

INTELLIGENT AUTOMATION JOURNEY *BEYOND RPA*

Venturing past the limits

- RPA
- RPA++
- Intelligent Process Automation

RPA has recently seen an increase in implementation within both federal and commercial organizations. A bot can exploit simple automation opportunities that are easy to find, saving employees time by, for example, preselecting files for review. However, at InfoSmart, we know that RPA is merely the beginning of any automation journey.

RPA++ and Intelligent Process Automation are where intelligence really comes in. Not only should the bots carry out obvious repetitive tasks, they should be able to detect any and all automation opportunities by themselves, no matter how deep they must look for each. Have a helpdesk environment with over a hundred employees? RPA++ process-mining bots will analyze each of their clicks, then let you know exactly how many they could automate.

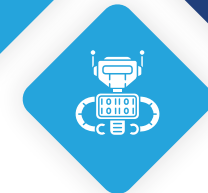
Step by step, together

*AUTOMATION JOURNEY
KICK-OFF*



*GENERAL EVALUATION
AND TOOL SELECTION*

SOLUTIONING



*RPA CENTER OF
EXCELLENCE SETUP*

*AUTOMATION TECHNOLOGIES
IMPLEMENTATION*



*COST-BENEFIT
ANALYSIS*

*PROCESS MINING
IMPLEMENTATION*



*AUTOMATION OPPORTUNITIES
IDENTIFICATION*



CHALLENGE

Before COVID-19, our customer's clerks used to leverage OCR technology for check processing duties. When the pandemic started, they experienced a drastic spike in processed checks, while also facing a new need to minimize physical contact with clients and other personnel. Altogether, these anomalies resulted in countless wasted hours where the staff would manually go through check processing and documentation reviews.

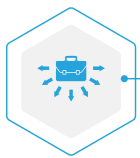


SOLUTION



AUTOMATED END-TO-END CHECK PROCESSING SYSTEM

InfoSmart quickly developed and implemented a custom, fully-automated, end-to-end check processing system in the middle of the COVID-19 pandemic. This nullified all trouble caused by the constant rush of incoming checks, while also smoothing the way for any future similar problems.



STEP 1

GENERAL EVALUATION
Identify simple automation opportunities



STEP 2

AUTOMATION WORKSHOP SETUP
Train bots to perfection while they look for deeper opportunities



STEP 3

COST-BENEFIT PRIORITIZATION
Separate must-have from nice-to-have features



BENEFITS



80% of all FTE workload was effectively delegated to a single bot



Precise **cost and time** for each task was determined by RPA++ process-mining bots



Future check presentation estimate and **potential cost assessment** were performed through Power BI

Intelligent & Integrated Automation Solution Services

- ❖ Full day Automation Kaizen workshops for Top 10 Automation opportunities with calculated estimated benefits.
- ❖ Defined Automation life cycle and Governance framework.
- ❖ BOT Development and Change management.
- ❖ Bot maintenance & Support - L1/L2/L3 Bot support.
- ❖ Critical automations and Disaster recovery planning, implementation.
- ❖ Developing and implementing a Digital workforce policy (What can a Bot do Vs can't do).
- ❖ Creating and implementing Citizen Development Programs for the Business unit - Introducing the "Art of possible" through emerging technology.
- ❖ Rapid Automation and Dashboards Framework implementation.

