

# PERSPECTIVE

## Business Strategies For The Automation Evolution



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### Abstract

Technology is infused into our daily lives as well as devices, transforming everything it comes in contact with, bringing new and optimal ways of executing routine tasks. Technological transformation is inevitable and is one of the prime pillars of advancement in many industries. This transformation, propelled by technology in automation, is BPM's opportunity to skyrocket into the next stage in the process evolution.

In this paper, we discuss the key trends, the role of client organizations, evolution of commercial models, technology, and skill enhancements, that are expected to emerge as the cause of this forward transformation.

## Not a sci-fi theory

Robots and automation are an integral part of the manufacturing industry today, enhancing human intervention to process control, coordination, and higher order decision making. Automation is not a new age concept in Business Process Management (BPM) either; in fact it has existed alongside several transformational

point solutions, ERPs, and business solutions. The actual change is from the expectation end of the spectrum, and as such, the BPM industry is being rooted to evolve and step into a new era of enhanced operation models. Client organizations need to be willing, matured, and

committed to ensure such transformation is provided a conducive environment to grow at a steady pace. In order to facilitate transformation, clients and service providers need to embrace automation and brace for changes. Key trends that are expected to unfold are detailed overleaf.



### 1. Raising the stakes

At present, CTOs are constrained to support BPM processes. However, once mobility, robots, phantom users, and automation, are introduced, technology interventions will be needed in the existing landscape with CTOs taking up the role of a stakeholder.

Technical challenges will be the order of the day when technology solutions are rolled out and mobility, robotics, and automation, will become key tenets of the BPM engagement. CTOs in the future will play larger roles, as compared to their traditional roles of infrastructure support, extending the network, providing user access, application hosting, etc. In the future, the CTO and the CIO will emerge as important stakeholders. They will have to review the impact on existing IT support

and processes, the existing application landscape, and most importantly, check if it aligns with the organizational IT and security policy.

### 2. Technology infused operations

The operations team will be given the reigns and the responsibility of deriving efficiency and effectiveness from the automated bots. A technology-driven operations environment will be needed to infuse automation in various processes with the goal of attaining 'touch-free processes'. Thus, the operations team is required to constantly seek opportunities to enhance the technology and robot-facilitated automation process.

### 3. Specialized roles

The scope of a technology-driven environment will drastically increase as the agent interaction with processes will need deep domain and process expertise. Moving mundane tasks to an automated system will pave the way for specialized roles that are required to support and manage the automated setup. Taking a page from manufacturing, each operations floor will not only need a mechanism for switching the programs on and off, but will also require human judgment and skill to oversee the techno-functionality of the whole process.



## 4. Tech Bundle

Artificial intelligence, analytics, mobility, automation, cloud, and automation solutions, are expected to converge into one bundle. Data exchanges and interoperability would become more intricate as some of these solutions will need to operate with each other as well as with other conventional applications. Automation has gradually begun the

snowball effect as many point solutions (accounts-payable solutions) are already on the cloud and are embedding elements of analytics and automation into their offering.

Convergence and interoperability between applications are noticeable spokes in the wheel that is already in motion.

## 5. Latest models in the marketplace

Change requires constant monitoring and adaptation from stakeholders, in order to amplify business value. The next step into the future will focus on innovative service delivery and capability for 'touch-free processing' as the BPM of tomorrow will not be based on the mere number of transactions.



## Conclusion

The concepts of automation and cognitive computing are not expected to revolutionize the world overnight, but go through steady and seamless growth.

BPM organizations that have the foresight to anticipate and adapt to change will have the edge. This amplification of business outcomes through technology

and automation brings the best to the customers, who are set to gain and enhance their businesses.

## About the Author



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Santosh Unni heads new customer engagements and solution design for Robotics Process Automation and Technology Solutions at Infosys BPO. He has helped in designing solutions that enable and transform business operations for clients with complex distributed technology and process environments. Santosh has led multiple process optimization and technology transformation initiatives for our global clients.

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