

Conversational AI | RPA

END-TO-END AUTOMATION WITH INTELLIGENT TECHNOLOGIES

NTT DATA Business Solutions





With automation, it becomes possible to take large portions of dull, manual everyday tasks and replace them with more meaningful and value creating work.

Thomas Normark, NTT DATA Business Solutions, Denmark

USE INTELLIGENT TECHNOLOGIES TO IMPROVE EFFICIENCY

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

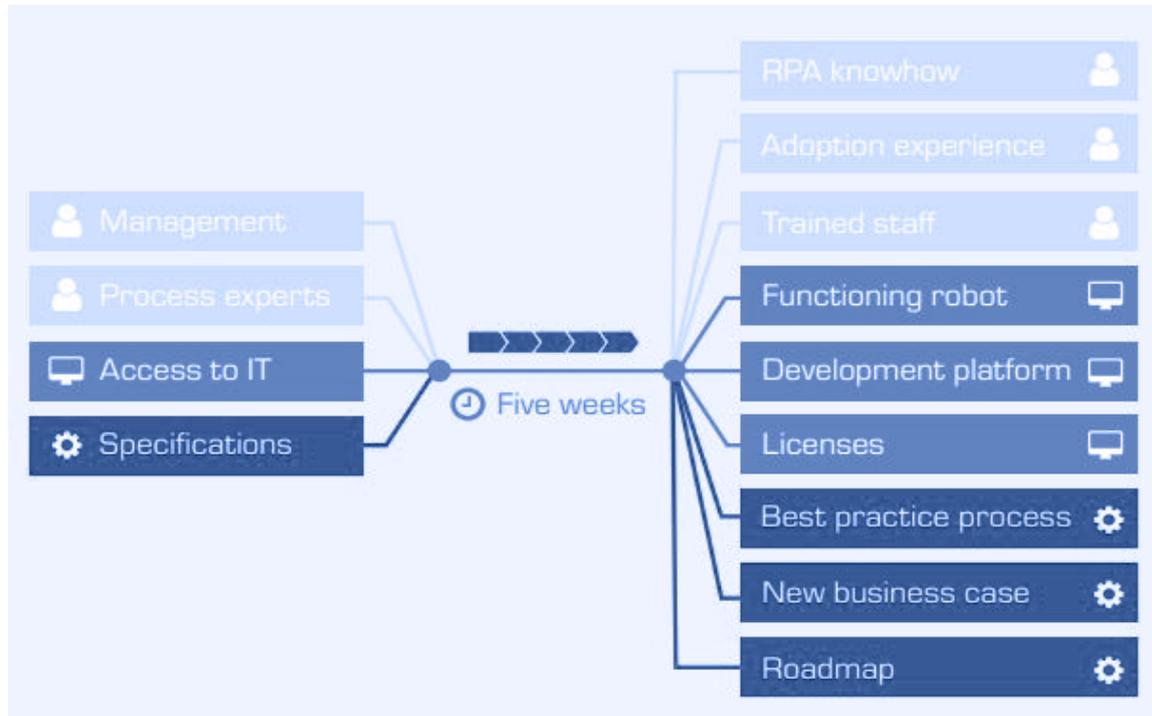
NTT DATA Business Solutions offers a Conversational AI (CAI) solution that is designed to help your business reach new levels of productivity. Robots/Chatbots can be used to interact with screens, read and understand different documents, and have conversations with customers and prospects. The solution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

60%
time savings

Robotic Process Automation

NTT DATA Business Solutions 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

NTT DATA Business Solutions' 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 NTT DATA Business Solutions?

Digital transformation helps companies reach their full potential - if the underlying technologies work for the people using them! At NTT DATA Business Solutions, we design, implement, manage and continuously enhance SAP solutions to make them work for companies - and for their people.

Aiming to transform, grow and become more successful? We provide you with more than in-depth expertise for SAP solutions: As your passionate partner, we connect your business opportunities with the latest technologies - and offer you a unique approach to get the job done as smoothly as possible.

Our close ties to SAP and other partners give you access to innovative solutions and developments. Being part of the global NTT DATA group enables us to master any scope of project.

With operations in more than 30 countries, we have enabled thousands of companies to become more efficient and effective during the last three decades. Our 10,000 experts around the world will also accompany you on your journey toward a truly intelligent enterprise - wherever you want to start!

Ready to Get Started?
Contact us:

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