



IBM CoDE : Hyperautomation Masterclass

*Improving Business Growth with
AI-Powered Automation*



26 August 2021, Thursday
10:00 AM – 11:30 AM | MYT

Agenda

- | | |
|-----------------|-----------------------------------------------------------------------|
| 10:00 AM | Welcome and Opening Remarks |
| 10:05 AM | 9 Entry Points of Automation & Process Mining with AI |
| 10:45 AM | Behind-the-scene look how AI-powered chatbots are put together |
| 11:25 AM | Digital Transformation Journey |
| 11:30 AM | Wrap Up, End of Session |





Speakers



Joseph Lim

*Digital Business Automation Leader,
IBM Data, AI & Automation, ASEAN*



Eddy Liew

*Technical Sales Leader,
IBM Malaysia*



Wong Sheau Pei

*Technical Sales,
IBM Digital Business Automation,
IBM Malaysia*



Choo Chin Yeh (C.Y.)

*Hyperautomation Specialist,
Tao.Net*

Welcome & Opening Remarks



Joseph Lim

*Digital Business Automation Leader,
IBM Data, AI & Automation, ASEAN*



9 Entry Points of Automation & Process Mining with AI



Wong Sheau Pei

*Technical Sales,
IBM Digital Business Automation,
IBM Malaysia*



Hyperautomation

A top strategic technology trend for 2021

Gartner[®]

“Hyperautomation is rapidly shifting **from an option to a condition of survival.**”

Robotic process automation (RPA), low-code, artificial intelligence (AI) and many other hyperautomation technologies have proved to be must-have ingredients for architecting and addressing critical business demands.”

Gartner

Accelerate Results Beyond RPA to Hyperautomation

Top Strategic Technology Trend For 2021



<https://www.gartner.com/smarterwithgartner/gartner-top-strategic-technology-trends-for-2021/>

A story of two companies

Two years ago

Insurance company “A”

- Built an automated claims estimation system
- Enabled customers to submit videos and photos showing details of their claims
- Provided secure mobile access for claims estimators

Achiever

Insurance company “B”

- Unable to update manual claims system
- Relied on face-to-face claims adjusters
- Unable to enable remote access for claims estimators

Laggard



Business benefits of hyperautomation with the Cloud Pak for Business Automation



Increase employee productivity

... by automating repetitive and mundane human tasks

- 90% reduction in process completion times
- “Process that took about 10 – 11 minutes could be reduced to 10 – 11 seconds.”

Banco Popular



Drive down costs

... by leveraging AI to streamline processes and minimize business risk

- 80% reduction in loan applications that must be manually reviewed
- Supports increased work volumes resulting from acquisition without adding staff

PNC Bank



Grow revenue from new and existing customers

... by delivering customized and automated client experiences at scale

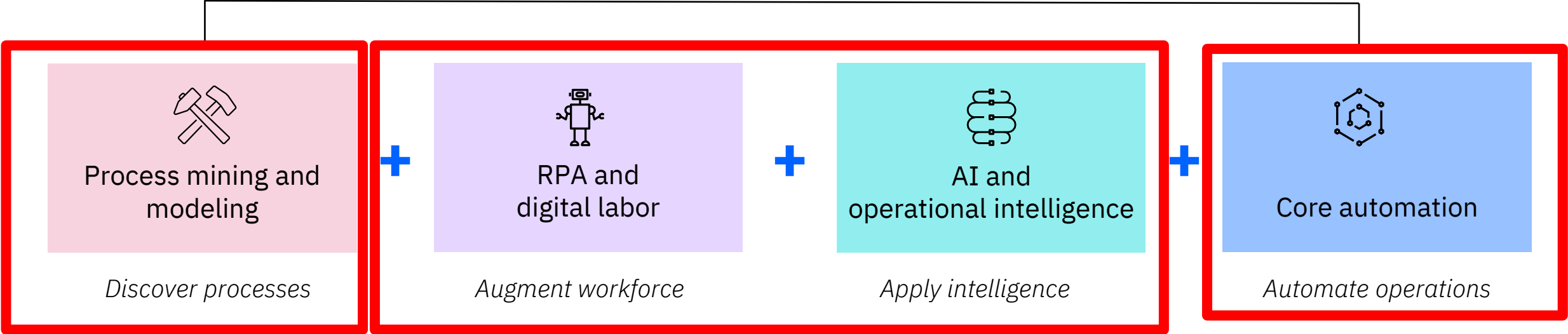
- \$20 million increase in annual revenue from regulated items
- 525% increase in regulated items processed each month thanks to rules-based automation

Brownells

IBM hyperautomation



Hyperautomation



Cloud Pak for Business Automation: Key capabilities



Capture

Capture, classify, and extract data from content

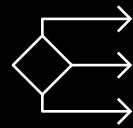
- Speed extraction of data
- Reduce data entry errors
- Gain insights from unstructured documents



Content

Share, manage, and collaborate on content

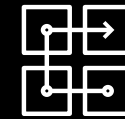
- Instant access to content
- Connect content to digital business applications
- Assure governance and compliance



Decisions

Automate decisions with business rules

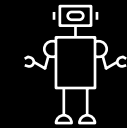
- Rapidly adapt to business change
- Increase consistency and auditability of decisions
- Integrate with predictive analytics



Workflow

Design and manage start-to-finish workflows

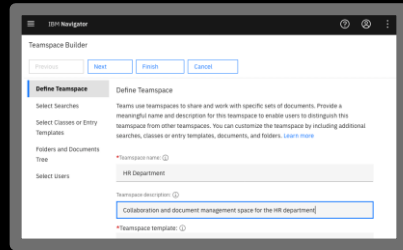
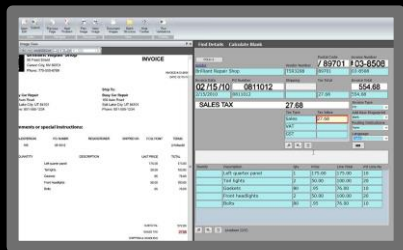
- Choreograph human and automated activities
- Improve consistency across business operations
- Increase straight-through processing



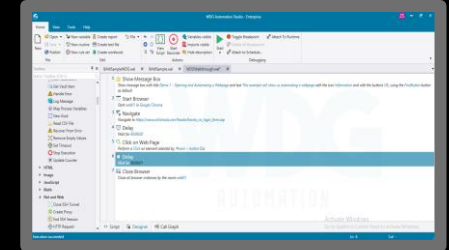
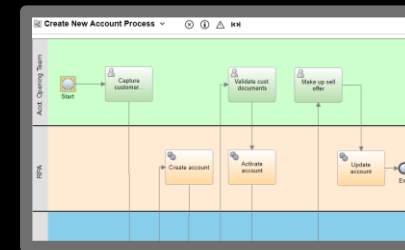
Tasks

Use bots to automate routine human tasks

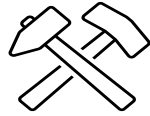
- Automate repetitive activities
- Eliminate copy-and-paste and data-entry errors
- Free employees for higher-value work



	Repayment		Corporate Score		grade	message
	min	max	min	max		
1	0	10,000		> 900	A	Very low risk loan
2	0	10,000	600	900	A	Very low risk loan
3	0	10,000	300	600	B	Low risk loan
4	10,000	30,000		> 900	A	Very low risk loan
5	10,000	30,000	600	900	B	Low risk loan
6	10,000	30,000	300	600	C	Average risk loan
7	30,000	60,000		> 900	B	Low risk loan
				900	C	Average risk loan
				600	D	Risky loan
				900	D	Average risk loan
				600	E	Very risky loan



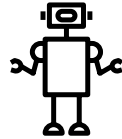
IBM Cloud Pak for Business Automation: Automation accelerators



Process mining and modeling

Understand and analyze
your processes

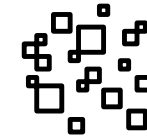
- Understand existing process and task flows
- Analyze impact on key performance indicators (KPIs)
- Simulate future processes using “what-if” analysis



RPA and digital labor

Use bots to automate
routine human tasks

- Automate repetitive activities
- Eliminate copy-and-paste and data-entry errors
- Free employees for higher-value work



Operational intelligence

Gain insights with
built-in AI

- Capture data generated by operational systems
- Apply AI and machine learning to provide insights
- Make adjustments to improve business operations

IBM Cloud Pak for Business Automation

Client and partner solutions

Low-code applications

Automation accelerators



Process mining and modeling



RPA and digital labor



Operational intelligence

Core automation



Document processing



Workflow



Decision management



Content services

AI and machine learning

Automation foundation

– Robotic Process Automation

– Natural language interactions

– Process and task mining

– Event detection

– Machine learning

– 3rd Party integrations

– Operational models



IBM Cloud



AWS



Microsoft Azure



Google Cloud



VMware



Private

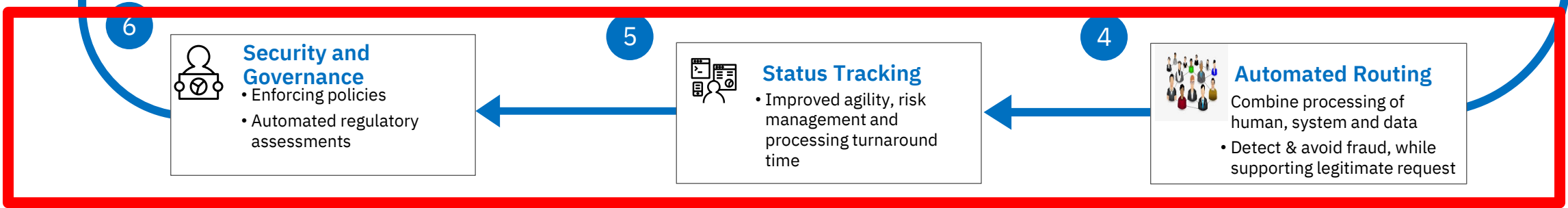
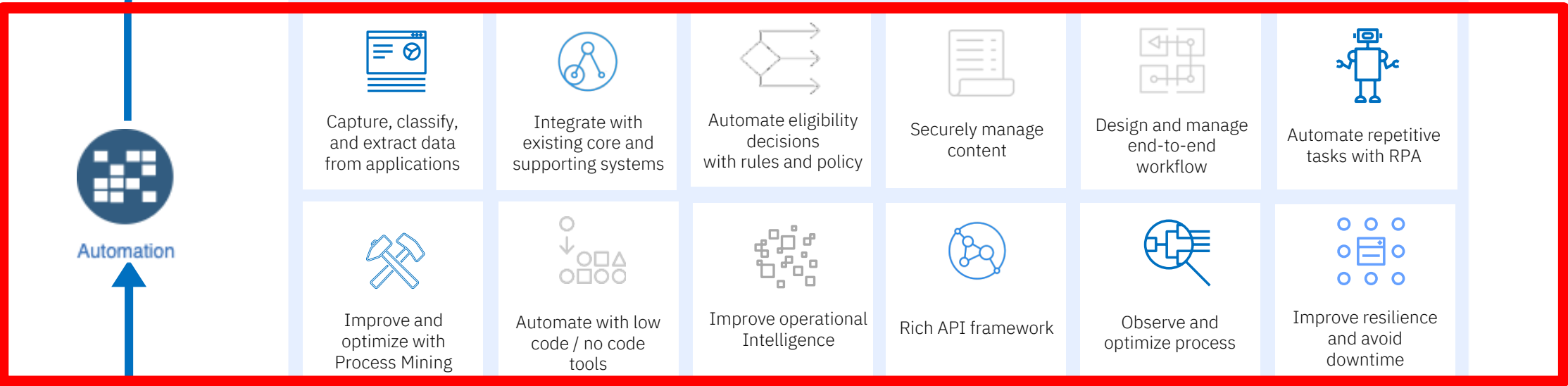
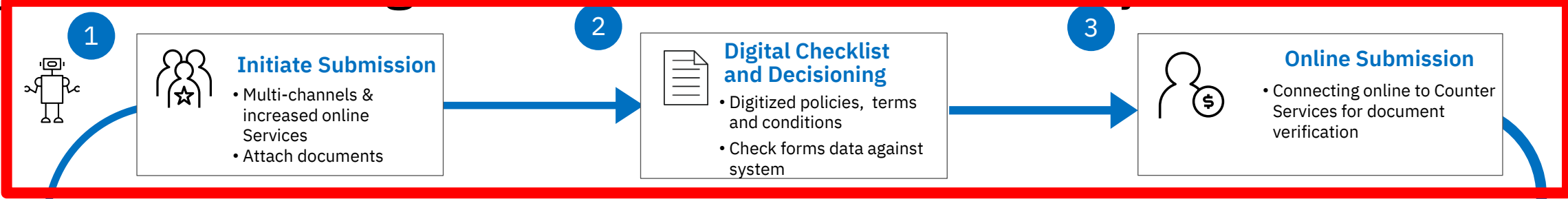


IBM Z
IBM LinuxOne
IBM Power Systems

End points






Improve User Experience –Adapting to New Normal with Digital Onboarding and Online Service Delivery



Intelligent Client Onboarding Scenario Flow

IBM Automation Platform

-  Intelligent Automation
-  Business Automation
-  Integration



Fill out onboarding info

Page 1



Review documentation

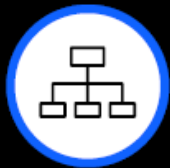
Page 2



Submit for approval

Page 3

Business Automation Application



Workflow

Retrieve details based on client name



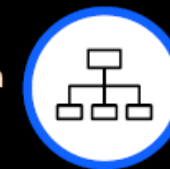
Decisions

Determine services fee and additional services to offer



Content

Review existing client documents



Workflow

Manual intervention if required

Orchestrate tasks based on info provided



Decisions

Scoreboarding (Assess risk and classify client)



RPA

Add client to legacy system



App Connect

Send Email via Gmail



Workflow

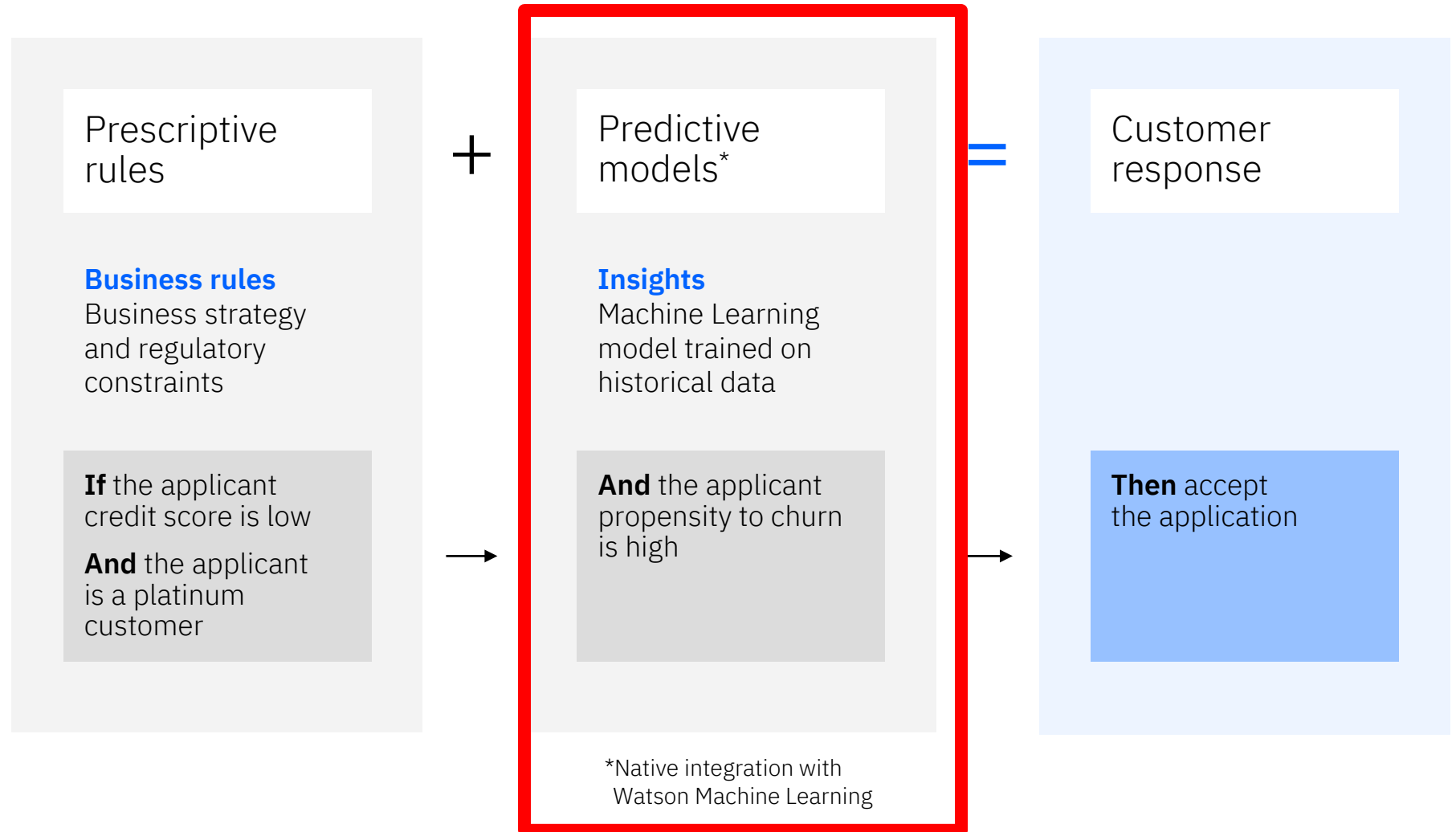
Provide approval status notification

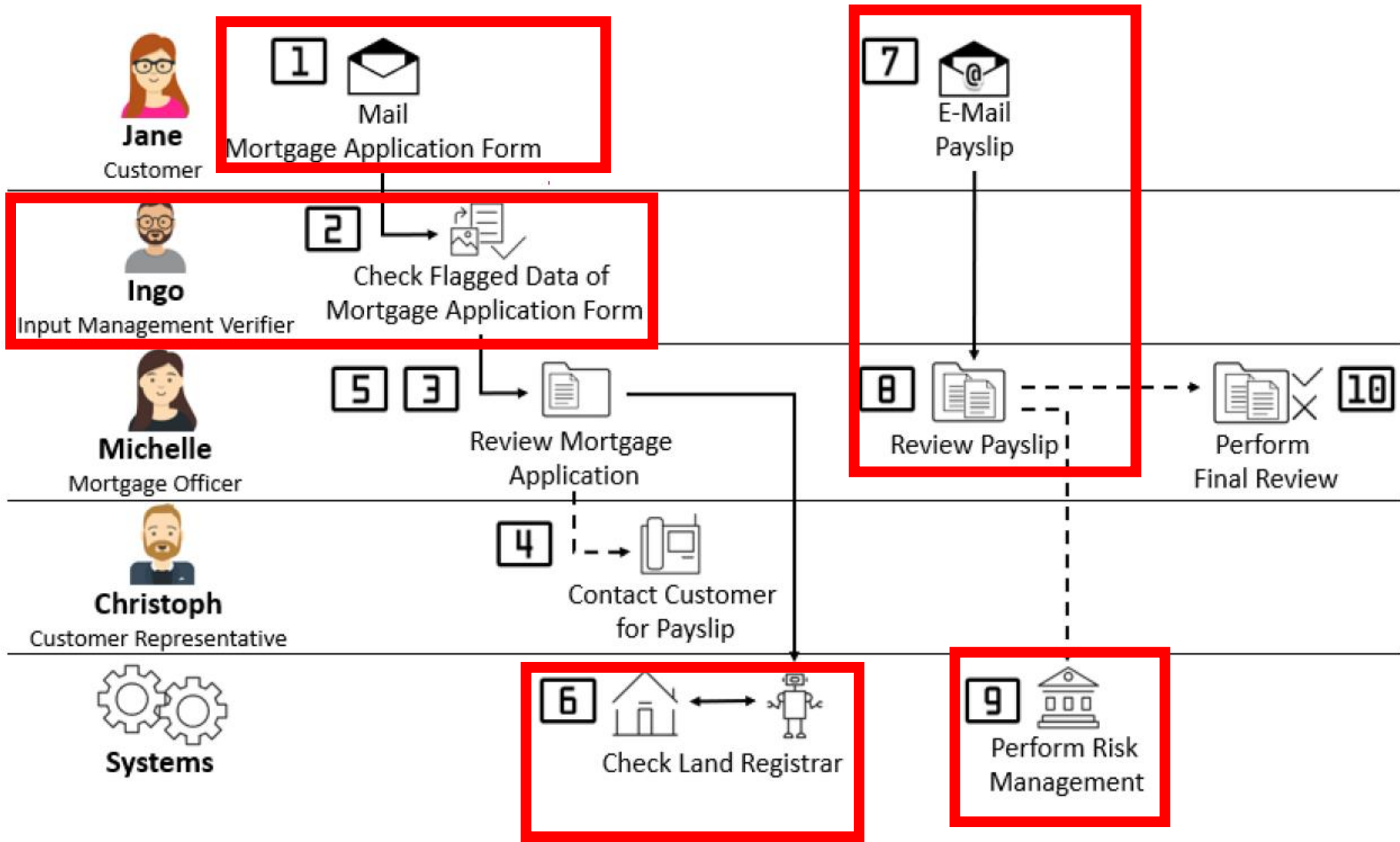


Integrated machine learning for better decisions

Built-in integration of business rules and machine learning

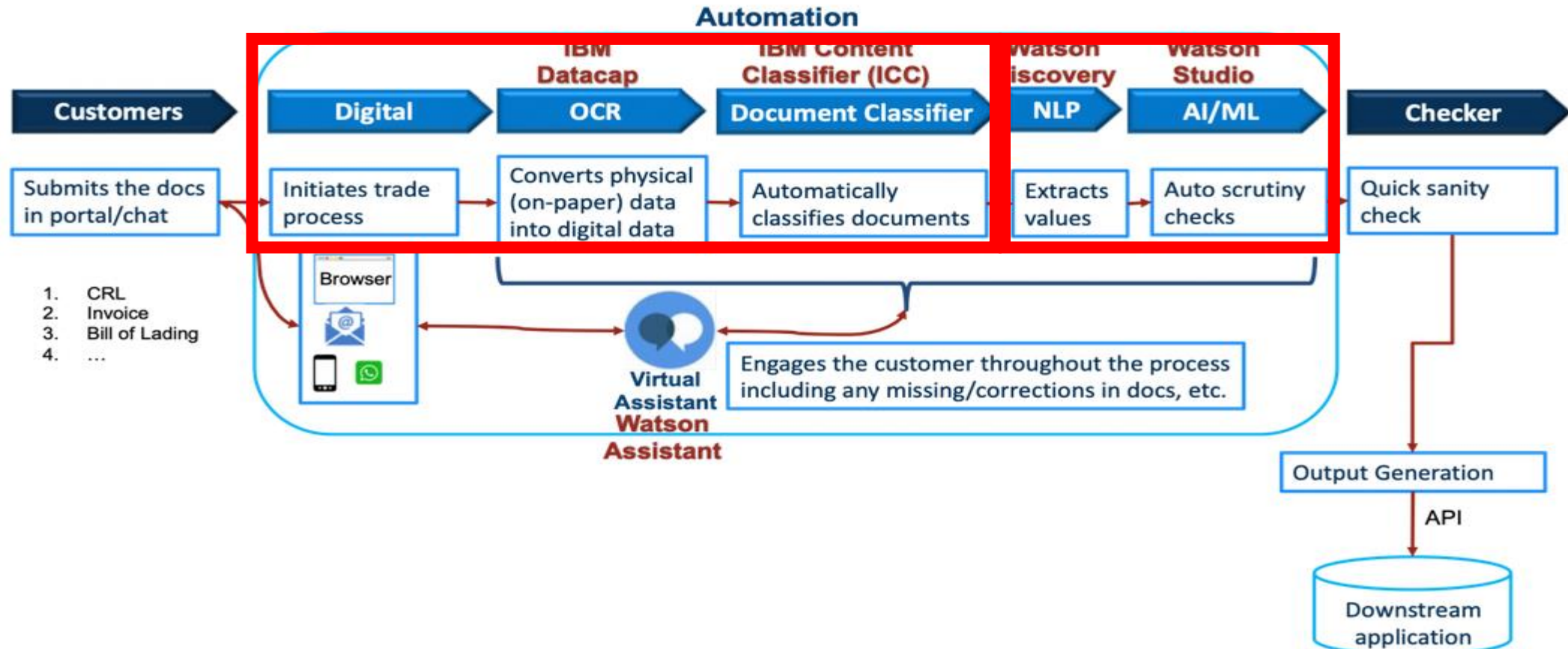
- Machine learning models accessible to business analysts in a low-code environment
- Extend rules-based decisions by incorporating machine learning models
- Native integration with Watson Machine Learning predictive analytics
- Extensive framework for third-party machine learning providers





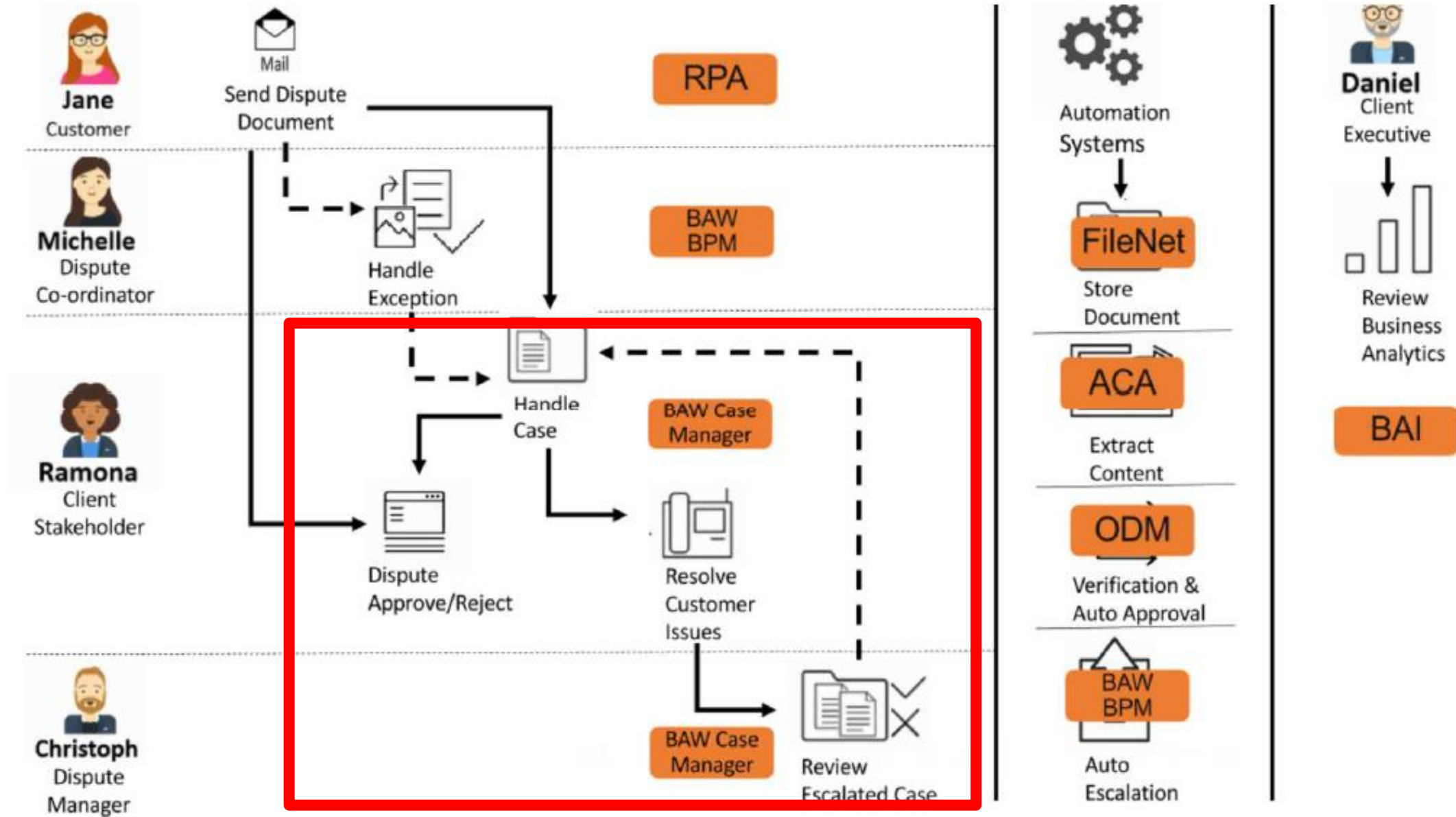
Below is the summarized representation of an automated Trade Finance workflow using the various IBM components and available as a single combined end-to-end solution.

Automation of Trade Finance workflow

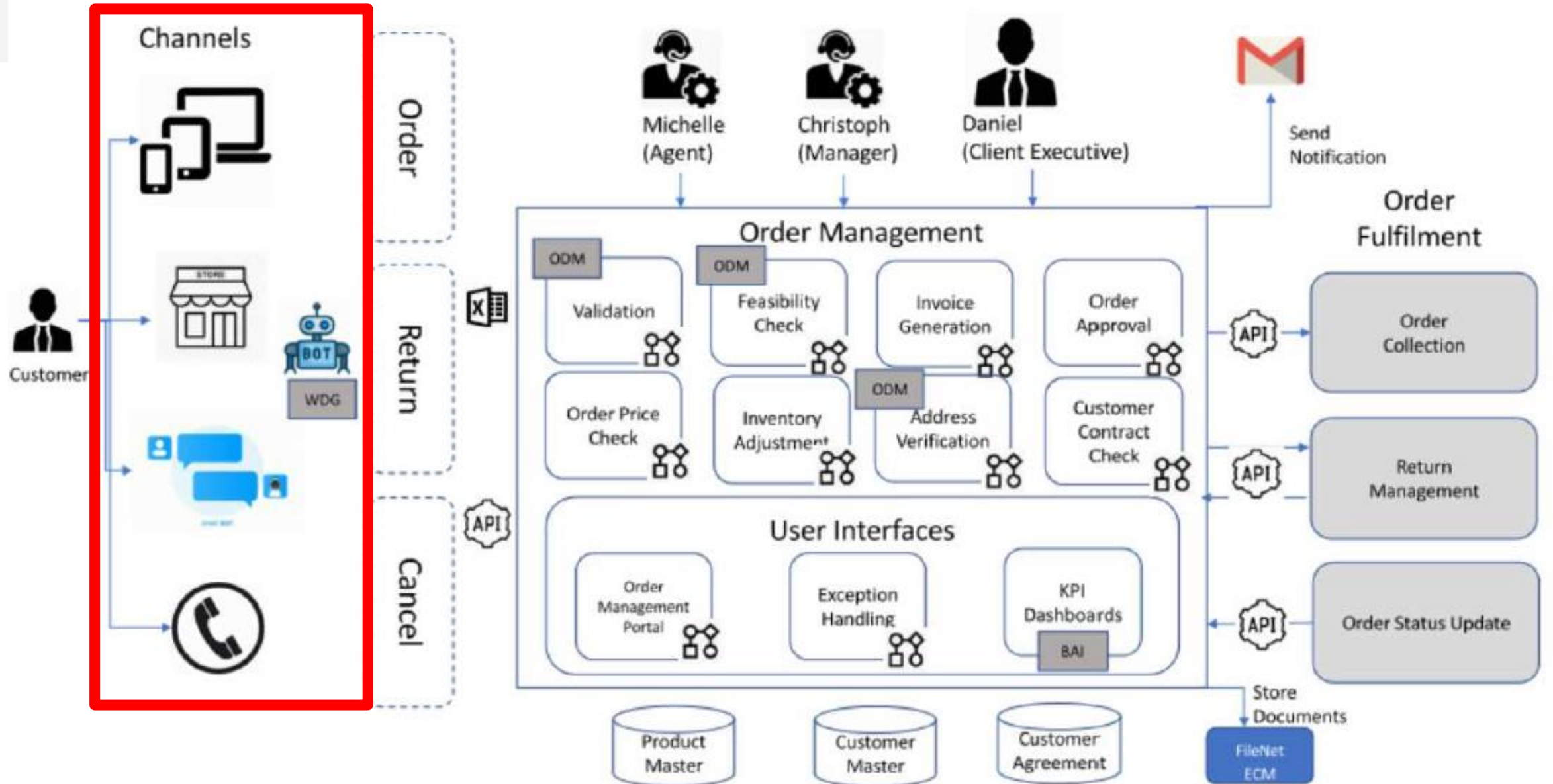


<https://www.ibm.com/blogs/digital-transformation/in-en/blog/trade-finance-workflow-automation-using-ai/>

Dispute Management : Credit Card, Insurance Claims



Order Management Solution Overview



https://www.ibm.com/my-en/cloud/cloud-pak-for-business-automation

IBM Cloud Pak for Business Automation

Automate this, not that

Join this webinar to get the experts' simple approach for setting yourself up for automation success.

Reserve your spot

Use cases

Customer support Accounts payable HR onboarding Remote work dispatch

Focus Corp

Refund Dashboard (Week 2)

Number of Refund Requests per Week

810

Average Manual Investigation Processing Time [min]

57

Refund Requests by Type

approval (37.04%) manual (32.22%) denial (30.74%)

Processing Time per Day [min]

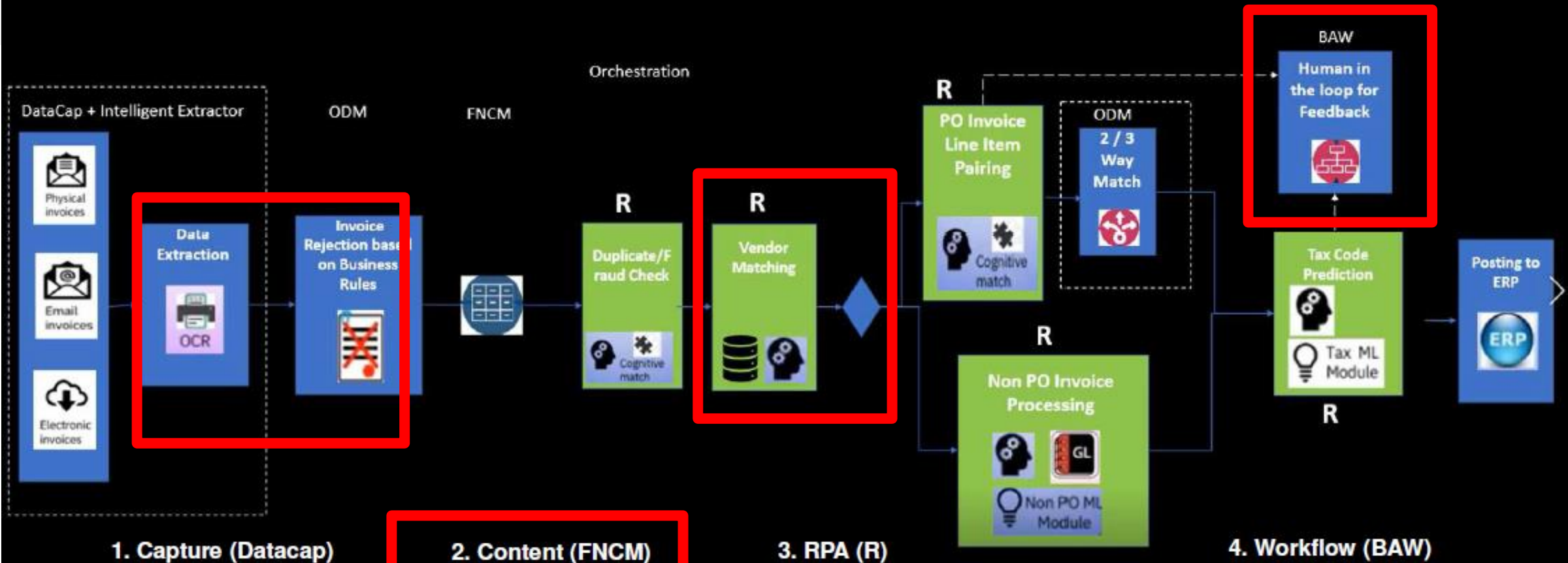
Day of Week

Customer support

Automate refund requests: minimize manual work with straight-through processing to improve productivity and meet fluctuating customer demands.

Explore the walk through →

Accounts Payable Process Automation using Cloud Pak for Automation



AI-driven Process Mining:

To discover, analyse and simulate Accounts Payable process for recommendation on top class automation candidates with compelling ROI business case



You can't

Improve

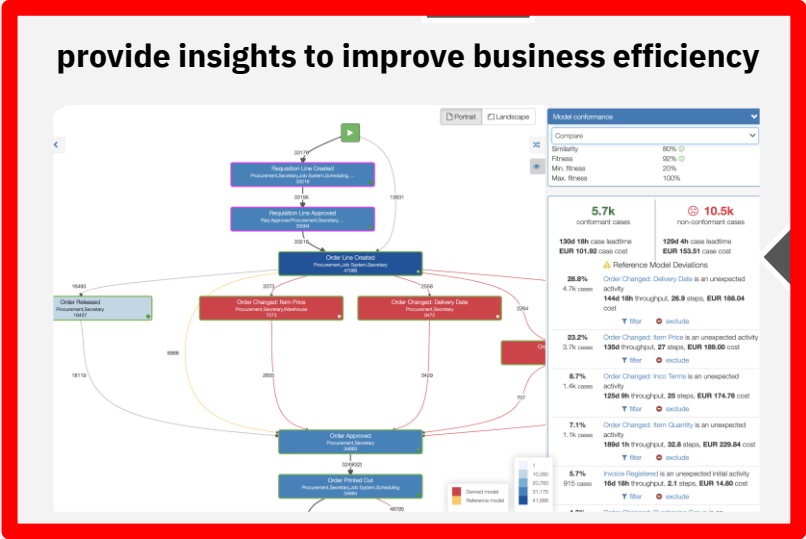
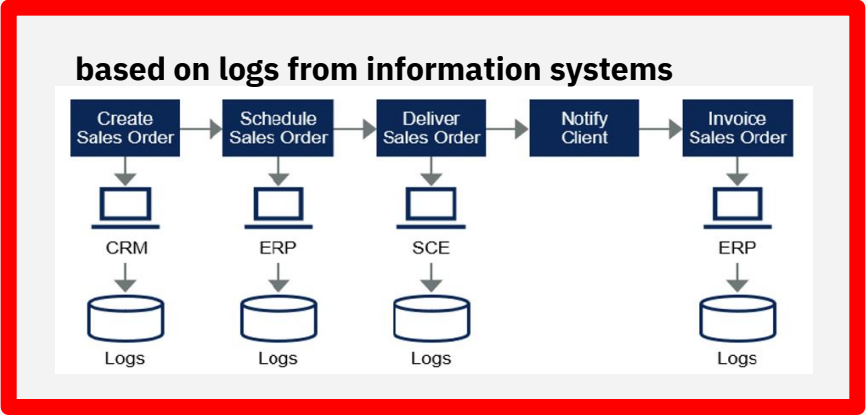
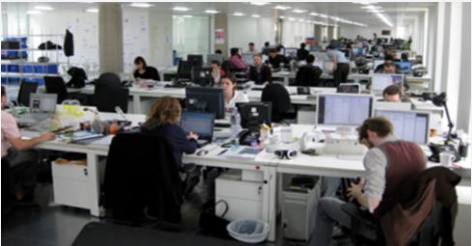
what you don't know

- Start Hyperautomation

from facts

Understand real work done by employees to improve business efficiency

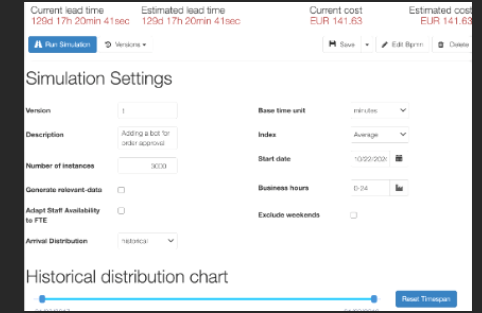
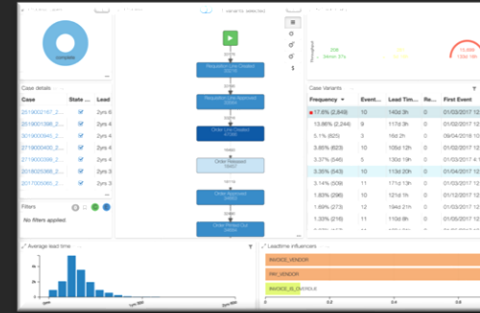
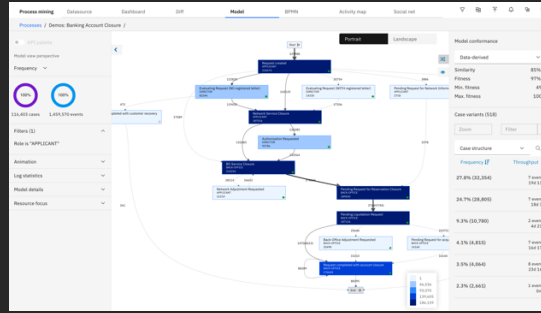
Analysis of real business processes



Data mining algorithms applied to event logs

7/14/2011 6:20	7/14/2011 6:20	Authorize Client's Invoice Payment	748	Tina Janssens	Financial Manager
7/14/2011 6:38	7/14/2011 6:52	Pay Invoice	748	Annie Van Ginneken	Financial Manager
11/20/2017 0:20	11/20/2017 0:29	Create Inquiry Request	152	Karin Gielen	RES
11/20/2017 23:11	11/20/2017 23:18	Analyze Inquiry Request	152	Jef Konings	RES Manager
11/20/2017 23:20	11/20/2017 23:24	Create Inquiry Proposal RES Manager	152	Rudy Schrauwen	RES Manager
11/23/2017 6:28	11/23/2017 6:49	Analyze Inquiry Proposal	152	Kris Cassauwers	Purchasing Agent
11/23/2017 7:38	11/23/2017 7:45	Amend Inquiry Proposal	152	Rudy Schrauwen	RES Manager

Process Mining steps



Discovery



Automated algorithms for:

- Process Discovery
- Task Mining
- Business Rules Mining
- Multi-level Process Mining

Analytics



Dashboards and event flows for:

- KPI and cost checking
- Compliance checking
- Automation outcomes
- Root cause analysis

Digital Twin

Create a Digital Twin to:

- Study what-if scenarios
- Simulate improvements
- Calculate ROI

What kind of insights are we looking for?

KPI's

What are the key business KPI's that drive business success?

How can we evaluate and monitor those KPI's on an ongoing basis?

How can we improve the KPI's?

Inefficiencies

Where in the process are there bottlenecks?

Where do people spend the most time?

Where should we investigate more deeply?

Errors

Where are people making mistakes?

Where are the processes out of compliance?

Where do we have loops in the process due to do-overs, errors, missing information?

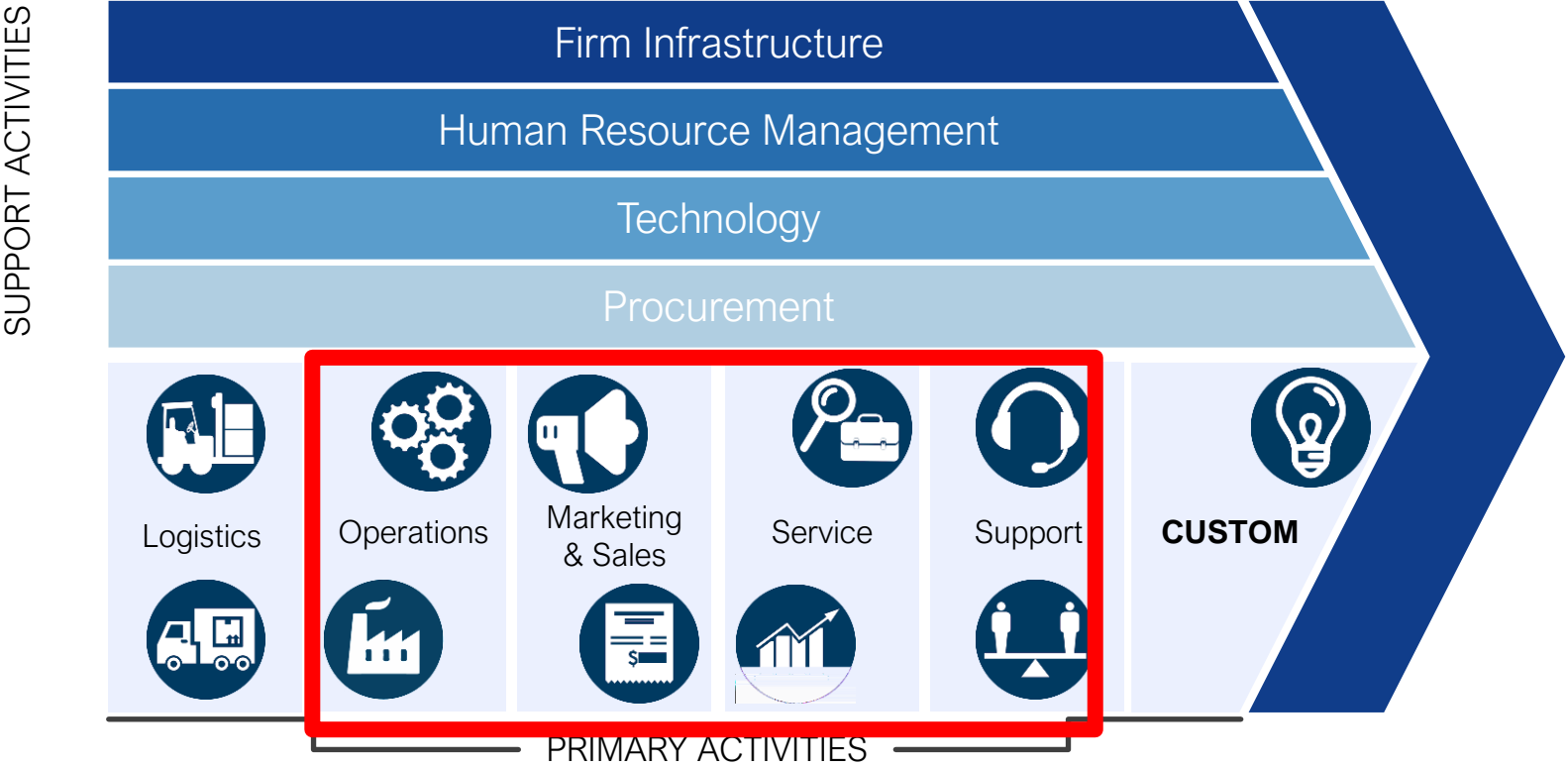
Opportunities

Where are there opportunities to do more automation to improve KPI's?

Would adding a new bot / decision service / digital worker make a real difference?

Can we add recommendations using AI?

Process Mining Targets



Typical Use Cases

Applicable to nearly every process with a human in the loop and multiple system interactions.

Business Operations

- Procure to Pay (P2P)
- Order to Cash (OTC)
- Account opening
- Hiring
- Approvals
- Loan Applications
- Insurance Underwriting
- Insurance Claims

Software Delivery

- Software build
- Software testing
- Software deployment
- Source code access control
- Migrations
- Updates / patch delivery and management

IT Processes

- Help desk ticket
- Trouble tickets – reception to resolution
- Network operations
- Hybrid cloud management
- Security controls
- Server management

From Process Mining to Automation Plan

Use the process insights to design your automation strategy

- Identify repetitive and inefficient tasks in need of automation
- Analyze process performance, productivity, and frequency challenges
- Simulate process enhancements, prior to implementation of automation

Examples of insights
Automate high-frequency manual activities, reworks
Reduce non-conformant decisions
Reduce process deviations and variants
Eliminate manual document processing bottlenecks



Automation candidates
Robotic Process Automation
Automation Decisions
Business Automation Workflow
Automation Document Processing

Customer Controlled

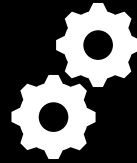
Top Six Automation Use Case Patterns

Examples of use cases we are very good at...



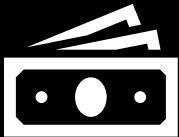
Onboarding

Employee, customer, vendor, new product, new account opening



Core Business Operations

Loan origination, insurance claims, order processing, fraud detection, sales cross sell / upsell



Payments

Invoice payment, bill payment, accounts receivable



Data Updates

Beneficiary update, security access change, client update



Issue Resolution

Billing disputes, quality resolution, customer complaints



Request / Approval

Engineering change order, customer request, capital expenditure



Onboarding

Public Reference

- Byblos Bank (Banking)
- PNC Bank (Banking)
- Anas Gruppo FS Italiane (Government)
- BBVA Compass (Banking)

Getting customers on the road sooner with a 40 percent faster auto loan application process

Business Problem:

Auto loan processes at the bank relied heavily on paper-based processes. After a customer had started their application at a branch, bank personnel had to manually re-key the information into multiple systems as their file moved through. Swiveling between different systems caused duplication in up to 30 different data fields, input manually. Along with the risk of human error, it was time-consuming and difficult to track—creating the potential for important information to get lost.

Solution:

Byblos Bank selected IBM Workflow for process design and execution, along with capabilities for monitoring and optimizing work. Combined with the IBM Process Modelling tool on the IBM Cloud, the solution enables the bank to drive speed and agility into its workflows.

Outcome:

- 40% in loan turnaround time, from 5 to 2 days
- Enhances customer experience and encouraged customer retention

In the retail banking marketplace, the customer experience is becoming a more important differentiator every year. With IBM Workflow, we're well placed to deliver the frictionless experiences our customers expect.

Raffoul Raffoul
Assistant General Manager
Byblos Bank

Solution Components:

Workflow
Modeling

Use Case

Onboarding – New Account Opening

Automating business decisions to manage rapidly growing workloads

Business Problem:

The PNC Financial Services Group Inc. needed a new business rules solution. The firm had its rules and policies hardcoded into Java and Microsoft .NET programs, which made them extremely difficult to modify. LOBs wanted agility and flexibility to develop, test and maintain their own rules and the bank started looking at more robust and flexible business rules capabilities. It deemed that its loan process automation also needed policy management.

Solution:

By combining IBM Workflow and IBM Decision software, PNC automated 50 business processes across multiple lines of business (LOBs) at the bank and put more than five million automated business rules in production. The solution also helps the business continually refine and improve its processes.

Outcome:

- 80 – 90% lesser loan applications reviewed manually
- Supports increased work volumes resulting from an acquisition without adding staff
- Simplifies compliance reporting

We would never be able to manage five million rules today without a product like IBM Decision

Jon Phillips
IT Director

The PNC Financial Services Group Inc.

Solution Components:

Workflow on Cloud
Decision

Use Case

Onboarding – Loan Origination

Keeping Italy's roads safe by enabling fast access to vital information

Business Problem:

ANAS's construction and maintenance projects depend on a huge amount of data. To manage its engineering processes and a huge network of suppliers, ANAS previously relied on manual, paper-based processes. This approach meant it was difficult to keep track of forms and files, especially on projects with multiple stakeholders and workstreams. The client thus sought a smarter alternative to paper-based processes to ensure rapid access to important files.

Solution:

ANAS embraced an electronic content management system based on IBM Content solutions, including specialized systems for engineering, acquisitions and IT. They can exchange engineering plans with appropriate approval bodies in a click, eliminating the cost and complexity of shuffling paper back and forth.

Outcome:

- Speeds up projects and approvals
- Boosts employee productivity
- Adapts to each department's needs, avoiding costs of re-designing business processes

The IBM team was supremely helpful, and their expertise enabled us to quickly deploy and customize the solution.

Maurizio Biccellari
Head of Management and Document Systems
ANAS S.p.A.

Solution Components:

Workflow
Content

Use Case

Onboarding – Project Management

Taking control of data to reduce risk and seize new opportunities

Business Problem:

BBVA Compass has pursued an ambitious acquisition strategy, incorporating a number of new entities into its brand and mergers and acquisitions would always result in data dumps, which posed a major challenge. An audit provided BBVA Compass with an opportunity to rethink its data governance strategy, and revealed that the bank was holding on to data longer than it needed to, potentially making it difficult to fulfil its regulatory obligations. The banks first priority thus was to address compliance demands and eliminate any risk of violations.

Solution:

Teaming with IBM partner, BBVA Compass built a trusted foundation to reduce risk, drive compliance and spark new business insights by understanding its data, bringing it together in a central repository, and applying consistent policies for archiving and disposal.

Outcome:

- Reduces risk by only retaining data that is of operational, legal or contractual value
- Enhances regulatory compliance with better understanding and control of information
- Cuts costs and controls data growth with policy-driven archiving

“ With end-to-end control over information, we will be able to deliver the trusted, accurate and high-quality data that the business needs to drive better decisions and seize new opportunities. ”

— Debi Tadd, Vice President, Information Lifecycle Management, BBVA Compass

Solution Components:

Content

Use Case:
Onboarding

CLIENT STORY



Business challenge

Huge spike in volume for new accounts, as people were working from home during the pandemic

Solution

Enterprise workflow automation to process customer applications for margin and option accounts

Results

- Transformed a highly-manual process into 97% straight through processing to support high demand
- Reduced time to establish new accounts and margin requests by 70%
- Support the massive spike in volume while delivering an exceptional customer experience

“The margin and option requests went through the roof — they really skyrocketed. Had we not already automated the process, we would not have had the resources to go through and approve all of the requests that were coming in.”

Michael McGraw

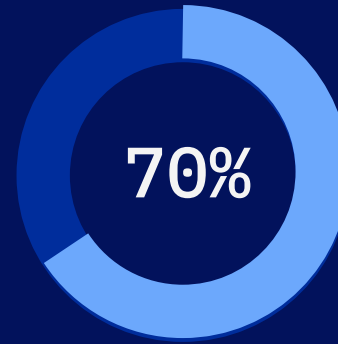
Director of Enterprise Process Design, TD Ameritrade, Inc.



BUSINESS AUTOMATION STRATEGY

Businesses that automate and integrate end-to-end, rather than cutting costs, will be able to withstand and profit from:

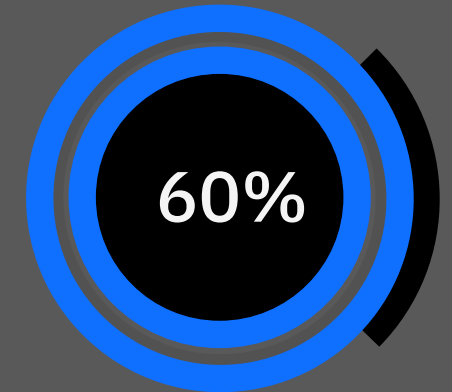
- Shifts in the market
- Changes in buying behavior
- Sudden fluctuations in demand



70 percent said their revenues had declined as a result of the pandemic

Source: McKinsey survey conducted in August, 2020

Rather than cutting costs, 60 percent of digital leaders plan to further invest in digital transformation technologies



Source: Forrester Research, Fall 2020



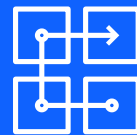
Capture



Content



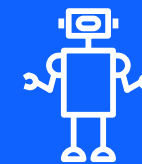
Decisions



Workflow



Process Mining




RPA and Digital Labor



Operational Intelligence


Cloud Pak for Business Automation

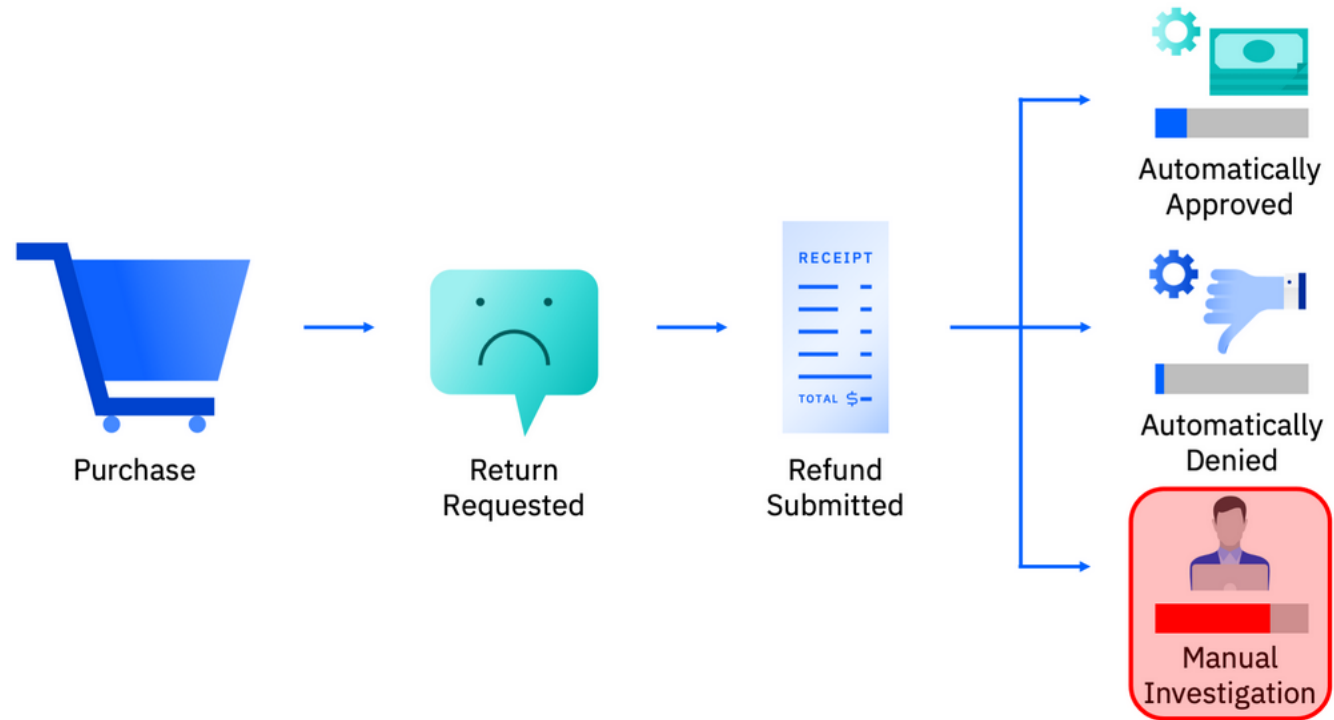
 **Sheau Pei Wong**
Edit Profile Log Out



Entry Point:

Handle spikes in demand with straight-through processing

 Show Use Case Overview



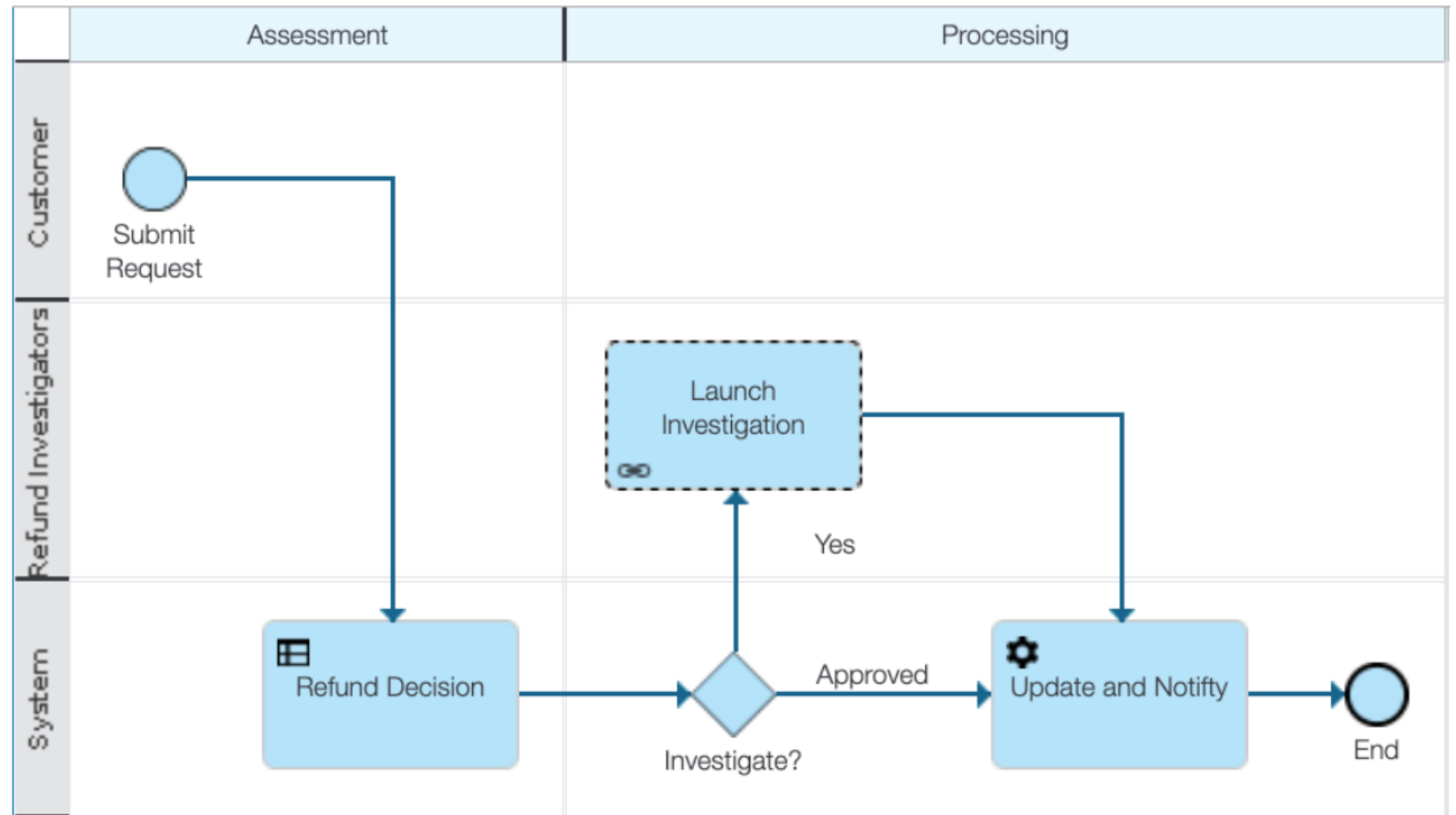



Storyboard


Discovery Map

Diagram

Run the Demo!





Sheau Pei Wong
 Edit Profile Log Out



Dashboards 
 Create Saved Search

- Work
- Team Performance
- Processes
- Process Performance
- Focus Corp Demos Dashboard


Show more...(2)

Launch 


- Advanced HR Open New Position
- AssistantTest
- ComCare Case Onboarding
- ComCare Case Onboarding 2
- Discover UI


Focus Corp Demos Dashboard 


Handle spikes in demand with **straight-through-processing**

 Refund Request


Support customer self service with **mobile capture**

 Mobile Capture


Enable cross-team collaboration with **cloud-based process and decision modeling**

 Blueworks Live


Enable scalable customer service with **intelligent automation**

 Document Processing


Quickly create new automation solutions with **low-code applications**

 Application Designer


Enable secure, compliant content access with **content services**

 Content Services


Help employees spend time on higher value work with **robotic process automation**

 Robotic Process Automation

Adapt business policies to changing conditions with **decision services**

 Accounts Payable

Automate internal processes with **lightweight workflow applications**

 Shared Services

Behind-the-scene look how AI-powered chatbots are put together



Choo Chin Yeh (C.Y.)

*Hyperautomation Specialist,
Tao.Net*



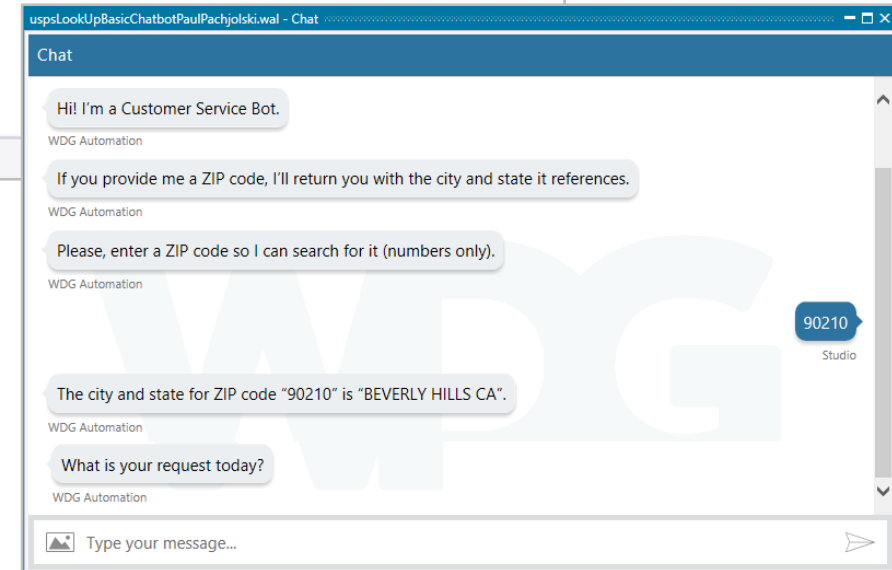


Integrated chatbots and interactive voice response **Differentiator**

Chatbots for intelligent virtual agent (IVA) and interactive voice response (IVR) to provide engaging client interactions

- Built-in RPA chatbot commands
- IVR for voice synthesis and recognition
- Phone calls with E1 and VoIP (SIP)
- Multi-channel chatbots with Facebook Messenger, GroupMe, Microsoft Teams, Skype / Skype Business, Slack, Telegram, Twilio and Web.

```
17 Connect to Chatbot or IVR
   Connect Chat, using ${languageEn}, assigning Chat to ${chatInstance}
18 Bot Says
   Says the text Hi! I'm a Customer Service Bot. using the language ${languageEn}
19 Bot Says
   Says the text If you provide me a ZIP code, I'll return you with the city and state it references. using the language ${languageEn}
20 Run Subroutine
   Executes the routine AskAndSearchZipcodeAndAnswerUser
21 Disconnect Chatbot or IVR
   Disconnect
```



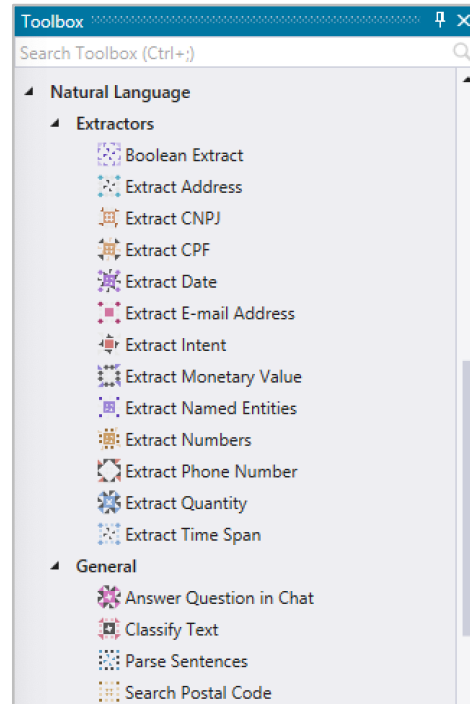
Intelligent virtual agent (IVA) chatbots used to interact with customers and pass inputs directly to bots in order to perform automated interactions



Native AI functionality **Differentiator**

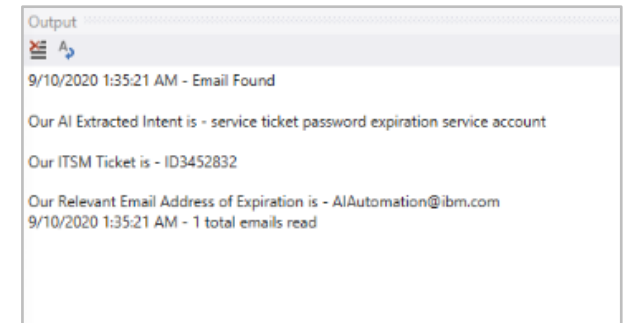
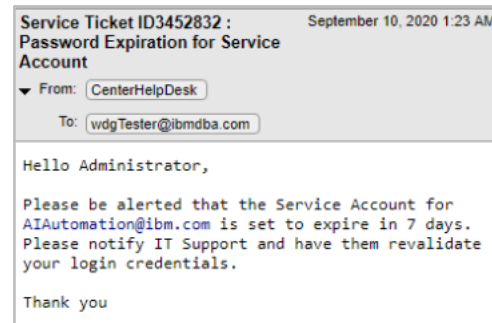
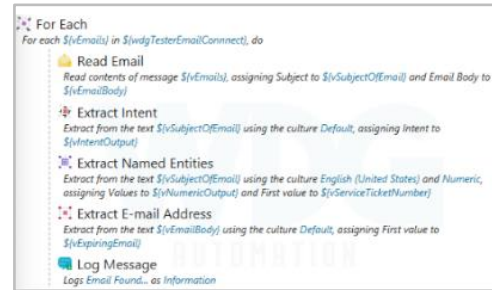
Embedded AI within the application for functional usage within bots

- Embedded Natural Language Processing Extractors
- White-boxed AI Knowledge Base
- Out-of-the-Box Machine Learning Algorithms for OCR and Content Processing



Natural Language Extraction Commands, Functional AI Commands, and transparent controllable knowledge bases

	A	B	C	D
1	Question	Answer	Context	Tags
2	Let me know who is requesting followup	Retrieving Followup Requested	+Followup	
3	Who needs followup	Retrieving Followup Requested	+Followup	
4	Who should we talk to?	Retrieving Followup Requested	+Followup	
5	What customers want followup	Retrieving Followup Requested	+Followup	
6	Who should we reach out to	Retrieving Followup Requested	+Followup	
7	Who does not wish to be contacted?	Retrieving No Followup Requested	+NoFollowup	
8	Who does not want to be talked to	Retrieving No Followup Requested	+NoFollowup	
9	Who is not interested?	Retrieving No Followup Requested	+NoFollowup	



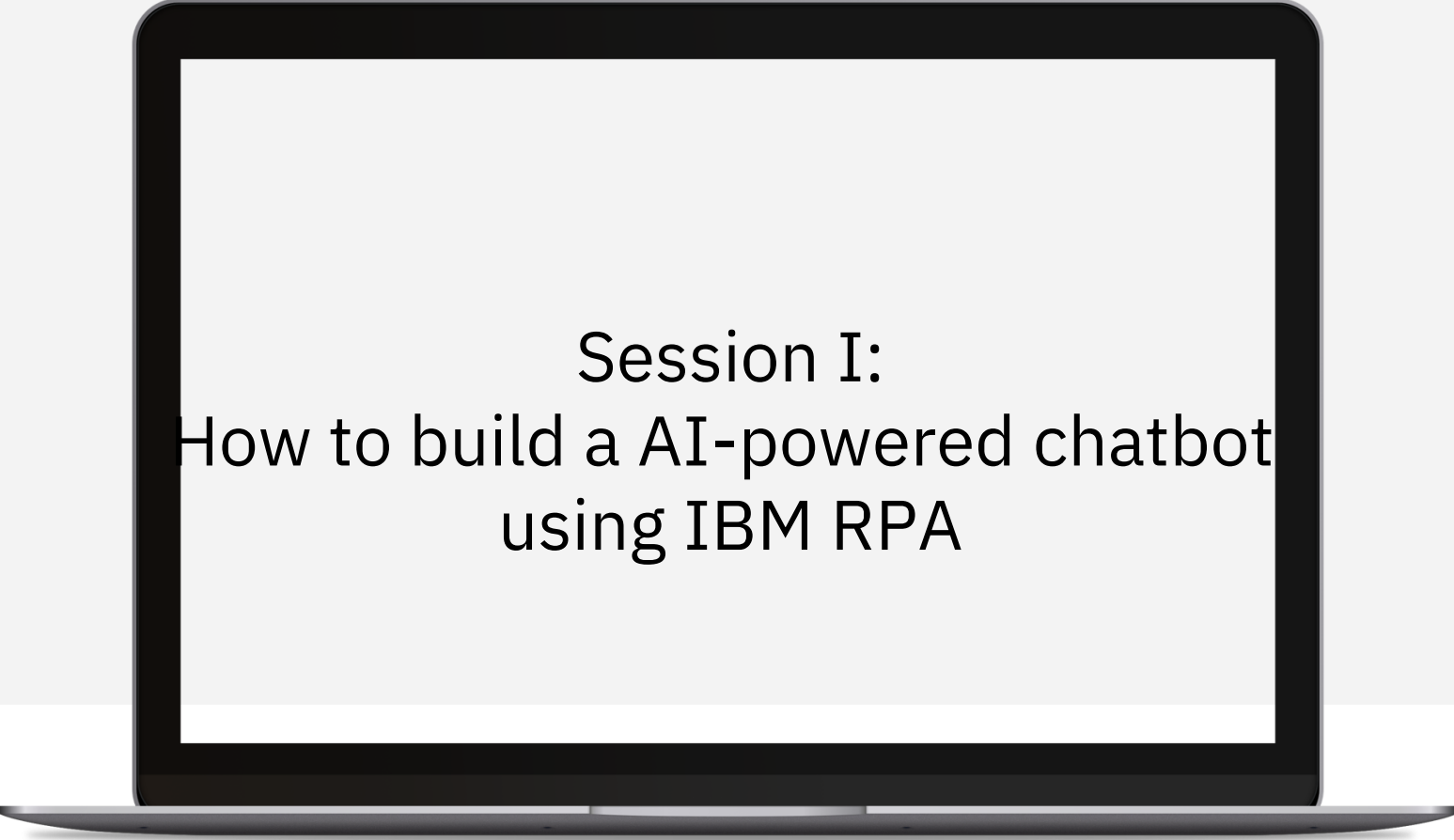


IBM Robotic Process Automation

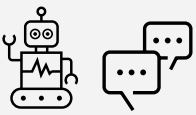


IVA chatbots

Combine chat and RPA commands to create chatbots through multiple channels that can provide engaging client interactions.

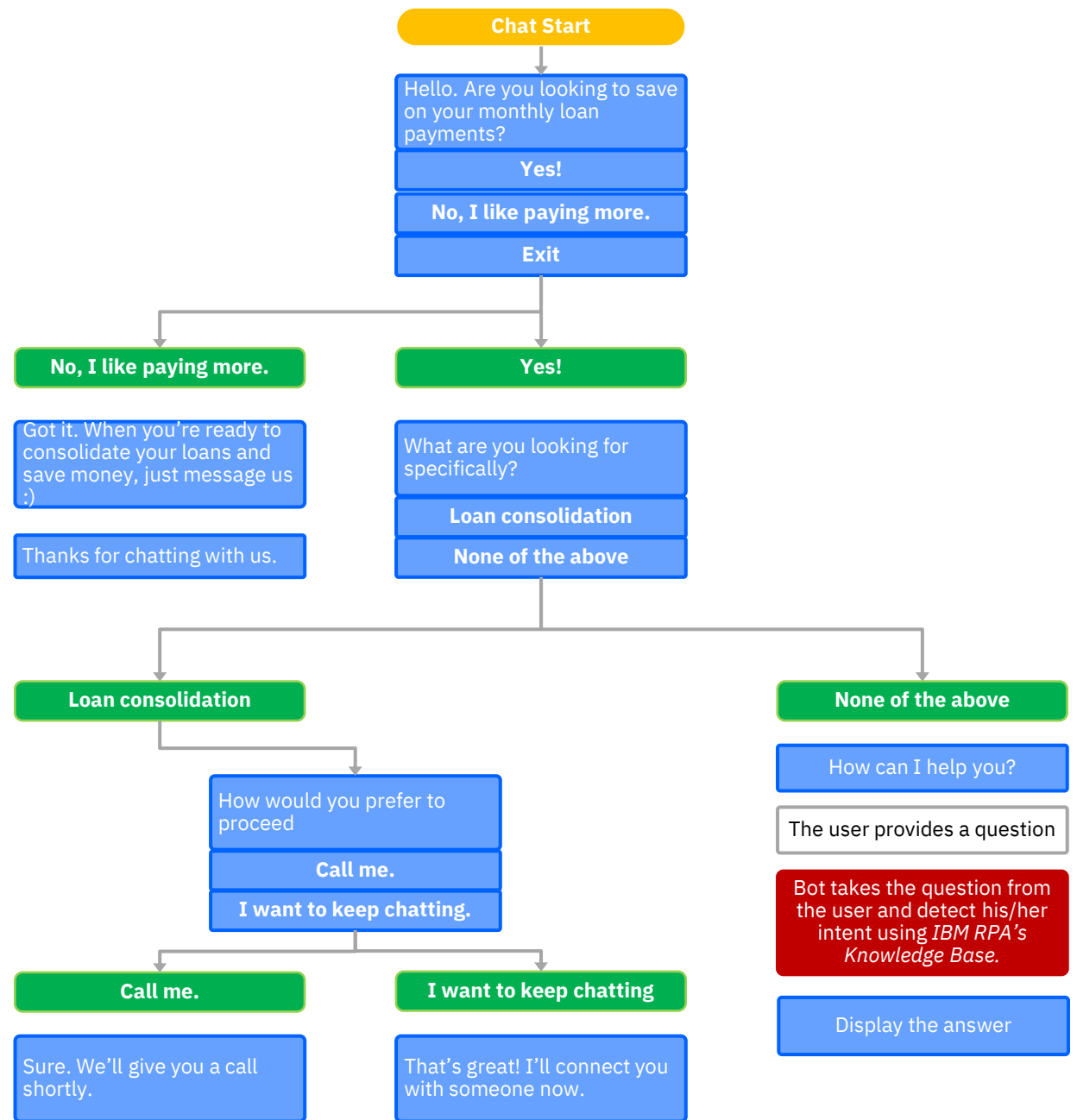
A laptop screen displaying the session title. The text is centered on the screen.

Session I: How to build a AI-powered chatbot using IBM RPA



Chatbot Conversation Flow

It's about a bank customer who wants to know more about the loan monthly repayment matter.



Legends:

- Bot says / asks
- Call-to-action / Quick Replies
- Action performed by the bot
- User's intent

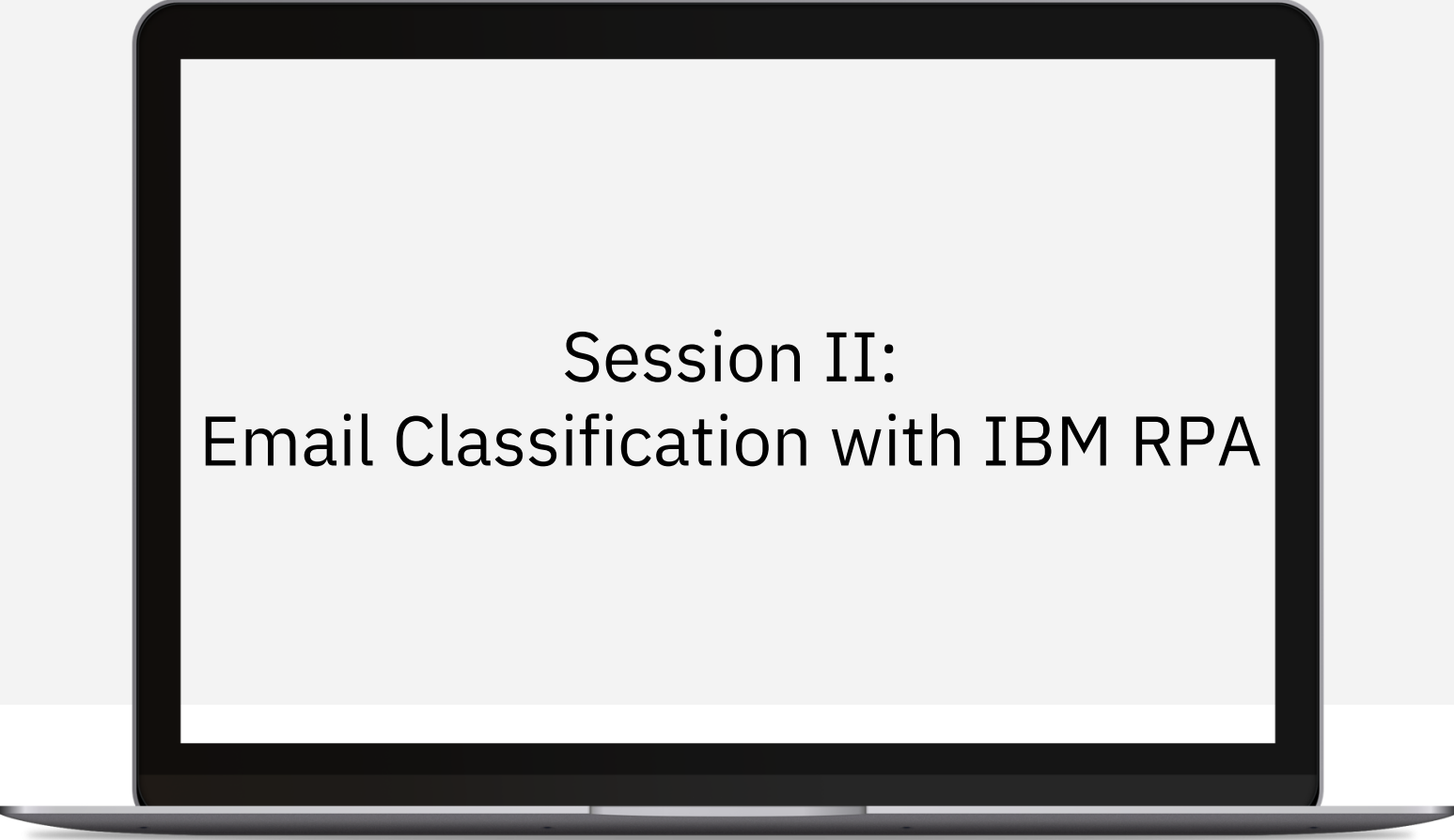


IBM Robotic Process Automation



AI Use Case: Email Classification

Watch how IBM RPA quickly classifies emails using the built-in AI functionalities.

A laptop screen displaying the session title in a large, black, sans-serif font.

Session II:
Email Classification with IBM RPA

Digital Transformation Journey



Choo Chin Yeh (C.Y.)

*Hyperautomation Specialist,
Tao.Net*



How we can help

- About Tao.Net
- Deploy a “quick win” project (6 weeks)
- Discovery Workshop (1-2 days)
- Botathon (1-3 days)
- Bot Build-up (4-8 weeks)
- Mentor Bots (2-8 days)
- Process & Task Mining - POV (3-5 weeks)



Founded in
1999

More than
20 years
in enterprise
application &
integration

Implement
real time
payment
gateway for
banks since
2006

- FPX and Direct Debit implementer since **2006**
- Implement Digital Transformation project since **2011**
- **1st** FPX 7.1 implementer
- **1st** Direct Debit via IBG implementer

1st RPA award given to Malaysian Company by IDC (2020)



POWERING
MALAYSIAN
SMEs

“...Bot has enabled us to automate most of the manual data entry tasks of customer repayment posting, resulting in **70% time saved** and **increased throughput with ZERO ERRORS.**”

- Senior Executive, Loan Department



Deploy a “quick win” project in 6 weeks

Objective:
Execute a **focused** and **fast paced 6-week** engagement with our experts

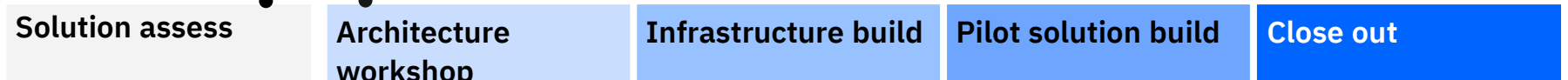
9 Entry Points:

Handle spikes in demand with straight-through-processing	Support customer self service with mobile capture	Enable cross-team collaboration with cloud-based process and decision modeling
Enable scalable customer service with intelligent automation	Quickly create new automation solutions with low-code applications	Enable secure, compliant content access with content services
Help employees spend time on higher value work with robotic process automation	Adapt business policies to changing conditions with decision services	Automate internal processes with lightweight workflow applications

Timeline:

1-2 day

6 weeks



- Set expectations for the engagement
- Provide CP4BA functional overview
- Review use case options
- Discuss prerequisite and dependencies
- Assess readiness to commence

- Define pilot use case scope and requirements
- Assess risks and mitigation
- Create solution architecture and design specifications
- Plan for infrastructure and solution build

- Install and configure the CP4BA

- Develop pilot solution
- Test and validate
- Deploy on CP4BA platform

- Demonstrate pilot solution
- Hand over deliverables

Discovery Workshop (1-2 days)

Discover high-impact automation opportunities. Our experts will help you identify scenarios where our automation solution can make the most difference.



Goals

- Define use case(s)
- Define high-level solution of selected use case(s)
- Align participants around use case and next-steps



Botathon (1-3 days)

Show value of task automation to your business in a gamified way. Have your team participate in a gamified bot build-up to demonstrate the fun and value of automating tasks from a builder perspective.

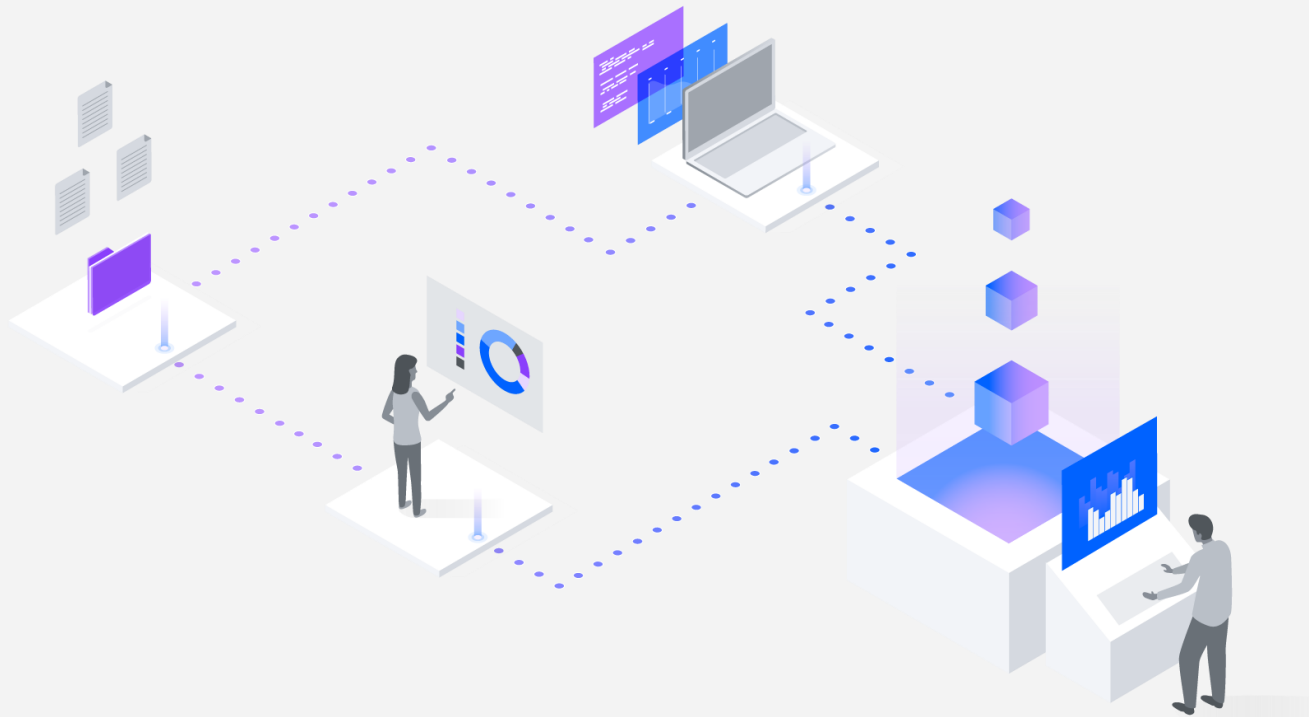


Goals

- Identify short list of use cases for bot build-up
- Show value in a gamified experience
- Identify and validate real use cases
- Prioritize RPA pipeline for future bot needs

Bot Build-up (4-8 weeks)

Develop, test, and deploy bots. Our experts help you do it using the proven best practices.

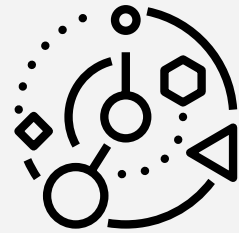


Goals

- Install & configure RPA software
- Develop, test, and deploy bots into production
- Understand operational management of RPA infrastructure
- Receive post-production support

Train & Mentor Bot (2-8 days)

Access remote training and mentoring. Get tailored expert advice, training and health checks.



Hyperautomation



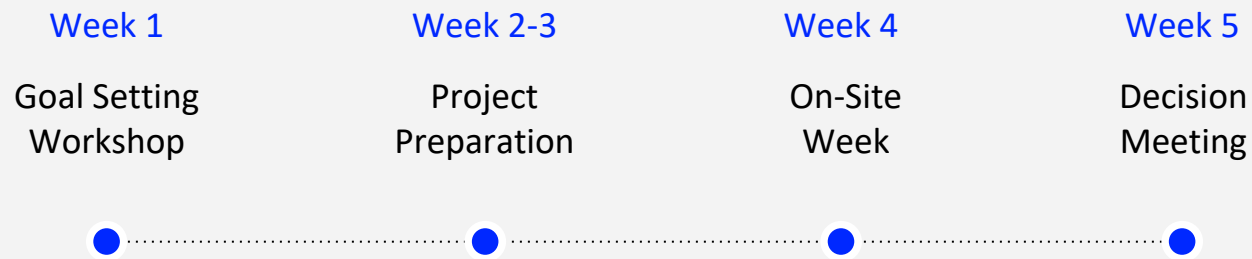
Goals

- Provide remote training on RPA tools
- Transfer knowledge of development and operational best practices to in-house team
- Assess health of RPA infrastructure and applications

Process & Task Mining - POV (3-5 weeks)

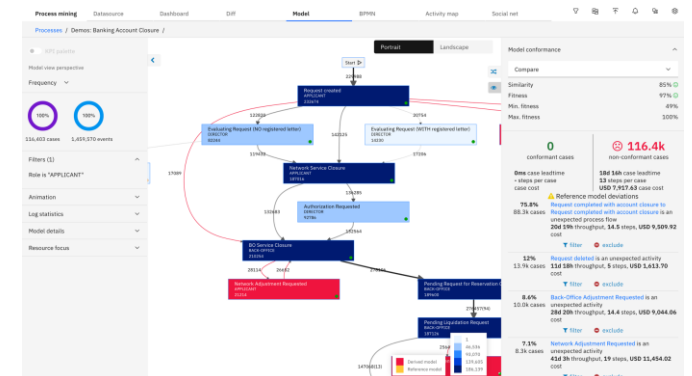
Kickstarting your transformation journey through our POV.

- **Goal Setting Workshop** – Discuss current management initiatives and process pain points
- **Project Preparation** – Agree on schedule and next steps
- **On-Site Week** – Analyze, identify automation opportunities
- **Decision Meeting** – Present the project result and business impact



Goals

- To prove specific customer specific value
- To answer questions regarding the software introduction
- To develop a customer specific business case for budgeting



Wrap Up & Next Steps



Eddy Liew
*Technical Sales Leader,
IBM Malaysia*



What's Next?

Choices of Complementary Workshops Offer:

- **Discovery Workshop (1-2 days)**
- **Botathon (1-3 days)**

Other Options of Engagement

- **Process & Task Mining - POV (3-5 weeks)**
- **Bot Build-up (4-8 weeks)**
- **Deploy a “quick win” project (6 weeks)**
- **Mentor Bots (2-8 days)**



THANK YOU

Any Enquiries kindly visit us at: ibm.biz/IBMCoDE

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