Is Hyperautomation a buzzword or Legit?

How can these concepts change our automation world?
Help Us Free

1 MILLION

People from Manual Business Processes.

CONTENT SERVICES
INTELLIGENT AUTOMATION

MANAGED CLOUD
ROBOTIC PROCESS AUTOMATION
Texas Artificial Intelligence Center of Excellence

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Texas Artificial Intelligence Center of Excellence

- Educate and evangelize emerging AI technologies to deliver services to Texans much faster and quicker
- Leverage DIR services, customer experiences, vendor expertise to drive adoption through “hands on”
- Public, private partnership to collaborate, innovate and implement
- Open to state agencies, higher education, and local government
- Focus on all branches of Artificial Intelligence (AI) include
  - Robotic Process Automation (RPA) \(\rightarrow\) Initial
  - Machine Learning (ML)
  - Natural Language Processing (NLP)
  - Computer Vision (CV)

“By the end of 2024, 75% of enterprises will shift from piloting to operationalizing AI, driving 5X increase in streaming data and analytics infrastructures.” – Gartner 10/2020

31% of agencies are interested in AI training

60% of agencies do not currently “align” to AI goals in State Strategic Plan
TexAN Billing Automation – POC Outcome

• Automated a two-step process that currently requires ~19 hours to complete.

• Hard Benefits:
  • Reduces Invoice Consolidation Process from 14-16 hours to 1-2 minutes per month.
  • Reduces Salesforce entry from 2-3 hours to 1-2 minutes per month
  • Reduces errors to 0.
  • Identified Processes that could be automated – partially or fully

• Soft Benefits
  • Greatly improves employee satisfaction, reduces mundane work
  • Increases employees’ skills through training on next generation technology
  • Redirects work from manual data manipulation to higher order activities.
  • Enables succession planning and contingency by documenting processes and workflows.
WHAT IS HYPERAUTOMATION?

(Source: Gartner)

The Need: Multiple Technologies

Full automation and process improvement is not achieved with a single technology.

The Solution: Hyperautomation

Hyperautomation includes artificial intelligence (AI), robotic process automation (RPA), and machine learning (ML) to increasingly automate processes.

The Result: Digital Twins

This allows the humans to perform the meaningful work and automation replaces the repetitive low value tasks.
DIGITAL OPS TOOLBOX

Content Services (iBPM, Low-code, Business Rules engine)

Intelligent Document Processing

RPA

Business Intelligence/Analytics

Process Mining
HYPERAUTOMATION

Technologies for identifying and prioritizing automations:
- Process mining
- Task mining
- Process analytics

Technologies for reducing the effort and cost of building automations:
- RPA
- No-code/low-code
- PaaS
- Workload automation
- Business logic tools:
  - iPROMS (intelligent business process management suites)
  - Decision management
  - Business rules management

AI technologies for extending automation capabilities:
- Machine learning
- Natural language processing
- Optical character recognition
- Machine vision
- Virtual agents
- Chatbots

Discovering Automation Opportunities
Implementing Automation
Extending Automation with AI
How is records a part of the decision-making process in technology for your organization?
How do you decide which technology to use when a department has a business issue that needs to be solved?
What is your cloud strategy with modernization / hyperautomation?
Discuss a project that involved external customers and how you improved customer service with your agency.
Discuss a positive outcome from COVID-19 in how your organization improved its operations.
LUCK FAVORS THE WELL-PREPARED
QUESTIONS

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