

INTELLIGENT AUTOMATION - NEXT GEN SOLUTIONS

WHITEPAPER

The need for automation has always been driven by strategic requirements with a view of future outcomes such as:

- Increasing services and cost efficiency without increasing headcount
- Being able to deal with spikes in demand without challenges
- Flexible workforce
- Increased attention to Customer Experience for a seamless experience
- Freeing people to focus on higher-return work

Intelligent Automation has been the talk of the town for few years now. Some organizations were able to implement enterprise wide. Many ran a short sprint and have not been able to catch their breath. Intelligent automation as a strategic priority has not got its due share. It has not been able to scale up enterprise wide because of many challenges.

One of the primary observations that clear the muddy waters comes from the manufacturing industry and its systematic embracing of machines for processing. It has helped create a foundation that organizations with a long-term view have seen maximum gains from automation.

It is very clear that intelligent automation is a marathon and no longer a sprint that can be finished in a short time. The ever-changing face of technology forces organizations to look at their own journey towards intelligent automation.

Intelligent Automation as a Service

While it is good to have end-to-end automation that can give fast results with little integration, it also comes with its own set of challenges such as:

- Multiple platforms licensing with multiple components (There are nineteen technologies under the intelligent automation umbrella)
- Infrastructure setup and maintenance
- Data privacy and security concerns
- Regular maintenance and continuous improvement of automated processes etc.

All of them together create a large CAPEX which essentially acts as an entry barrier to start this initiative and is topped by OpEx which follows unconditionally. With COVID the challenges mentioned above have further aggravated.

CXOs across industries say that COVID-19 pandemic is prompting them to accelerate plans to invest in automation and robotics to better manage operations. This has now become 2nd biggest focus area as per analysts. However initial CAPEX, ROI, longer benefit realization cycles have become deterrent for automation adoption.

“Intelligent Automation as a Service” addresses these challenges and helps customers with accelerated automation adoption and gives back the control to customers.

Why Intelligent Automation-As-A-Service (IAaaS) ?

This model brings in a paradigm shift to the existing industry practice. It primarily addresses ongoing market conditions severely impacted by COVID-19 or any other future economic recessions to come.

This is a “Self-Funding model” with “Pay as you Gain” concept which actually pays for itself once the automated process is in production. The budget required initially is only for 1-3 months depending on complexity of use case where after, a small part of the savings from the automation, pay for the future monthly payments. So tomorrow if you have to automate invoice processing, you don't have to worry about tool, infrastructure, team etc. All you pay is per invoice process and everything at back end is taken care of. This is just one scenario. There are hundreds others.

TechMahindra and Automation Anywhere have created some of the Industry's pioneering models by leveraging varied software platforms. The offering has following components combined as one service under one monthly cost or one document cost.

- Infrastructure and licenses
- Process automation implementation services
- 24x7 post production support for automated processes
- Change requests to ensure continuous improvement
- Reporting and dashboarding

The maximum advantage can be reaped by a customer with contracts of 24 / 36 months.

Tech Mahindra has been awarded the “Cloud Partner of year 2020” by Automation Anywhere for creating such a model which helps to scale automation across the enterprise.

Automation - A Necessity

It is highly clear that intelligent automation is no longer a project for large established organizations. Small and medium enterprises too have to look at automating themselves.

Pushing automation into the backburner or until the next economic downturn event is no longer possible. The reality is stark for even large organizations that if automation is not addressed quickly, they could be staring at extreme losses in revenue and market share. This will eventually put many businesses on the door step of closure.

When business automates a part of running business, it pays for itself by increasing revenue and reducing recurring costs.

Author Bio

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