Ultima's Digital Workforce

YOUR GUIDE TO ROBOTIC PROCESS AUTOMATION AND INTELLIGENT AUTOMATION

What will your business become...

ultima

Digital Transformation with Intelligent Automation

The term "Digital Transformation" has become synonymous with large enterprise businesses and niche digital disruptors who are driving a paradigm shift within their industry group. However, organisations across the globe, no matter their size, are evaluating and transforming their business models to leverage emerging digital technologies, with the aim of improving customer experience, increasing operational efficiency and reducing the risk of disruption.

According to a PwC survey, 72% of companies expect to achieve advanced levels of digitisation by 2020. This transformation is essential to ensure competitive advantage and remain relevant in a digital world.

For many, this requires a major shift in how they sell goods and services to customers and how they operate. Agility and innovation have become key to keeping pace with the competition and maintaining market share, which in many cases involves expanding the internal workforce to focus on, and undertake, transformative activities. This additional burden can be a challenge for companies who are facing slowing global economies, as well as lower barriers to entry for competitors.

We recognise these challenges and have begun our own transformation journey, injecting automation - leveraging Cognitive Services and Robotic Process Automation (RPA) - into high-volume managed service activities, such as request fulfilment and customer support, alongside streamlining HR and IT functions.

We understand the need for underlying constraints, such as resources, to be addressed as a priority - therefore avoiding destabilisation during essential transformation activities.

88% of CxOs are considering investing in RPA to improve IT security and data compliance

73% of respondents already use an element of Machine Learning within their organisation

56% of enterprises are planning to use RPA to free up staff, allowing them to focus on higher value work

77% of CxOs believe that RPA will drive productivity, through the automation of mundane, transactional tasks

69% of organisations already employ an element of Natural Language Processing as part of their operations

65% of UK companies are planning to automate key parts of their business process

* Information taken from Robotics Survey, conducted by Nurture PR between 10/11/2017 and 20/11/2017. The respondents were 500 senior decision makers in businesses with between 50-999 employees (that use computers connected to the internet).

What is Intelligent Automation?

Automated systems can perform repetitive, high-volume tasks, introducing greater speed and consistency. Resource time can be reallocated to more innovation-focused and complex tasks, which can reduce the need for lengthy process optimisation or outsourcing programmes.

Traditionally requiring the replacement of existing tools, process redesign, system integration and extensive customisation, it is understandable that many organisations have not adopted these solutions.

Our Digital Workforce delivers scalable replication of manual processes in any system or application, providing the power to see vast improvements in productivity and service without significant investment, risk or disruption.

In partnership with Thoughtonomy, we provide an Intelligent Automation (IA) platform which does not require application re-architecture or infrastructure. It is designed to provide a flexible pool of digital labour, breaking the association between work, the resource required to deliver it and the method of triggering, initiating or interacting with any given process.

Robotic Process Automation

A key component forming the execution layer of Intelligent Automation and the Digital Workforce, is Robotic Process Automation (RPA). RPA uses software robots to emulate how a user interacts with systems and applications through native user interfaces.

Software robots can consistently carry out prescriptive logic-based functions to ultimately automate end-to-end processes or process parts, without the need to modify underlying systems. RPA can expedite back-office tasks in areas such as procurement, finance, IT and human resources, or business processes that require "swivel-chair" access to various systems.

Digital Workforce Orchestration

Orchestration is key to the management and optimisation of the Digital Workforce. By leveraging and orchestrating the Digital Workforce across business functions, greater value is derived than processes which are locally managed by individual departments. Through a web-based console, automations are developed and tested before being deployed, and are subsequently managed and optimised to ensure maximum return on investment.

To reduce management overhead, Machine Learning (ML) algorithms allow the platform to self-adjust scheduling, within governed parameters, to achieve optimisations taking into account workload, performance, service-level agreements and priority.

Cognitive Services

Cognitive Services is a subset of Artificial Intelligence (AI), expanding the capabilities of RPA. It enables automation of tasks which would typically require human intellect and cognition, leveraging services such as Text and Sentiment Analysis and Optical or Image Character Recognition (ICR and OCR). This enables functionality such as processing and effectively responding to natural language text within various formats including email, documents and live webchats, and extracting data from formats such as PDF files without needing to hand over to a human.

Once structured and analysed, this can act as a trigger for an RPA process, or can be integrated within the process itself to enable a greater degree of automation and further maximise return on investment.

By creating a pool of shared resources which can perform work across any business function - and can scale up and down on demand to align with the type and volume of work required - we enable small and mid-market organisations to drive efficiencies and free up resources.

So Why Automate?

Resource Constraints

In the current economic climate, many organisations are forced to operate a lean resource model, with business as usual activities consuming a large proportion of time and personnel, leaving little room for development.

Whilst this has been sufficient previously, the fast pace of change in today's world means that those who envision maintaining status quo are at major risk of disruption by digitally mature competitors. Organisations must instead find a way to release resources from repetitive business as usual tasks to focus efforts on quality and innovation in order to gain a competitive advantage.

Process Optimisation

Most companies have started to optimise their internal processes, in order to utilise resources more effectively and improve customer experience. This has typically led to business process optimisation programmes, which can often span months and even years. Whilst these can introduce operational efficiencies, the time and cost spent to realise these can outweigh benefits achieved.

Swifter and more cost-effective methods are needed to keep pace with competition, in addition to providing customers with the "just in time" responses they have often come to expect from today's digital world.

Economies of Scale

Over the past decade, organisations have adopted a business process outsourcing model, in order to leverage economies of scale, and less expensive resources outside of the business. These are often based off shore, as companies look to take advantage of low-cost labour.

While this has introduced efficiencies and cost-saving for some, for others the cultural and integration challenges of such a model have resulted in less success, and in these instances, processes have often been brought back in-house. These businesses must now find alternative ways in which to achieve efficiencies and cost reduction.

Demand for Skills

As the technological landscape changes and organisations and sectors experience a fall in demand, others see a rapid and immediate need to ramp up productivity and output to satisfy demand, whether that be for external customers, or internal business support.

In many cases, specific skills are in short supply and bursting the capability of the workforce is near impossible without extensive on-boarding and training of new personnel. In these scenarios, businesses would benefit from offloading repetitive, low value tasks to increase overall output on the work that really matters.

Use Cases by Function

IT Support

Support staff are valuable, skilled, trained resources. However, within most organisations IT support teams spend too much time undertaking manual administrative tasks, such as backups, running diagnostics or system checks and managing patch processes. By augmenting your IT support team with our Digital Workforce, your valuable resources can concentrate on higher priority tasks, or work on business improvement and change projects, without the need to increase headcount.

Finance, Accounting and Payroll

Within any corporate function, there are a host of common, cyclical activities which are candidates for being automated. Virtual workers can be implemented to handle everything from accounts payable, accrual bookings and credit checks, to salary processing, tax reporting and auditing, improving standardisation and speed of execution.

By automating repetitive tasks, businesses are able to consume valuable human resources in a more efficient and effective way. Freed from the burden of manual processes, staff become orchestrators, enriching their working lives and fostering higher job satisfaction.

Human Resources

End-to-end business processes, such as a starters and leavers work-flow, can span multiple teams or extend to third-party providers, partners and customers. In many cases process "islands" are linked by inefficient hand-offs which slow down processing and can result in errors.

By introducing our Digital Workforce to your human resources team, processes - such as starters and leavers - can be automated to update internal systems and fulfil hardware orders if required, freeing up HR resources to concentrate on improving quality in other areas.
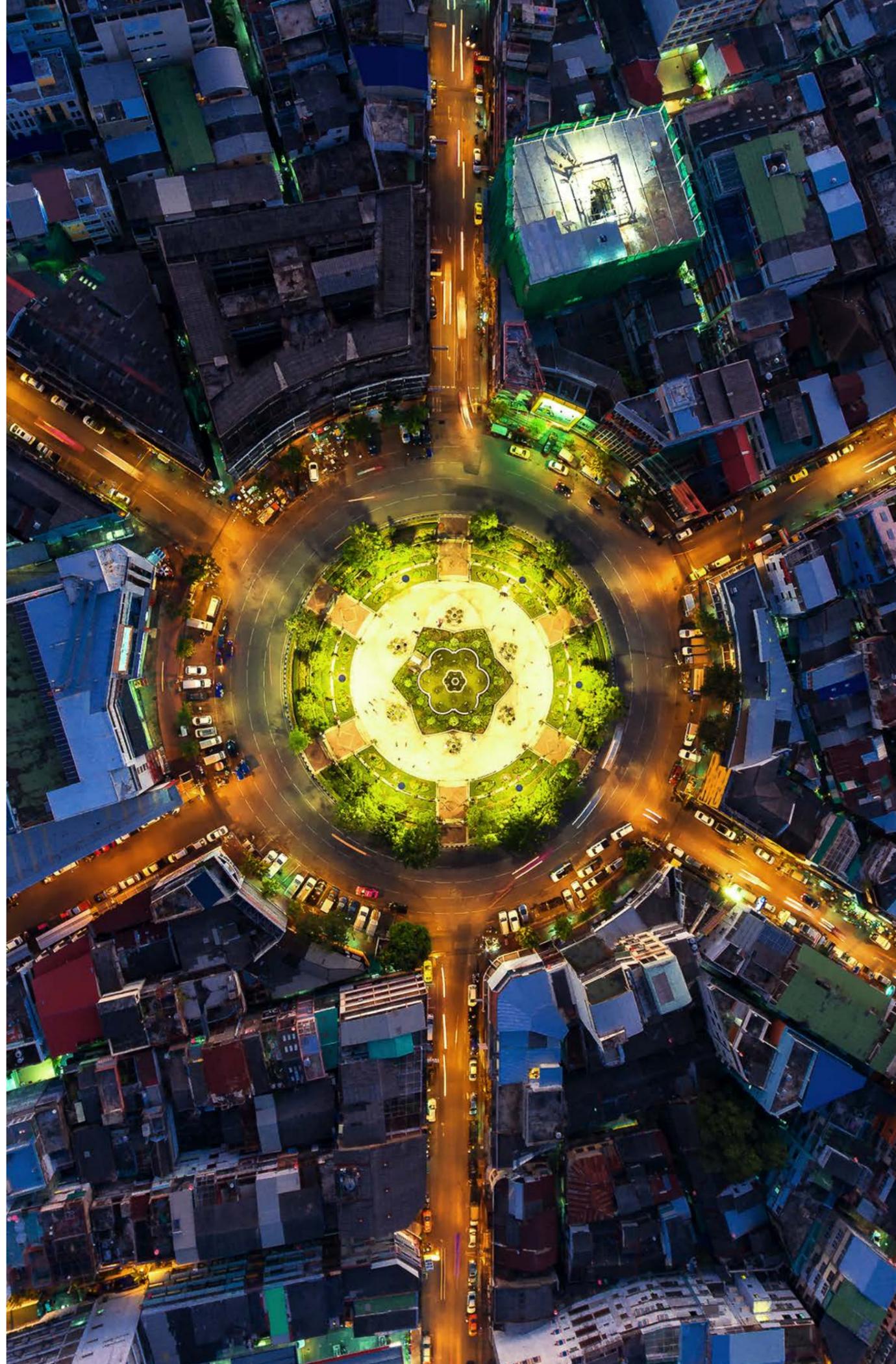
Customer Services

Contact centres and service desks tend to use several different systems and applications, and often undertake a high volume of low complexity, repetitive tasks, such as fulfilling service requests. Service agents often have to navigate multiple applications while simultaneously managing the call with the customer. Where customers make contact via email or messaging systems, agents are required to translate this information from those systems while executing the required actions.

Our Digital Workforce improves the experience by streamlining processes and enabling customers to leverage self-service portals for common requests. By simplifying the service agent process with the automation of tasks, and the introduction of Natural Language Processing (NLP) for extracting key information from emails and messaging chats, agents can focus on providing the best experience for customers, in the quickest time.

Sales and Marketing

While traditionally two very different functions, each with their own set of business challenges, they combine to great effect when they are able to leverage an underlying virtual workforce. From helping to automate marketing campaigns and manage supply chain risk, to streamlining pipelines and handling all manner of customer and prospect information, automation frees up valuable time to nurture leads, develop deeper connections with customers and make sense of propensity data. Teams are able to take a strategic route, making intelligent decisions that rely on virtual workers processing large volumes of raw data in order to compile reports and forecasts.

Operations

Often considered to be the backbone of any organisation, operations teams and the function they provide are critical to the success of any business. From back office processing and supply chain management, to system monitoring, exception handling and service level reporting, automating processes can help drive efficiencies, alleviate bottlenecks and provide insight into areas of operational interest.

> 66 Making IA / RPA accessible to small to medium enterprises is key to unlocking the benefits associated with workforce transformation. Ultima has adopted these techniques to gain efficiencies across our Sales and Managed Service divisions, for the benefit of our customers. 99
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> **Amyn Jaffer - Principal Architect**
> Intelligent Automation Division, Ultima

Our Propositions

Our Intelligent Automation services are focused on helping you achieve more, both from your investment, your workforce, and your data. We believe that the digitalisation of your organisation is a journey which will advance over many months and possibly years, but in order to move forward on your journey, the right foundations need to be in place.

We incorporate data analytics, Cognitive Services and automation in our Intelligent Automation offering to provide a solid base which will enable you to judiciously leverage your workforce, investments and data.

Proof of Value

We can deliver a tailored proof of value engagement to demonstrate the benefits of the Digital Workforce within your environment. Hosted on our cloud-based platform, this engagement includes the use of a virtual worker, automating one of your repetitive tasks. An appropriate candidate for this will be selected during a detailed Process Selection Workshop.

Dedicated Platform

Hosted on a dedicated cloud-based platform for your organisation, with virtual workers hosted either in Azure or on premise, this option is available for five virtual workers or more. The platform comes with the option of being fully managed by Ultima's 24x7 Managed Services team, including exception handling, platform availability and change management of processes.

Hosted Workers

Hosted on our cloud-based platform with virtual workers either in Azure or on premise, this option is ideal for those requiring the automation of a small number of workloads. The platform is fully managed by Ultima's 24x7 Managed Services team, including exception handling, platform availability and change management of processes.

Workforce Transformation

This engagement provides an enabler for Digital Transformation by optimising, augmenting and equipping your workforce. By underpinning your business with cutting edge technologies and freeing up valuable time, we provide you with the opportunity to redistribute resources to provide true benefit - with a focus on innovation and quality. Solutions include:

- Digital Workforce for automating repeatable tasks
- Internet of Things (IoT) for sensor-based assistance
- Data services to leverage existing valuable data
- Mobility enablement to transform and optimise the workforce

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