

# INTELLIGENT AUTOMATION

Transform your Business with an  
Integrated Approach to Intelligent Automation

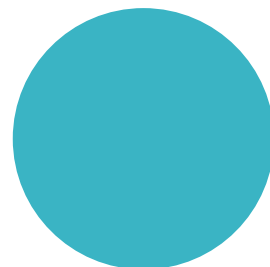
# Transform your Business with an Integrated Approach to Intelligent Automation

As enterprises compete in a digital-first world that requires seamless operations, and greater value from resources, they are on a constant look-out for tools or some framework or a component that would bring them operational efficacy, higher revenues, cost savings, shorter turnaround times and faster go-to-market options.

Today, Intelligent Automation (IA) has emerged as a transformational tool for enterprises, comprising of technologies like robotic process automation (RPA), artificial intelligence (AI), and intelligent analytics to enhance their IT and business process automation initiatives.

IA can be the catalyst to transform the core of an organization digitally, fundamentally evolving how business operations are executed and driving the development of new business models using hybrid digital and human workforces. It finds application across almost all major enterprise functions like IT operations, Customer Support, Business Process Management, HR, Marketing, etc. From eliminating human errors, automating administrative tasks, deflecting support calls right up to providing proactive resolutions, IA adds immense value to enterprise systems. It is a versatile and easily adaptable tool for these functions to improve the effective utilization of their resources and deliver value to their stakeholders.

Though IA has the potential, it does bring some challenges with it. End customer experiences will vary as the outcome is a function of not just technology but also the enterprise's internal processes, talent strategy, and organizational setup. An integrated approach to IA effectively brings together technology, talent, organizational change, and leadership to achieve business resiliency and growth.



# What is Intelligent Automation?

Intelligent Automation enables enterprises to automate most of their business processes and achieve high levels of efficiencies, optimization, and growth. The long-term advantages of IA are what makes enterprises queue for its implementation. Intelligent Automation is industry agnostic and is safe, secure, and customizable per the specific business requirements enterprises may have.

IA empowers humans and organizations with advanced smart technologies to take faster, more intelligent decisions and actions. IA systems are smart enough to analyze the vast amount of structured and unstructured data, learn continuously from it, and intelligently automate processes to drive operational efficiency as well as business efficiency.





# Why Intelligent Automation?

A well-executed IA should integrate seamlessly with other enterprise systems and breathe new life to technical and business processes. The outcomes of IA implementations to enterprises include:

- Process improvements, standardization, and efficiency
- Improved customer experience and service levels
- Optimizing back office operations
- Cost savings
- Optimizing workforce productivity
- More effective monitoring and fraud detection
- Product and service innovation
- Higher turnouts and faster throughput

## Challenges In Intelligent Automation Programs

Technology by itself can only do so much; it needs multiple other factors to come together to deliver value to its full potential. In the case of IA implementations, some challenges organizations face are -

- Aspirations for IA appear to be exponential, while execution happens to be linear
- IA initiatives lack an enterprise-wide strategy IA offers more than cost savings. Think beyond cost reduction and figure out how to define and measure success
- IA programs formed as IT initiatives within existing organizational frameworks have trouble scaling
- IA success requires real hands-on IT-business collaboration which is difficult to achieve
- IA does not solve your data issues. Having a data-centric mindset is key.
- Automated processes are still processes. Enterprises should invest in the documentation, especially for complex automation that contains valuable IP
- Access to the right talent can make or break your IA implementations
- IA is not a one-time exercise. Change management and ongoing governance are the keys to continued success.

# Go Further With CSS Corp's Intelligent Automation

CSS Corp has a long history of providing tech support solutions to simplify complex customer ecosystems. We use digital technologies like Automation and AI, to offer customer-centric solutions. Our Intelligent Automation Solutions encompasses a comprehensive set of services, starting from consulting to assessment, development, and full release to ensure IA is seamlessly integrated with the organization's strategy.

We provide the following Intelligent Automation services;



## IA Consulting Services:

The primary objective behind IA is process automation. It directly ties in with how the business solution is designed. To help enterprises with this, we start with the consulting phase. IA is not a one-stop solution to every problem faced by enterprises. The first step towards ascertaining whether IA can be implemented or not is by studying the business processes and determining how automation can enhance them. While automating a process, we also take care to ensure its integration with the overall system.



## IA Implementation Services:

Our team has access to industry-standard and in-house tools to implement IA most effectively, after considering all factors. This implementation is non-intrusive and leverages your existing infrastructure.



## IA Accelerator Solutions:

Using our experience and expertise in Intelligent Automation, we have developed these solutions that can be used to accelerate your business processes and outcomes -

### › Robotic Process Automation (RPA):

RPA enables enterprises to automate most of their business processes and achieve high levels of efficiencies, optimization, and growth.

### › Chatbot:

An AI-based bot that speeds up conversations between agents and customers by acting as a middle agent, giving the right recommendations to the customer's problem and need. It helps in faster ticket resolution, enhanced customer satisfaction, and support and invokes a human agent for cases beyond the bot's resolution scope.

### › Smart Case Analytics:

An innovative analytics dashboard that helps case management in support center operations. This tool gives floor managers visibility on the case progress, SLA, agent availability, and helps with proactive case management. The result is that support organizations can manage their teams well, with more clarity, visibility and can ramp up proactively before surges or spikes occur.

### › Sensor Automation:

By utilizing sensors and an underlying AI/automation framework, our solution helps enterprises in providing maintenance support. It helps them understand their product lifecycle, take care of proactive maintenance schedules, detailed component analysis, reduce the MTTR, and increase product lifespan and dependability.



# Benefits of CSS Corp's Intelligent Automation Solutions

 Cut process time by up to 50-60%	 Flawless vendor experience
 Keep up with technology updates	 Proactive maintenance & support
 Guaranteed scalability	 Accelerated deployment cycles
 High security	 Reusable frameworks
 Lower total cost of ownership	 Higher operational efficiencies
 Ease of use & control	 Upskill opportunities for agents

# Intelligent Automation - Use Case

Automation of processes for a leading Small Finance Bank: Transforming IT Operations to serve the business better

1 year of Engagement | RPA Development, Execution and Production management | Process Optimization



## CXO Problem Statement

- Reduction of execution time for mundane data-heavy business processes
- Identifying the right RPA candidates and automating them
- Scalability, reliability, maximum coverage and TCO



## Scope of Work

- Automation of various core banking processes
- Design and orchestrate the process for optimized execution
- Optimize tool cost
- Help the business team to identify right RPA candidates



## CSS Corp Solution

- RPA design, development & maintenance
- Automate attended and unattended processes
- Solution for taking inputs from OCR and PDFs
- Technology landscape: UiPath, .NET, GitHub



## Customer Benefits

- Shorter time to execution
- Reusable components
- Scalable automation architecture to handle a large volume of data
- Low failure rate by continuous improvement
- Faster delivery of features
- Zero deployment failures and rollbacks

To get a free demo on how Intelligent Automation can transform your business, write to us at

[info@csscorp.com](mailto:info@csscorp.com)





CSS Corp is a new age IT services and technology support company that harnesses the power of artificial intelligence, automation, analytics, cloud and digital to address customer needs. We partner with leading enterprises to help realize their strategic business outcomes. Our team of 5,800 technology professionals across 18 global locations is passionate about helping customers differentiate and succeed.

For more information, please visit  
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