adesso

MUCH MORE EFFICIENCY WITH PROCESS AUTOMATION

TIME FOR THE NEXT LEVEL

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PROCESS AUTOMATION

Dear Reader

Skilled labor shortages and pressure on margins are forcing companies more than ever to do more with less. This situation leads to automation of everything that can be automated.

But how do you go about it? Technology providers are flooding the market with solutions, analysts are coming up with new buzzwords every year and bookshelves are filling up with best practices.

Proven, down-to-earth practical experience is needed to keep things in perspective. Our practical expertise as a consulting and IT service provider picks up precisely here: We know the right solutions, the right software and understand the interrelationships. This helps you to streamline processes, identify and solve particular difficulties in them and increase productivity. All with the aim of ensuring your success.

**Best regards,
Hansjörg Süess, CEO adesso Switzerland**

PROCESS AUTOMATION IN A NUTSHELL AND ITS CHALLENGES

The essence of Process Automation? The first step is to identify and analyze the manual and recurring processes. To automate them, you need know-how and appropriate technical solutions. The added value for the future of your company is great: Valuable human resources can be used for more strategic and creative work.

In reality, however, the nutshell looks a bit more complex. We're sure you also recognize these challenges on the way to automation.

1. LACK OF RESOURCES AND EXPERTISE
Seamless automation implementation requires specific expertise and technical resources.
Are you facing expertise bottlenecks?

2. ADAPTABILITY
The market is changing, and integrating the automation solution can be a challenge due to the complexity of existing business processes and systems.
What strategy are you using?

3. LACK OF ACCEPTANCE WITHIN THE COMPANY
Changes, especially automation, can lead to resistance from employees, even more if they have concerns about losing their jobs or having their responsibilities changed.
Do you have the necessary expertise in Change Management?

4. UNCLEAR HOLISTIC DIGITIZATION VISION
Companies often approach automation projects in an isolated and ad hoc manner, without clear integration into the overall (digital) strategy.
As a result, automation often takes place in a fragmented manner.
Can you automate strategically?

THE OBVIOUS QUESTION IS HOW THESE CHALLENGES CAN BE OVERCOME. WE HAVE THE ANSWERS.

《 *Identify and analyze the manual and recurring processes – and then automate it with know-how. To put it simply, this is the essence of process automation.* **》**

Hansjörg Süess, CEO adesso Switzerland

WHAT IT TAKES FOR SUCCESSFUL AUTOMATION

STEP BY STEP

1. ANALYZE
The first step is to identify and eliminate inefficiencies, reduce manual errors and streamline processes. This cleans up, simplifies and optimizes business processes.
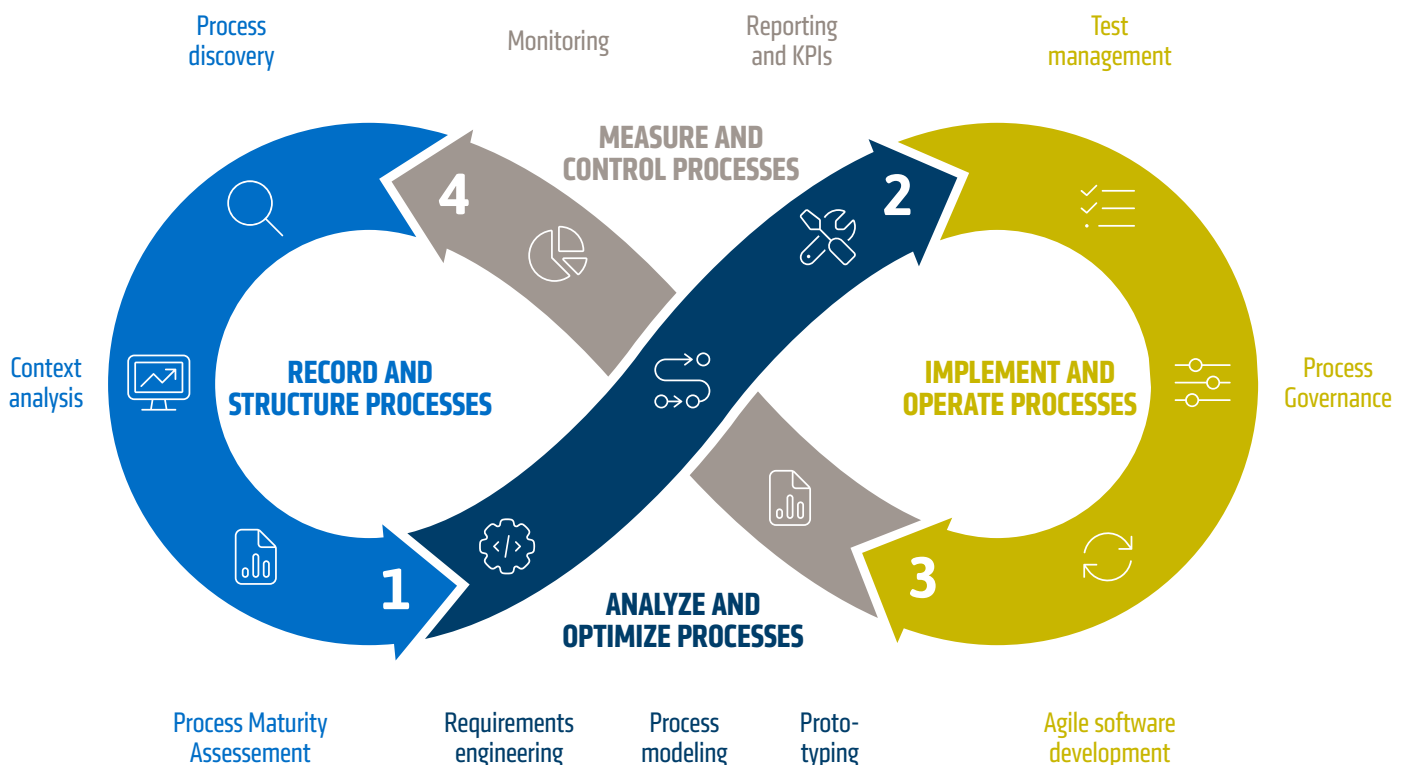
2. AUTOMATE
In the next step, the focus is on repetitive and time-consuming tasks (such as data entry, document processing) and on customized solutions to automate them.

3. EXPAND
Finally, the focus is on the positive impact of Business Process Automation on business growth and agility. Best practices are established and approaches are scaled

IN DETAIL IT MIGHT LOOK LIKE THIS

Process discovery

Monitoring

Reporting and KPIs

Test management

MEASURE AND CONTROL PROCESSES

4

2

Context analysis

RECORD AND STRUCTURE PROCESSES

IMPLEMENT AND OPERATE PROCESSES

Process Governance

1

ANALYZE AND OPTIMIZE PROCESSES

3

Process Maturity Assessement

Requirements engineering

Process modeling

Proto-typing

Agile software development

FOUR PRINCIPLES FOR SUCCESS

To cope with the complexity of automation processes, our approach is based on four principles:

MAKE INFORMED DECISIONS

We ensure that decisions about technologies and platforms are made only after the right use cases for automation have been identified and the operational and strategic issues have been clarified.

AGILE SOLUTION APPROACHES IN USE

The iterative approach enables quick successes and addresses acute challenges. Especially when it comes to involving employees and promoting closer collaboration between business departments and IT.

ACCOMPANYING CULTURAL CHANGES

Automation fosters a culture of continuous change, collaboration and innovation. This has a direct impact on employees' everyday lives. We accompany the cultural change so that satisfaction and productivity increase.
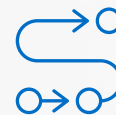
NO LIMITATION TO INDIVIDUAL PROCESSES

We ensure that process automation is not limited to optimizing individual, isolated processes. Rather, it is about looking at and optimizing the entire organizational value chain.

AUTOMATION TOOLS AND APPROACHES AT A GLANCE

Technologies and platforms are our core business - thanks to numerous partnerships, we can provide our customers with technology-neutral advice. This is one of our greatest assets. An overview:

> **BUSINESS PROCESS MANAGEMENT (BPM)**
BPM is a strategic management approach that involves analyzing and redesigning processes to improve efficiency.

> **BUSINESS PROCESS MANAGEMENT SYSTEME (BPMS)**
BPMS enable the modeling, automation and monitoring of business processes.

> **BUSINESS PROCESS AUTOMATION (BPA)**
BPA is a tactical implementation of automation technologies to eliminate manual activities and improve process speed and accuracy.

> **PROCESS MINING**
Process Mining tools automatically analyze existing process data to visualize process flows, identify bottlenecks and uncover potential for improvement.

> **LOW-CODE DEVELOPMENT PLATFORMS**
Low-Code enables the development of applications with visual elements (drag-and-drop, point-and-click) that are understood by both business departments and IT.

> **ROBOTIC PROCESS AUTOMATION (RPA)**
RPA tools automate repetitive, rule-based tasks by using software robots. These can mimic human users in applications.

> **ARTIFICIAL INTELLIGENCE (AI) AND MACHINE LEARNING (ML)**
AI and ML technologies are increasingly being used to support complex tasks such as natural language processing, automated decision making and predictive analytics. These technologies enable smarter and automated processing of data and information.

> **INTELLIGENT AUTOMATION (IA)**
IA is the evolution of RPA that integrates AI, ML and cognitive capabilities into automation.

> **INTEGRATION PLATFORMS**
Integration platforms enable the seamless integration of applications and systems to automate data and information flows between different processes and departments.

We don't think (only) in terms of approaches and technologies, but in terms of our customers' needs. That's why we also understand how important your employees are to your success – and your efforts to hire and retain the best.

EMPLOYEES: ONE OF THE MOST IMPORTANT COMPONENTS

Process Automation is much more than just the introduction of new technologies. It is a comprehensive change that also influences the corporate culture. To ensure sustainable success, it is crucial to involve, train and motivate employees in the automation process.
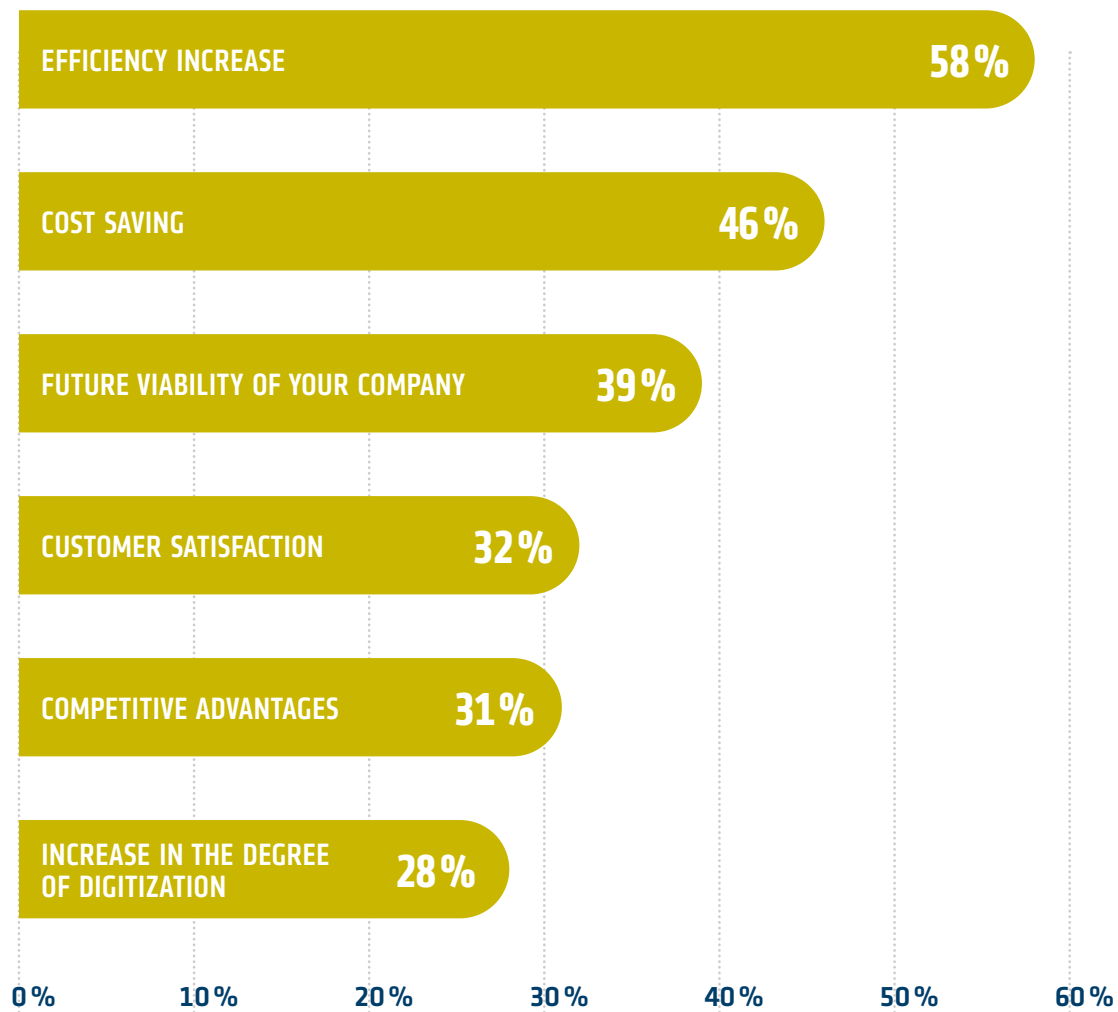
INTRODUCE CITIZEN DEVELOPMENT

Involving employees in the automation process, often referred to as "Citizen Development", is a crucial step. By providing Low-Code and No-Code platforms, non-technical employees can also create applications and workflows. This not only promotes business agility, but also increases satisfaction as employees can actively contribute to innovation. This contributes to a positive work culture.

ESTABLISH CENTERS OF EXCELLENCE (COE)

A Center of Excellence for Process Automation serves as a strategic control center for automation efforts. It provides a platform where experts and professionals from different departments can collaborate. By bringing together expertise and best practices, the CoE can empower employees and drive adoption of automation.

WHY GO THROUGH ALL THIS IN THE FIRST PLACE?

Category	Percentage
EFFICIENCY INCREASE	58%
COST SAVING	46%
FUTURE VIABILITY OF YOUR COMPANY	39%
CUSTOMER SATISFACTION	32%
COMPETITIVE ADVANTAGES	31%
INCREASE IN THE DEGREE OF DIGITIZATION	28%

0%   10%   20%   30%   40%   50%   60%

*Source: https://www.adesso.ch/en/competences/artificial-intelligence/dossier-intelligent-automation.jsp

We asked this question in our study* of over 500 decision-makers and received the following responses:

THE RESULTS UNDERLINE THE BENEFITS OF PROCESS AUTOMATION

Through automation, companies can increase their efficiency by automating recurring tasks and using human resources in a more targeted manner. This not only leads to immediate cost savings, but also contributes to the future viability of the company by increasing its agility and adaptability. In the long run, automated processes can help secure competitive advantages and ensure success in an ever-changing business environment. This even with increased employee satisfaction

THE ADESSO AUTOMATION PRACTICE

Process Automation is neither process nor industry specific - and moreover, it's not limited to a specific area of activity within the company. Our graphic shows the benefits of automation, common approaches, methods and concepts and technologies:

ADDED VALUE

Increasing operational efficiency	Flexible individualization of ERP	Increase in satisfaction (customers, employees)	Increasing the resistance
Realize in-house IT	Minimize the risk of legacy pollution	Acceleration of the S4/Hana migration	Validate digital business models

APPROACHES, METHODS, CONCEPTS

End-to-end process management	Application development automation	Automation of process execution	Low-Code
Multi-experience solutions	Business Process Modeling (BPM)	Process Mining	Hyperautomation
Decision Management	Robotic Process Automation (RPA)		

TECHNOLOGIES

agilepoint. | bsi | CAMUNDA | celonis | flowable | IBM

mx mendix | Microsoft PowerApps | outsystems | PEGA | simplifier | Ui Path

adesso's Business Automation practice brings and automates digital assets in such a way that companies can focus their own resources on value creation and scale and react quickly through automation.

NOW IT GETS CONCRETE

POSTFINANCE | PROCESS AUTOMATION THANKS TO ADESSO

+ 100 %
Financing proposals

+ 50 %
Consultations

THE PROJECT IN AN OVERVIEW

PostFinance was looking for a solution to satisfy new customer needs in order to offer services such as mortgages, loans and insurance services.* PostFinance, together with adesso, has automated its business processes to a large extent by means of the workflow management system Camunda.

*The institution has a special role among Swiss financial service providers because while it has a regular banking license it is not permitted to conduct the aforementioned business areas itself. Therefore, partnerships with third party providers have been established.

INITIAL SITUATION

PostFinance has determined that the credit and insurance business is a customer need. In the future, it will be possible to place inquiries for personal loans, insurance or mortgages directly with PostFinance via a digital brokerage platform. The data will be forwarded to the relevant third-party providers, processed there and transmitted to PostFinance. End customers will then be able to see their products directly in e-finance. Camunda will be used to develop a solution that automatically handles data transfer and processing with different partners and a diverse range of products.

SOLUTION

Based on the workflow management system Camunda, a team of seven developed an efficient solution for PostFinance to process the data completely automated and end-to-end.

For instance, in the area of mortgages, end customers receive a financing proposal with personalized interest rates as a PDF within seconds of entering their data on the Post-Finance website. The generated proposal is displayed to the PostFinance customer advisor, who can then follow up with the customer.

BENEFIT

As a result of the digital brokerage platform, PostFinance's offering has branched out to include loans, mortgages and insurance services, and meets changing needs with an expanded product portfolio. Personal loans, mortgages and a constantly growing range of insurance services can be concluded via a fully digital user interface. The focus is always on the benefits for end customers – they receive a comprehensive service from a single source. PostFinance benefits from the fully automated and standardized data processing by Camunda.

ABOUT THE CUSTOMER

PostFinance is a subsidiary of Swiss Post and is one of the leading Swiss financial institutions with around 2.5 million private and business customers and over 100 billion Swiss francs in customer assets. Since the end of June 2013, PostFinance has held a banking license and is supervised by the Swiss Financial Market Supervisory Authority.

«Thanks to a complete integration of adesso employees into our team, we had full transparency about the progress and quality of the work during the entire implementation. This was an important part of functioning as a unit. The close interaction between the business units of the client and our team was crucial for success.»

Stephan Vetsch, Solution Team Cluster Lead Automation & Integration, PostFinance

TIME FOR THE NEXT LEVEL OF AUTOMATION

With the blending of automation and AI, Process Automation is also becoming (more) intelligent. And so, the goal of automating business processes end-to-end is getting closer.

According to the IDC study "Intelligent Process Automation in Germany," 30 percent of companies were already using such tools in 2022. By 2024, this figure is expected to rise to more than 70 percent.

## COMPANIES THAT ALREADY USE PROCESS AUTOMATION TOOLS:

30 %
2022

70 %
2024

Source: https://www.idc.com/getdoc.jsp?containerId=prEUR149220822
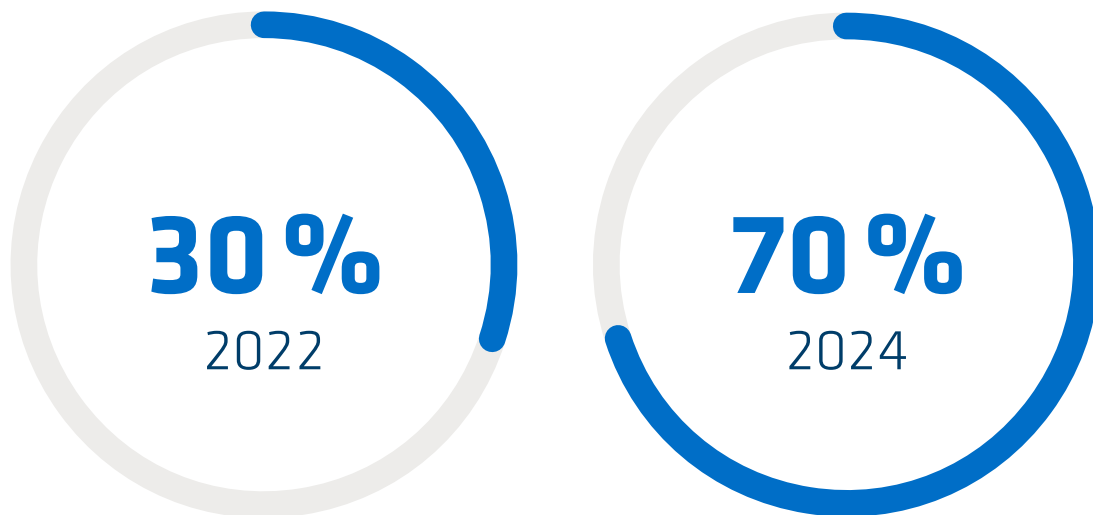
AUTOMATION INTELLIGENTLY THOUGHT THROUGH

Read more in our dossier on how to execute processes and workflows automatically and intelligently using AI.
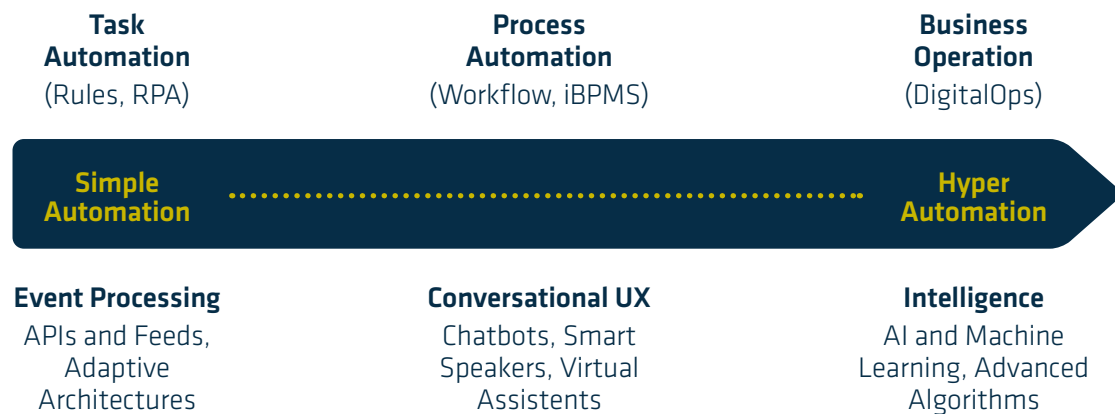
← **DOWNLOAD IN ENGLISH**

Dossier

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Intelligent Automation
An Intelligent New Approach to Automation
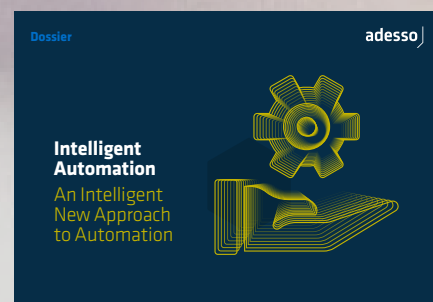
THE NEXT BOOST: HYPERAUTOMATION!

What comes after the digitalized automation of process steps and workflows? Hyperautomation. Automating multiple processes at once helps the company unify different areas and accelerate automation across the enterprise.

THE PATH TO HYPERAUTOMATION

Task Automation (Rules, RPA)	**Process Automation** (Workflow, iBPMS)	**Business Operation** (DigitalOps)

Simple Automation ·· **Hyper Automation**

Event Processing APIs and Feeds, Adaptive Architectures	**Conversational UX** Chatbots, Smart Speakers, Virtual Assistents	**Intelligence** AI and Machine Learning, Advanced Algorithms

Gartner

!

According to Gartner[1] – the provider of market research and analysis on trends in IT, hyperautomation initiatives are growing inexorably despite looming economic challenges, talent shortages and supply chain challenges. In fact, for the third year in a row, 80 percent of Gartner clients say they will increase or maintain their spending on hyperautomation.

Many companies, probably including yours, are already successfully using automation. But many do not manage to exploit the full potential.

LET'S TALK TOGETHER ABOUT THE MYRIAD POSSIBILITIES FOR THE FUTURE OF AUTOMATION!

1 | Source: https://www.gartner.com/doc/reprints?id=1-2D9B-5DE8&ct=230417&st=sb

BUSINESS. PEOP

ADESSO – YOUR DIGITAL BUSINESS PARTNER

There is no such thing as a single checklist, white paper, or solution that fits all companies. We guarantee the implementation of data protection regulations will be individualized and tailored according to actual conditions in your company.

As an independent IT service provider and consultant, adesso ensures the sustainable success of your projects and the survival of your applications in an increasingly digitalized and networked world.

The strategy of adesso is based on three pillars:

BUSINESS. PEOPLE. TECHNOLOGY.

We believe that people are the crucial link between business and technology. For us, our staff are our most important asset, because they have comprehensive technological know-how that can be applied to a wide range of industries. As adessi, they look forward to working with other adessi every day, sharing their knowledge and expanding their skills.

Thanks to them, we develop and install high-level software, both technically and methodologically adapted to the commercial processes of your company. We design the enterprise architecture needed for your IT projects, advising and support.

Thanks to our numerous partnerships and the strength of the adesso group, we work day in day out to ensure the success of your projects, regardless of technology or manufacturer. The result is high-quality IT solutions that allow companies to remain competitive over the long term.

adesso Schweiz was founded in 1985 and is part of the adesso group, one of the main providers of information technology in Europe with 10,000 employees. adesso Schweiz has been voted as one of the top employers in Switzerland for 2023.

LE. TECHNOLOGY.