

Digital Operations through AI-driven RPA

Data-first companies are using the next generation of software robots, RPA 2.0, to achieve 10x higher automation rates and create new business models with AI at the core.



The top five problems for enterprise operations

Data-intensive businesses in every industry suffer from the same problems:

Too many apps

Most businesses have hundreds, sometimes thousands of applications, and only 20% of them have APIs. Integrating them is time-consuming and expensive.

Fragmentation of operating environment

With work distributed between lines of business, shared services and offshore, it's increasingly complex to manage and ensure service delivery with pockets of errors and exceptions all over the world.

Growing regulatory compliance cost

The number of regulations with \$100 million impact is at an all-time high and growing,



According to Gartner,

80%

of all data within a business
is unstructured

“ We have a steady increase in our data. Just throwing people on the floor doesn't help. WorkFusion helped us to automate the volume through RPA and machine learning.

— Urs Grossman, Global Head of Data Operations, SIX Financial

particularly in banking, insurance and healthcare. Temporary solutions that were applied as band-aids are calcifying into standard operating procedure.

Plateauing service delivery results

As slick, digital front-end interfaces clash with dated, analog back-end processes, customer

satisfaction declines, returns diminish and visibility erodes.

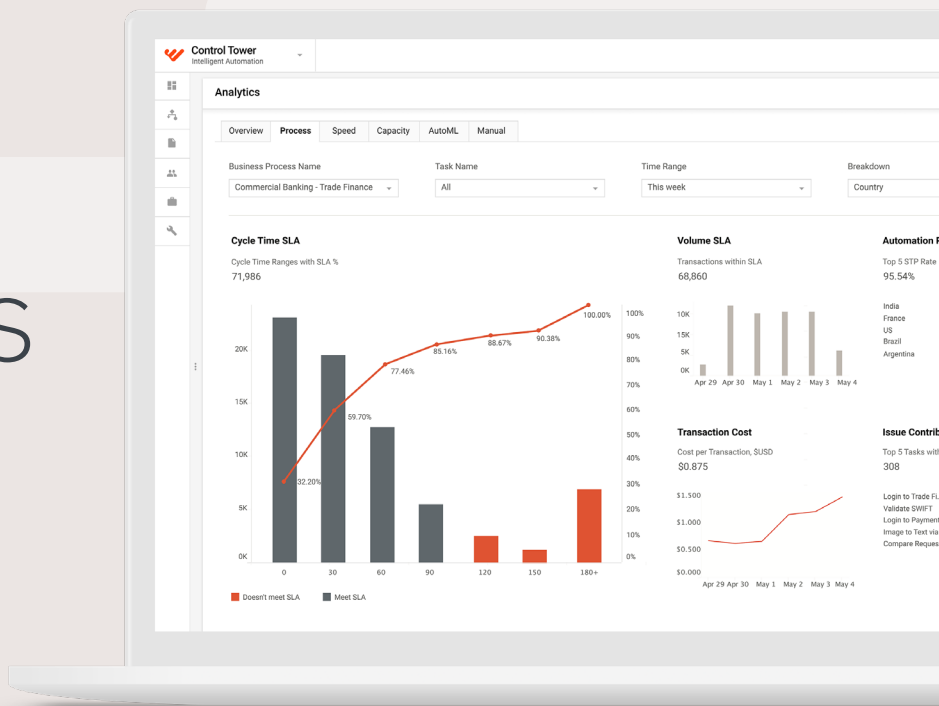
Business growth is chained to cost growth

At best, businesses are able to grow revenue linearly with the growth of costs. But for far too many businesses, cost growth is exponentially outpacing business growth.



Key RPA 2.0 capabilities

Data-first companies achieve digital operations with the capabilities provided by AI-driven RPA.



Software Robotics

Bots integrate disparate applications non-invasively by automating at the user interface or API level. AI-driven software bots are able to learn from the variability of not just changing UIs but also, thought cognitive abilities, from unstructured data such as email messages, documents and websites. AI-driven bots scale faster and automate more work.

Work Digitization

Optical character recognition (OCR) digitizes image-based files, making them machine-readable. Paired with smart software bots and people, operations teams can automate high volume, document-intensive processes from end to end.

People + Bot Workflows

Nearly every critical process in a business requires human judgment and decisions. RPA 2.0 workflow tools

Benefits of RPA 2.0

Data-driven companies that achieve digital operations are able to:

- Optimize service delivery by decreasing average handling time, improve SLAs and increase customer satisfaction
- Improve risk management with flexible controls, real-time visibility and easier compliance
- Lower cost by reducing both infrastructure and maintenance costs
- Drive operational agility through real-time workforce scalability and adapting to changes rapidly

build bots and people into workflows and automatically delegate the right task to the right worker. AI-driven bots learn from people and people handle exceptions, which creates smarter automation and higher automation rates over time.

Operational Analytics

In addition to descriptive and diagnostic analytics, having all automation tools and digital and human workers on the same platform delivers predictive and prescriptive operational analytics and real-time alerts to help operations quickly optimize.

Digital Labor Governance

Software bots, like people, require management. Preventive controls ensure both bot and human performance using advanced quality control and automatically scale the workforce based on volume peaks and troughs.



Putting RPA 2.0 to work:

Automating document processes with AI-driven automation

70%

Data extraction automation rate



80%

Reduction of manual work



99%

Accuracy of work



What's different about WorkFusion SPA?

The world's smartest companies use WorkFusion Smart Process Automation (SPA) to achieve digital operations.

Single platform

WorkFusion SPA installs in 1 hour, provides all capabilities needed to automate complex work and requires no 3rd-party tool integration.

Machine Learning digitization

By having ML at the core, SPA can process data in any language and any format – from email to Excel. SPA also includes a common task library with pre-built bots for invoices, claims and other data-intensive processes.

10x productivity through smarter bots

Rather than relying only on programming rules to automate tasks, WorkFusion SPA learns from data to automate entire roles. Using its patented Process AutoML™ capability, SPA trains on 1/10th the volume of data required by cloud-based third-party AI providers, and one SPA bot is equivalent to 5 full-

time people. This means faster time to automation and exponentially greater productivity for the operation.

Real-time optimization

By synthesizing data from people, bots and processes, SPA routes work to the right person, predicts performance and provides operational analytics to plan workforce capacity and cost.

Preventive controls

SPA makes the quality control of a digital workforce simple with AutoQC™, which applies advanced quality control to ensure human accuracy, monitor bot accuracy and escalate exceptions to people.

