Business Process Automation as part of Digital Transformation
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Introduction

Why Business Process Automation?
Business Process Automation

- can we do it faster?
- can we do it 100% accurate?
- can we do it 24/7?
Type of work or business process that can be automated

- Managing others: 9%
- Applying expertise: 18%
- Stakeholder interactions: 20%
- Unpredictable physical work: 25%
- Data collection: 64%
- Data processing: 69%
- Predictable physical work: 78%

1 Where Machines Could Replace Humans
2 Where They Can't (yet), McKinsey & Company
Business Process Automation with Software

Business Process Management
Operational Decision Management
Robotic Process Automation

- Emulates human execution of repetitive processes with existing applications
- Robots are a virtual workforce controlled by the business operations teams
- Sits alongside existing infrastructure, governed and controlled by IT
When building automation, there are a lot of questions to address...

- Where should I use blockchain or Artificial Intelligence?
- Which processes/business components do you do in which order? Why?
- How much is it going to cost to maintain?
- How should I change my organization and operating model?
- What are the first steps to take to see if I can benefit from RPA and Automation?
- What are the dependencies?
- Can automation work with my unstructured data?
- How is Automation measured?
- Which technologies should I use?
- Can I really reduce labor costs by up to 50%?
- What are the things I need to do to drive adoption and enable change?
- I’ve heard I don’t need IT to support this initiative… is that true?
- How do I integrate across my BPM workflow tool, Service Management tool, etc.?
- Do I prototype first? What are the steps after prototype?
- How will this change how work gets done?
- What is my governance model to bring this in control?
- What is my reference architecture?
- I’m worried about Bots accessing my data; Is this secure?
- What’s the art of the possible in automation solutions for processes?
- What are new models of working?
... and enterprise automation presents risks and challenges

... with common pitfalls

1. Lack of enterprise wide automation agenda to achieve sustainable change and productivity

2. Inability to scale due to point solutions and use of mashup of technologies and inconsistent standards

3. Lack of integrated approach of automation, AI and robotics and lack of deep subject matter expertise

4. No strategy to manage a combination of digital and human workforce

2017 IBV Research Survey with 2,200+ global executives:

- 90% of Clients embraced automation...
- 79% embraced only simple RPA tools...
- ...while only 11% embraced cognitive today.

Increasingly, clients need help developing enterprise view of automation to scale and mature into Artificial Intelligence.
Automation benefits

1. **Cost minimization**
   - RPA is broader than a 1:1 FTE comparison, cost of a robot is a fraction of human resource, repositions labor to higher value tasks

2. **Efficiency**
   - Robots can be up to 5x faster and can work 24/7

3. **Accuracy, Compliance and Security**
   - Reduction of human error rates. Enhanced compliance and security

4. **Scale**
   - Robots can easily be replicated and scaled to meet peak or atypical workloads
Digital Transformation

Paperwork replaced by software,
Software managed by humans,
Software managed by robots
Cognitive Computing / AI
Digital Transformation – Automation Journey

- **Desktop Automation**
- **Simple Transactional Data**
- **Structured Data - Simple Rules**
- **Robotic Process Automation** (Rules-based)
- **Unstructured Data - Complex Rules**
- **Autonomic Process Automation** (Knowledge-based)
- **RPA meets Cognitive Computing**
- **Cognitive Automation** (Artificial Intelligence–based)
IBM Capabilities in Business Process Automation

- 3,300 automation projects
- 700 process analysts (300 in Europe)
- Business and IT operations
- 600 desktop automation developers
- 650 robots deployed
- 8 global automation centers
- 6,100 reusable objects
- 400 robotics developers (150 in Europe)

IBM has Automation Centres of Excellence located in strategic centres globally, with regional process expertise and Cloud Hosting locations in Europe.

A diverse global list of clients where IBM has implemented robotic process automation projects.
IBM Business Process Manager on Cloud

Automate and manage your processes on the IBM subscription-based business process management (BPM) platform as a service hosted in the cloud.

Automating and improving business processes

- **Unstructured** tasks and communication
- **Inefficient** working environment spans systems
- Incomplete or **inaccurate data flow** between systems
- **Lack of control** over system and business events
- **Poor Visibility** into operations performance

- Automatically **prioritizes** and routes work
- **Guides** users through decisions
- **Leverages** existing systems and data
- **Monitors** for business events and initiates action
- **Real-time visibility** and process control
IBM Operational Decision Manager

A comprehensive decision automation solution that helps you discover, capture, analyze, automate and govern rules-based business decisions on premises or on the cloud.

Capturing and automating business decisions

Decisions

Hard code

People's minds

Documents

Applications

Web, Mobile, Backend

Business Processes

Capture

Manage

Automate

if the vehicle has anti-lock brakes and the state of residence is "NJ"
then add a 2% discount to the coverage quote, reason: "Anti-lock Brakes Discount";
IBM Robotic Process Automation

Robotic process automation (RPA) is the application of technology that allows employees in a company to configure computer software or a “robot” to capture and interpret existing applications for processing a transaction, manipulating data, triggering responses and communicating with other digital systems.

- **Emulates human execution of repetitive processes with existing applications**
- **Robots are a virtual workforce controlled by the business operations teams**
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**Key Benefits**

- Can create an automated solution working 24/7
- Automates repetitive and tedious work
- Double-digit reduction in error rates
- Can drive operational agility within an organization
- Releases staff to do more intelligent tasks
- Robots can be trained by business users
- Cuts data entry costs by up to 70%
- Delivers arbitrage benefits through a virtual workforce
IBM RPA Partnerships

IBM has an extensive experience in implementing RPA projects with different RPA providers.

IBM Partnerships with leading RPA Technology

**Blue Prism**
- Global Reseller Agreement
- Silver Certified Delivery & Service Partner
- 300+ Blue Prism Developers
- Extensively used in Finance, HR, IT and Industry Process
- Strong Europe Client Base

**UIPath**
- Implementation Partner
- 300+ UIPath Developers
- Strong collaboration on selected client implementations
- Emerging European Client base

**Automation Anywhere**
- Global Reseller Agreement
- Implementation Partner
- 100+ Developers
- Extensively used in IT and Industry Process
- Strong US Client Base

**Other Emerging IBM Partnerships (WIP)**
- Nice (for Contact Centres)
- Workfusion
Benefits of implementing RPA with IBM BPM and IBM ODM

BPM will strengthen Automation with:
- Process Design,
- Process Execution,
- Process Monitor
- Process Optimization

ODM will strengthen Automation by:
- Automate business logic
- Agile, governed changes
- Reduce process variance
Examples

Sharing some project experiences
IT Process Automation Example

- Disk space monitoring
- Check if any queues in error state, if no then alert is false and should be confirmed in SAP Solution Manager
- Daily monitoring of the system:
  - Billing Jobs
  - Idoc failures
  - Output failures
  - Out of Range Invoice
- Check for Idoc Errors in SAP
- Application Log Analysis
  - Identify long running work process in SAP and create a ticket if work process has crossed threshold
- Delete queues with errors
- Create incident for the cancelled jobs in the system
- Users who are not logged in to system for more than 90 days need to be locked
- Data migration and entry
- HR employee onboarding templates
- Resetting the passwords
Finance SSC Process Automation Example

Accounts payable
- Sending invoice to control / pre-approval / approval
- Entering cost centers / profit center / WBS / task
- Manual clearing of open items
- Reporting at client’s request
- Checking VAT number

General ledger & Reporting
- Controlling reposting of cost and profit center

Accounts receivable
- Monitoring bankruptcy, pre-bankruptcy and liquidation
- Regular monthly calculation of late payment
- Change of due date on outgoing invoice
- CAP advance payment (rebooking to a sales order)

Payroll calculation & Personal administration
- Creation of employment form or change a position
- Creation of information related to a finite employment contract ending and keeping records (about notice period expiry dates, a finite contract expiry dates and informing HR)
- Employment of external workers
- Control of contributions and PIT calculation table with payroll recapitulation from SAP
- Audit reports from PA&PY area
- Creation of Request for employee assignment and/or systematization of position for the employees within INA INA Group & Change on employee records system (SAP)
- Entering the data into forms of contracts, annexes, decisions, ...
- "Creation of certificates about employee status (employment status, Labor Law...)"
- Creation and maintainance travel catalogue for travel compensation (travel routes in SAP)
- Acceptance of documentation for other income calculation
- HR controlling operative activities

Fixed Ass. & Invent. Acc.
- The impairment calculation for raw materials, semi-finished products and finished products - ICO BD R&M by cost price and transfer prices

Treasury back office
- Bank statement processing-manually posting
Thank You!

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