INTELLIGENT AUTOMATION

The term "[intelligent automation](https://www.workfellow.ai/guides/intelligent-automation-demystified)" was first coined by Forrester Research to describe tools that support enterprise automation in business process management. IA is sometimes also called [hyperautomation.](https://www.workfellow.ai/blog/demystifying-hyperautomation-with-jaakko-lehtinen-from-sogeti)

One of the earliest forms of intelligent automation is [process mining software](https://www.workfellow.ai/learn/top-process-mining-software) that was developed in the late 1990s to automate [process analysis](https://www.workfellow.ai/guides/process-analysis-demystified) and [process discovery](https://www.workfellow.ai/guides/process-discovery-101) in business operations. [Process mining](https://www.workfellow.ai/guides/process-mining-101) is a technique used to discover, analyze and improve business processes using data mining methods. Today, many [process mining algorithms](https://www.workfellow.ai/learn/process-mining-algorithms-simply-explained) utilize Machine Learning (ML) to categorize and visualize business processes based on data extracted from [event logs](https://www.workfellow.ai/blog/what-are-event-logs-in-process-mining)in enterprise resource systems, such as ERP or CRM databases. Together with task mining they form an emerging intelligent automation category of [process intelligence software](https://www.workfellow.ai/learn/process-intelligence-software-and-tools).

Intelligent automation (IA) — an end-to-end intelligent automation solution that combines [robotic process automation (RPA)](https://www.ibm.com/cloud/learn/rpa) and [artificial intelligence (AI)](https://www.ibm.com/cloud/learn/what-is-artificial-intelligence) — can provide many benefits that aid in the digital transformation of an organization.

AI is the perfect complement to RPA, together providing more accurate and efficient automation powered by an informed knowledge base. AI is the process behind the effort to simulate human intelligence in machines, while RPA automates processes that use structured data and logic.

What is intelligent automation?

Intelligent automation (IA) is the combination of AI and automation technologies, such as cognitive automation, [machine learning](https://www.ibm.com/cloud/learn/machine-learning), business process automation (BPA) and RPA. IA capabilities simplify processes. This simplification enables the user to think about the outcome or goal rather than the process used to get that result or the boundaries between applications.

The use of intelligent tools, such as virtual assistants and chatbots, equips organizations with key insights that help in automation efficiency and faster response to customers. For example, tools like [optical character recognition (OCR)](https://www.ibm.com/cloud/blog/optical-character-recognition) allow paper-intensive industries, such as healthcare or financial services, to automate text analysis and drive better decision-making.

## Uses for intelligent automation

There are many uses for IA, all of which ultimately help provide a better customer experience. Some of the uses include the following:

* **Intelligent document processing (IDP):**Forms of business data like images, emails and files often appear in an unstructured format. IDP uses IA tools like RPA, machine learning and [natural language processing (NLP)](https://www.ibm.com/cloud/learn/natural-language-processing) to extract, validate and process that data.
* **Process discovery:**IA can help create a complete guide for automating a process using RPA.
* **Streamline workflows:**IA can use data to automate workflows for faster, more efficient processes
* **Production and supply-chain management:**IA can be used to predict and adjust production to respond to changes in supply and demand.

## Top four ways IA combines AI and RPA to increase business efficiency

Aristotle believed, in reference to human perception, “the whole is greater than the sum of its parts.” The extension of RPA with embedded AI capabilities epitomizes this statement. AI utilizes information gathered from various sources and feeds that information to tools and products to increase the value of their interactions. RPA provides value in automating processes based on structured data, many of which previously required manual intervention. On their own, each provides value. But the combination of the two (i.e., IA) provides tremendous value in creating solutions that use a technological knowledge base to streamline processes and interactions between applications. The subsequent solutions are faster and more accurate, and contribute to gaining the following four efficiencies:

1. **Increase productivity:**Automated applications and processes run faster. Automation of applications and processes, plus the automation of decision-making, forecasting and predictions from multiple sources of [structured and unstructured data](https://www.ibm.com/cloud/blog/structured-vs-unstructured-data) in real time empowers organizations with greater productivity and accuracy in their planning cycles. For example, [Deloitte](https://www.ibm.com/case-studies/deloitte/), an IBM customer in the finance industry, recently used RPA to create bots assigned to automate production of monthly management reports.
2. **Reduce costs:** [According to Deloitte](https://www2.deloitte.com/content/dam/Deloitte/tw/Documents/strategy/tw-Automation-with-intelligence.pdf), “Executives estimate intelligent automation will provide an average cost reduction of 22%,” although they also found that, “organizations currently scaling intelligent automation say they have already achieved a 27% reduction in costs on average from their implementations to date.”
3. **Improve accuracy:** The use of both structured and unstructured data and the automation of repetitive processes ensures better decision-making, and less human intervention results in more precise results. An [IBM customer in the finance industry](https://www.ibm.com/case-studies/deloitte) recently used RPA to create bots assigned to automate production of monthly management reports. This automation eliminated errors introduced into the process through manual data entry, improving the accuracy of these reports and many others. Also, the use of OCR can help speed up data processing and automate data extraction from many sources.
4. **Enrich the customer experience:**Organizations that use technology can better understand customers' needs, communicate more effectively and bring higher-quality products to market. Customers, in turn, are typically more satisfied in their buying experience. [GAM](https://www.ibm.com/case-studies/gam-distributors-of-medicines-and-perfumery/), an IBM customer in the asset management industry, used bots to provide first-line customer support and pricing quotations. This optimization dramatically improved the time it took to provide answers to customers questions, improving the customer experience and streamlining the buying process.

## Misconceptions about intelligent automation (IA)

Several misconceptions threaten to slow IA adoption, but they are easily dispelled. Some of these misconceptions include the following:

* **IA replaces a human workforce:**IA actually supplements or augments a human workforce by taking over repetitive tasks so the human, thinking workforce is available to work on more complex or more pressing matters. IA increases the accuracy of the outcome for the tasks that it is responsible for, reducing the need to resolve errors, which can cause latency and require pulling resources off other projects. It creates new opportunities centered around new skills that can be developed through retraining. For the human workforce, this is a great opportunity to refresh your skillset and build a stronger background for future growth.
* **IA is nice to have, but not needed:**IA is no-longer optional. Automation-infused applications are prevalent in our daily lives, such as speaking to Alexa or using a weather app. Likewise, in business, IA is a necessity to keep up with the market, stay competitive and satisfy customers. Organizations using manual processes just can’t keep up the pace. Not only that, but automation improves the quality of the product and quality of customer service by reducing errors and increasing the speed and efficiency of repetitive processes. Organizations that don’t adopt IA will struggle to succeed.
* **IA can make unbiased decisions:** IA formulates decisions based on input gathered and received, much of which is situational or provided by individuals and organizations responsible for that input. Therefore, the decisions made are inherently biased.

## IA adoption challenges

Adopting IA is not without challenges. However, those challenges can be effectively remedied. Some of the challenges include the following:

* **Skillset and knowledge gaps** are remedied through retraining staff or partnership with a Process as a Service vendor who sets your IA in motion and manages it for you.
* **Process ambiguity**is a challenge if processes within the organization are not well understood. [Process mining](https://www.ibm.com/cloud/learn/process-mining) and process discovery remedy this challenge by helping businesses with [process mapping](https://www.ibm.com/cloud/learn/process-mapping) — a necessity before embarking on an IA implementation.
* **Lack of focus on standardization**is faced by anyone implementing IA. No standard approach to automation exists, so each automation product vendor may approach the same process differently. This can be challenging if an organization decides to switch vendors. With so many vendors and organizations discussing this challenge, hopefully standards are forthcoming.
* **Difficulty identifying opportunities and developing an automation platform** is a challenge that a partner can address. Many types of partners solve this, from SaaS (Software as a Service) vendors to PaaS vendors, to systems integrators — they select the solution and the automation software that works best for your organization.
* **Inadequate tools to develop and execute an end-to-end solution**can halt the adoption of IA before it begins. If an organization has the skills in-house or can retrain existing team members, they can ensure the proper RPA tools, such as software robots, are put in place. This can also be remedied through partnership.

## Use cases: Using IA to solve real-world challenges

Intelligent automation (IA) is pervasive across all industries to streamline processes and create efficiencies that provide more accuracy, faster response time and higher-quality product. Here are a few examples:

### **Real estate**

In the real estate industry, IA provides the first line of response to interested buyers. Bots use intelligent automation to provide faster, more consistent responses and engage buyers before involving a representative. Bots are also used to value properties by comparing similar homes and create an average of sales to prescribe the optimal selling price.

Bots forecast loan default, using machine learning and data analytics to create models that predict risk. In addition, RPA can automate the loan approval process and help reduce human bias.

### **Production**

In a production environment, RPA streamlines business operations and reduces the risk of error by automating repetitive tasks and processes, including anything from back-office parts inventory management to the assembly line. RPA can also be used to anticipate inventory using data analytics to evaluate existing inventory usage rates and collate that information to generate a recommendation.

A production environment — or any environment that relies on vendor relationships — can benefit from IA to analyze and select vendors. IA employs OCR (Optical Character Recognition) to gather and analyze data from multiple inputs in different formats and uses data analytics to compare vendor capabilities, reliability and compare pricing.

### **Intelligent automation (IA) trends and future direction**

The future of IA is boundless. An example of new technology being developed that uses IA to provide greater value to our daily interactions with technology is cognitive automation. Cognitive automation is a progression of IA that uses large amounts of data, connected tools, diagnostics and predictive analytics to create solutions that mimic human behavior. Using natural language processing (NLP), image recognition, [neural networks](https://www.ibm.com/cloud/blog/ai-vs-machine-learning-vs-deep-learning-vs-neural-networks), [deep learning](https://www.ibm.com/cloud/learn/deep-learning) and other tools, cognitive automation attempts to mimic more human behavior, including emotional reactions and other natural human interactions. An example of cognitive automation in use is the adoption of robotics to supplement patient care in nursing homes and hospitals.

[Hyperautomation](https://www.ibm.com/cloud/learn/hyperautomation) takes IA to the next level, automating as many processes and applications as possible, using tools such as [business process management](https://www.ibm.com/cloud/learn/business-process-management) to standardize the approach to automation across the organization and create even greater business value.

## What is Hyperautomation?

Hyperautomation enables the Automation of virtually repetitive tasks that business users implement. It uses Artificial Intelligence with Robotic Process Automation to automate these tasks.

In any industry or organization, we have several backend and front-end tasks that are repetitive, time-consuming, and costly. These include recruitment, inventory management, onboarding, invoice processing, etc.

Automation is highly dependent on the organization’s existing IT architecture and business practices to be successful. Soure: [AI, ML, RPA and Hyperautomation](https://www.gartner.com/en/conferences/na/enterprise-architecture-us/featured-topics/ai-ml-hyperautomation)

### **Components of Roadmap for Hyperautomation**

Roadmap for Hyperautomation automates complex tasks using tools like Robotic Process Automation, Artificial Intelligence, Machine Learning, Process mining, Analytics, and other advanced tools.

* **RPA (Robotic Process Automation):**RPA is integral to Hyperautomation. In RPA, a software robot mimics human action to perform rule-based, repetitive tasks.
* **Artificial Intelligence:** Artificial intelligence is a system that can analyze and perform actions concerning the environment. AI machine learns similarly to a human learns.
* **Intelligence Business Management:**It is a field of Automation in which rather than automating a single individual task, a whole end-to-end business process is automated.
* **Network Connectivity:**The Internet is essential in today's world for each industry. As everything is moving to the cloud, connectivity is a vital component of Hyperautomation.

## UiPath and Google Cloud AI

[UiPath](https://www.uipath.com/rpa/robotic-process-automation)and Google collaborate to transform the workplace's productivity and accelerate Artificial Intelligence and the cloud journey. As they have a common goal, they announce their Integration with Google Cloud Centre AI. Companies constantly seek to become more productive and agile. They try to conquer business and technological challenges head-on. So Enterprises move not all but most of their workload to the cloud. Hence enterprises changed into digital businesses. They come with this partnership in which Google Cloud's AI capabilities are combined with the UiPath RPA platform. They provide the perfect infrastructure for introducing AI to a business environment.

### **Zero Touch Contact Centre Automation Solution**

Enhancing customer satisfaction alleviates the overall time taken to respond to customer queries. This enables a human-like automated response while interacting with customers. For automating a complete contact center, one needs to collect resources from multiple resources. UiPath helps to manage resources from various resources. UiPath retrieves, manipulates, and presents information from multiple resources.

## How is UiPath beneficial for Organizations?

UiPath integrates with the cloud machine learning engine, letting users run their machine learning models using the computing power of the Google cloud platform. Users can train and serve their models as well. They will get resources very quickly when they need them. In partnership, UiPath makes AI integration easier to manage and control. This helps Google face and handle upcoming challenges, such as Engineering work, high cost, and complexity. Their partnership provides embedding [Machine Learning Models](https://docs.aws.amazon.com/machine-learning/latest/dg/types-of-ml-models.html) with the Google Cloud machine learning engine into the UiPath platform. This led to integrating special applications with holistic process automation. Some examples of these applications are:

* Signature verification for cheque comparison
* Scanning through job databases for HR purposes
* Domain-specific classification or service request management
* Provisioning of recommendation

## Blue Prism and Google Cloud AI

Blue prism integrates with Google. As a result of their partnership, [Blue prism](https://www.blueprism.com/) provides Artificial Intelligence, Machine learning, and data analytic tools powered by Google cloud to its customer. According to this integration, the Blue prism will connect with the following Google API’s

* Cloud Natural Language API
* Google Cloud vision API
* Cloud Translate API
* Google Machine Learning Engine
* Google Cloud storage
* Cloud Pub/Sub.

This collaboration allows users of blue prism to fully integrate RPA into their data science pipeline. Users can train and consume custom machine learning models using Google's services. Hence they give their user experience of AI as the Google cloud platform provides pre-drilled AI capabilities. Automation and Artificial Intelligence help industries to transform their business processes.

### Features they offer via Integration.

* Support advance analytic by [Google cloud BigQuery](https://cloud.google.com/bigquery)
* Integrated Machine learning workflow
* Google Cloud Storage
* Google Authentication
* Certified GCP reference architecture
* Simple access to Google's pre-trained AI model

Automation Anywhere and Google Cloud AIInfogain is a partner of Automation Anywhere. They integrate with Google Cloud for digital Hospitality Companies. They provide a platform for cognitive and on-demand Automation to the client. Infogain manages the list of a large number of properties for clients. Property agents have to gather information on the new property. They were doing this task manually. This task is very time-consuming and error-prone. For this Infogain, create an intelligent bot in [Automation Anywhere](https://www.automationanywhere.com/). This bot can utilize Google Cloud’s Auto ML vision object detection API that automatically amenities by looking at the picture. This intelligent bot helped to double the listing activation. This case set an example of Automation using RPA and AI.

## What are the Benefits of a Roadmap for Hyperautomation?

* Using hyper-automation, enterprises can automate end-to-end tasks.
* Here, software bots are performed, so there is a significantly less chance of errors. The machine will make mistakes only if it is programmed wrong. Otherwise, it will always give you false results.
* It helps to advance the analysis and visualization of data.
* Hyperautomation helps to automate tasks from basic to more complex.
* It can manage Automation's full cycle from discovering automation opportunities to measuring ROI.

Using RPA with google cloud integration, RPA or AI can be called up on-demand or scheduled.

## Hyperautomation Use Cases Across Industries

### In Medical and Healthcare

Smart billing can be enabled by Automation by automatically compiling and analyzing bill details from every division. Because bills are generated and paid more quickly, this can save a lot of time. Insurance and claims administration in medical clinics can be streamlined with intelligent Automation using AI and RPA. The terms of policies can be recognized by computer-based intelligence, and a BOT can submit bills with crucial supporting materials.

### For Data Storage

Data extraction, verification, sorting, organization, and storage in various formats and categories by requirements and usage in the organization are all successfully carried out due to hyper Automation. Making the data easily accessible and saving time frees the workforce from manual tasks where accuracy is one of the main items checked off the list. Data specific to the various departments are automatically forwarded after the processing of the original data is finished. Such labor-intensive jobs have significant applications for hyper-automation and RPA bots, which can

### In Manufacturing

While the use of robots in manufacturing has been on the rise for several years, hyper-automation has more to offer. Hyperautomation technologies, contrary to the widespread misconception that "robots can replace humans, leading to a severe crisis and job loss," work in tandem with people to automate and complete tasks flawlessly. In other words, manufacturing hyper Automation is a complement to human labor. For instance, human workers can intervene and monitor the workflow with real-time analytics if Automation produces a part. Enterprise applications can be created using low code for various departments within the unit to streamline the workflow. Manufacturers can use intelligent workflows in a hybrid setup to accomplish the objectives.

### In Recruitment

Recruiting employees is a Herculean task regardless of the industry. It starts with advertising, is followed by shortlisting profiles, screening candidates, scheduling rounds of interviews, filtering chosen candidates, and finally, onboarding. There are many parties involved, which leads to greater collaboration. Hyperautomation streamlines the process and modifies conventional practices.

## Conclusion

In the end, Robotic Process Automation combined with Artificial Intelligence helps to process hyper-automation. Hyperautomation and Google services make life very easy. They automate things with intelligence. It allows enterprises to perform operations and give assistance to their customers efficiently. Roadmap for Hyperautomation saves time for users by automating repetitive manual tasks that took a lot of time. Those workers can utilize their time for tasks that need creativity. People should not automate things. They should hyper-automate things.

Robotics is transforming the efficiency of every organizational function from finance, tax, HR, and IT to supply chain, regulatory compliance and customer care. We’re not talking industrial or companion robots, of course, but rather software robots that operate as virtual employees, reliably automating manual, repetitive tasks at scale.

When robotic, intelligent and autonomous systems are integrated, the result is intelligent automation, widening the scope of potential tasks and processes that can be automated. This powerful combination brings transformation across the whole spectrum of emerging technologies such as artificial intelligence, blockchain and the internet of things.

We’ve collected our best insights on this transformative topic impacting our clients.

Intelligent automation can have significant impact on operational and financial performance in organizations

While digital transformation involves diverse technologies and solutions, intelligent automation technologies such as [**robotic process automation**](https://www.ey.com/en_in/tax/robotic-process-automation-rpa), [**artificial intelligence (AI)**](https://www.ey.com/en_in/ai), computer vision and natural language processing (NLP) have shown immense potential to transform the way businesses operate today. Automation technologies offer several opportunities in portfolio organizations for top line growth as well as bottom line optimization. Cognitive interventions such as leveraging AI and NLP led solutions to understand customer sentiments from social media feeds or using ML algorithms to perform conjoint analysis can enable product differentiation as well as opportunities to tap unmet [**customer**](https://www.ey.com/en_in/customer) needs, driving top line performance. On the cost optimization front, there are several hotspots across the enterprise that can make excellent candidates for automation and enable reduction in cost of operations. A case in point is how one of world’s largest telecom players automated close to ~90% of its customer care agent activities by deployment of robotics and conversational technologies. Not only did this result in significant reduction in cost of operations, but it also enabled exponential improvement in overall customer experience. Similarly, recently a PE backed post-acute healthcare provider was able to identify cost savings amounting to US$4.5 million by deploying [**intelligent automation**](https://www.ey.com/en_in/intelligent-automation) within its healthcare revenue cycle management processes. Most of these cost optimization interventions have quick paybacks — usually around 12 to 18 months, which makes it very lucrative for private equity players to invest in such initiatives to improve portfolio returns in short to medium term. Besides providing opportunities for cost optimization, intelligent automation also improves accuracy of processes, reduces turnaround times and improves employee morale by enabling them to focus on activities that are analytical in nature. For example, implementing robotic process automation and NLP-enabled conversation bots, portfolio organizations can reduce the time to onboard new employees by 60% to 80%. Similarly, deployment of machine learning based algorithms in forecasting demand can enable 50% to 75% increase in forecast accuracy, leading to improved financial planning and budgeting.

## How EY can help

##### [Artificial intelligence consulting services](https://www.ey.com/en_in/consulting/artificial-intelligence-consulting-services)

Our Consulting approach to the adoption of AI and intelligent automation is human-centered, pragmatic, outcomes-focused and ethical.

[**Read more**](https://www.ey.com/en_in/consulting/artificial-intelligence-consulting-services)

##### [Digital Transformation services](https://www.ey.com/en_in/digital/transformation)

We help companies thrive in the transformative age by refreshing themselves constantly, experimenting with new ideas and scaling successes.

[**Read more**](https://www.ey.com/en_in/digital/transformation)

Intelligent automation can also enable significant [**working capital**](https://www.ey.com/en_in/assurance/working-capital-assessment) improvements in portfolio companies. Cash flow being a key driver in value creation in private equity, efficient working capital management can unlock significant value in portfolio companies, thereby driving portfolio returns. For example, we collaborated with a leading private investment firm to prioritize its working capital by leveraging a state-of-the-art intelligent workflow that enabled realization of cashflow improvements worth US$1 billion across its portfolio. Deploying intelligent automation in order-to-cash processes of portfolio firms can enable accelerated customer billing, optimized collections and more streamlined dispute management. On the payables front, AI-driven categorization of vendors by payment terms and automation of procure-to-pay processes leveraging robotic process automation can bring improvement in procurement processes and costs. Similarly, AI driven demand forecasting and automation of procurement processes can have significant reduction in inventory levels for portfolio companies.

Intelligent automation in the next and beyond for private equity portfolios

Benefits of intelligent automation deployment in portfolio organizations go far beyond financial performance improvement. For instance, emissions control in industries like oil and gas and power and utilities has been a major source of contention. There have been several emissions-related accidents that have resulted in substantial losses — both financial and reputational, for these organizations. Intelligent automation can enable continuous monitoring of the hazardous emissions and use machine learning-enabled algorithms to get data-driven forecasts of emissions. It can seamlessly forewarn the HSE (health, safety, environment) personnel in case the emission forecasts are expected to breach the predetermined thresholds. This transforms the approach for emissions management from being reactive to being proactive. Such a change can lead to lower environmental risks for portfolio organizations as well as private equity players. Similarly, by automating standard processes, intelligent automation has unleashed what is called removal of the bot from the human, referring to the automation of repetitive and mundane tasks, thereby enabling employees to focus on more creative, investigative and value-adding activities. This is enabling boosting employee morale, quality of work life exponentially across organizations.

With traditional levers of value creation approaching maturity, intelligent automation-enabled [**digital**](https://www.ey.com/en_in/digital) interventions can offer unprecedented opportunities for private equity firms to drive transformation of their portfolio companies. Bearing in mind the enterprise-wide impact that it has, digital maturity and potential are important factors to be considered in evaluating and valuing target opportunities. Be it driving cost optimization, better working capital, reduced risk of operations or improving customer and employee experience, intelligent automation has proved to be a game changer in the private equity space.

As digital becomes the new normal, it might be the right time for private equity players to embrace intelligent automation and drive value creation.

**Technology that has come of age**

Artificial intelligence has been around since the 1960s. It refers to machines, most often computers, performing tasks that used to require human intelligence to accomplish. Today, AI is transforming how people live and work, infused into solutions across industries and environments.

**Automating tasks**

The word “robot” in [Robotic Process Automation](https://www.automationanywhere.com/rpa/robotic-process-automation) doesn’t refer to a physical robot or an AI robot. It’s a software robot, or bot, that automates mundane, repetitive tasks and processes, eliminating human error and increasing productivity and efficiency to a significant degree.

RPA bots automate all rule-based tasks. Moreover, they can copy/cut and paste data, routinely move files and folders, scrape web browsers, fill in forms, and extract data from documents.

Bots complete tasks according to the rules specified by an RPA-qualified worker, or they can leverage built-in AI capabilities. RPA can improve efficiency in a wide range of fields such as human resources, financial services, healthcare, supply chain management, customer service, accounting, data entry, and more.

Today’s process automation is a great fit for businesses, offering:

* User-friendliness — it’s easy to set to operate
* Flexibility — able to adapt to your organization's needs
* Non-disruptive — does not require significant changes to the workplace
* Scalability — can grow to accommodate increasing work
* Centralization — bots are controllable from a central location
* Ease of use — no programming expertise is required
* Security — ironclad and foolproof protection

**Applications of AI and RPA**

While they have a lot in common, artificial intelligence and Robotic Process Automation are two different technologies. RPA is incredibly efficient, but it does only what the user or programmer tells it to do, while an AI can teach itself. RPA can automate all the rule-based tasks, and AI can bridge the gap where RPA falls short.

RPA deals with structured data. AI is used to gather insights from semi-structured and unstructured data in text, scanned documents, webpages, and PDFs. AI brings value by processing and converting the data to a structured form for RPA to understand.

**How and why AI and RPA can be combined**

The two technologies can support each other and can coexist in integration to form a more robust platform for intelligent automation — automating any front- or back-office business process and orchestrating work across combined human-bot teams.

Here are some of the reasons why you would use RPA and AI in a single package:

* Skyrocket the productivity of your workforce.
* Save your workforce of painful, tedious, agitating, and repetitive tasks.
* Eliminate human errors from the workplace and be sure to reach correct results.
* Improve data management more effectively and save costs.
* Acquire complete process transparency through a customized dashboard and customized reporting support.

AI and RPA a no longer limited to programmers. The technology is easily accessible to business users in form of intelligent automation.

## Introduction to Hyperautomation

Gartner identified Hyperautomation as one of the year’s top 10 strategic technology trends. So what is Hyperautomation? Why does it matter and what are the benefits? Let us find out. Before we get started, let us talk about what is automation?

### **Automation**

Since the evolution of the internet, our life has become so easy that almost every service is just one click away. We can order food online, do shopping, book cab make payments and what not since then we have been in love with ease that automation provides us.

XenonStack provides services and solutions for Automating everyday monotonous tasks which assist enterprises in improving business efficiency, Increasing productivity and reducing risk. Robotic Process Automation combined with Artificial Intelligence and Natural Language Processing can help firms to overcome the problem of security, data quality, and operational flexibility Explore our Services, [Robotic Process Automation Services and Consulting Solutions](https://www.xenonstack.com/artificial-intelligence-services/rpa-services/)

Automation is the use of technology to handle processes, perform operations with little or no human intervention. For example, in the traditional banking system, when we needed to transfer money to somebody’s account, we would first go to the bank, stand in a queue waiting and then show documents. And get payment done which would again take a few days to get it updated on other persons to account but now with the automation like mobile and internet banking we can transfer money, make payments in seconds. Automation is not limited to only software, but almost every automation has an automated software element in it. Now that we are clear with Automation let us move to Hyperautomation.

### **What is Hyperautomation?**

Hyperautomation is the application of  advanced technologies like Process automation, Augmentation, Machine Learning, Artificial Intelligence. It leverages the capabilities of existing automation in a way that they come out more significantly to society. It also aims at automating incredibly complex tasks that rely on cognitive inputs from a human.   Hyperautomation is automation but one level up, it is adding more intelligence to automation and involving a broader set of tool and automating tasks that couldn't be automated earlier.  Organisation/ business can experience exponential growth. The importance of the interaction of Human labour and Robotic software, intelligent use of both can help Organisation analyze and improve.

## ****Essential components of Hyperautomation****

* **Digitalization**: It is getting your all processes digitalised that is getting everything into bits. It is everything from converting your processes automated using software to storing data on storage devices that is bringing everything as bits.
* **Network connectivity**: We all must agree that the Internet now a day is vital everything from mobile to software are accessible via the internet. With data and applications shifting to cloud Internet is necessary. It is also a fundamental component for Hyperautomation.
* **Robotic Process Automation (RPA)**: It is a type of automation in which metaphoric robots do daily repeated tasks, i.e. software robots, to make your work easy and reliable. RPA has this capability of mimicking tasks done by humans. They can open, move, edit copy files, extract information. RPA is an integral part of Hyperautomation.
* **Artificial Intelligence**: [Artificial Intelligence](https://www.xenonstack.com/artificial-intelligence-services/) is developing systems that can analyse and perform operations on their own concerning the environment. AI machines can learn from the experience they build their problem-solving models by observing the environment. They are mainly comprised of three things sensors, environment and Learning Model. Voice recognition, Spam Filters, Plagiarism Checkers all are examples of Artificial Intelligence.

## ****Why does Hyperautomation matters?****

Hyperautomation is about being automated with advance technologies for term goals and to judicial use potential and capabilities of these advanced technologies. It can help you perform, analyze, grow and see the actual effect of these technologies over your organisation turning to digital business transformation. These days when lots of companies are getting digitalised, they are following different strategies like to understand their social media presence, they collect the data and analyse it. They use strategies to convert raw data to useful data that matters to them, visualise, compare data so they can improve reach. Here is where the use of Hyperautomation matters. Hyperautomation is when the organisation at a very early stage recognize that business processes that can be and should be automated and use them to leverage their processes and hence the business. Hyperautomation leverages capabilities of an automated enterprise by

* Using AI Capabilities
* Performing advanced analytics
* Automating various business processes
* Increasing Workspace collaboration
* Bringing Transparency in the process
* Measuring various operations time taken, output and giving their processed stats

HyperAutomation is creating a new class of workforce, who can connect various business data better be it structured or unstructured, get insights and act quicker to adapt to ever-changing customer needs.

## ****Benefits of Hyperautomation****

* Business can understand how well they are performing by using the right set of tools.
* Since the software does the work/tasks, it is faster than human employees.
* The software makes a mistake if it is programmed wrongly; otherwise, it does your work error-free, which was done by human labour would have caused lots of mistakes.
* If your company gets Hyperautomation tools, employees are empowered, which can help them to bring something unique and productive on to your desk.
* Helps in making business-data-driven decisions
* It can help in getting advanced analytics and visualisation of data

## ****Conclusion****

  “Hyperautomation requires selection of the right tools and technologies for the challenge at hand” –  [Gartner](https://www.gartner.com/en/conferences/emea/enterprise-architecture-uk/featured-topics/technology-innovation?ef_id=Cj0KCQiApt_xBRDxARIsAAMUMu9u-AL8_5yo8YgYq1TbKI3qMzh5d2EhpW4V64zldGuHSvaMErRJqjoaAuchEALw_wcB:G:s&utm_source=google&utm_medium=cpc&utm_campaign=EVT_EMEA_2020_EPAEU20_CPC_SEM1_NONBRAND&gclid=Cj0KCQiApt_xBRDxARIsAAMUMu9u-AL8_5yo8YgYq1TbKI3qMzh5d2EhpW4V64zldGuHSvaMErRJqjoaAuchEALw_wcB) As Hyperautomation involves many technologies, it becomes imperative to have the right tool and technologies. This decision depends on organization strategy, the decision-makers and teams that would be using these tools and their skills.  This selection of the right tool is also what Gartner calls “architecting for hyper-automation.” Tools that organization chooses has to scalable, easy to work with and interoperable with your organization's existing system. Otherwise, it may become your cost centre.  Hyperautomation is not made to replace humans; instead, it is used to leverage the capabilities and work efficiency of humans. RPA combined with various Artificial intelligence can help you Hyperautomate processes. If adopted by automated organisations can help them, monitor, analyze and grow. While being creative and bringing something new and useful to society. RPA combined with various Artificial intelligence can help you Hyperautomate processes. A hyperautomated organization can only be achieved through hyper agile work ethics and tools.

Robotic process automation (RPA) software utilizes bots to automate routine tasks within software applications normally performed by a company’s employees. These products are used to save time and eliminate the need for human employees to conduct time-consuming, repetitive, and tedious tasks.

To develop these automations, RPA solutions provide development environments for building workflows that the agents then follow. These development environments are usually codeless, drag-and-drop systems, so they are accessible enough that non-developers can build necessary processes. As an alternative method of building workflows manually, many tools also provide the ability to record actions performed by a human within a software tool that can be translated into workflows within the RPA product. The virtual agents perform actions following these workflows both with and without human supervision or intervention.

It is common for RPA solutions to contain some form of cognitive or artificial intelligence, usually computer vision for training the bot agents in virtual environments or general machine learning to improve bot decision-making. Additionally, products within the RPA category often contain analytics features and a central platform for maintaining and controlling all the bots deployed across a company. RPA software can be implemented in any facet of an organization where manual processes are in place, but are most commonly used in finance and operations, sales, and supply chain departments.

To qualify as a Robotic Process Automation tool, a product must:

Deploy bots into third-party applications

Allow users to build workflows for said bots to follow, via development environments or recording capabilities

Automate tasks for employees, both with and without human intervention

## Introduction to Microsoft Power Automate

Automation no longer constitutes a moonshot. Survival in our ever more technology-driven market world is required. Yet, 22 percent of businesses still lack process excellence, and workflows' automation has been figured out. RPA ( [Robotic Process Automation](https://www.ibm.com/products/robotic-process-automation)), is the primary building block in this industry. The demand for RPA is the fastest and most competitive enterprise software demand. And in this tool market, Microsoft has also introduced a tool. Microsoft's MS Flow is now Microsoft Power Automate, the cloud-based workflow engine for Windows. They can automate any process or task quickly. This allows workers to simplify processes with linked sources, such as [MS Office 365](https://www.office.com/), easily.

## What is Power Automate?

Microsoft Flow, now known as Microsoft Power Automate, is a cloud-based software that enables employees to create and automate the workflows and tasks across multiple applications and services, with no developer assistance. The flows are called automatic workflows. To create a flow, the user determines what action to take when a specific event occurs.

The digitization of work at this new scale will cause tech leaders to rethink enterprise security and the increasingly popular zero trust strategy will take center stage. Source: [Robotic Process Automation: Predictions For Next Year](https://www.forbes.com/sites/tomtaulli/2020/12/19/rpa-robotic-process-automation-predictions-for-next-year/?sh=79f390d8433c)

This allows for the automation of repetitive routine tasks and processes in different programs/services. This encourages research and makes it more effective. Business process mapping and automation have also been possible only through programming. No standardized IT connectors were present. Until now, workflows could only be realized inside the Office environment with the [SharePoint Designer](https://www.microsoft.com/en-in/download/details.aspx?id=35491). The cloud-based Microsoft Power Automate software improves this Build the individual workflow solutions inside and outside the Microsoft Cloud between various services. This increases the degree of automation and thus process efficiency in the company.

## What are the Key Features of Microsoft Power Automate?

* Seamless connections through 302 + of the most common applications for enterprises.
* [Power BI](https://powerbi.microsoft.com/en-us/) connectors within flows connect to the third-party databases and tap into the business intelligence and analytics.
* Templates and a no-code interface automate the business processes with only one click.
* Complex team flow creation, where the project group owns and manages a flow together.
* The RPA (Robotic Process Automation) tracks step-by-step actions, such as mouse clicks, keyboard usage, and data entry, and then replicates those actions into smart workflows that automatically activate.
* UI flows that work with the legacy desktop and the web-based applications that lack an API.
* Quick addition of AI intelligence through pre-built AI models, without users needing to know a code line.
* Mobile app-accessibility on [Android](https://play.google.com/store/apps/details?id=com.microsoft.flow&hl=en) and [iOS](https://apps.apple.com/us/app/power-automate/id1094928825) for running flows on the go.

## Who can use Power Automate?

Microsoft Power Automate offers a useful tool for:

* Organizations who want to automate their workflows favor making business operations more efficient and reducing operating costs.
* IT decision-makers want to allow business partners to create solutions themselves so IT professionals and integration specialists can concentrate on more advanced integration tools. Azure Logic Software.

**Types of Flow available** Four types of Flow are available in Microsoft Power Automate:

* **Automated Flow:**It triggers certain events within a product or service (such as any keyword sent in a message).
* **Instant Flows:** Instant Flows triggers when a user clicks a button either on Flow Mobile or on the web site of Microsoft Flow.
* **Scheduled Flows:**These triggers once a day, hour, or minute; on the date specified; or after several days, hours, or minutes specified by the user.
* **Business Process Flows:** This flow is like wizards, but you need to follow specific business workflows, such as embarking on a new client or updating a particular account from one form of service to another; this type of Flow has a visual guide to indicate how far the consumer is at any given moment in the entire process.

Read more about [**Robotic Process Automation Architecture and Tools**](https://www.xenonstack.com/insights/what-is-robotic-process-automation/)

## RPA in Microsoft Power Automate

The new Power Automate RPA function is called UI flows. By recording and playing back the human-driven interaction with software systems that do not support API automation, the RPA function transforms manual tasks into automated workflows. Since Microsoft Power Automate has pre-constructed connectors for over 275 applications and services that support API automation, Microsoft argues that it now has an end-to-end automation platform "capable of reinventing business processes for a wide range of workloads across industries." Scaling and automating business processes isn't simple — Power Automate is Microsoft's effort to deliver API-based automation and UI-based automation in one platform.

#### Product Value

**For Citizen Developer**

* Using the point-and-click approach of Power Automate to build the workflows and their Excel-like formulas to add functionality
* Connect to hundreds of sources-old or new-including Dynamics 365, [Azure SQL Server](https://azure.microsoft.com/en-in/services/sql-database/campaign/), Excel, SharePoint, LinkedIn, Dropbox, and more.
* Use Power Automate to design logic for your Power Apps.

**For IT**

* Prevent sensitive data from leaving your business by applying integrated or personalized data loss prevention policies
* Link securely to on-site data and cloud-based infrastructure so that you can make the most of your current data

**For Developers**

* + Use Azure functions within Power Automate to implement custom server-side logic.
  + Take decisions in your workflow, such as only taking action if those requirements match.

**For Business Users**

* + Help your team be more professional, competitive, and effective with the automation specifically built for your business processes.
  + Automate various manual and repetitive activities – let you have more time for the important things.

## What is Power Automate Connector?

Microsoft Power Automate brings 220+ applications and services on board. These include the famous connectors like [MS Dynamics](https://dynamics.microsoft.com/en-us/), MS Planner, OneDrive for Business, [MailChimp](https://mailchimp.com/" \t "_blank), etc. **Examples**

* When you're having a conversation within Microsoft Teams, the Flow bot will recognize those phrases (or users will trigger certain phrases manually) to automatically flag something for a manager or send an email to another department, right from within Teams, where the original thought process is taking place.
* In Microsoft Forms, a survey you generate to send to customers after purchasing your product or using your service can be designed to kick off a flow if a customer's rating is too weak (say, a 4 or 5 out of 10). This Flow will send an email to a boss, text a customer service representative to follow up with the client, or create an apology letter from a template in Office 365.

RPA enables a higher efficiency in human actions with RPA Tools, we get a virtual employee who can perform repetitive activity faster and more cost-effectively than humans. Source: [3 Best RPA Tools: Picking The Right Robotic Process Automation Tool](https://www.xenonstack.com/blog/rpa-tools/)

## What are the Benefits of Power Automate?

#### Share and Access Data

* Data is quickly transferred from one device to another with the connectors' aid. It enables data exchange and offers easy access to the necessary data.

#### Quick and Safe Automation

* The cloud-based platform empowers anyone with a no-code background to quickly and easily create stable workflows. As easy as just pointing and clicking.

#### **The Integration with other Applications is Easy and Seamless**

* Microsoft Power Automate enables you to integrate easily with other applications or services through connectors. A connector links two separate applications. Data is "moved" from one program to another in this way.

#### Bring Intelligence to Workflows

* Automate tedious manual tasks with preassembled artificial intelligence capabilities. This provides an employee with a focus on more important, more interesting, and challenging tasks.

#### Improved efficiency

* Incorporate flexible workflows, from individual tasks to enormous size processes. Flexibility is evident as an option for doing this manually. Save time and work effectively.

Explore about [**Acquainting with the Top RPA Open Source Tools Wholly**](https://www.xenonstack.com/blog/rpa-open-source-tools/)

## What are the Limitations of Microsoft Power Automate?

Like every other platform or program out there, Microsoft Flow also has some vulnerability, which many have pointed out. Among those that are most ubiquitous are:

#### You cannot start a second flow as your primary operation continues.

This would inevitably force you to create a new one from scratch, resulting in repetitive work in turn. Although the practice is the best teacher, for many, this flaw is neck pain, especially when it is necessary to define every single exception and variation from scratch. This will result in the cycle of creating flows overly time-consuming and complicated instead of their slogan: "Work less, do more."

#### You can't reorder every phase of through Flow.

Microsoft Flow does not provide the ability to reorder specified steps for users. Once you start building, define the first step. However, after adding two-three more to it, you can't go back and add another one between them. Unfortunately, rearranging their order isn't an option either.

#### The complexity of re-establishing or reconnecting a flow to new lists

If a flow has been formed, you cannot "transfer it" or reconnect it to new lists. **For example**: When Mark finishes his study, after you have described getting an automatic message, you won't be able to change the same Flow to inform you if Jessica submits her research, too. You will have to go through the steps of developing a new flow specifically for Jessica all over again since the current one will not connect itself and prioritize the newly sent data. Analogously, you cannot re-create a flow-instead of configuring an existing one to meet your needs. You will have to build a new one from scratch.

#### Formatting emails for approval

Whenever creating an approval email, Microsoft Flow can automate the sending process. However, you cannot do any formatting to it.

Click to know more about [**Robotic Process Automation in Healthcare management**](https://www.xenonstack.com/blog/rpa-in-healthcare/)

## What are the Alternatives tools of Power Automate?

There is a broad range of low-code or codeless automation tools and cloud-based applications that connect devices and automate business and office processes and tasks. The critical competitors to Microsoft Power Automate are IFTTT and Zapier.

#### IFTTT

If This That is a free web-based tool to automate workflows using simple syntax and conditional statements. Its simplicity makes the roll out simple. [IFTTT](https://ifttt.com/) offers workflows of single actions.

#### Zapier

It can simplify multi-stage workflows and has more third-party application connections. [Zapier](https://zapier.com/) has both a free option and two tears of paid monthly business subscription plans.

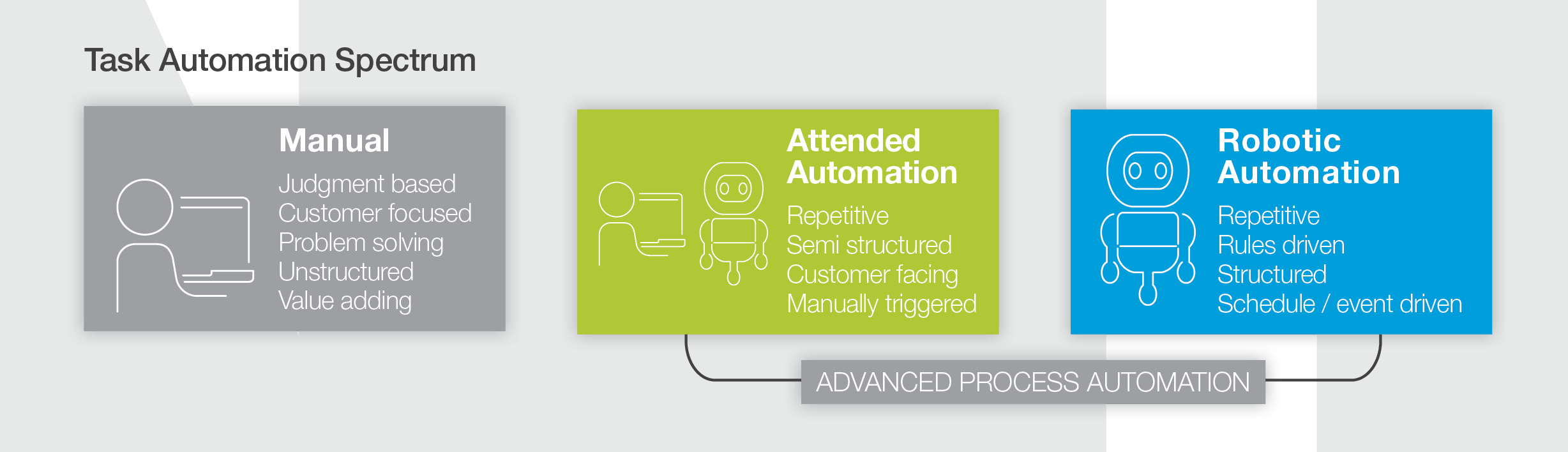
## Conclusion

Hence, we can conclude that the Power Automate initiative is revolutionizing. It streamlined the complicated errands and put tons of human obligations on its shoulders. There's no question this is an artificial intelligence privilege. It makes life simpler for Tech-savvy businesses. This is how Microsoft's Power Automate has changed the business

## How does RPA work with your existing systems?

RPA works by accessing information from your existing IT systems. There are numerous ways that RPA tools can integrate with your applications. One option is through connections to databases and enterprise web services in the backend. Another is through front end or desktop connections that take multiple forms.

Which way is best? It depends on your enterprise and the needs that the solution will address. With backend connectivity, your automation accesses systems and services under the control of a process automation server. This is most commonly used for unattended automation, where your software robots carry out back-office tasks such as processing insurance claims at scale and with minimal to no employee intervention.



## Front-end RPA integrations

On the front end, there are several ways your automation can connect with desktop applications (such as SAP, PeopleSoft, and Salesforce CRM as examples) and other resources to get the job done. A front-end automation can read and write data as well as capture events straight from the user interface of the target application, in a similar way to a human operator.

Humans look at the screen, recognize the elements by what they look like and how they’re labeled and interact accordingly. But how does [attended RPA](https://www.nicerpa.com/robotic-automation/) work? By recognizing each element by its properties and technology family, and checking out its structure and hierarchy. Exactly where that element sits on the screen doesn’t really matter.

Another way of connecting to desktop elements is via controlled user interface connectivity. Its power can be enabled by hidden fields and controls created by the application owner, carrying information that’s not visible to the human eye. Such information might be an account number, for example.

Other tools in your process automation solution may provide additional capabilities. Some NICE automation tools, for example, include surface connectivity capabilities. What that means is the ability to pull in information from images, PDFs, and remote applications.

## How to divide and conquer RPA tasks

One key consideration with RPA is how to divide and conquer the task. A layered approach to automation development is often the answer for complex situations, while process recording can be used to good effect for simpler and more routine business processes.

### **How do these RPA approaches work?**

With the layered approach, different parts of a process automation are divided into different layers, each responsible for certain functionalities. Certain aspects require the work of process architects, while other aspects can be handed off to configurers. This approach to automation design eases development and also can make the automation easier to understand. [USE FIGURE 4-2: Building workflows in the Process Automation Design tool.]

At the top is your process layer, and below that are subprocesses that can be nested into main processes. One layer down are objects, or procedures for specific tasks, which can be built from yet another layer of components or screen interactions. The further down you go, the more the logic can be reused from one system to another and from one process to another.

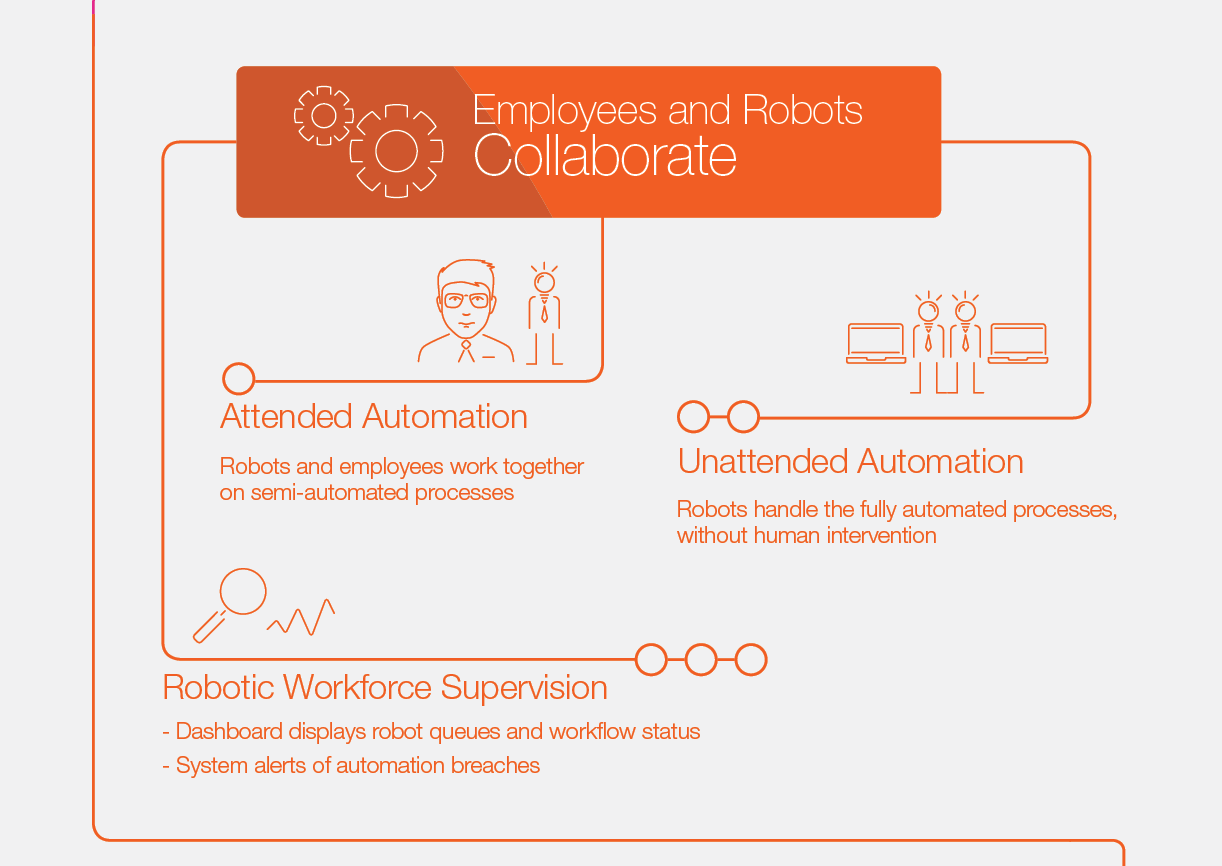
## Pros and cons of process recording

The concept of process recording is in some ways similar to setting up a macro to handle a set of steps on Microsoft Excel. Process recording follows the steps that a user performs and translates them into a workflow designed to replicate those actions. It can make the development of process automation fast and easy.

As the recorder monitors the user at work, it can’t tell whether the user has paused for a specific reason. It also won’t put the spotlight on exceptions that will break down the process. Neither can it capture automations with different path options (such as approving or rejecting a claim based on customer details and requirements). Nor will it understand the business reasons why the automation took a specific path and not another.

As such, process recording will need various modifications to ensure that the final product is efficient and accurate. Also, process recording isn’t as configurable as the layered design process and doesn’t lend itself to best practices of reusing modules and subprocesses.

Design-based automation creation is not as simple as turning on a recorder. It’s more detailed, requires more planning, and may involve more people collaborating. But it does provide a solid foundation for enterprise-grade automations. With developer tools that feature drag-and-drop functionality, business users who aren’t coders are often surprised by what they can achieve.

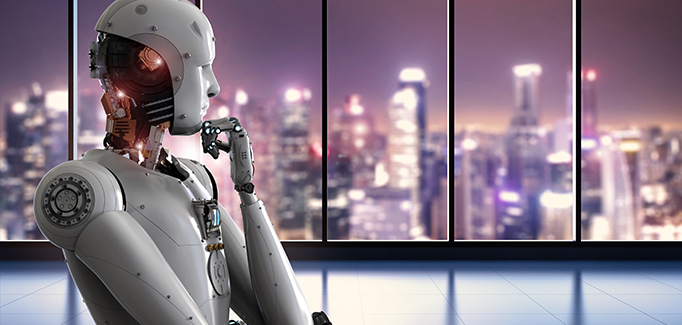


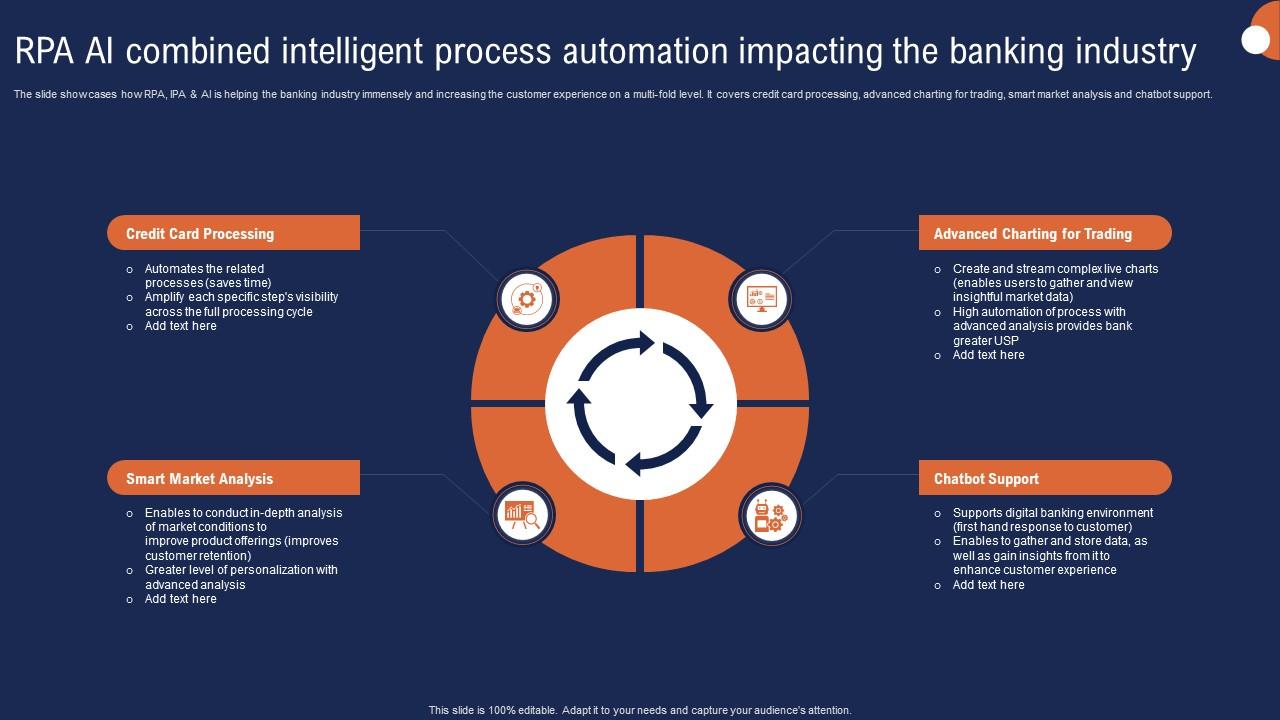
## AI-powered RPA – how it works

This is a term for advanced automation that leverages artificial intelligence (AI) and related technologies such as Optical Character Recognition, Text Analytics, and Machine Learning.  
Where [attended and unattended RPA](https://www.nicerpa.com/rpa-guide/what-is-a-bot-in-rpa/) excel with processes that leverage information from structured databases, cognitive automation can also tap into unstructured data sources like scanned documents, emails and letters.

Cognitive automation uses Optical Character Recognition (or OCR) , chatbots and Machine Learning technologies, to support the automation of more complex business processes. With machine learning, the automation process has the ability to learn, expand capabilities, and continually improve certain aspects of its functionality on its own.

In the foreseeable future, you’ll be able to use AI to independently map, identify, and automate processes. AI is also able to train robots to handle exceptions, by learning from the ways that human employees handle exceptions in attended automation processes.





Interest in automation and AI have hit an all-time high. A global pandemic means millions of employees are working from home, fueling digital transformation on [every level](https://www.cnbc.com/2020/09/05/how-coronavirus-could-usher-in-a-new-age-of-automation.html), and automation is taking off generally as [business leaders](https://www.cio.com/article/3596868/cios-on-the-hook-for-governance-as-automation-rises.html) see tangible benefits from speeding up and eliminating manual tasks. But is your company ready for automation? In a recent [Forrester survey](https://go.forrester.com/blogs/predictions-2020-automation/) of global analytics leaders, 25% admitted their company “lacks an overall vision or strategy for automation,” and 26% said they face problems with culture and managing organizational change.

What are the advantages of being the first to automate in a space? It’s a long list. The earlier you start deploying automation, the more learnings you have, and the better your automations become over time. You’ll have more automations than your competitors, which will build on each other exponentially as your business amps up productivity. Innovation is said to happen in [waves](https://analyticsindiamag.com/artificial-intelligence-and-schumpeters-creative-destruction/), and right now [automation](https://analyticsindiamag.com/artificial-intelligence-and-schumpeters-creative-destruction/) and [AI](https://www.computerweekly.com/news/252475371/Stanford-University-finds-that-AI-is-outpacing-Moores-Law)are on an upswing.

Still, knowing what’s possible (and what isn’t) with automation can help too. For example, more than half of automation projects fail because companies are tackling the wrong use cases.

Below, we’ll dig into some of the challenges around automation projects and provide tips for how to overcome them.

### **Challenge #1: Lack of strategy**

Those interested in kicking off automation projects inside a company often fail to consider many important factors.

For example, make sure you know the answers to these important questions:

* What is the overall goal of the automation project?
* Will this project stay in one department or become enterprise-wide?
* Who owns the project, and which teams should be involved?
* How quickly does this project need to be completed?
* How will success be measured and who owns those metrics?

Failing to create a strategy around these factors leads to a bumpy implementation journey.

### **Tip #1:**

Develop an adoption strategy to utilize the full benefits of process automation, even if it’s half-baked as the project gains momentum. Best practices for companies of any size: start small, start early, and stay nimble. Consider the answers to the above questions when building out your strategy. Moving quickly to automate processes is key to acquiring a first-automator advantage over your competitors.

### **Challenge #2: Poor project management**

Many companies don’t establish automation project leadership early enough in the process. Others either fail to identify a decision-maker or have too many decision-makers on a project. Both can doom an automation project from the start.

It’s also a good idea to decide who’s in charge of maintenance and oversight throughout the project. Knowing who to go to helps if, say, a software robot is set up incorrectly, an automation misfires, or another programming error occurs.

### **Tip #2:**

Identify one decision-maker for the overarching automation initiative. It helps smooth things out when there’s just one person who has the authority to make quick, important decisions and keep the project moving.

### **Challenge #3: Unclear ROI**

Larger companies in particular have trouble weighing the cost and resources of implementing automation against the ROI they expect. Many make the mistake of [calculating ROI](https://automationhero.ai/blog/the-roi-of-ipa-why-intelligent-automation-pays-for-itself/)based solely on cutting costs. This is shortsighted and overlooks some of the more powerful benefits of automation.

Though the other benefits may be harder to measure, know that automation is often a quick win for cost-cutting and also offers long-term benefits such as risk mitigation, better customer service, increased employee productivity and satisfaction, heightened data security and better compliance accuracy.

RPA (robotic process automation) tends to cut costs more quickly, but [IPA](https://automationhero.ai/blog/intelligent-process-automation-rpa-alternative/)(adding artificial intelligence, for more complex, long-running processes) accrues more savings over time.

### **Tip #3:**

Set realistic expectations by expanding ROI calculations beyond headcount reduction. Quantitative factors will be important in the long run, such as boosting customer satisfaction and employee engagement. You might include measurements like net promoter scores or employee satisfaction rankings, as they drop low-value manual tasks and spend more time on high-value, creative ones.

Accept that initial calculations will be educated guesses and that not every benefit will be included in primary forecasts. Don’t get stuck on the math and prevent your project from moving forward.

Another best practice: Perform a proof of concept (PoC) before selecting an automation tool. You can calculate ROI after the first PoC use case and then continue to measure ROI at regular intervals.

### **Challenge #4: Choosing the wrong use cases**

Many companies who are tackling automation for the first time make the mistake of choosing unrealistic or “tough to crack” use cases. Often, decision makers pick the use cases that cause their business the most pain and try to automate them on the first run. These may be highly valuable if successful, but they are also high effort and more likely to be unsuccessful.

### **Tip #4:**

Start small and target the highest- value use case for the lowest effort. Automate these. If it’s unclear what these use cases are, try a [Use Case Discovery Workshop](https://automationhero.ai/resources/ebook-sales-ai-use-case-discovery-workshop/). Over time, build a library of processes to automate and begin working on the more difficult processes as initial ones see success.

### **Challenge #5: Mishandling change management**

It’s a mistake to focus solely on the technology when it comes to implementing automation. The people who will be impacted by it are just as important as the processes themselves, something many companies overlook. Often employees are afraid of robots “stealing” their jobs, and they may simply dislike organizational and occupational change. Failure to address these issues results in resistance, non-compliance and general upheaval.

### **Tip #5:**

One good way to address this general anxiety and resistance is to build an automation strategy from the bottom up. This means gathering views about what should be automated from rank-and-file employees first, rather than leaders issuing commands from the top down.

Once all employees have contributed ideas, leaders or project managers can explain and highlight the benefits of automation for everyone. This should be presented in accessible and understandable terms, rather than technical jargon. Have clear and open communication as the change is occuring.

### **Challenge #6: Having the wrong idea of what automation can achieve**

With automation being such a young and new technology, it can be overwhelming at times. You may come across use cases, presentations or workshops aimed at huge corporations and showing the success of these 10,000-employee companies that implemented a big project-team working on the automation for months and years with an even bigger budget.

While these examples are valuable and can show what automation can achieve, they are often delusive and a deterrent for the majority of firms: small and medium sized companies.

### **Tip #6:**

Don’t compare yourself to the biggest players out there. You probably wouldn’t compare your organisational structures and business processes to corporations neither, so why would you do this for an innovative automation project? There’s a unique journey to automation for each company, hence it’s indispensable to match the project planning to your individual needs and processes. An external professional can help with this important prerequisite.

### **How Automation Hero can help:**

Automation Hero eliminates time-consuming and repetitive tasks with intelligent automation. By creating and performing more adaptable workflows with AI, information workers can now focus on more impactful revenue-generating activities.

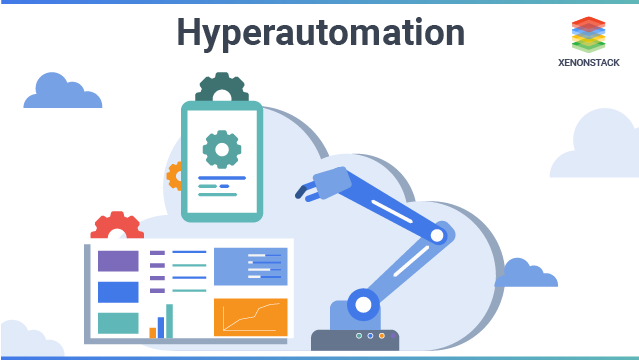
It goes beyond traditional RPA by bringing together several components of process automation into an agile, end-to-end platform that rapidly automates work.

Customers can easily accelerate their automation projects with point-and-click functionality. And, because they can seamlessly integrate with legacy software, they also reduce their reliance on IT and service providers.

The platform offers both unattended and attended automations. Its attended version is personified by Robin, a personal automation assistant, that creates an approachable integration between AI and humans.

**Power Automate Process Mining**

Third, we announced [the general availability of Power Automate Process Mining](https://cloudblogs.microsoft.com/powerplatform/2023/07/18/microsoft-launches-power-automate-process-mining-and-next-generation-ai/). This is the toolchain that every one of us can use to map out business process, and then optimize that business process with the power of AI. Process mining helps you drive additional value in every customer interaction, every customer deployment, and every customer project that you are engaged in.

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* **Initial implementation cost is very high. We must ensure that there is a balance between initial cost and future cost savings. Tasks that must be done repetitively on a daily or weekly basis work efficiently when implemented using automation while those executed once every few months do not require automation.**
* **Automated processes are less flexible than humans. Handling changes is difficult as tools are built for a specific purpose and only few sets of data and formats can be utilized.**
* **Automation requires human interaction. Humans need to monitor and control processes to ensure their proper working. All possible scenarios must be covered by humans while designing the processes.**
* **Additional learning has to be done by teams in-charge of the automated processes as they must keep in mind the understanding of requirements for any particular situation.**
* Have you ever wondered how businesses can use enterprise intelligent process automation to streamline their processes and improve efficiency? Let’s consider an example of any e-commerce company that has successfully implemented enterprise intelligent process automation solutions to optimize its logistics and supply chain management.
* By leveraging intelligent automation, organizations have identified areas in cart-checkout processes that could benefit the end user from automation. With enterprise intelligent automation solutions, the brands’ automated order processing, inventory management, and delivery schedule for customers resulted in improved customer satisfaction.
* Automation solutions, with the use of a machine learning component, can be used to create chatbots for handling customer inquiries and processing orders, as well as an AI-powered system to track inventory levels, forecast demand, and generate purchase orders automatically.
* By implementing enterprise intelligent automation solutions in your company for delivery scheduling, companies have been able to optimize delivery routes and schedules based on real-time traffic data, weather conditions, and the availability of delivery partners, resulting in significant reductions in delivery times and improved customer satisfaction.
* This example truly illustrates the benefits of intelligent automation in business, proving that companies can use technology to improve their processes and reduce costs while enhancing their customer experience. With enterprise intelligent automation solutions, companies can achieve greater scalability, real-time visibility, and operational efficiency, all while freeing up valuable time and resources to focus on strategic initiatives.
* Automation in an enterprise is a transformative technology that can revolutionize how businesses operate, bringing about increased efficiency, cost savings, improved accuracy, and customer satisfaction. Appinventiv can help businesses stay competitive in the digital age by providing expert guidance and support in adopting intelligent automation.

**APPLICATIONS**

* **AI utilizes information gathered from various sources and feeds that information to tools and products to increase the value of their interactions.**
* **RPA provides value to automating processes based on structured data many of which required manual intervention.**
* **IA helps in making business-data-driven decisions by empowering the employees with hyperautomation tools while giving access to advanced analytics and visualized data.**
* **Automated applications and processes run faster with the help f IA which also reduce overall costs.**
* **The use of both structured and unstructured data and the automation of repetitive processes ensures better decision-making, and less human intervention results in more precise results.**
* **Customers’ needs are better understood and communication is done more effectively so that higher-quality products are brought into the market.**