End-to-End Automation with Intelligent Technologies
Digital Transformation and Automation

Digital transformation has become a high priority for companies in every industry. These companies are no longer just the big Fortune 100 companies; they’re your direct competitors, partners and vendors – just trying to stay ahead of the curve. Digital transformation, though, doesn’t always require astronomical technology budgets or business disruptions. Instead, simple automation and intelligent technologies can be used effectively to increase profits and improve efficiency with a smaller budget and quicker timeline.

Challenges

Suddenly, every business is facing the same challenge: digital transformation needs to have happened yesterday. Employees are buried with time-consuming and repetitive tasks, customer service is experiencing longer-than-ever wait times, budgets are being cut at the same time additional resources are needed.

Many companies had already started down the path of digital transformation, just to be disrupted by the current environment. Has your company implemented chatbots and not seen the expected results? Or, worse yet, has your company yet to begin the journey towards automation?
**Intelligent Technologies to Turn Your Business into an Intelligent Enterprise**

Intelligent technology solutions use bots to automate execution of tasks and increase process efficiency. Instead of being faced with repetitive non-value tasks, high time consumption of human capital, and costly business process execution, your company can focus its resources on value-added business activities.

**Conversational AI**

itelligence offers a Conversational AI (CAI) solution that is designed to help your business reach new levels of productivity. Robots/Chatbots can be used to interact with screens, read and understand different documents, and have conversations with customers and prospects. The solution provides the opportunity to customize program tasks, processes or operations based on your company’s needs.

**Robotic Process Automation**

itelligence offers an Intelligent Robotic Process Automation (Intelligent RPA) solution that integrates with your existing infrastructure, handles demand surges, provides flexibility and empowers employees. It is more cost effective and easier to implement than other technology advancements. Intelligent RPA enables robots to react and optimize tasks and processes, whereas simple artificial intelligence is just able to interact and execute.

**Inputs and Outputs**
Benefits
Intelligence intelligent technologies benefit your company in a variety of ways:

- **Deliver Employee-Based Savings**: help employees reskill or upskill to take on higher-value work
- **Increase Speed and Efficiency**: eliminate repetitive and redundant tasks
- **Improved Customer Service**: 24/7 automated customer service support
- **New and Scaled Capabilities**: use automation to develop new and improved tasks, processes, or operations
- **Quick Time to Value**: quick implementation allows you to start utilizing automation software in 10 short weeks
- **Continuous Improvement**: handle complex processes and tasks and realize improvements
- **Around the Clock Operation**: immediate actions are completed 24/7/365

RPA and Conversational AI Work Together for Best Results
Although both RPA and Chatbots can work independently, executing automation with one and not the other results in unmet potential. As Intelligent RPA is paired with Conversational AI disciplines, the opportunities for effective automation grow significantly. For example, tasks and processes can be viewed by an algorithm holistically and interpreted for downstream logic and routing.

Deliver the right information, in the right place, at the right time by combining intelligent technologies for end-to-end automation.
The Future

Although the rate of change for technology is faster than it has ever been, this is the slowest it will ever go. In order to fully focus on innovation and tasks that maximize the impact on your business so people can work faster and more collaboratively, some sort of automation will need to take place. During a time of such great uncertainty, it’s more important than ever that businesses find the most efficient, rewarding, and effective ways to utilize employees’ time and resources. Conversational AI and Intelligent RPA automation is necessary to endure current business transitions and to thrive in the future. And, at the end of the day, intelligent capabilities are valuable technologies that businesses can use to aid their digital transformation.

Why itelligence

In the digital age, you need an IT partner you can rely on. Someone who understands the digital and real-life challenges of your industry and helps you rethink your business. A partner who is with you every step of the way. With over 30 years’ experience, itelligence knows SAP software inside-out. We work closely with our clients to identify their specific needs and fulfill them. Numerous SAP awards, certifications and our SAP Platinum Partner status are a testament to our success. From consulting to implementation and managed services, we have the expertise to take your business further.