HYPER AUTOMATION
AUTOMATION BEYOND THE BOTS
WHAT IS HYPER-AUTOMATION?

HYPER-AUTOMATION VS ROBOTIC PROCESS AUTOMATION

BENEFITS OF HYPER-AUTOMATION

HOW TO ACHIEVE END-TO-END PROCESS AUTOMATION WITH HYPER-AUTOMATION

START YOUR AUTOMATION JOURNEY WITH SYSTEMS LIMITED

OUR SELECTED CLIENTELE

MEET OUR ENTERPRISE AUTOMATION MANAGEMENT TEAM

SYSTEMS LIMITED CONTACT INFORMATION
The term "hyper-automation" emerged back in **October 2019** when it topped the list of **Gartner’s Top 10 Strategic Technology Trends for 2020**. The global research and advisory firm termed it “an unavoidable market state” and with good reason. The adoption rate of automation has gone through the roof in the wake of increasingly evolving technologies and tools, setting the stage for the next era in process automation.

“By 2022, 65% of organizations that deployed robotic process automation will introduce artificial intelligence, including machine learning and natural language processing algorithms.”

**Gartner**

Hyper-automation takes process automation further by infusing advanced technologies including artificial intelligence (AI), machine learning (ML), and natural language processing (NLP) to increasingly automate, simplify, transform, design, manage and analyze process workflows across the enterprise.

As enterprises of today are increasingly looking for digital transformation, Hyper-automation makes it happen fast. With advanced technologies fueling its capabilities, it connects applications, understands data, takes logic-based decisions, and can even help with predictions. In many ways, it is the digital extension of human knowledge workers.

**Hyper-automation adds a layer of advanced technologies that extends the range and sophistication of automation.**

Hyper-automation infuses robotic process automation (RPA) with machine learning models, natural language processing, and document understanding to enable automation where it was not possible before. RPA providers today have open processes that allow you to bring in your own, third-party, or built-in machine learning models that can enhance the capabilities of software robots.

Chatbot technologies enable a robot to translate user requests, perform sentiment analysis, and let the robot return user requests into actionable results.
HERE IS A CLEAR DISTINCTION BETWEEN RPA AND HYPER-AUTOMATION BASED ON KEY PARAMETERS:

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<th>Technological Requirements</th>
<th>Robotic Process Automation (RPA)</th>
<th>Hyper-automation</th>
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<td></td>
<td>Performed by automation tools</td>
<td>Performed by multiple artificial intelligence/machine learning, packaged software and automation tools</td>
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<td>Sophistication</td>
<td>Task-oriented process automation</td>
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<td>Outcomes</td>
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<td>Coverage</td>
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<td>Scope</td>
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<td>Ecosystem of platforms, systems and technologies</td>
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BENEFITS OF HYPER-AUTOMATION

There are several benefits to adopting hyper-automation across the enterprise. Here are some of those key advantages:

- **AI-Infused Automation**
  Artificial intelligence capabilities like machine learning (ML), natural language processing (NLP), intelligent optical character recognition (OCR), and AI computer vision team up to enhance how software robots can read, see, and process more work.

- **Empowered and Engaged Workforce**
  Human and robot workers collaborate and optimize the end-to-end business processes via automation. Employees across different functions and levels come together to collaborate and build automations by removing negative connotations attached to potential job losses because of the digital workforce.

- **More Skilled Talent Base**
  When mundane, low-level tasks are delegated to the digital workforce, the human knowledge workers focus on specialization, which results in a more skilled and competent workforce. This creates a work environment that is ready to handle various activities with high expertise, which ultimately results in a more skilled talent base of an organization.
With access to critical analytical data, businesses can ensure they deliver on their investments. ROI is a key metric for businesses since it highlights if the investments in sales and marketing are giving the envisioned returns, and impacting the business in a positive way.

Technology now allows AI-powered machines to interact carry out unattended interactions with the interface like clicking a particular button no matter where it is on the webpage. Machine learning can also be trained to recognize voices or facial expressions, which can greatly benefit businesses.

Today’s enterprises are increasingly leveraging hybrid-cloud and/or multi-cloud infrastructures for smooth communication and easy access to centralized data. Seamless communication between on-premise infrastructure and data storage makes information sharing to make informed decisions more efficient.

Removing routine tasks from the service cycle where human interactions are required, companies can improve their delivery and optimize performance KPIs to better achieve the established business goals.

Hyper-automation involves assigning tasks to the AI while allowing the specialists to handle only the most important work. This allows businesses to achieve higher agility and growth with boundless scalability.

Advanced analytical capabilities of hyper-automation systems allow thorough tracking and measuring to drive continuous business growth.

There are several benefits to adopting hyper-automation across the enterprise. Here are some of those key advantages:

**Target Tasks**
Identify high-value, quick-to-automate business processes

**Tools**
Choose the most effective mix of automation tools

**Strategy**
Define a detailed automation roadmap

**Training & Support**
Train users and maintain solutions for sustained ROI

**Test & Tune**
Test and optimize automation solution performance

**Implement**
Configure and deploy automation software for each process
There are hundreds of process automation use cases that apply to most of the organizations, and hundreds more that are specific to your business model.

Systems Limited’s 3-step approach enables thorough and scalable enterprise automation that makes way for improved efficiency, accuracy and productivity.

To meet today’s digital transformation demands, Systems Limited’s enterprise automation experts can ensure scalability, relevance, and competitive advantages for years to come by developing an in-house automation center of excellence (COE).

START YOUR AUTOMATION JOURNEY WITH SYSTEMS LIMITED

POC
3-6 WEEKS
Proof of concept
A quick 30 days PoCon a selected process to validate the applicability of RPA/IPA.

PILOT
11-12 WEEKS
Piloting
Of additional processes with a parallel setup of Governance & Roll out planning.

ROLL-OUT
SUBJECT TO SCOPE
Roll-Out of the robotics factory
For all relevant business processes and hand over the customer.

Conceptualize
POC development with rapid automation of 6 workflows to gauge the effectiveness of the automation program

Expand
Process pipeline development, Team alignment, Technical & security infrastructure planning & execution of automation

Manage
Implementation of new features/upgrades after getting key business insights & enabling self-service management

Enable
Creation of the core automation team after detailed project planning and formal ROI assessment in collaboration with all stakeholders

Develop
Integration with client systems, Development of sophisticated enterprise class automation workflows, & expansion of the COE to multitenancy

Scale
Hyperautomation institutionalization & centralize performance management to optimize & scale to 50 workflows

- Enterprise service
- Process discovery
- Citizen development
- RPA evangelist
- Business owner alignment

Year 1
Quarter: Q1, Q2, Q3, Q4

Year 2
Quarter: Q1

- Enterprise service
- Process discovery
- Citizen development
- RPA evangelist
- Business owner alignment

• Enterprise service
• Process discovery
• Citizen development
• RPA evangelist
• Business owner alignment

Q1
Q2
Q3
Q4
Year 2
Q1
HYPER-AUTOMATION COMPONENTS

ROBOTIC PROCESS AUTOMATION

ORCHESTRATION

INTELLIGENT BUSINESS PROCESS AUTOMATION

ARTIFICIAL INTELLIGENCE

ANALYTICS

OUR SELECTED CLIENTELE

Some of our global clients which have skyrocketed operational efficiency by leveraging our enterprise automation services:

- Mid America Bank
- Silk Title Co.
- Regeneron
- Dooney & Bourke
- Kellwood
- Michaels
- Telenor
- Allied Bank
- Khaadi
- Network International Payment Solutions
- Etisalat
- Round Tower
- EnoC

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MEET OUR ENTERPRISE AUTOMATION MANAGEMENT TEAM

Norman Gottschalk
Chief Technology Officer
- Chief RPA Strategy Officer
- 25+ Years in Mortgage
- Banking Solutions

Usman Khan
Practice Lead | Robotics Process Automation
- RPA Architect
- COE Manager - RPA

Paul Savage
Director | Advanced Technology Solutions
- Program/Project Delivery Manager
- COE Strategic Architect
- Advanced Technology Solution Architect
- 25+ Banking Technology

Ovais Khan
SVP | Head of Integrations & Automation
- Delivery, Governance & Architecture
- COE Leader - RPA
- 15+ years in product and services organizations
Deliver better results at superhuman speed

Augment your workforce’s capabilities with intelligent virtual workers that operate at peak efficiency around the clock.

About Systems Limited

Founded in 1977, Systems Limited is a leading global technology and business process outsourcing service provider, delivering innovative business solutions and technology-led BPO services. With over 5,000 employees globally, Systems Limited helps its customers around the world maximize their IT investments and creates specialized solutions that drive business results. These solutions leverage deep technical skills, domain expertise, products, frameworks, accelerators, and industry best practices that offer customers substantial competitive advantage.