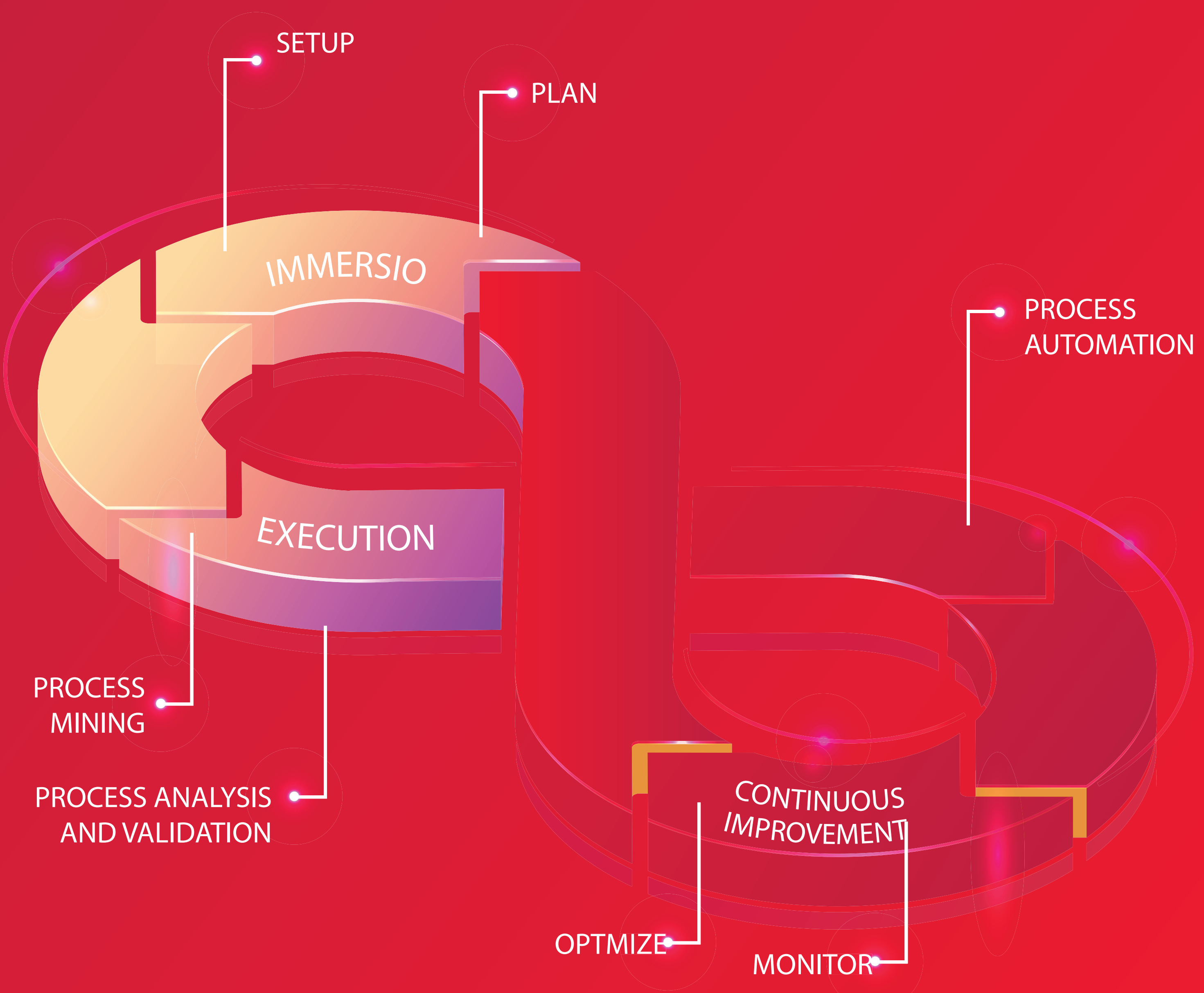


# DIGITAL PROCESS AUTOMATION (DPA)

Digital Process Automation represents the evolution of traditional "RPA" which is centred around eliminating the need for humans to complete repetitive, unskilled, or low-skilled tasks. On the other hand, DPA is driven by using advanced, AI-driven analytical thinking to extract knowledge from existing processes to identify trends, patterns and then Enhance, Automate and Monitor Business Processes



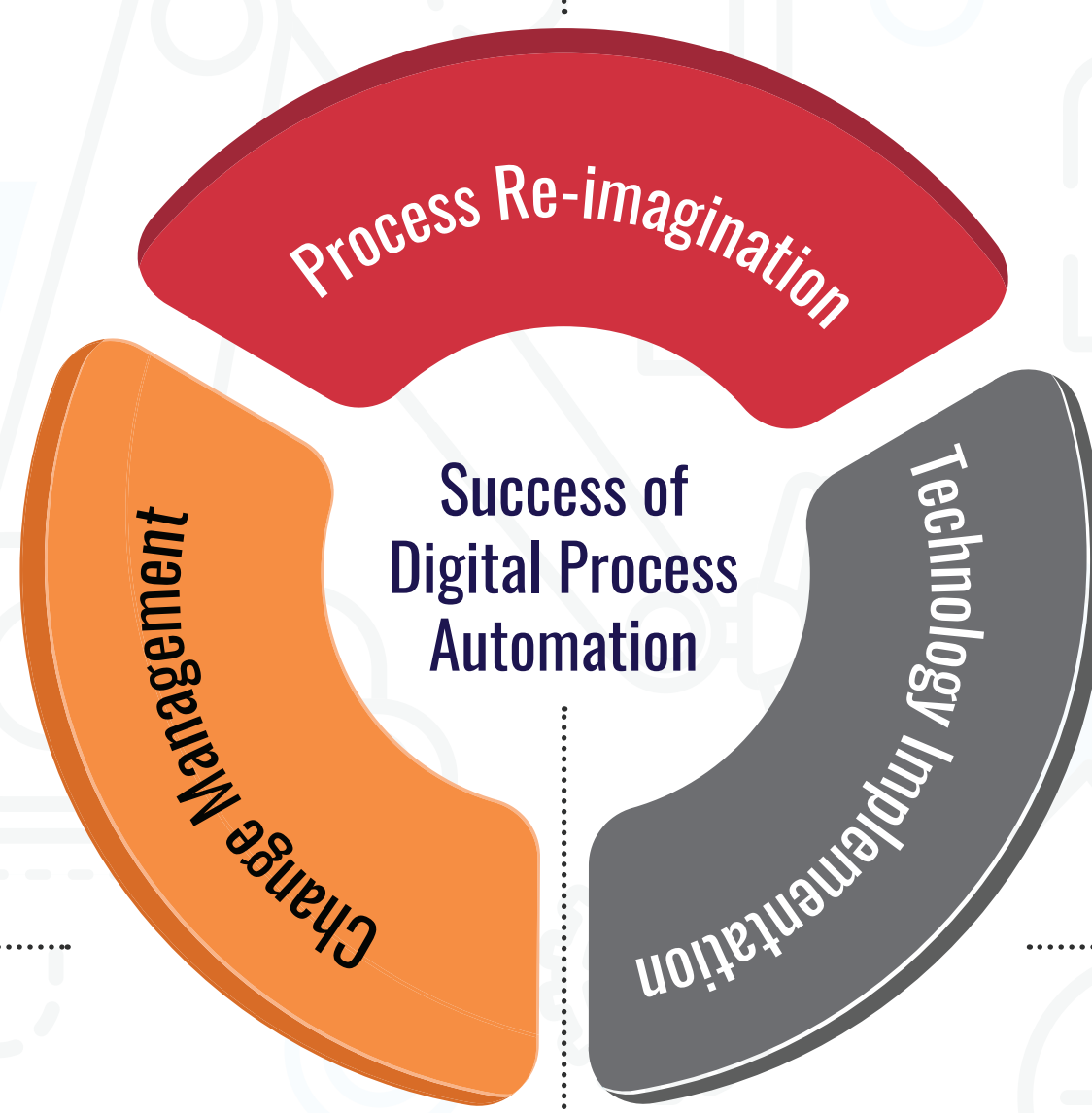
## How Digital Process Automation (DPA) Operates

### Forward-looking: What to do next?

Digital Process Automation  
Use AI driven analytical thinking  
Apply Data mining algorithms  
Enhance, Automate and Monitor

### #Fit4Purpose

It helps in assessing the right process for best ROI ...we do it through "Technology" and "Design Thinking"



### #Fit4Change

It introduces change management levers with an empathy driven approach for better adoption

### #Fit4Use

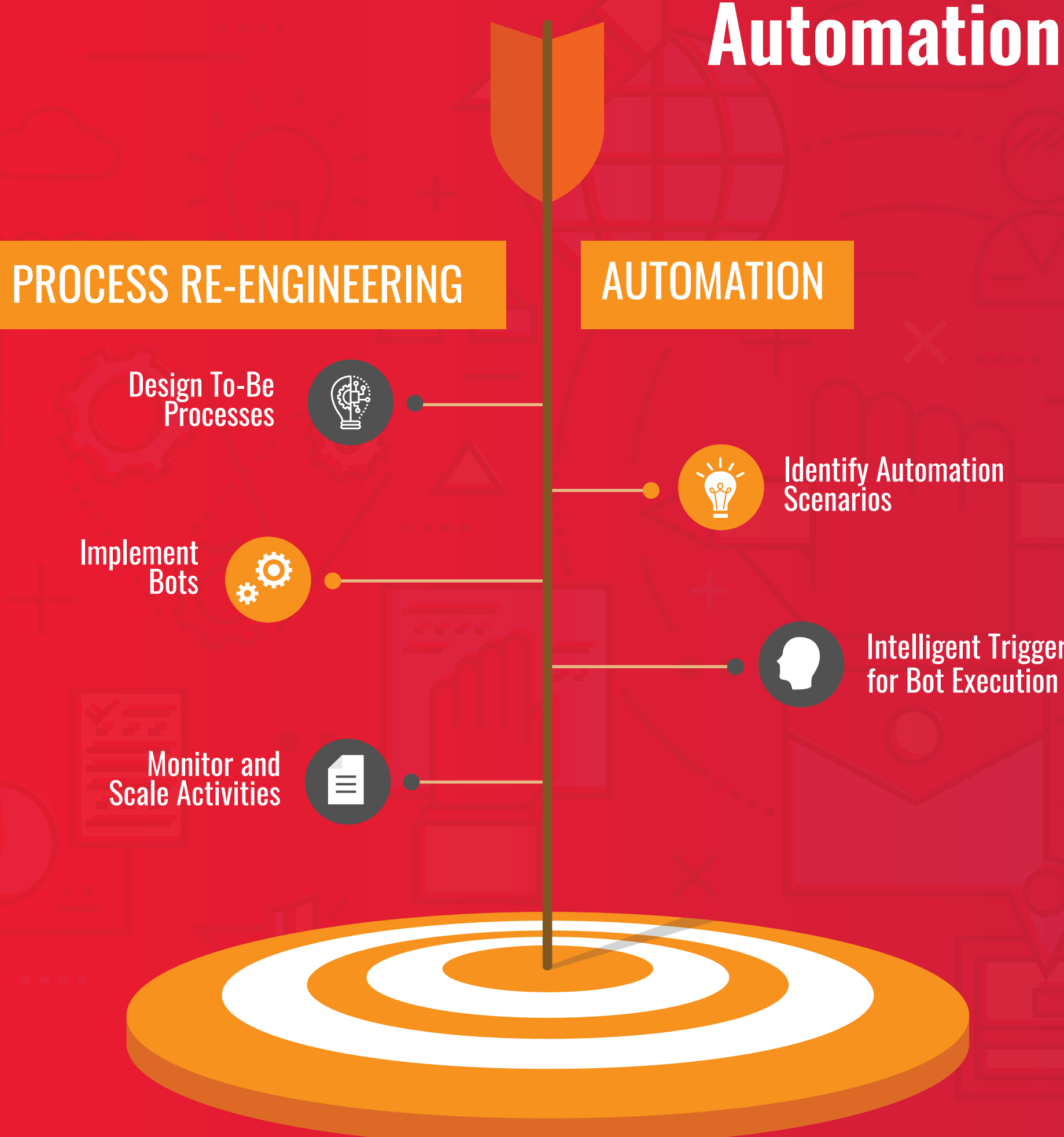
It helps in identifying the right platform, implement in a CoE model and run it like a "factory"

### #Fit4Success

It helps in measuring the ROI and bring continuous innovation to amplify value

HUMAN WORKFORCE  
DIGITAL WORKFORCE

## How Does Digital Process Automation (DPA) Work?



## Digital Process Automation Impact

+20-30% Impact on process optimisation	Increase Productivity	20-30% Speeds up resolution times	Manage Slas & Backlog Better	+10-15pts Improve Net Promoter Score	Improve Customer Experience
15-20% Reduction in Opex	Improve Agent Utilization	15-20% Reduction in Digital Transition timelines	Optimize Service Channels	+20-30% Automated Tasks	Accelerate Digital Initiatives