

Digital Workforce Services

RPA at heart with AI in mind

Oct 21th

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Agenda

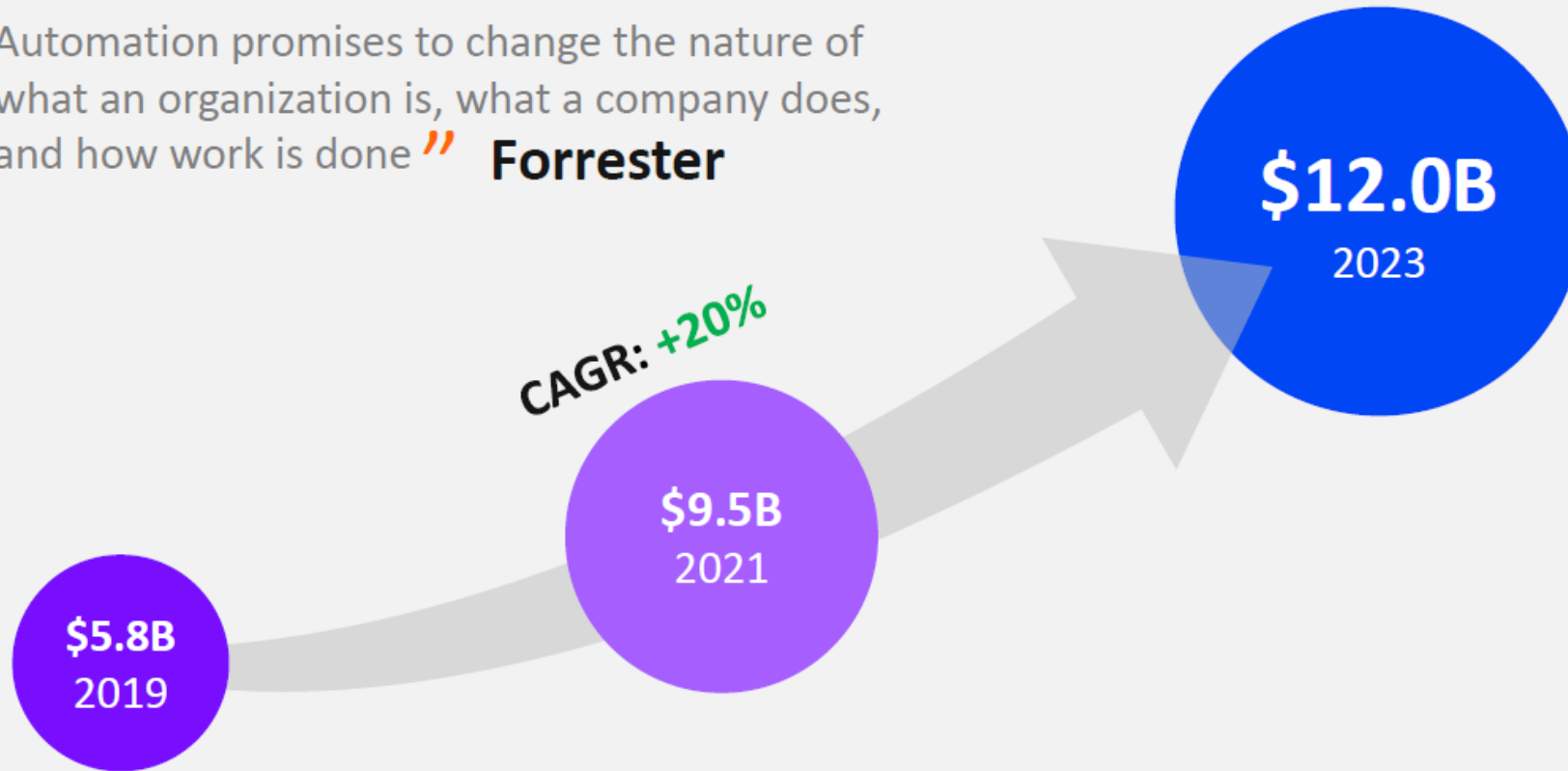
- Lite om oss
- Spaning om trender och marknaden för Intelligent Automation (IA)
- Example of USE CASES:
 - "Human-in-the-Loop" Automation with Power Apps/ Power Automate and Teams in a Car Dealer/ Manufacturer Interaction
 - Social Automation Tillväxtverket
- Från Task Automation till Strategic Business Automation
 - Case Process Mining

Marknaden för hyper-automation idag

Global sizeable and rapidly growing market

Estimated Global RPA services market size and growth (USDbn)¹⁾

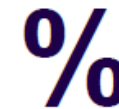
“Automation promises to change the nature of what an organization is, what a company does, and how work is done” **Forrester**



KEY DRIVERS FOR MARKET GROWTH



Many organizations have yet to start their automation journey

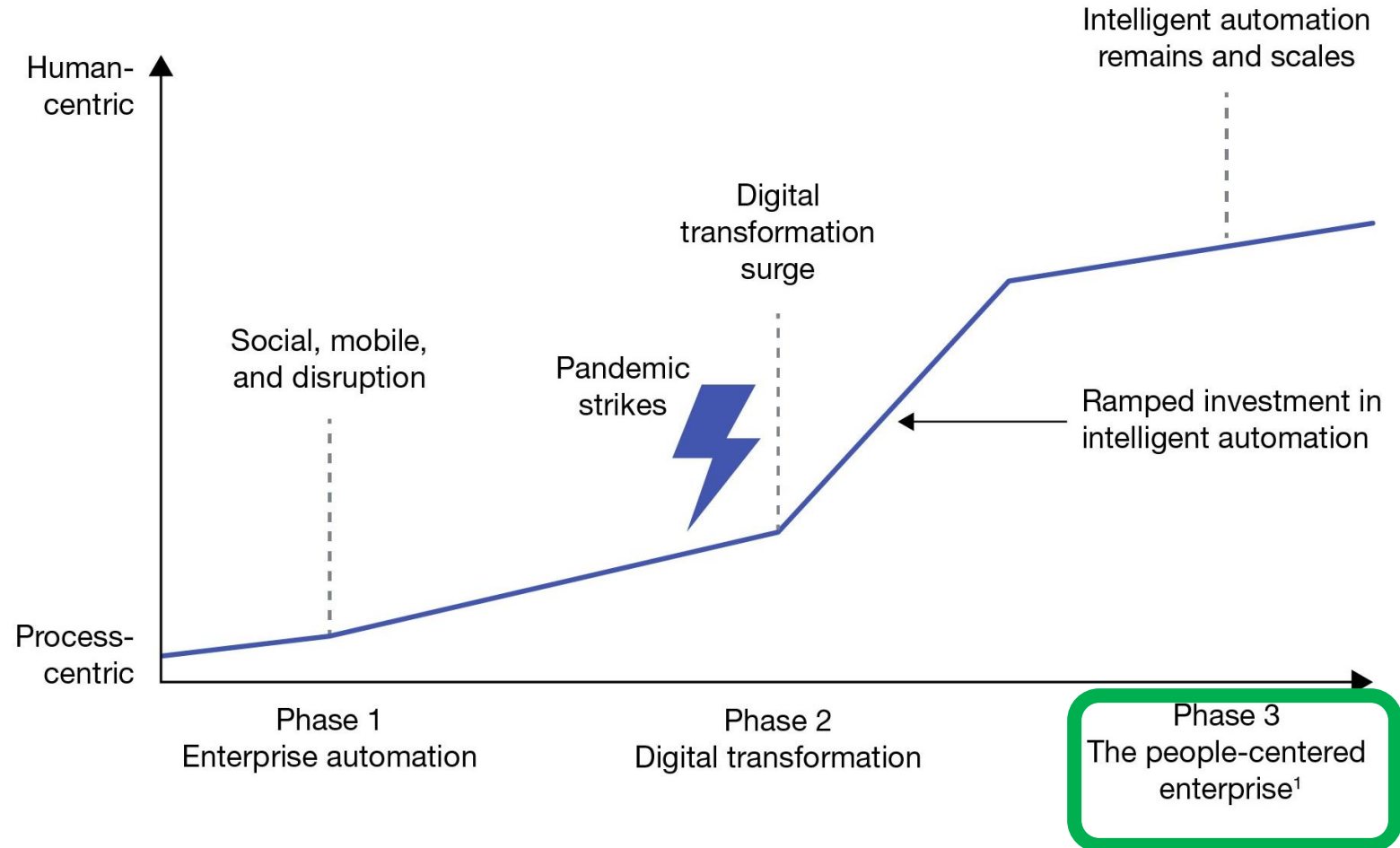


C. 90% of current RPA clients only utilize a small portion of their automation potential¹⁾



Artificial intelligence drives further adoption of automation

The pandemic accelerates investments NOW



1. A people-centered enterprise designs processes to optimize a customer or employees online or a digital interaction with machine technology.

The evolution of Digital Workforce is enabling your journey towards

AUTONOMOUS BUSINESS

TASK AUTOMATION

PROCESS AUTOMATION

AUTONOMOUS PROCESSES

DW 1.0

Task Executor
Task Supervisor

DW 2.0

Interpreter/ML
Analyst
Communicator/
Digital Assistant/
2020-!

DW 3.0

Decision Maker
Collaborator
Business Process
Orchestrator
2023-?

DW 4.0

Autonomous
Business operations
led by a Digital
Business Manager
2030 - ?

DW 5.0

Autonomous
Business led by a
Digital CEO
2035- ?



HUMAN IN THE LOOP

Ny process med Microsoft Power Automate på Nolltid

Human in the Loop Automation



Use Case - CAR Manufacturer

- Car dealer applying for discount

Background

- Major Car Manufacturer sells their cars through many different car dealers around Sweden(ca 50).
- Depending on the size of an order, loyalty agreement or promotions, Car Manufacturer gives discounts back to the dealer.



Use Case - CAR Manufacturer

- Car dealer applying for discount

Business Challenge

- There is no standard method for inquiry, a request can be received via email or phone call.
- Manual handling without proper process for log and feedback
- Resulting in increased time spent for each case and varied customer experience
 - **Currently 1 FTE on HQ side**
 - **Hundreds of people, sales reps, at dealer side**



Use Case - CAR Manufacturer

- Car dealer applying for discount

Solution: Power Apps, Power automate + UiPath

- The solution utilize Microsoft's tools to create a “**Human in the loop**” solution. A complete workflow.
- **Power App**, for user interface for the car dealers.
- **SharePoint**, for data storage.
- **Power Automate** - automates the data flow in the “request” process.
- **MS Teams** is used for Car Manufacturer KAM to validate requests.
- **UiPath** robot is used for extraction and input data of in The Vehicle Core System (VOM).



Use Case - CAR Manufacturer

- Car dealer applying for discount

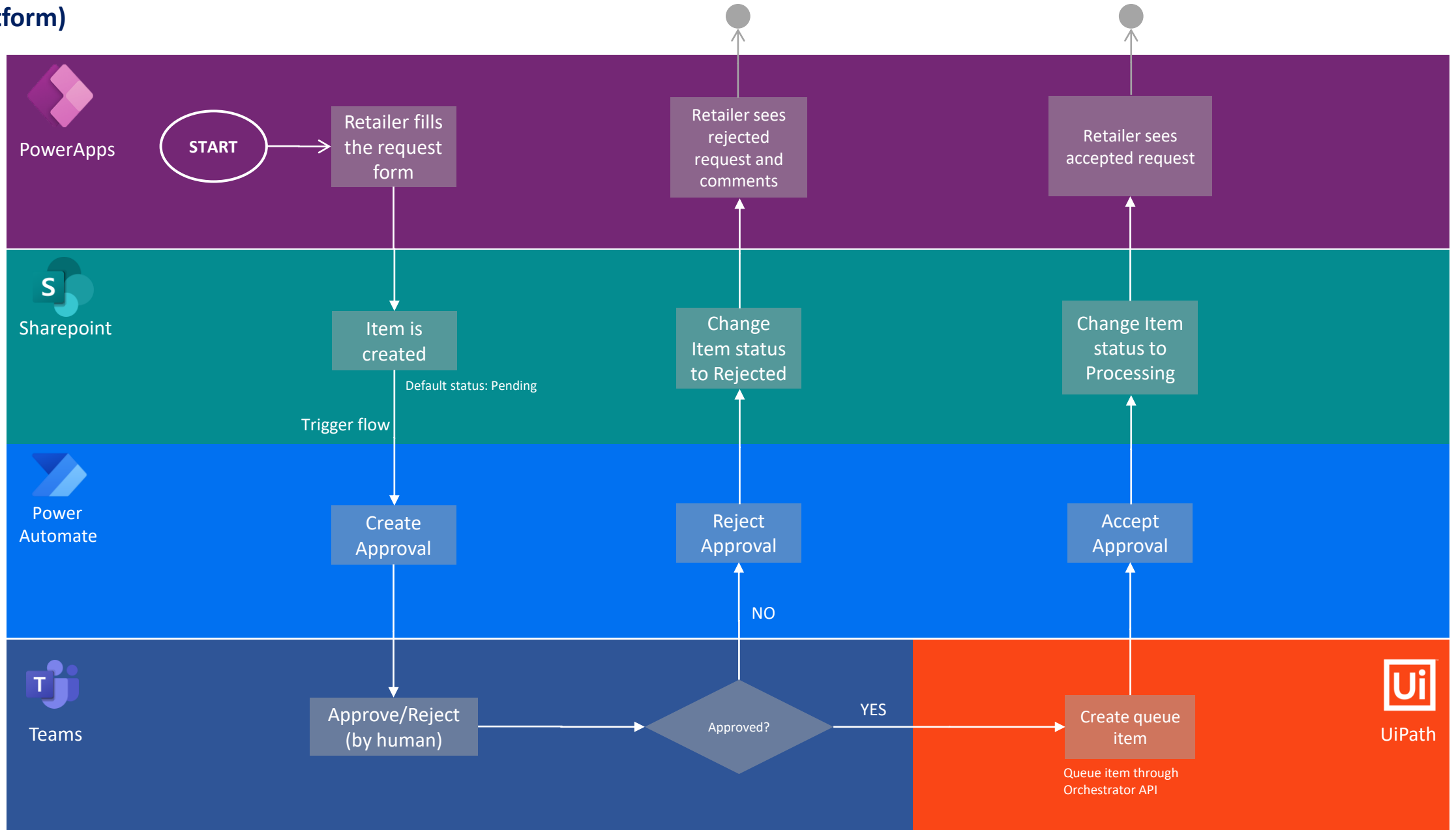
Benefits

- Increased customer experience
- Standard way of working = Quality!
- 1 FTE time saving for Car manufacturer
- **Core for the Company: Plenty of time (FTE's) and stress relieved for Sales Organisation = More Sales!!!**



P001 – High-level Process flow

(Power Platform)



FAMEL MY SUPPORT REQUESTS

- My Support Requests
- New Request
- Historical Data

Search for license All Pending Approved Rejected

AFJ2F Compact Support Type: Sales Support Campaign	Credit Invoice: 235967071 Requested: 2021-05-13	APPROVED
AHO332 SUV Support Type: Sales Support Campaign	Requested: 2021-05-13	REJECTED
GDF21S Van Support Type: Fleet Support	Requested: 2021-05-13	PENDING
WQR35X Compact Support Type: Fleet Support Extra	Credit Invoice: 32345779 Requested: 2021-04-29	APPROVED
ADW35X Coupe	Credit Invoice: 43566783	APPROVED

Request Details

- URN **BB08012337**
- Order Number **5217760**
- License Plate **AFJ2F**
- Model **Compact**
- Support Type **Sales Support Campaign**
- Status **Approved**
- Retailer Comment **Test**
- TSW Comment **Ok**





APPLICATION PROCESS

Urgency to set
up a process to
handle workload
related to
COVID-19
short-term layoffs

Recruiting &
training hundreds
of
employees

5m → 5w
Reduction of
money refund
lead-time

40x
more processed
refunds per day



TRAVEL BOOKING PROCESS

Majority of
bookings are
being cancelled
due to
COVID-19

Time to develop
2+2
weeks

5m → 5w
Reduction of
money refund
lead-time

40x
more processed
refunds per day

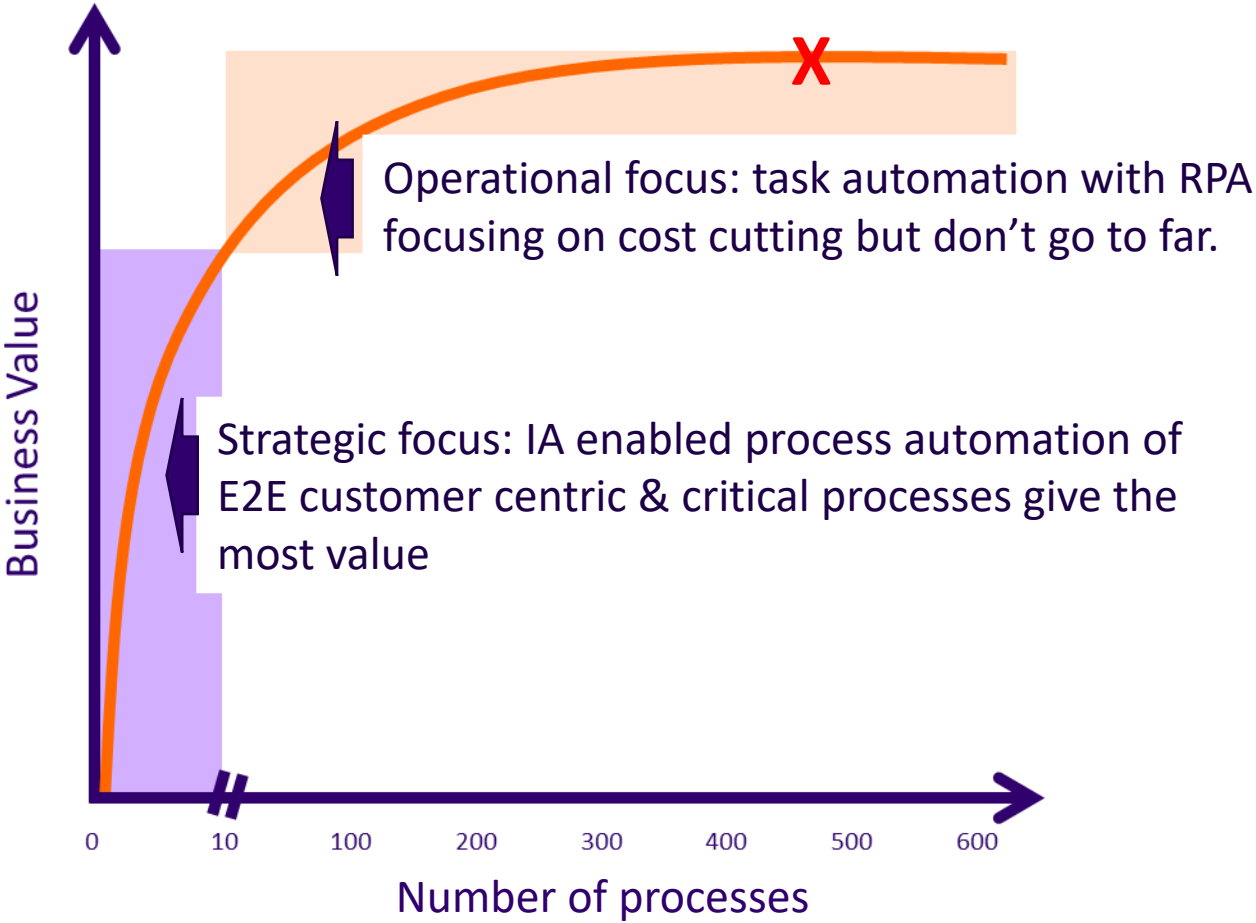
Automation Level Up!

***From operative task automation to
strategic business automation***

Digital Workforce INSIGHTS

07.10.2021

Most of the Business Value does not lie in the number of business processes you automate, but **which** ones you automate



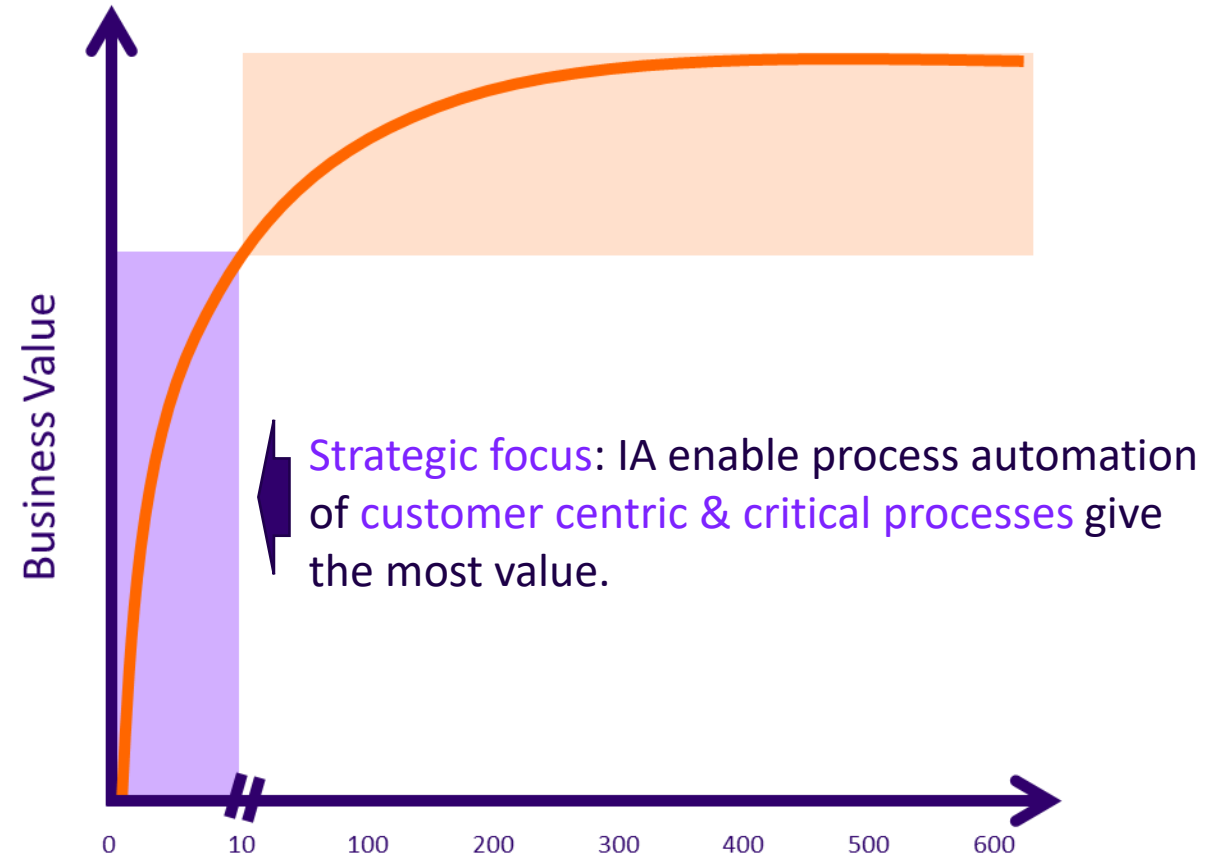
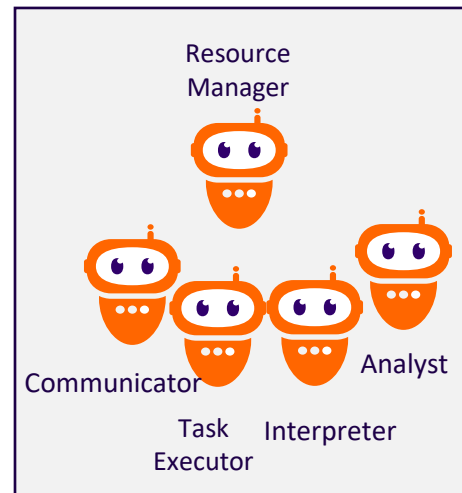
Increased business value is enabled by focused process analyses and the full suite of Intelligent Automation (IA) Technologies

Value Discovery

- Leverage on IA tools for Process Discovery & Process Analyses
- More effort on process analyses
- Increase the process scope

Value Realization

- Using the full IA Suite in combination based on the process needs
- Digiworkers as a team with multiple IA skills



From Task Automation to Business Process Automation

Task Automation

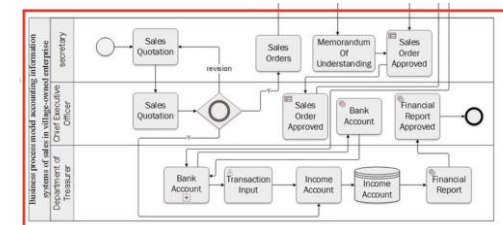
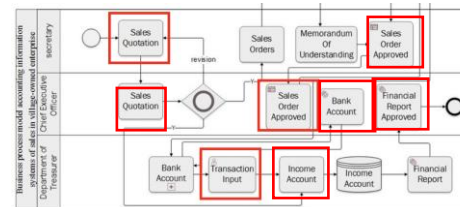
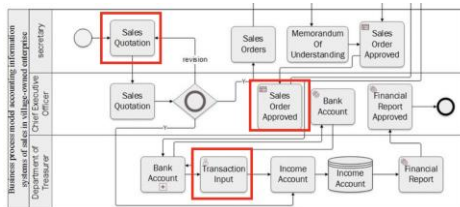
Rapid automation of tasks where RPA is possible
 Automation of “as is” rather than analysing and optimizing
 Leaving candidates out if deemed not suitable for RPA

Extended Automation

Embrace complexity
 Extend the scope when mapping & analysing - cross mind set
 Evaluate with lean & IA mind set
 Evaluate with business KPIs in mind
 Optimize, change and design for a new improved process!

Business Process Automation

Full IA automation of E2E business strategic process
 Re-engineering and re-design to maximize total business value
 Well worked out BC and strategic KPIs for automation
 Different approaches to process analyses and process design
 Think & plan big, start with MVP



Using full IA to analyze, re-engineer and transform an existing business critical process

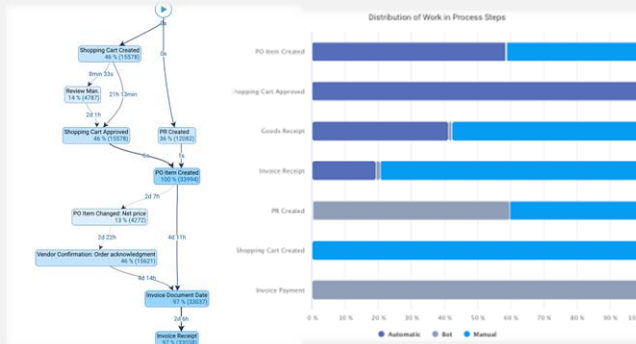
Objective:

Identify a business valuable process

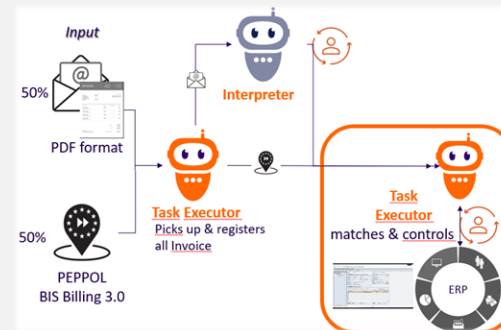
Using **Process Mining** to indepth understand & analyze the existing E2E process cross the entire organisation

Evaluate, re-think and re-egineer for full automation. Design combining the appropriate technologies like RPA, IOCR, AI, ML, Chatbot & Human in the Loop

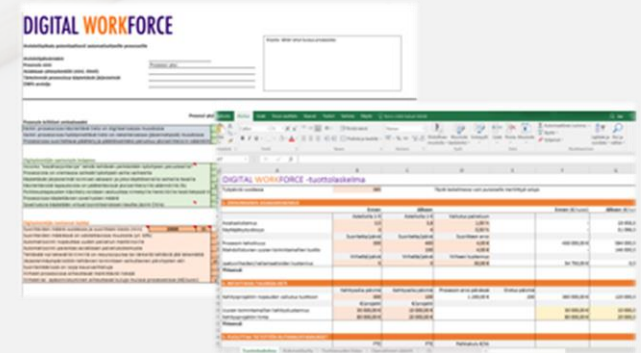
Analyse your E2E Process using Process Mining



Design the End-to-End Automation by Using the Full IA Capability



High-level Business Case for Transforming the Process



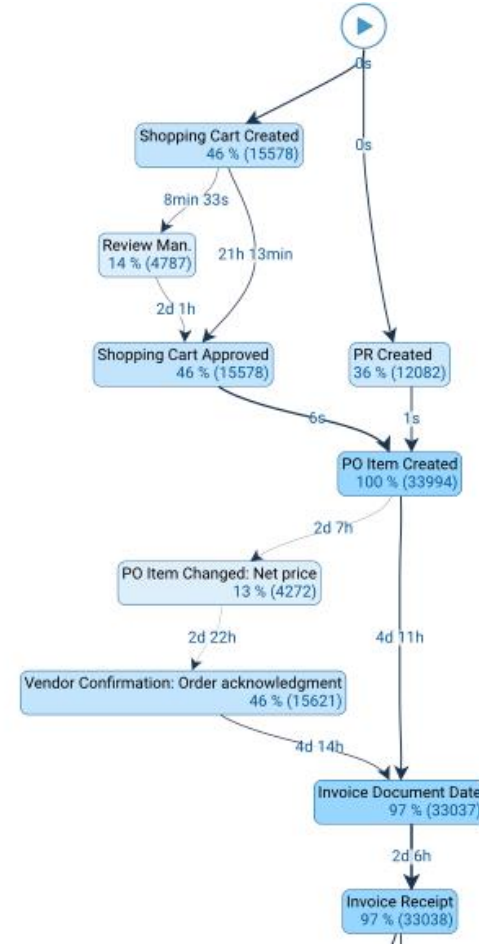
Process Mining

Case: Analyzing two process using Process Mining for a finnish bank



Process mining in short

- Process mining supports the analysis of business processes based on **event logs from IT systems**
- Specialized data mining algorithms are applied to event log data in order to **identify trends, patterns and details**



Process Mining Automates Process Discovery & Analysis



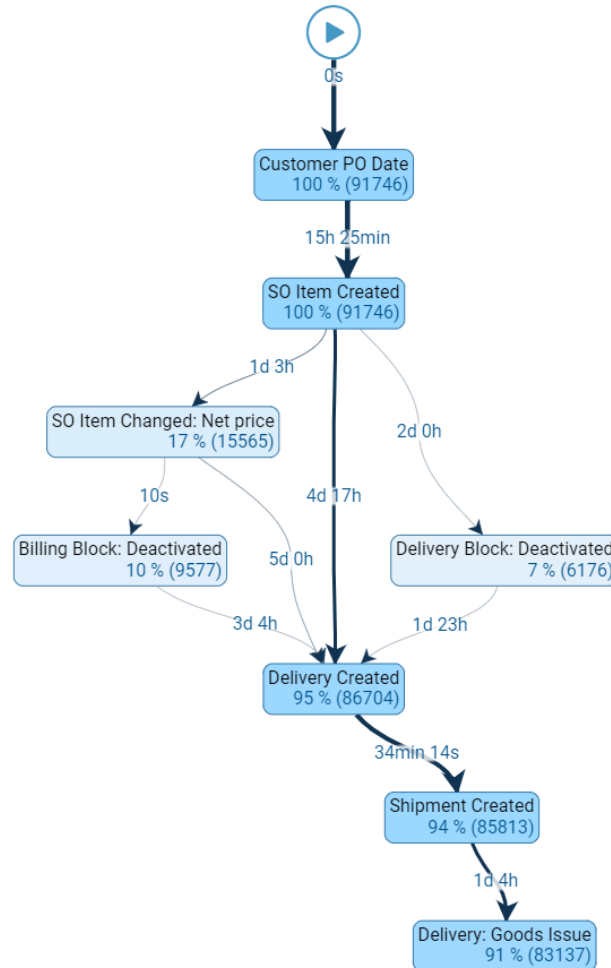
Objective & Fair

Skip gut-feelings and hearsays – see what really happened.



Fast & Efficient

Forget about month-long or even week-long waits to extract and analyze large amounts of detailed data



Fact-based

Let data tell you how your processes really run.



Detailed

Drill down, pan, zoom, hide, uncover – all the tiniest nuances of your processes are available at your fingertips.

CLAIM HANDLING PROCESS

100 000+

claims. Partial automations by core system and RPA

Touchless rate

11,6%

Automation rate

25,3%

In **55%** of events of claims possibility to add RPA

80% of claims are possible to automate using RPA

What were the 55% of additional automation potential?

- ✓ Much more events than expected were managed outside of the RPA “Happy Path”
- ✓ Automation had mainly been done in the preparations phase, before the claim was approved
- ✓ Potential in afterparts had been neglected
- ✓ Second biggest channel phone had only 7% automation – potential attended, APPs, chatbot..

Arrival_Channel_Desc	Event count	Automation Rate
Yksityishenkilön verkkopalvelu	173,316 events	42.4 %
Puhelin	162,754 events	7.7 %
Mobiili	98,115 events	46.3 %
Kumppanikanava	69,334 events	38.9 %
Tunnistamaton verkkopalvelu	37,547 events	0.7 %
Vanha yritysverkkopalvelu	19,345 events	29.7 %
Paperi-posti	17,803 events	0.5 %
(blank)	1,304 events	12.7 %

MORTGAGE HOLIDAY PAYMENT APPLICATION

100 000+

cases. Large increase in business volumes because of Covid 19.

Touchless rate

17%

Automation rate

49%

In **40%** of events possibility to add RPA

89% of cases are possible to automate using RPA

VALUES

**Higher
Handling
Speed**



**Higher
Customer
Satisfaction**



**Increased
Revenue**



**Decreased
Cost**



Summaring

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Skapa en ny process med RPA

Tillväxtverket- etc
Covid19-exempel





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Urgency to set
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handle workload
related to
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Recruiting &
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5m → 5w
Reduction of
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lead-time

40x
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HOLIDAY PAYMENT IN MORTGAGES

Business
volumes
increased

10x because
of Covid-19

Time to develop

2+2
weeks

5m → 5w

Reduction of
money refund
lead-time

40x

more processed
refunds per day

67%

AUTOMATION & AI

67% of companies have accelerated automation and artificial intelligence.



85%

DIGITALIZATION

85% of companies have accelerated digitalization.



SOURCE:

McKinsey Global Business Executive Survey, July 2020