The 2X Intelligent Enterprise

edgeverve
An Infosys company
About EdgeVerve

EdgeVerve Systems Limited, a wholly owned subsidiary of Infosys, is a global leader in AI and Automation, assisting clients thrive in their digital transformation journey. Our mission is to create a world where our technology augments human intelligence and creates possibilities for enterprises to thrive. Our comprehensive product portfolio across AI (Infosys Nia), Automation (AssistEdge) and Supply Chain (TradeEdge) helps businesses develop deeper connections with stakeholders, power continuous innovation and accelerate growth in the digital world. Today EdgeVerve's products are used by global corporations across financial services, insurance, retail, consumer & packaged goods, life sciences, manufacturing telecom and utilities.

Visit us to know how enterprises across the world are thriving with the help of our technology.

www.edgeverve.com
The 2X Intelligent Enterprise

Volume 7, Sep 2021

Enterprises today are powered by intelligence — and that’s a no-brainer. Intelligence explosion is taking the world by storm, positioning companies for new growth that demand human-focused experiences bolstered by digital tech innovations. Besides, AI is no longer science fiction. Business opportunities in this day and age revolve around leveraging AI & Automation technologies to create a whole new Intelligent Enterprise.

It’s time to add speed to your digital transformation programs and bring them closer to each other, inter-connect them to leverage their full potential. The Intelligent Enterprise of the future can save the day for organizations across sectors, no matter large or small. Enterprises that are willing to take a gamble and move into uncharted waters will go a step further, creating exceptional end-to-end experiences — a win-win for both the enterprise and its customers.

Presenting The Edge Quarterly Volume 7 — The 2X Intelligent Enterprise.

In this issue, we take stock of the role of AI & Automation in the rise of the 2x Intelligent Enterprise. Discover the latest trends, insights, and how industry-leading customers are redefining the future.

The Edge Quarterly was conceived to share practical leadership ideas and best practices with enterprise leaders.

We hope that you will like the articles and share ideas, thoughts, and comments. You can also view the online version of the magazine for access to other cutting-edge white papers in addition to blogs on AI and Automation at edgeverve.com/the-edge-quarterly. To feature your enterprise story or transformation journey in our next edition, please write to us at contact@edgeverve.com

The Editorial Team
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Value Networks
Enabling Autonomous Supply Chain
George Lawrie
With recent disruption, how is supply chain, as a function evolving, and what should be top focus areas to address unprofitable trade-offs we seemed?

As 2020 has shown, many supply chains have been confronted with unprecedented challenges. The COVID-19 pandemic has forced businesses to adopt new methods for conducting business, including transitioning to non-contact distribution networks, and many have found that this transition creates new opportunities for growth. However, in the midst of these disruptions, it is clear that organizations must find ways to adapt and thrive.

How can value networks help in transitioning supply chains to deliver more value?

Value networks are a critical component of supply chain management, enabling organizations to work more efficiently and effectively. By leveraging digital technologies such as AI and automation, organizations can create value networks that are more resilient and adaptable to changing market conditions.

What are your thoughts on this?

Fashion & Pharma; what are your thoughts on this?

Predict future bottlenecks through real-time visibility.

How can multi-enterprise value networks help in transitioning supply chains to deliver more value?

Multi-enterprise value networks help organizations to collaborate more effectively, share information in real-time, and anticipate future bottlenecks. By leveraging these networks, organizations can make more informed decisions and improve overall supply chain efficiency.

References

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The reason we set up the RPA CoE

Our five-step framework

Our RPA Centre of Excellence was established in response to parts of the business-laboring subjectively—recognising that there was a fragmented demand from various teams facing automation roadblocks. There was an apparent demand from various teams asking, "What is a good automation idea?" and "How do I turn my idea into a robot?"

There must be an understanding of business processes before there's an RPA implementation. Developing and scaling good automation ideas often requires a five-step framework, the purpose of which is to help kick-start a range of automation initiatives that are within the capabilities of the organisation.

The five-step framework is as follows:

1. **Define**: The person within the business with the expertise becomes the product owner, who's responsible for the development delivery and ensuring all the necessary requirements and processes are in place. The product owner would need to understand the automation idea, along with how to develop and successfully deploy automation in a way that's expected of them.

2. **Requirements and provide a cost back to the product owner along with the development timescale**. Establishing an RPA Centre of Excellence means defining the scope of the project and determining the resources required.

3. **Develop**: A team of AssistEdge developers and a space on the Android or iOS stack to support the RPA CoE. This team is responsible for developing the automation solution, ensuring it meets the requirements set by the product owner.

4. **Test**: The product owner will measure the solution using the development timescale and provide a report to the business. This step ensures the automation solution is fit for purpose and meets the business's needs.

5. **Deployment**: The product owner will implement the automation solution in the production environment. This step ensures the automation solution is deployed and can be used by the business.

By forming the RPA CoE, we were able to remove the roadblocks and produce high-quality development of good automation ideas. The five-step framework that we expected of them.

The following story is from one of our strategic customers, within a three-year period, they not only started the RPA journey and been on an ascent path but have also successfully maintained the journey. The reason we set up the RPA CoE was to help kick-start a range of automation initiatives that are within the capabilities of the organisation.

How Openreach has centralised strategic RPA to form the RPA Centre of Excellence

Openreach Limited runs the world's biggest communication company and connects millions of people across the UK. From come-and-go customers to large businesses, everyone is looking for a more accessible and convenient way to deliver their telecommunications network.

For Openreach, providing a more accessible and convenient way to deliver their telecommunications network means supporting their customers with more flexible and self-serve solutions for Openreach engineers and have even deployed Cognitive RPA.

One of the biggest roadblocks was a lack of a centrally governed body that assists with a customer order, and an RPA, which executes those transactional next steps.

This journey provided us with the experience of determining what makes a good automation idea, along with how to develop and successfully deploy automation to stay connected. Over the course of the programme, we pushed RPA beyond the limits of traditional language Processor, which reads free-form notes before predicting what should happen next.

What is the next step?" When organisations look at automation as an accelerator to drive their digital transformation but fail to infinitely scale the business. Establishing an RPA Centre of Excellence can add those accelerators to any RPA program, driving incremental value and improving the overall customer experience. This article describes how setting up a CoE can add those accelerators to any RPA program, driving incremental value and improving the overall customer experience.
Self-Drive Connected Automation

At Gartner, we believe that an insight-driven automation strategy can:

- **Identify the risk of critical dependencies**
- **Identify the value of critical automation**
- **Understand the benefits of automation**
- **Create a strategic roadmap**
- **Implement a successful deployment**

### Variables

- **Risk of Critical Dependencies**
- **Value of Critical Automation**
- **Benefits of Automation**
- **Strategic Roadmap**
- **Successful Deployment**

### Key Findings

- **Data-driven insight**
- **Cost-effective solutions**
- **Optimized processes**
- **Improved efficiency**
- **Enhanced customer experience**

### Actionable Steps

1. **Identify critical dependencies**
2. **Assess automation value**
3. **Plan for automation implementation**
4. **Deploy automation effectively**
5. **Monitor and optimize performance**

### Goals

- **Maximize automation opportunities**
- **Reduce manual tasks**
- **Enhance decision-making**
- **Improve operational excellence**
- **Stay ahead of the curve**

### Challenges

- **Lack of data insights**
- **Resistance to change**
- **Technological limitations**
- **Operational silos**
- **Security and compliance concerns**

### Strategies

- **Integrate AI and analytics**
- **Foster a culture of continuous improvement**
- **Invest in automation technologies**
- **Build partnerships**
- **Stay informed on industry trends**

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**Note:** This content is a simplified representation of insights from Gartner's research on connected automation. For detailed information, please refer to Gartner's latest reports and publications.
Key Objectives of Automation Implementation

Philips leveraged RPA implementation to standardize processes across a wide range of finance operations, including product support. This enabled automation of recurring tasks, allowing the finance team to focus on higher-value activities. The objective was to enhance efficiency in finance tasks and cost savings on automated FTE hours with RPA implementation.

Reaping the Benefits

The organization enabled automation across a total of 959 processes, with an automation rate of 95%. This resulted in a net present value of $5,741,913 over a three-year period. The quantified benefits include:

- **Average handling time of payroll posting reduced by 21%**: Over a three-year period, the customer saw an average of 11% productivity gain in payroll posting processes. Cumulatively, this productivity gain incurred a net present value of $3,627,352.
- **Boost in employee morale**: The organization enabled automation across a total of 959 processes, with an automation rate of 95%. This resulted in a net present value of $5,741,913 over a three-year period. The quantified benefits include:

Unquantified Benefits

- **Elimination of redundant and manual processes**: RPA implementation saw 11% productivity gain in finance tasks and cost savings on automated FTE hours with RPA implementation. The quantified benefits include:

Ongoing operations and maintenance support

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Summary

Forrester on this line one of the most complex and largest finance transformation programs in the world. Collaborative efforts led by Philips Finance on this line out this program exemplifies the power of Automation when applied as a core business strategy, in a well-structured and planned program.

Shashidhar N, VP, RPA Platform at EdgeVerve, on the customer's experience:

"One of the enablers that the customer used was to identify the processes that RPA would most be suited for. This included identifying processes that were repetitive, time-consuming, and had room for improvement. The customer saw a net present value of $3,627,352 in an additional cost of $3,627,352.

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A lack of confidence in claims made by solutions

The absence of awareness of solutions that offer companies simultaneously. For more articles on AI and Automation, please visit our website.

Choosing the right solution, enterprise clients can get the best of both worlds - a new entrants to compete with established players. Combine that with Gen-

industry, enterprises in this segment must focus on agility, innovation, and

ach of these needs requires a scalable, cloud-based solution. Despite the urgency

agility that powers scale and ease in order and invoice processing operations.

enterprise-wide cloud adoption at scale, CT

stark contrast with old generation on-premise systems, solutions on the cloud also

on-cloud native services such as DBaaS to leverage the elasticity of the cloud. In

The design principles of highly scalable applications include identifying and

data-intensive modules.

underlying infrastructure and the design of cloud-native services are essential

Optimum Configuration

Increasing maintenance and administration overheads, cloud-native services such

Providers must tune them to perform under specific workloads typical of CPG and

Products must be multi-tiered, with each tier capable of scaling as required.

The best solutions must leverage everything that the latest technology offers. They

Doing it right through the order and invoicing data. If allowed to continue, this state of affairs can

Functionalities constrained by these traditional systems include distributor onboarding

If necessity is the mother of invention, the recent pandemic has helped spark an

deal cost savings, as well as take advantage of the latest innovations in technology. Digital

The control of the customer experience is moving from the value chain to the individual

The design platform as a service model is another way to provide scalability. This allows

The solution provider

534

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Automating the "Long-Tail" of Processes

Goal Setting and Performance Measurement for Robots

Focus on Intelligent Document Automation

Companies will deal with massive consequences of this automation, but the impact on productivity will be beyond what all legacy technologies have done in the past. Automation will ultimately impact virtually every aspect of the business. The impact of automation roadmaps will continue to supercharge productivity.

Automation of Making Customers Happy

Automation is changing the nature of work that goes beyond productivity. The ability for humans to perform their jobs more efficiently has been boosted by mechanization, institutional efficiency has been boosted by mechanization, institutional

With the global productivity disruption is fueled by several incremental subset disruptions focused on a common set of use cases with certain features. Without a clear road map, we can’t plan. This has allowed companies to reach deeper into the automation journey, but below are some short-term Intelligent Automation trends that will continue to supercharge productivity:

By now, your company, department, or organization has probably already started its automation journey, but below are some short-term Intelligent Automation trends that will continue to supercharge productivity:

The automation of customer service is a happy story. Service automation can reduce costs by up to 40%, increase revenue by 15%, and improve customer satisfaction by 70%. These benefits can be achieved by automating customer service tasks like ticket triage, call routing, and after-hours support. In addition, chatbots and virtual assistants can be used to handle routine inquiries and support requests, freeing up human agents to handle more complex cases.

The Future of Productivity Disruption

Automation is undoubtedly more about more than business. The impact on productivity and efficiency is not just about making the process faster but also about creating a better experience for the customer. By automating customer service, companies can reduce costs, increase revenue, and improve customer satisfaction, leading to a better overall experience for both the customer and the business.

References:

1 World Economic Forum
2 Glenn Landingham
Architecture gets more complex, and the quality of code declines over time, making it difficult to keep up with the changes needed for new functionality. If you duct tape new functionality to keep up with a microservices-based architecture on a Cloud platform could do a similar exercise to get the Future Calling.

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In the era of Big Data, data is a new source of business value. The ability to take insights from data and turn it into business value is critical. The ability to take insights from data and turn it into business value is critical. The ability to take insights from data and turn it into business value is critical. The ability to take insights from data and turn it into business value is critical. The ability to take insights from data and turn it into business value is critical. The ability to take insights from data and turn it into business value is critical. The ability to take insights from data and turn it into business value is critical. The ability to take insights from data and turn it into business value is critical. The ability to take insights from data and turn it into business value is critical. The ability to take insights from data and turn it into business value is critical. The ability to take insights from data and turn it into business value is critical. The ability to take insights from data and turn it into business value is critical. The ability to take insights from data and turn it into business value is critical. The ability to take insights from data and turn it into business value is critical. The ability to take insights from data and turn it into business value is critical. The ability to take insights from data and turn it into business value is critical. The ability to take insights from data and turn it into business value is critical. The ability to take insights from data and turn it into business value is critical. The ability to take insights from data and turn it into business value is critical. The ability to take insights from data and turn it into business value is critical. The ability to take insights from data and turn it into business value is critical. The ability to take insights from data and turn it into business value is critical. The ability to take insights from data and turn it into business value is critical. The ability to take insights from data and turn it into business value is critical. The ability to take insights from data and turn it into business value is critical. The ability to take insights from data and turn it into business value is critical. The ability to take insights from data and turn it into business value is critical. The ability to take insights from data and turn it into business value is critical. The ability to take insights from data and turn it into business value is critical. The ability to take insights from data and turn it into business value is critical. The ability to take insights from data and turn it into business value is critical. The ability to take insights from data and turn it into business value is critical. The ability to take insights from data and turn it into business value is critical.
Drive value to the customer
Evaluate the value chain: Evaluating the processes that have a direct...http://go.forrester.com/blogs/predictions-2021-automation-becomes-a-business-imperative/

Is it our safe harbour

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Leadership scorecard. Therefore, the more the leaders understand the...371x1851

The right strategy

Drive value to the customer

Drive value to the customer

Eliminate manual intervention: It is good to examine ways in which manual intervention can be reduced or...to do their core tasks instead of manual system-related tasks, the strategy would reap immense benefits.

Enhance employee productivity and experience

Significant barriers to digital transformation

A growing number of businesses are embarking on a digital transformation journey. However, a significant number of organizations face challenges...the leaders of the enterprise do not have the technological capability to skill to motivation. This article takes you through a three-step guide the leaders expect the automation strategy to achieve.

The right strategy

The right strategy not only...drivers are key. The following prerequisites are...in the partner ecosystem and the technology providers.

The right discovery

Process discovery can be defined as the...of the surveyed organizations. This is what the leaders of the enterprise do not have the technological capability to skill to motivation. This article takes you through a three-step guide how should...and the technology providers.

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Significant barriers to digital transformation

A growing number of businesses are embarking on a digital transformation journey. However, a significant number of organizations face challenges while embarking on the digital journey. The significant barriers to digital transformation include low quality of data capture - process fragmentation and inconsistencies. In our opinion, it is important to identify...be picked?

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Understanding Sentiments with AI

Applications in the financial domain, e.g., analyzing emotive aspects of news texts which could dictate prices and volatilities of trades (e.g., commodities).

Applications in the medical domain, e.g., the fields of mental health, psychology, etc.

Syntactics: which include sentence boundary disambiguation, POS tagging, text chunking, lemmatization, ...
Enterprises today are powered by intelligence — and that’s a no-brainer. Intelligence explosion is taking the world by storm, positioning companies for new growth that demand human-focused experiences bolstered by digital tech innovations. Besides, AI is no longer science fiction. Business opportunities in this day and age revolve around leveraging AI & Automation technologies to create a whole new Intelligent Enterprise.

It’s time to add speed to your digital transformation programs and bring them closer to each other, inter-connect them to leverage their full potential. The Intelligent Enterprise of the future can save the day for organizations across sectors, no matter large or small. Enterprises that are willing to take a gamble and move into uncharted waters will go a step further, creating exceptional end-to-end experiences — a win-win for both the enterprise and its customers.

Presenting The Edge Quarterly Volume 7 — The 2X Intelligent Enterprise.

In this issue, we take stock of the role of AI & Automation in the rise of the 2x Intelligent Enterprise. Discover the latest trends, insights, and how industry-leading customers are redefining the future.

The Edge Quarterly was conceived to share practical leadership ideas and best practices with enterprise leaders.

We hope that you will like the articles and share ideas, thoughts, and comments. You can also view the online version of the magazine for access to other cutting-edge white papers in addition to blogs on AI and Automation at edgeverve.com/the-edge-quarterly. To feature your enterprise story or transformation journey in our next edition, please write to us at contact@edgeverve.com

Editorial Team
Soumya Saxena, Abhishek Sharma and Razia Kuvala Zubair.

Design Team
Aprajeeta Anumeh and Arvind PS.

Digital Team
Surbhi Sharma, Vinod P, Zahaida Katun and Pandi Kumar.

Leadership Team
Sateesh Seetharamiah, Kartik Murugan, N Shashidhar, Jasdeep Singh Kaler, Suresh Bharadwaj and Praveen Kombial.

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Several individuals and teams contributed to the creation of this publication. We would like to highlight a few significant contributors:

Shrikant Deo - Associate Director and Lead – Product Management, EdgeVerve System Ltd (An Infosys Company)
N Shashidhar - Global Product Head, AssistEdge, EdgeVerve Systems Ltd (An Infosys Company)
Glenn VanLandingham - VP - Head - Solution Consulting, EdgeVerve Systems Ltd (An Infosys Company)
Ashok Kumar Ratnagiri - Director and Head - Systems Engineering, EdgeVerve Systems Ltd (An Infosys Company)
Basavaraj Umarani - Computer Scientist - Systems Engineering, EdgeVerve Systems Ltd (An Infosys Company)
Suman Mukhopadhyay - AVP - Senior Director and Head - Technology Management, EdgeVerve Systems Ltd (An Infosys Company)
Suresh Bharadwaj - Product Head – TradeEdge, EdgeVerve Systems Ltd (An Infosys Company)
Lakshmanan Ramanathan - Senior Delivery Manager, Infosys BPM
Prashant Vaishnav - AVP - Senior Director – Sales, EdgeVerve Systems Ltd (An Infosys Company)
Kirjan Voderhobli Holla - Group Project Manager, Infosys LTD.
George Lawrie - Vice President, Principal Analyst - Forrester
Liam Spence - Disruptive Technology Manager, Openreach

Product & Marketing Team, EdgeVerve and Infosys CSG Teams and Customer Success Team.