

## 4 TRENDS IN BUSINESS TRANSFORMATION SERVICES

Most organizations today are competing in a boundary-less global world where digitization and technology is transforming every facet of the business. Business transformation in BPM plays a crucial role in this journey to deliver on the aspects of effectiveness and experience, while continuing to drive efficiency maintaining a leverage of 10X.



### The integrated, end-to-end view

Increasingly shared services work with clients in not only looking at driving transformation within, but also to ensure that change percolates end-to-end. SLAs are moving towards being business outcome-driven, in addition to looking at operational aspects.



### The stacked approach to transformation

Data, business processes, applications and infrastructure make up the core of how businesses operate. However today, these elements and their strategies are isolated and uncoordinated. In the next generation of Business Process Transformation, organizations would have to rethink their vision and revise their strategy, by bundling these four elements together and defining seamless structures and mechanisms that allow a holistic view to business needs.



### Deeper insights through analytics

The future lies in how well the abundant amount of data available is leveraged; and one of the key levers to achieve transformation today is analytics. Using structured and unstructured data, organizations need to leverage the power of analytics in defining the problem statement and also prescribing the possible solution options for the problems. This can be achieved through prescriptive, predictive, diagnostic and reporting analytics.



### Extreme automation

Today's technology is enabling us to drive high levels of automation. How can we ensure Straight-Through-Processing with only minimal exceptions to the process? This is the challenge for us as transformation professionals. Driving automation at the application layer should be the objective, however given the challenges and investments, introducing point-solutions and driving automation of the front end - mimicking human movement; could be the possible first step. This could be data extraction and entry, single view to data and auto query resolution using Chatbots, to name a few.