Intelligent Automation

Intelligent automation is about real business change and long-term value. A true intelligent automation strategy utilizes a combination of powerful technologies like digital process automation (DPA), AI, RPA, and data access alongside established processes to work holistically, resulting in smarter systems and actionable data insights.

Selecting a technology partner is never easy as there are no one-size fits all. Below you will find the four keys to selecting the right intelligent automation partner.

1. Collaboration enterprise-wide.

Intelligent Automation is very much about business change and therefore the importance of engaging diverse communities of stakeholders as you go about implementing an Intelligent Automation strategy means that the tools you use must maximize your ability to work collaboratively as you design and deploy solutions.

2. Visibility across all processes.

If you only think of Intelligent Automation as being about systems, you're running a huge risk of not having complete visibility into your processes. Many businesses end-to-end processes and data are very siloed from the broader organization. You need to find a partner who can capture all of the data from your end-to-end processes, whether it is human, robotic, or line-of-business. If you don't your business is already at a deficit as it relates to making timely, meaningful decisions to improve the customer experience.

3. Control over change management and governance.

Administrative frameworks which govern how changes can be made (and by whom) need to be part of your key criteria. With that being said, the tools you use need to provide visibility into all tracking and auditing changes. Additionally, there needs to be a way in which permissions are granted so that more people can be involved, while still maintaining control and governance - and avoiding "application sprawl."

4. Credibility and leadership in process automation.

Low-code development platforms make it easier than ever to build digital solutions, but it can be difficult to know which solution to choose. Solution partners with long-term automation and process optimization experience provide additional value and expertise that when combined with strong technical capabilities, can ensure a greater level of success in achieving your organization's transformation and customer experience goals.

A Trusted Partner in K2

K2, the leader in low-code process automation, enables businesses to effectively and efficiently connect robotic process automation (RPA), digital process automation (DPA), and machine learning to deliver intelligent automation. More than 4 million users in over 84 countries, including 30 percent of Fortune 100, use K2 to build powerful apps that connect people, process, and data to accelerate digital transformation. For more information, visit k2.com.