

# IBM Cloud Pak for Business Automation

Achieve better business performance with AI-powered automation

## Transform the way you work and simplify operations

By 2022, it's expected for businesses to release USD 134 billion in labor value by combining automation with AI. A vast majority of AI and automation leaders are also expected to outperform their competitors in revenue growth. Integrating AI into operations accelerates innovation by making every interaction, experience and process more intelligent.

To realize the full potential of AI-powered automation, businesses need to consistently utilize proven automation software and apply best practices across all workflows—from creating faster, digital customer experiences to optimizing internal processes. However, not all solutions contain the full range of technology needed to automate end-to-end operations, leading to the adoption of multiple point solutions, higher costs and the inability to scale.

IBM Cloud Pak® for Business Automation provides a modular set of integrated software, built for any hybrid cloud, that's designed to quickly solve your toughest operational challenges. It includes a broad set of AI-powered automation capabilities—process mining, content, capture, decisions, workflows and tasks—with a flexible model that lets you start small and scale as your needs evolve. You can start your digital transformation journey by applying robotic process automation (RPA) to free up human employees, speed decisioning with operational intelligence and expand to automate key types of work across core operations. Security-rich environments bring trust and transparency to multiparty workflows, all of which can be tailored and integrated with your existing investments.

With actionable, AI-generated recommendations, built-in analytics to measure impact and business-friendly tooling to speed innovation, our software has helped clients reduce process completion times by 90%,<sup>1</sup> decrease customer wait times by half,<sup>2</sup> reduce risk and save thousands of work hours that were then reallocated to higher-value work.<sup>3</sup>

### Highlights

- Identify opportunities for improvement
- Apply automation to key areas for greater business impact
- Create business applications to quickly address changing environments
- Optimize your workforce with AI-powered Automation

# Capabilities

IBM Cloud Pak for Business Automation helps improve your business performance with the following capabilities:

## Pinpoint inefficiencies with process mining and modeling

**Gain detailed information about how processes are performing using process mining.**

**Work collaboratively with key stakeholders for shared understanding using model as-is processes.**

## Apply operational intelligence to gain key insights

**Classify and understand content.**

- Automatically understand document categorization with intelligent classification.
- Use deep learning to understand relationships between document labels and values, replacing traditional zone-based extraction methods.
- Extract meaning from text, for example, emails and contracts, with IBM Watson® Knowledge Studio.
- Obtain important information with intelligent mobile document capture in real time using on-device AI.

**Prioritize tasks.**

- Use predictive analysis to score every task in a worker's list by:
  - Skill score
  - Performance score
- Sort task list with high-valued, high-skill and high-performance tasks at the top of the list.
- Enable workers to prioritize their time on the highest-value tasks.

**Make predictive decisions.**

- Make machine learning (ML) models accessible to business analysts in a low-code environment.
- Extend rules-based decisions by incorporating ML models.
- Integrate natively with IBM Watson Machine Learning predictive analytics.
- Utilize an extensive framework for third-party ML providers.

**Build intelligent chatbots.**

- Automate chat functions using built-in RPA chatbot commands.
- Simplify customer support features with interactive voice response (IVR) for voice synthesis and recognition.
- Provide engaging client interactions using combined chatbot and RPA commands.

**Apply AI to operational data.**

- Capture event data from multiple business and operational sources.
- Feed pre-curated operational data into a data lake.
- Enable data scientists to use operational data in AI and ML projects.
  - Get insight into process execution.
  - Understand worker efficiency.
  - Provide recommendations.

## Augment your workforce with RPA and digital employees

**Perform repetitive tasks to free employees for higher-value work.**

**Converse with chatbots using text and voice response.**

**Act on data extracted from unstructured documents.**

## Automate operations with core automation capabilities

**Capture and digitize content.**

- Access multichannel document acquisition across many formats.
- Classify and extract data from documents and images using ML and AI tools.
- Store and manage business content with powerful search capability and federation across repositories.
- Employ rich, granular security controls and role-based redaction.
- Perform collaborative content sharing and synchronization with mobile support.
- Obtain information governance for cross-organizational data retention with lifecycle and records management.

**Manage work.**

- Perform real-time process metrics with flexible search and filtering.
- Centrally managed development for hundreds of process applications.

**Automate decisions.**

- Test, simulate, and execute decisions with speed using a highly scalable micro services architecture
- Use execution tracing for audibility.

**Build low-code applications.**

- Drag and drop automation components for all core capabilities using a central user interface (UI) builder.
- Assemble applications using toolkits created by developers and applied by business users.
- Utilize built-in governance and lifecycle management.

**Monitor and report.**

- Correlate events across multiple automation capabilities.
- Gain real-time visibility into operations with predefined and user-configurable dashboards.
- Use insights from AI to make adjustments and improve business operations.

## Technology requirements

- Red Hat® OpenShift® Container Platform
- Explore dynamic requirement details for your system at [ibm.com/support/pages/node/1079007](https://ibm.com/support/pages/node/1079007)

## Deployment options

Run your automation software more easily anywhere—through containers supported by Red Hat® OpenShift® software on IBM Cloud® on any existing infrastructure on premises, through private and public clouds, or managed by IBM as software-as-a-service (SaaS). Use the capabilities you need with a fully modular approach that's designed to be easy to consume.

As a part of the IBM Automation platform, IBM Cloud Pak for Business Automation includes containerized IBM middleware and common software services for development and management on top of a common integration layer.

For more information on installation options, see: [ibm.com/support/knowledgecenter/en/SSYHZ8\\_20.0.x/com.ibm.dba.install/op\\_topics/con\\_install\\_options.html](https://ibm.com/support/knowledgecenter/en/SSYHZ8_20.0.x/com.ibm.dba.install/op_topics/con_install_options.html)

## Security and support

### IBM Security and Privacy by Design

This product is designed with security and privacy at its core. IBM Security and Privacy by Design is a streamlined and agile set of focused security and privacy practices that reinforce our commitment to embedding security and privacy into the design of our products, offerings and services. IBM performs both cyber and privacy threat assessments. We use standard industry threat models and privacy impact assessment concepts to help ensure data minimization and adequate data protections are in place from the beginning. System, code, and application security testing are performed in addition to penetration testing and manual, ethical hacking. The testing is implemented in a manner that supports agile practices and continuous deployment by being integrated and automated into DevOps pipelines. Final individual team and corporate-level product reviews are conducted prior to general availability to help ensure that key foundational security requirements have been fully met.

IBM Cloud Pak for Business Automation is compliant with the following standards:

- ISO/IEC 27001:2013 (27017, 27018)
- GDPR/IBM

IBM Cloud Pak for Business Automation is based on the hexagonal architecture model, meaning that each component is implemented as a self-consistent service provider and consumer where the business logic is encapsulated into private access inner components. All network communications are based on HTTP protocol and are secured using HTTPS TLS 1.2. By default, the external access is constrained to HTTPS TLS 1.2. Internal communications can also be configured to only use HTTPS TLS 1.2.

# IBM Cloud Pak for Business Automation

## Features and benefits

Features	Benefits
Process mining and modeling	Apply process mapping, modeling and mining to core business processes to gain an accurate understanding of your as-is state. By pinpointing inefficiencies and hotspots, you can identify key areas where automation will provide the greatest benefit.
RPA and digital employees	Adopt a hybrid workforce to increase productivity. Use RPA to automate tasks and offload repetitive activities so employees can focus on higher value work and innovation.
Operational intelligence	AI-powered workforce and performance management dashboards alert you to problems and recommend next steps for quick resolution and continuous improvement. You can alleviate skills gaps in your workforce by creating applications with AI and deep technical expertise.
Core automation	With a comprehensive set of capabilities, IBM Cloud Pak for Business Automation empowers you to automate many different types of work. Combine multiparty content services, intelligent information extraction, business process management, and AI-powered decisions to achieve more straight-through processing.

## Summary

IBM Cloud Pak for Business Automation helps clients achieve better business performance. The solution was built to help business and IT teams quickly scale up or down to meet fluctuating customer demand, rapidly create new products and services to gain competitive advantage and increase employee productivity. It includes a broad set of AI-powered automation capabilities—content, capture, workflow, decisions and tasks—with a flexible model that lets you start small and scale up as your needs evolve.

IBM Cloud Pak for Business Automation is part of the IBM Automation platform. Tap into IBM's shared automation services to get insight into how your processes run, visualize hotspots and bottlenecks, and use financial impact information to prioritize which issues to address first.

## For more information

To learn more about IBM Cloud Pak for Business Automation, please contact your IBM representative or IBM Business Partner, or visit [ibm.com/cloud/cloud-pak-for-business-automation](https://ibm.com/cloud/cloud-pak-for-business-automation)

## Why IBM?

IBM Cloud offers the most open and secure public cloud for business with a next-generation hybrid cloud platform, advanced data and AI capabilities, and deep enterprise expertise across 20 industries.

Get started quickly on your journey to AI-powered automation by drawing on IBM's extensive domain knowledge and industry experience to achieve your automation vision. With over 14,000 automation practitioners, 5,000 automation clients and ~4,000 bots and runtime scripts deployed, IBM has a strong foundation and history in helping organizations achieve operational excellence. To learn more, visit [ibm.com/automation](https://ibm.com/automation)

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- 1 "Banco Popular: Decreasing process completion times by 90% with robotic process automation," *IBM case study*, October 2018, [ibm.com/case-studies/banco-popular](http://ibm.com/case-studies/banco-popular)
- 2 "Brownells Inc.: Automating business rules to improve customer service with IBM Operational Decision Manager software," *IBM case study*, August 2017, [ibm.com/downloads/cas/YZN1OGWK](http://ibm.com/downloads/cas/YZN1OGWK)
- 3 "TTI, Inc.: Using IBM Robotic Process Automation to increase workforce efficiency," *IBM case study*, February 2019, [ibm.com/case-studies/tti-inc-dba](http://ibm.com/case-studies/tti-inc-dba)

