



Application &  
Mobile  
Development



Application  
Integration



Cloud  
Serverless  
Development



DevOps  
&  
Containers



Business  
Process  
Automation



Content &  
Modern  
Workplace



Analytics &  
Machine  
Learning



Platform  
Advisory  
Services



Business  
Transformation  
Services



## Companies are under pressure to automate processes and digitally transform operations



### **COST REDUCTION**

Identify and remove unnecessary steps

Optimize resource allocation

Standardization and repeatability

Paperwork eliminated



### **RISK & COMPLIANCE**

Identify late actions, non approvals

Overlooked tasks and compliance violations

Enhanced visibility and accountability

Reduce human error



### **INCREASED PRODUCTIVITY**

Execute with speed and agility

Eliminate repetitive and manual processes

Empower employees to streamline process

Improved communications



### **CUSTOMER SERVICE**

Improve customer communication

Reduce friction and frustration

Empower employees to better meet customer needs

## Why organizations **struggle** to digitally transform?

### LACK OF ALIGNMENT

On automation goals



of enterprises have less than 20% of their process automated<sup>1</sup>



### LACK OF RESOURCES

To meet demands of the business



of businesses will be affected by **IT skill shortages** by 2025<sup>2</sup>



### LACK OF CAPABILITY

In current tools or systems



of legacy technologies are preventing digital transformation<sup>3</sup>



## Robotic process automation is not a physical [or] mechanical robot

RPA is a form of business process automation that allows anyone to define a set of instructions for a robot or 'bot' to perform

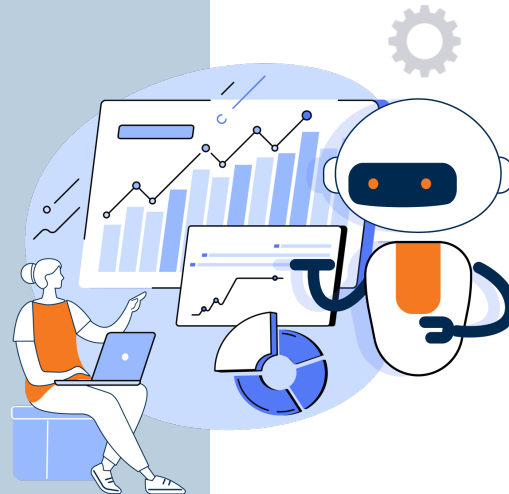
RPA bots are capable of mimicking most human-computer interactions to carry out a ton of error-free tasks, at high volume and speed

RPA is ultimately about automating some of the most mundane and repetitive computer-based tasks and processes in the workplace. Think copy-paste tasks and moving files from one location to another, for example.



## Your business Wishlist

- Reduce operational costs
- Foster business agility to rapidly respond to change
- Improve employee productivity & satisfaction
- Offer a seamless customer experience
- Eliminate human errors and associated expenses
- Increase revenue



**90%**

of large organizations will  
deploy RPA by 2023

**\$5-7  
trillion**

potential economic  
impact by 2025

**70%**

RPA project resources  
spent pre-automation

**>\$30m**

bottom-line impact  
each year

**13%**

automation projects reach  
50-robot scale



**1 000**  
'digital workers'  
operating  
throughout the  
department by  
2025.

**4 MINUTES**  
are now  
necessary to fulfill  
tasks that took 2.5  
days.

**95%**  
reduction in  
clerical effort.

**£60,000**  
worth of time  
saved per year.

## Employees Leading the Robot Revolution at the Department for Education

**1**

Staff are incredibly receptive. When we offered one employee a robot digital assistant, she said we'd made her year.

**2**

Arnold (robot) is able to read the 60,000 emails we receive each month and classify which team needs to handle them before adding the details to our CRM system. Previously, these emails were queued in an inbox for two and a half days, which has been reduced to four minutes.

# Levels of Automation

