After two flat years, this global industrial solution provider (>$15bn revenue) is anticipating a return to growth and wishes to scale without increasing finance operational costs. Their bold vision for the transformation of their outsourced business processes, aligned with our view of 'Automation First' next generation BPO.

An Automation First approach was taken to solution design, leveraging Process Discovery Accelerator for an ML-based approach to reengineering processes for automation.

We have leveraged IBM Automation software solutions for complex Business Process workflow with scripting and intelligent automation through OCR integrating with underlying legacy business applications - to drive a high degree of data integrity.

IBM’s Automation Operations Command Center uses AI and predictive analytics combined with automated monitoring to optimize the scaled automation deployment on an ongoing basis.

These solutions were provisioned via IBM Essentials for Automation for seamless delivery.

Results: >300 FTE savings identified; 120 automation scripts delivered within 11 months

This global market research organization ($3.8bn revenue) headquartered within the UK is on a mission to transform their middle office, to create more nimble, cost-efficient workflows. Dynamic Delivery – a completely contactless, virtualized approach – was used, leveraging advanced analytics and applying our Automation Quotient methodology to assess 9 process areas, representing 700 FTE. The initial focus is on Global Delivery Centres and their Insights division including in data processing and survey creation. Going forward, with IBMs help, Kantar will extend their automation programme across Operations Globally and also into the back and front office functions, to create a capability that will support their transformation objectives.

IBM Services Essentials for Automation is in use, providing Automation As a Service (UiPath), with analytics providing insights for ongoing optimization. The Automation Operations Command Center is providing automated monitoring and remediation through self heal solutions extending capabilities beyond RPA, to include Data Capture, Ingestion, Machine Learning, and BPM). We have also leveraged the Automation Platform as part of our recent response to become their BPO provider for Finance and HR Transformation.

Results: $1m savings in year one, 100 FTE realized.