

The Eviden logo is rendered in a white, outlined, sans-serif font. The letters are hollow, with the outlines of each character clearly defined against the dark teal background. The logo is positioned in the upper left corner of the slide.

EVIDEN

Process Automation

Achieving more value using technology in
work tasks and processes

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”

Förrester

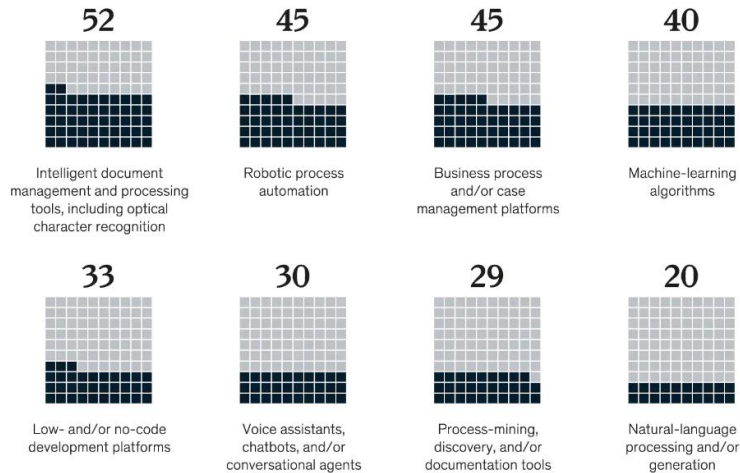
“Automation is the top tech trend” McKinsey

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



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.

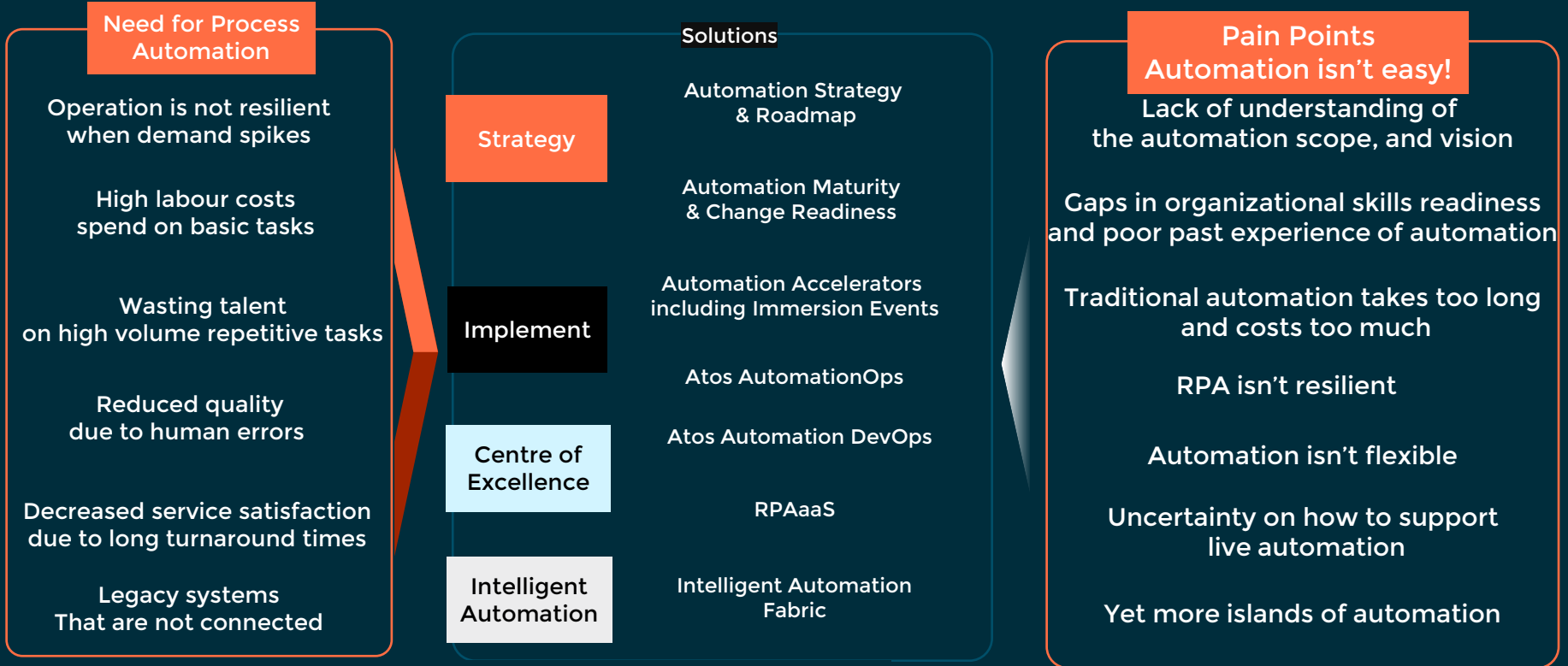
Why does it matter?

- **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**

Need for Process Automation & Dealing with the Pain Points

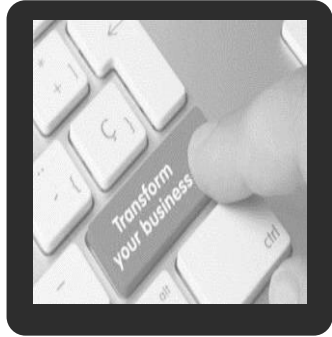


And how we help solve them with our Automation Portfolio solutions



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



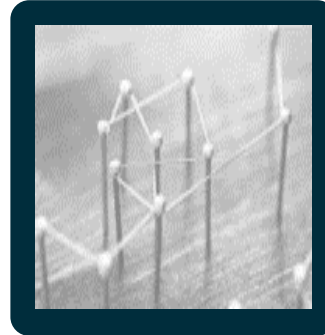
To achieve sustainable pace of automation implementation needs cross-functional capability

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



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



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



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



MAGISTRATES COURTS

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Client example - Manufacturing

Intelligent Automation



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.



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



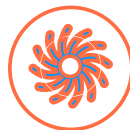
How do we scale?

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

EVIDEN

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.



Power Automate



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Thank you