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A Buyer's Guide to Hyper Automation

Maximizing your customer experience and profits requires finely-tuned processes. How do you blend technology and people together to achieve the optimal performance?

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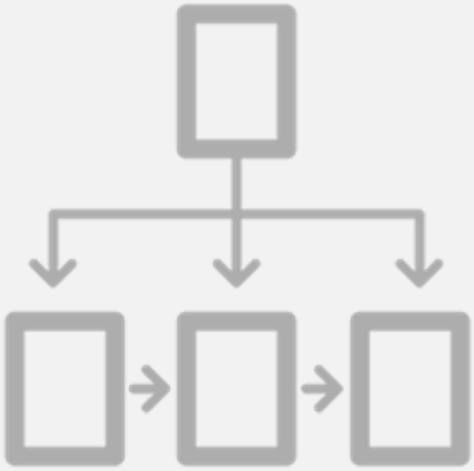
HYPER-AUTOMATION describes a step change in productivity and output achieved by applying modern digital technologies to supercharge business processes. Even in 2020, most organizations continue to process data by depending on regular human manual interventions and the use of documents as a transport between dysfunctional process steps and as a human-data interface. **In this guide we explain the different types of digital automation possibilities that exist to buyers in the digital era.**

01



Know What You Do and Why

The start-point to HYPER-AUTOMATION is to describe on a single page what your business needs to do to maximize its customer value and profits.

Every organization has a set of Capabilities that describes **what it does and why**.

Processes go a level deeper to detail **how** a processing task is achieved.

Actions are the interventions of machines and robots to act on data to process it; the **events** that drive your productivity and output.

The sum of all of the parts is your Capability Model. It's used by Enterprise Architects to tune how an organization works.

02

Know Your Digital Self

Like humans, organizations have a DNA to describe their design and what gives them their unique characteristics. We use the term Bases to describe the core constructs of DNA. While humans have four bases, organizations have ten. They are:

Legal Entities
Locations
Organizational Design Structure (Org. Units)
People
Roles
Processes
Actions
Systems & Data
Stakeholders (Shareholders, Customers, and Suppliers)
Assets

03

Identify Improvement Priorities

There's only so much time in the day. Sometimes, it's necessary to settle for 'good enough' and concentrate resources on the most impactful improvements. Before you can achieve step-change improvements in the way your processes work you will need to determine **why** processes exist, **which** are underperforming, and **identify** those that promise the biggest return from investment.

04

Tech to Power Continuous Improvement

Change in organizations today is continuous. Gone are the days when leadership teams envisioned a RE-ORG with the anticipation of transitioning from one state to another with any level of confidence that the new normal would stay the same for years.

For an agile enterprise, Improvement Management is a business-critical process like any other. Therefore, it needs to follow a typical life-cycle model of design > implement > operate > review.

Underpinning your improvement process, will be a technology ecosystem (encanvas) that brings your team access to the orchestration tools and technology capabilities needed to automate processes. Encanvas brings access to ALL of the technology building blocks you'll need in a single, integrated and codeless ecosystem.

05

Business Process Modelling (BPM)

Business Process Modelling (BPM) describes technology used to articulate processes and install simple technology instruments to augment data processing at various stages. Examples if instruments include if/then logic decisions, human data entry interfaces, email workflows and approvals, and software robots. BPM is important because humans must appreciate how processes are designed before they can improve them. Modelling is traditionally done using visual interfaces, though sometimes simple lists approve more effective.

Important note. For many years, the IT industry has understood BPM to mean Business Process Management. In truth, almost no traditional BPM solution did actually manage processes. To do that requires a higher level of automation than was possible in previous generations of IT. Only now, with advances in Artificial Intelligence and Software Robots, is the digital governance of processes possible.

06

Robotic Process Automation (RPA)

Robotic Process Automation (RPA) describes a collection of data processing technologies that offer simple automation of process steps by mimicking the behaviors of humans. This is helpful as an approach because it means IT systems don't need to be adapted.

Examples of bots include automating a **key-fill data entry** routine (so a human doesn't need to do it); a **reporting routine** that gathers reports, aggregate them and publishes them; and **swivel chair use cases** such as taking data from one system and upload it to another (i.e. without needing to perform an application integration)

Note. Encanvas recommends a '**Now, Next, and New**' approach to embracing RPA in organizations—Solve the Now by mimicking what people do today with bots; Next, seek to make improvements; then look to displace the process step by completely remodelling the process over time to create a New way of doing things. This approach serves to minimize disruption and maximize the pace of innovation.

07

Artificial Intelligence

Artificial Intelligence is a popular term that SHOULD describe the use of computers that can learn by themselves to rationalize inputs and mimic human decision making behaviors. As the technology has become a buzz-word in IT, the term now gets used to describe a wide range of algorithmic decision engines.

AI has a role to play in process automation today. It (1) increases the volume of data processing performed by of learning engines, (2) reduces the time taken to 'learn from data' and, (3) has the potential to increase the consistency and reliability of decisions.

Obstacles to the adoption of AI have less to do with its maturity and cost, more to do with data quality and the ability of organizations to embed it into incumbent systems and processes.

08

Data Integration, Mashups and ETL

One of the greatest inhibitors to process improvements is the existence of data silos, largely the consequence of operational silos. This happens because, as departments grow over time, they establish systems and processes that operate in isolation; often acting against the overarching objectivity of the enterprise.

When data is used to serve a specific purpose, its completeness and quality can suffer. Re-using data for new purposes (such as data analytics, software robotics and artificial intelligence) cruelly exposes these shortcomings in data quality. Unsurprisingly, the most common reason for business intelligence and AI project failures is data quality.

Advances in codeless data harvesting, cleansing, transforming and data integration tooling mean that it's now much easier to overcome both the challenges of connecting to data systems and the act of preparing data for use by new systems.

09

Chain Links Micro-Automation

When data is put to new uses, it's quite common for process designers to need to make changes to it. For example, acquiring information from one system might enable a process to learn enough in order to set a workflow rule.

Here's a simple example—'If you see the word 'SVP' in the Job Role field, then check field 'Is a Member of the Exec. Team.' Then, assign tasks to 'Member of the Exec. Team.')

Chain links are cause-and-effect micro-automations that can exist during any data transfer, plug-in configuration, data integration, key-fill form event, or button press. They perform an important service (often understated) in the automation of processes.

Encanvas Solutions for HYPER-AUTOMATION

No single technology answers all of the requirements of Hyper-Automation. To be most effective, process designers should **blend the building blocks**—i.e. BPM, AI, RPA, MASHUPS, BPM, ETL, etc.—in the most appropriate way.

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AF	✓		✓							Action Framework
DNA		✓	✓		✓					DNA Editor
S&L				✓						Secure&Live
iFX					✓	✓				iFX Suite
HD						✓	✓	✓	✓	HyperDrive Plug-in
M3								✓		M3SHUPS
CL						✓		✓	✓	Chain Link Editor

Action Framework

Vision without action is merely a dream. Action without vision just passes the time. Nothing in business happens without an action. Action Framework articulates your strategy and translates it into an actionable plan.

DNA Editor

It's important to know your organizational DNA to be a data-driven business able to make informed decisions based on facts. Our DNA Editor brings together the Bases of your DNA to make data re-usable and changes faster.

Secure&Live

Our premium applications ecosystem for organizations seeking to maximize their customer value and profits based on (remotely managed) codeless design, integration, deployment, and operation principles.

iFX Suite

Our iFX information flow design and robotics suite equips organizations with the ability to deploy bots to harvest data, act on data at end-points, transform data, and perform processing tasks by mimicking the activities of humans.

HyperDrive Plug-in

Our awesomely versatile codeless plug-in technology that equips Business Analysts with the ability to embed advanced automation technologies and data visualizations into business processes.

M3SHUPS

Facilitates multi-threaded, multi-sourcing and linking data mashups and the creation of new data structures.

Chain Link Editor

Equips process designers to embed cause-and-effect data processing actions into apps.

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