



Accelerate Digital Transformation with Task Mining and Business Process Automation

Introduction

Pertaining to the partnership TechM will establish a CoE employing 200+ exclusively trained associates in providing task mining and process improvement opportunities with the AI assistance of Scout. Task mining software leverages multiple AI/ML algorithms to give organizations a systematic view of how work happens on the ground level and analyzes benefits from adopting a portfolio of change levers, delivering intended change programs at scale, and eventually attaining the desired ROI.

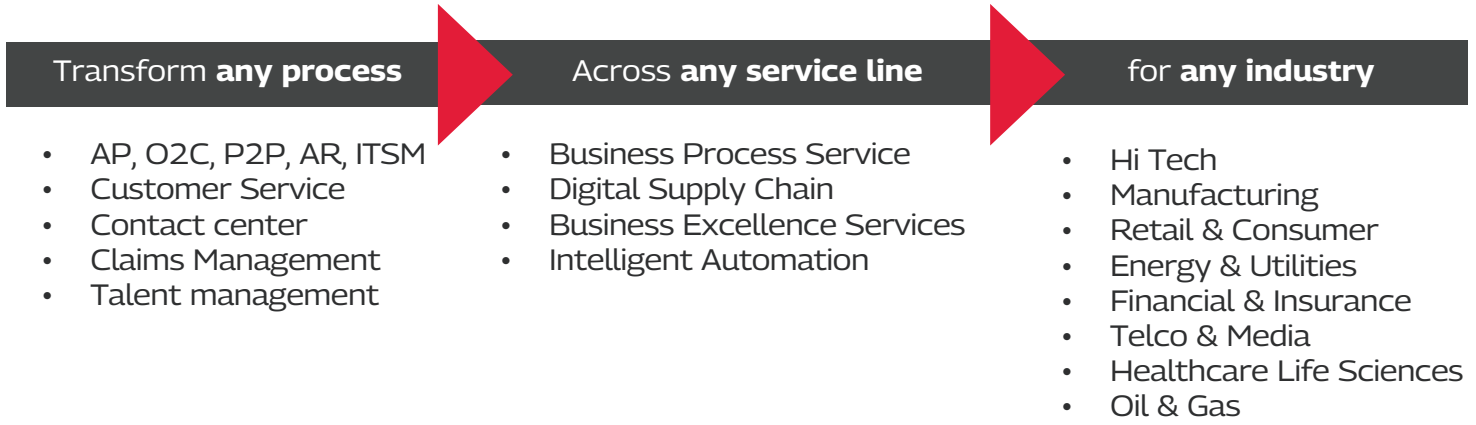
Abstract

Task mining is one of its kind technology that allows business owners and decision-makers to capture employee activities, so they can analyze the discrepancies between work done and work delivered, and optimize them.

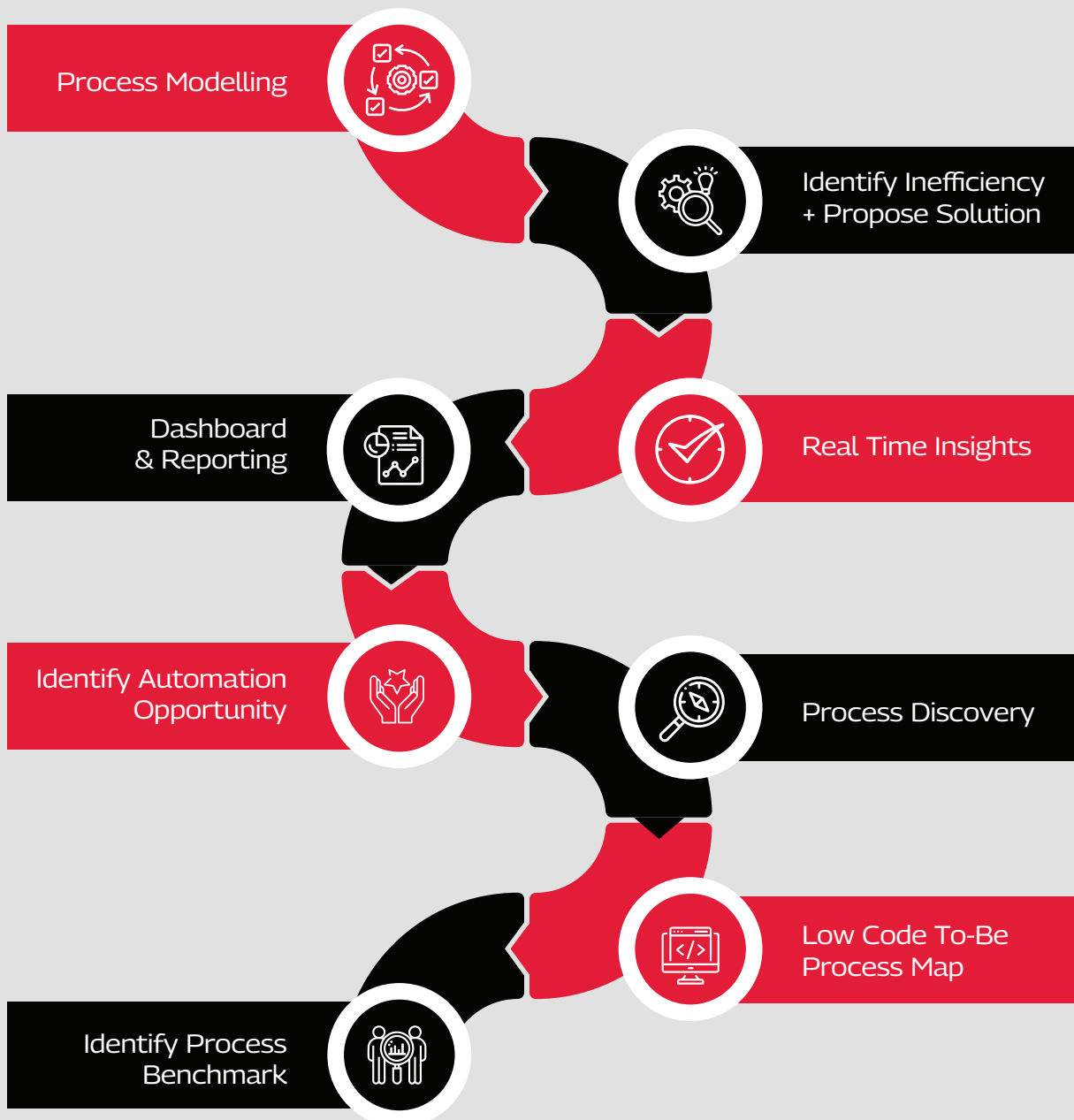
TechM's Consulting team is utilizing Soroco's task mining capability to accelerate data-led digital transformation through Scout - a work graph platform by Soroco. It identifies process automation possibilities and uncovers the potential optimization & standardization opportunities with a virtual assistant.

Solution

Embed A Data-Driven Approach Across Your Entire Service Portfolio



TechM leverages Scout for the execution of step-by-step progressive techniques for the digital transformation of a business process. It is initiated with Process Modelling and gradually leads to identifying opportunities and preparing process benchmarks to enhance the end-of-the-process outcome.



OLD Vs Digital Approach

Traditional Time & Motion	Task Mining Approach
Cost & Effort	
High effort leads to High cost	Low effort leading to optimal cost
Accuracy / Effectiveness of exercise	
30% - 50% accuracy rate Ineffective approach	95% Accurate. Very effective approach
KPI Tracking, Goals & Task Management	
No way to track KPI or performance management	High visibility on the KPI tracking and proactive monitoring
Expected Output	
High-level process design and potential process standardization	L5 SOPs / PDD; Highlight User training & process optimization areas; Helps in prioritization of RPA use case with estimated ROI and savings

Benefits

25% - 30%

annualized effort savings E2E cycle time (via RPA automation)

20% - 25%

reduction in repeat task/activity

70% - 80%

reduction in manual validation (via RPA automation)

~25%

productivity improvement (via process redesign)

30%

improvement in process cycle time

80%

reduction in handling times

Approx. 50%

reduction in wait time

Approx. 100%

potential automation of the task

The NXT.NOW™ Advantage



Utilizing Soroco's task mining capability to accelerate data-led digital transformation.



Assisting customers to streamline business processes by implementing continuous improvement.



Use case prioritization of RPA engagements and drive process optimization initiatives.



Engaging in task mining and developing a new era for process mining.



Developed and tested joint capability of process mining & task mining together building a 360-degree view of digital discovery for the RPA program.

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