

## Hyperautomation



# LOWER OPERATIONAL COSTS BY 30%

Hyperautomation is the practice of automating as many business and IT processes as possible using a combination of advanced technologies including robotic process automation (RPA), artificial intelligence (AI), machine learning (ML), and other intelligent automation tools. The goal of Hyperautomation is to streamline operations, maximise productivity, minimise cost, improve quality and ultimately, operate with increased efficiency to succeed in today's economy.

First coined in 2019 by the IT research and advisory firm Gartner, Hyperautomation provides a framework for the strategic deployment of various automation technologies (including RPA and ML) separately or in tandem and augmented by AI and ML.

A Hyperautomation practice involves identifying what work to automate, choosing the appropriate automation tools, driving agility through the reuse of the automated processes, and extending their capabilities using various flavours of AI and ML.

The aim of Hyperautomation is not only to save costs, boost productivity and gain efficiencies through automating automation, but also to capitalise on the data collected and generated by digitised processes. Organisations can analyse that data to make better and timelier business decisions.

By combining Hyperautomation with redesigned operational processes, Gartner claims that Hyperautomation can lower operational costs by 30% by reducing the need for human labour and increasing efficiency. The exact figure is debatable, but it is beyond doubt that automating operational decision making will continue to be focus area for companies.

Hyperautomation is a holistic approach to automation and can help solve a range of business problems, including:

- **Increased productivity:** Hyperautomation automates time-consuming and repetitive tasks, freeing up employees to focus on more valuable and complex work, resulting in increased productivity and efficiency.
- **Improved customer experience:** Hyperautomation can be used to create a chatbot that can handle sophisticated customer inquiries and provide instant responses to frequently asked questions, allowing the businesses to respond to customers quicker and more accurately thereby improving the customer experience.

- **Reduced errors and risk:**

Hyperautomation reduces the risk of errors, which can result in cost savings, improved compliance, and a better customer experience. By automating tasks prone to human error such as data entry, invoice processing and payment processing it is possible to improve the accuracy and speed of financial operations, while also reducing the risk of errors and fraud.

- **Cost savings:** Hyperautomation can reduce the costs associated with manual processes by automating tasks that are typically performed by employees.

- **Enhanced agility and flexibility:** Hyperautomation can help businesses be more agile and flexible by allowing them to quickly adapt to changing market conditions and customer needs. This is particularly important in fast-paced industries like technology and finance.

However, Hyperautomation is still a relatively new concept and enterprises are in the early stages of figuring out how to make it work in practice. Effective regulation and governance are necessary to ensure that the technology is ethically and responsibly used. Potentially,

Hyperautomation tools could lead to biased or discriminatory outcomes, which in sensitive areas such as healthcare, finance and security could cause privacy concerns.

### Why NWT

NWT has been holding conversations about Business Process Management, RPA, AI, ML algorithms and natural language processing tools for many years. We can work with you to show what Hyperautomation can do for your business, and importantly, what it cannot.

Our experienced and accredited practitioners can demonstrate the range of tools and technologies available and how they can be used to automate complex business processes, workflows and tasks and improve your business decision making.

We will help you identify what processes, workflows and tasks can be automated within your business, help you build a business case including expected benefits and then develop a roadmap including key milestones, timelines and deliverables.

If required we can also provide the resource and expertise to implement your Hyperautomation roadmap to ensure that it meets the business requirements and delivers the expected benefits.

All of our services are underpinned by our knowledge and experience in delivering successful projects and introducing a management of change approach.

NWT has key industry partners and in the case of ServiceNow, a leader in enterprise service management which is at the forefront of the Hyperautomation revolution, it has created a ServiceNow practice.

By providing comprehensive low-code automation solutions, ServiceNow places innovative automation into the hands of those who can do the most with it. NWT's service is built on the award-winning Now Platform®.

Overall, Hyperautomation can help businesses improve efficiency, reduce costs, enhance the customer experience, and stay competitive in today's rapidly changing business landscape. NWT's services and partners can help you to successfully apply Hyperautomation to your business environment.

To find out more about Hyperautomation and the services we provide please reach out to one of our senior Practice Practitioners who will be pleased to discuss your requirements and offer constructive advice and support.