, analytics and so on

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We are a Global Team of passionate Automation Consultants and Lean Experts, working with our leading developers and data scientists.

- ... with many years of experience in various industries and for successful client transformation.

- Multidisciplinary background with certifications and awards in lean, RPA, AI and data analytics

- Advisory and leadership of the "human factor" in the implementation of strategic automation projects in business transformation.

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Thank you