Intelligent Automation Cloud
The Next Wave of Enterprise Transformation

AI & IOT Summit 2021: The Road Ahead of Business Automation of AI IoTs

Cholapatr Bhuripanyo – ZyGen Company Limited

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Enterprise Transformation

Business Transformation

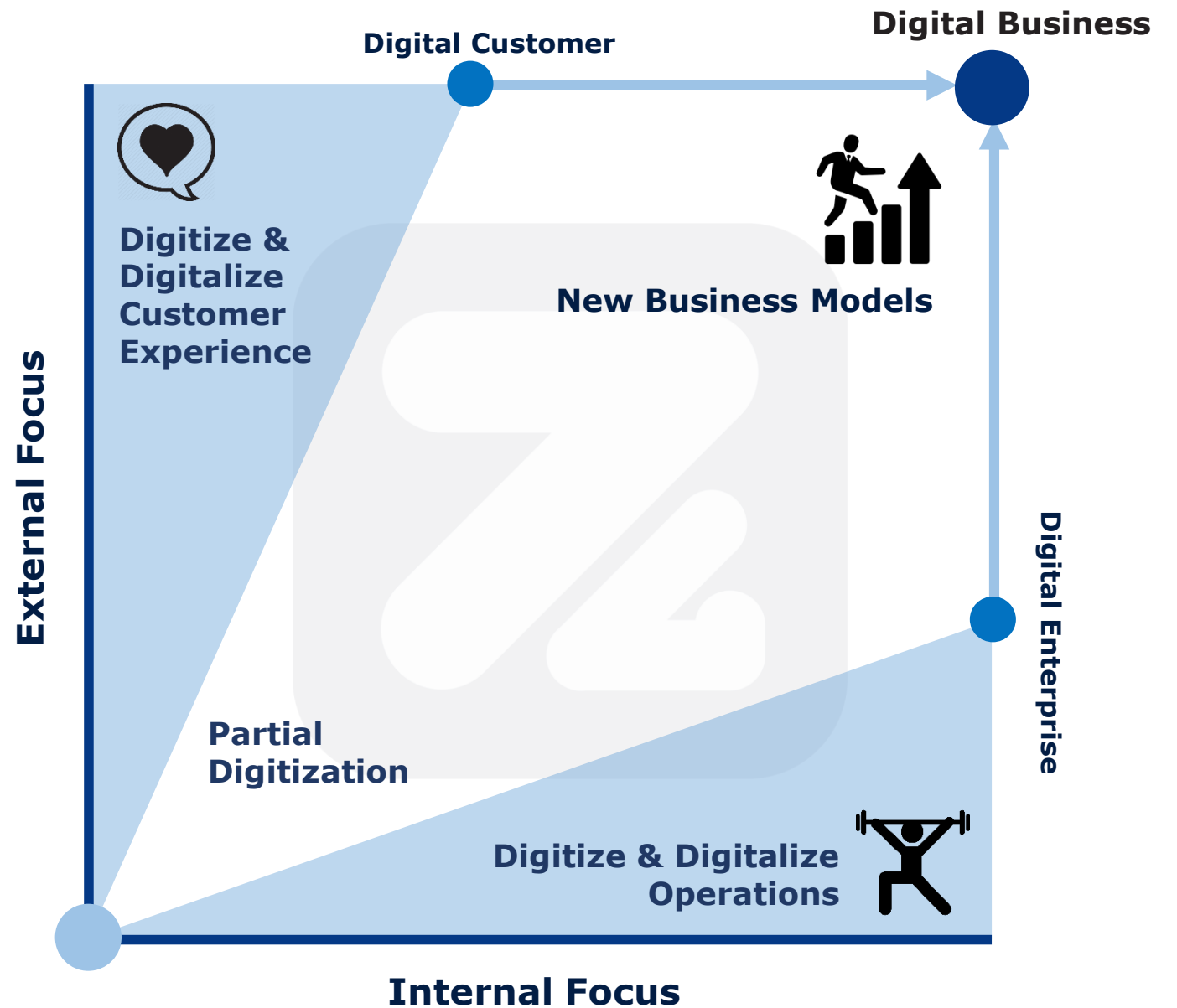**Internal**
Operational Excellence

External
Customer Focus

New Business Model
Disrupt the competitions

External Focus

Digital Customer

Digital Business

Digitize & Digitalize Customer Experience

New Business Models

Partial Digitization

Digital Enterprise

Digitize & Digitalize Operations

Internal Focus

Transformation: Where to start …

Key 1
"Mindset"

Key 2
"Trust"

People

Video #1

The right question & The right mindset

- The purpose of technology is NOT to replace humans.

- Technology has created more jobs than it has destroyed.[i]

- Coronavirus pandemic will result in "**double-disruption**" lead to net increase in jobs over the next five years. (WEF) [ii]

- Visionary leaders lead organizations to success and give their employees a better future.

[i] Reference: https://www.theguardian.com/business/2015/aug/17/technology-created-more-jobs-than-destroyed-140-years-data-census
[ii] Reference: https://www.cnbc.com/2020/10/20/wef-says-machines-will-create-jobs-but-warns-of-pandemic-disruption.html

" Trust " – Transparency & Privacy

- Culture

- "Transparency" & "Privacy"

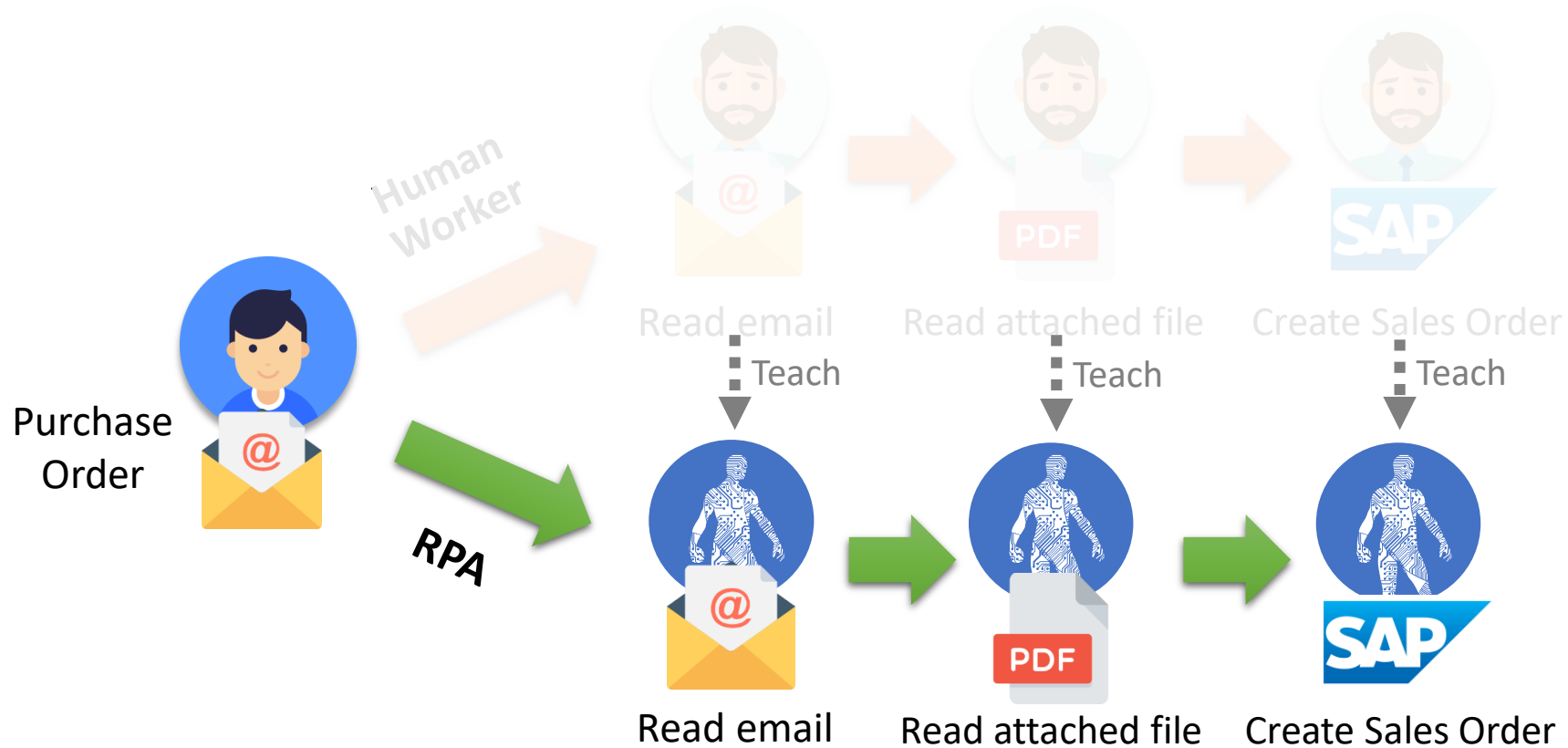- Augmented Workplace*

- Constructive Gamification
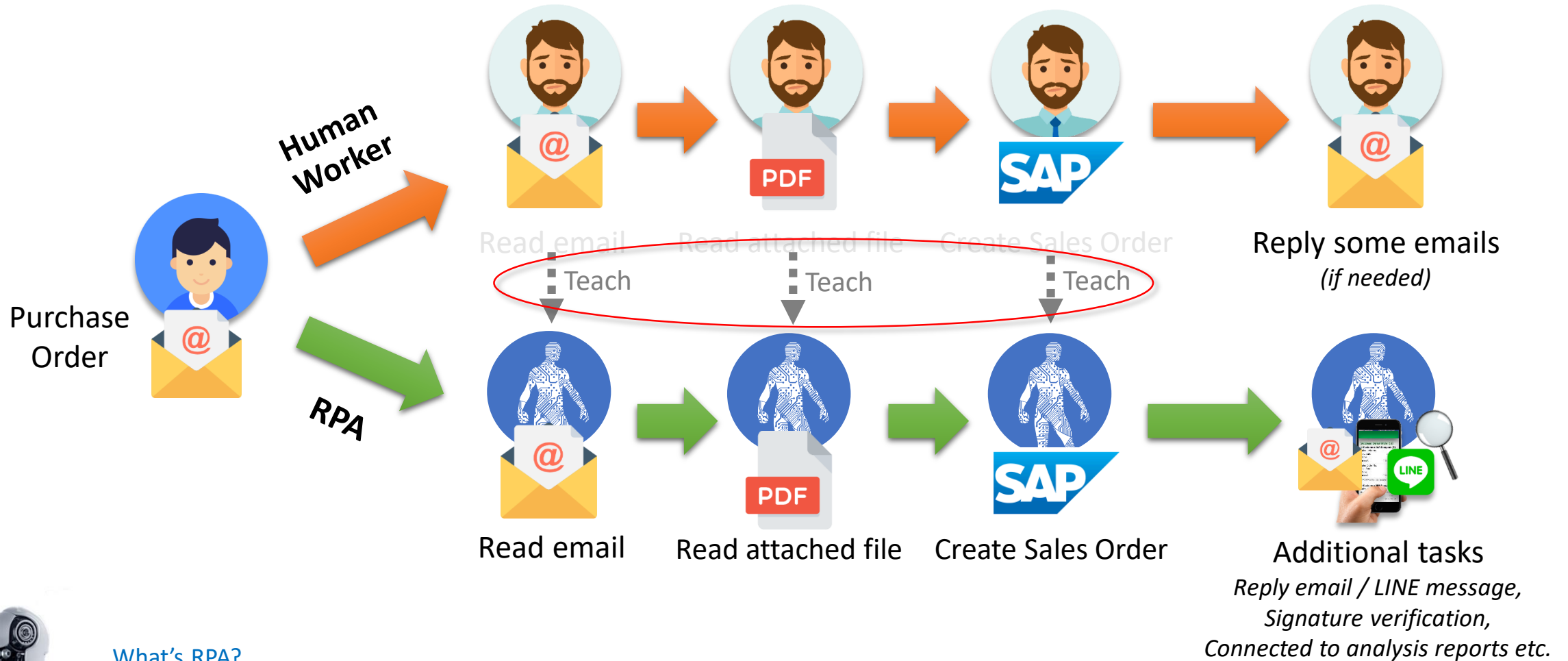
Intelligent Automation Cloud

Automation

RPA: Robotic Process Automation (Digital Workforce)

Purchase Order

Human Worker

Read email → Read attached file → Create Sales Order

Teach | Teach | Teach

RPA

Read email → Read attached file → Create Sales Order

What's RPA?

RPA: Robotic Process Automation (Digital Workforce)

Purchase Order

Human Worker

Read email → Read attached file → Create Sales Order → Reply some emails *(if needed)*

Teach — Teach — Teach

RPA

Read email → Read attached file → Create Sales Order → Additional tasks

Additional tasks
*Reply email / LINE message,
Signature verification,
Connected to analysis reports etc.*

What's RPA?

Digital Workers can ...

CALCULATIONS AND DECISION

OPEN AND SEND EMAILS

WEB DATA SCRAPING

READ, COPY & PASTE FILES

EXTRACT DATA FROM DOCS WITH OCR

DATABASE

VALIDATION AND FRAUD DETECTION

MOVE FILES AND FOLDERS

FILL IN FORMS

LOG IN TO APPLICATIONS

Employee can focus on higher-value tasks

Productivity

Industrial Automation → Business Process Automation → Digital Transformation → Intelligent Enterprises

High Value Tasks

Repetitive Tasks

Automation

1960s – 1980s   1990s - 2000s   2000s - 2010s   2010s - 2020s   Time
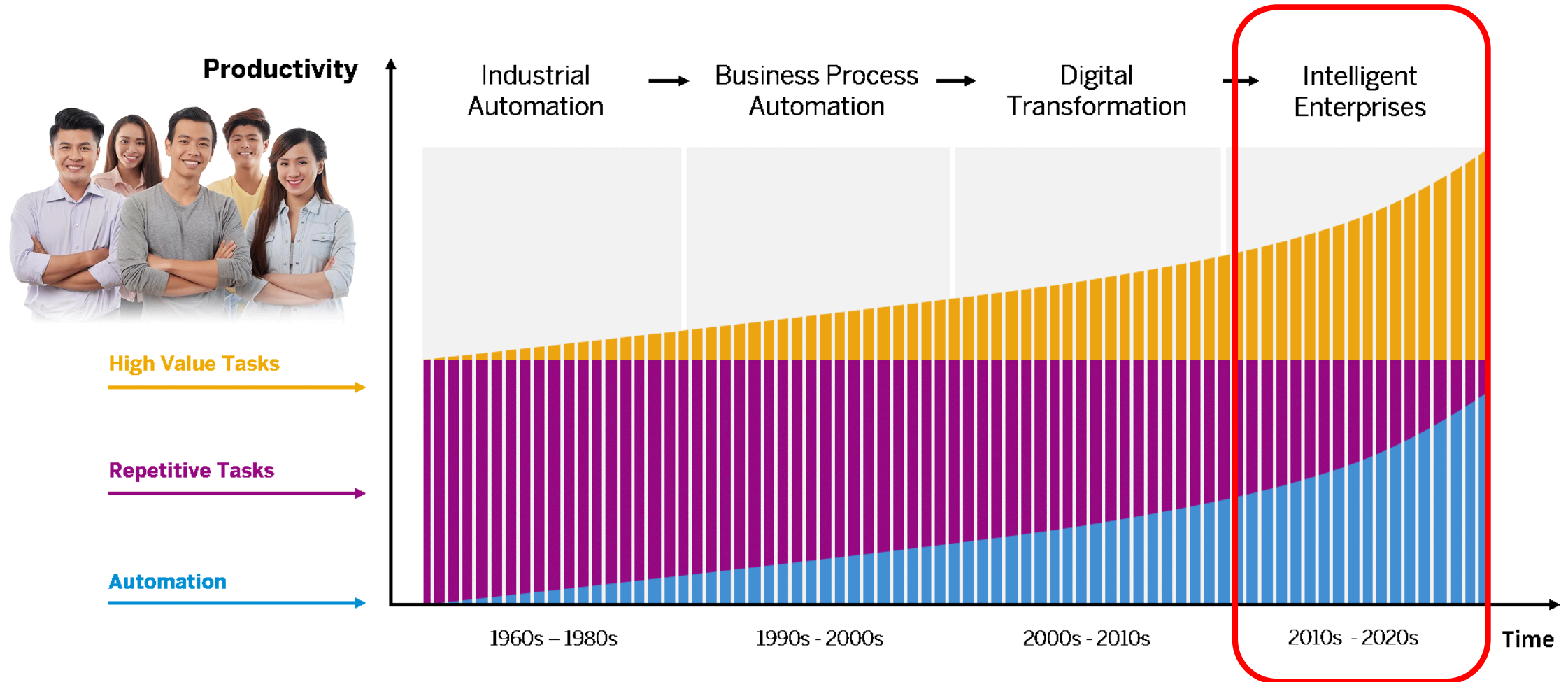
Why RPA ?

Cost Reduction
& Reduce Operational Risks

Increase Revenue
& Speed, Productivity

Business Continuity
& Workforce Consistency

New Opportunity
& Capability, Satisfaction
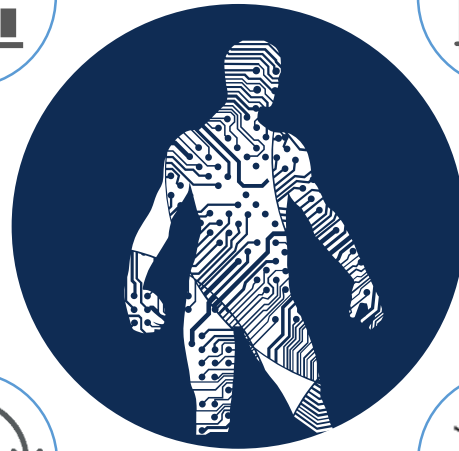
Pitfalls & Common mistakes

- Business-only or IT-only project   *(It should be driven by business & governed by IT)*

- Strategy comes later   *(Culturally Imbedded / Cultural adoption by C-Suite)*

- Let everybody do their own

- Treat RPA as another piece of software   *(Robotic Operating Model is required)*

- If I can do 1 robot, I can do 1000

- Too ambitious, Underestimating process complexity, Unsuitable Process

- Unclear direction about impact from automation to human

Intelligent Automation

AI as standard (Integrated / Embedded with RPA)

Text Analysis

Natural Language Processing (NLP)
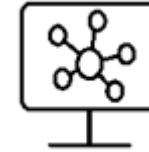
Computer Vision

Key Phrase Detection

Sentiment Detection

Smart OCR

Speech to Text

Handwriting
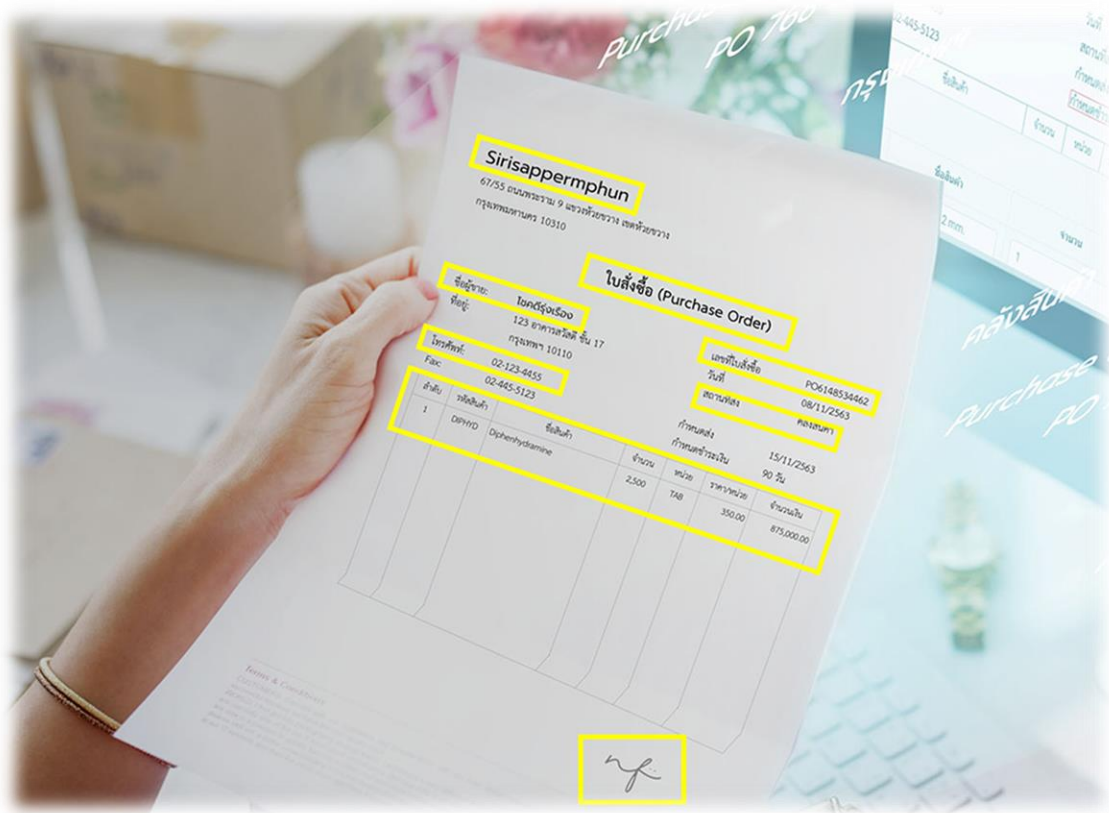
Language detection, and translation

Bot Framework

Machine Learning Resource Allocation

Autonomous Management

Integrated with Smart OCR (Optical Character Recognition)

Smart Learning & Simple to use

Capture data from paper and file.
Support Dynamic Layout.
Auto-correction by AI. Data & Human in the loop.
Accuracy increases over time.

Secure

Business data is securely encrypted.
Only authorized person can access authorized data.

Go beyond traditional data entry

Not only input data into system but
also verify signature to prevent fraud.

Integrated with DIV (Digital Identity Verification)

Identity Verification

- ID Card OCR
- ID Forgery Detection (AI + Human)
- ID Verification with a Government database
- Active Liveness Detection
- Biometric Face Comparison

- Video KYC
- Proof of Address
- Geolocating
- Email Verification
- Mobile Number Verification
- Face Retrieval
- Anti-Spoofing

Take a Selfie photo
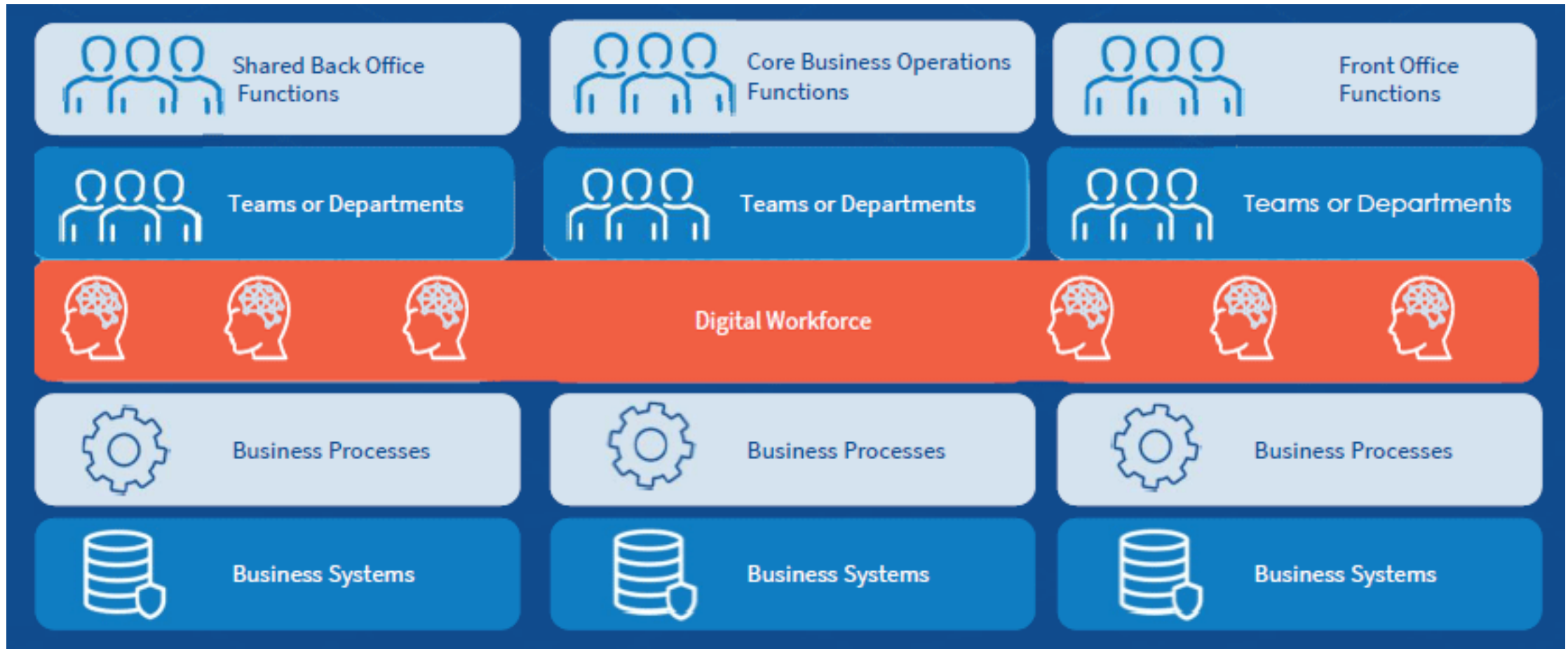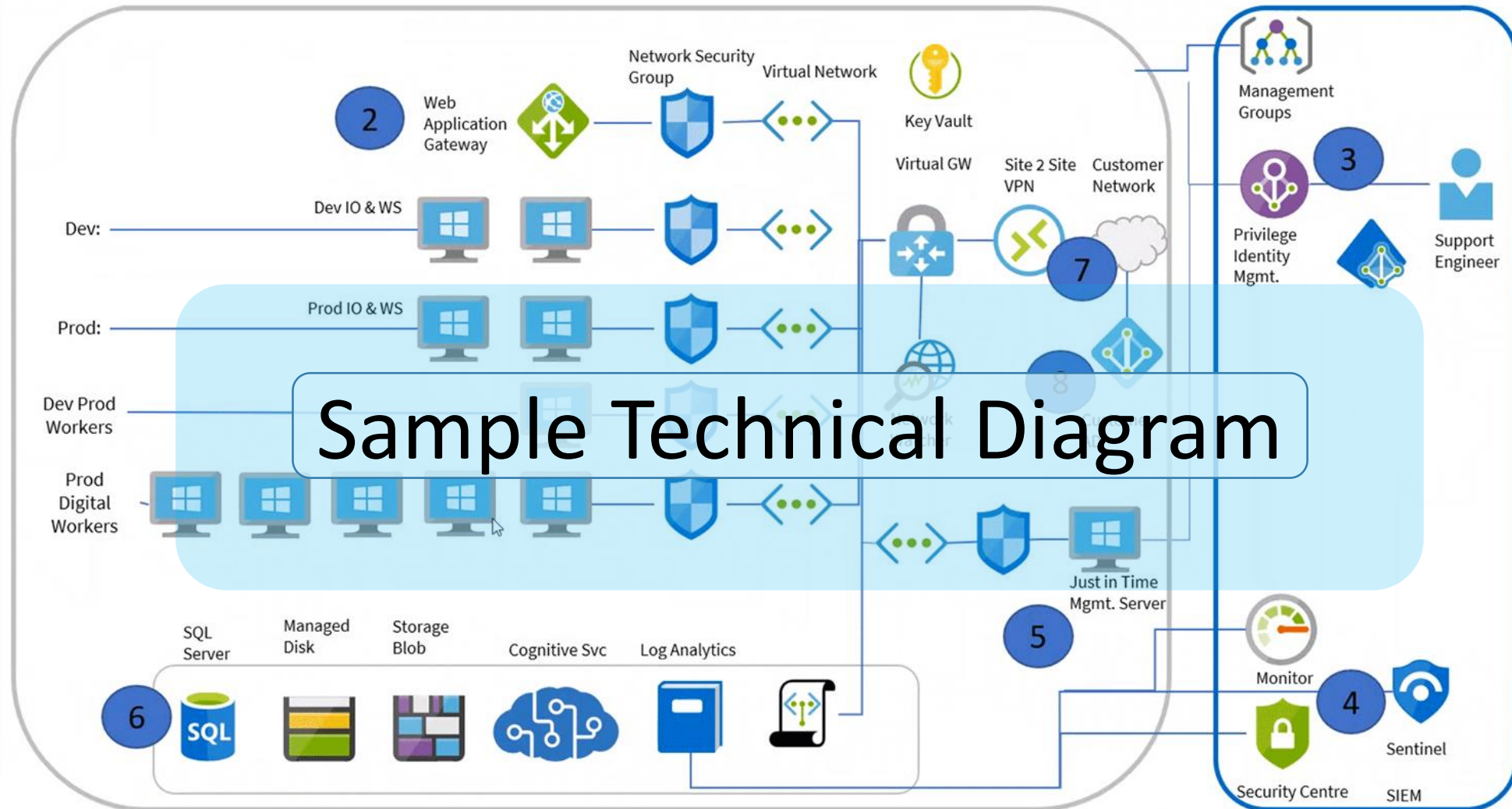
Please position your face in the frame and take a photo.

Powered by ADVANCE.AI

V2.0

RPA on Cloud

Scalable pool of RPA from the Cloud

Sample Technical Diagram

Real Business Use Case

Case Study: National Health Service (NHS), England

Norfolk and Norwich University Hospital, which with 1237 beds is one of the largest NHS hospitals

Queen Elizabeth Hospital Birmingham, another large NHS hospital in England, which has 1213 beds

- One of the largest employers in the world, and the biggest in Europe
- Around 1,600 NHS hospitals

Year[26]	Nurses	Doctors	Other qualified[27]	Managers	Total
1978	339,658	55,000	26,000	-	1,003,000[28] (UK)
2010	318,935	102,422	180,621	40,025	1,168,750[25]
2011	317,157	103,898	184,869	35,014	1,158,920[25]
2012	310,359	105,019	183,818	33,023	1,128,140[25]
2013	308,782	106,151	184,571	32,429	1,123,529[25]
2014	314,097	107,896	187,699	28,499	1,126,947[25]
2015	316,117	109,890	189,321	30,221	1,143,102[25]
2016	318,912	110,732	193,073	31,523	1,164,471[25]
2017	319,845	113,508	198,783	32,588	1,187,125[25]

Case Study: National Health Service (NHS), England

" Our Trust has a philosophy that **time matters**. Using *Blue Prism Cloud*'s **Intelligent Automation platform has released time for our medical secretaries**, freeing them up from simple and time-consuming tasks. This gives them **more time to speak with patients** on the phone **or solve problems for doctors**, nurses and other team members. All of this means our staff have more time to make a difference, which improves our patients' care and experience. This is how we make time matter. "

DARREN ATKINS, Chief Technology Officer, ESNEFT

Pharmacy Stock Control

Operational visibility

—

300 daily updates automated

—

Significant cost savings

Date of Death Reconciliation

50,000 deceased patients' records to be updated. This workload is approximately 6 months of work for 1 FTE and 5,000 patients a quarter which is 2 weeks of work for 1 FTE.

Implement time is 3 days. Process run completed within a matter of weeks.
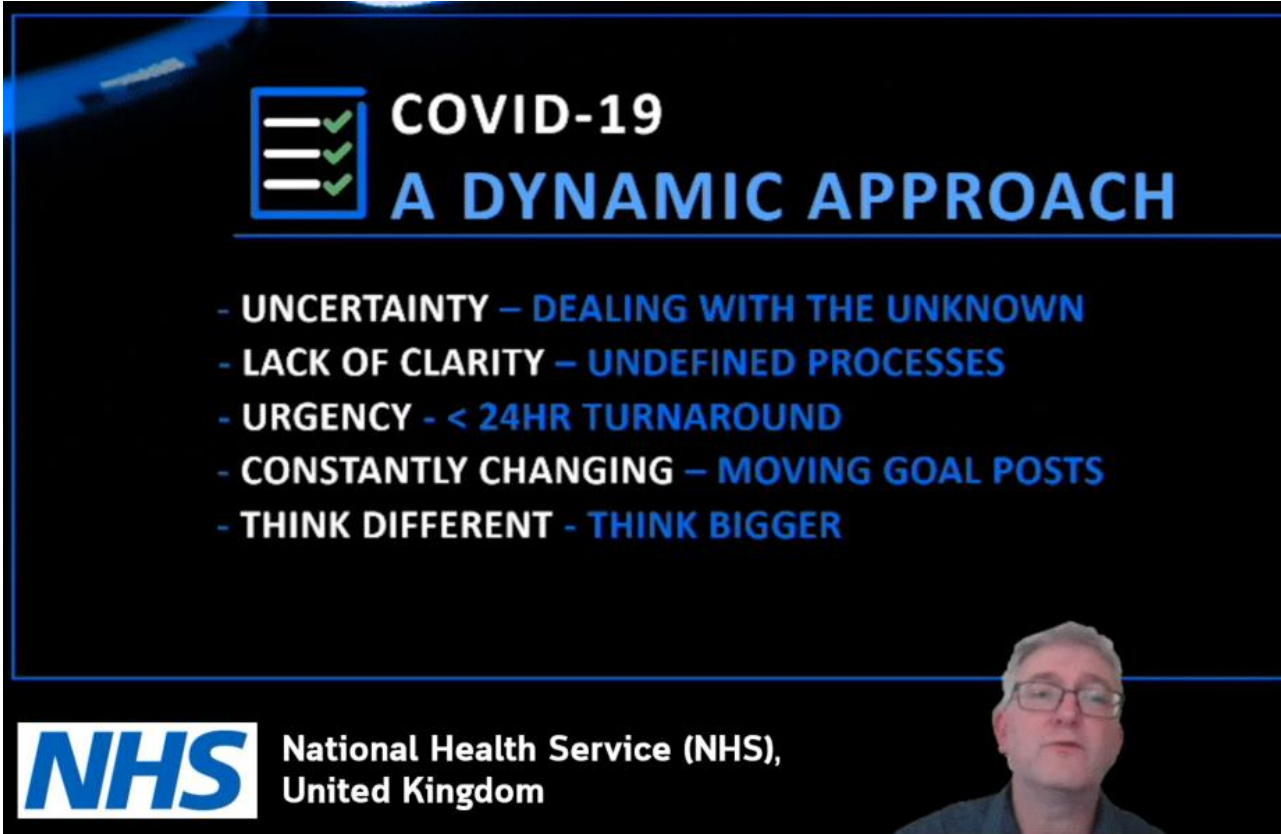
Patient Record

Rapid implementation

—

50,000 records updated completed in a few weeks

—

Unnecessary communication avoided

Case Study: National Health Service (NHS), England

NHS Mail for Care Home

- 18,000+ Applications verified and processed
- Saving 1,500+ Hours of Admin time
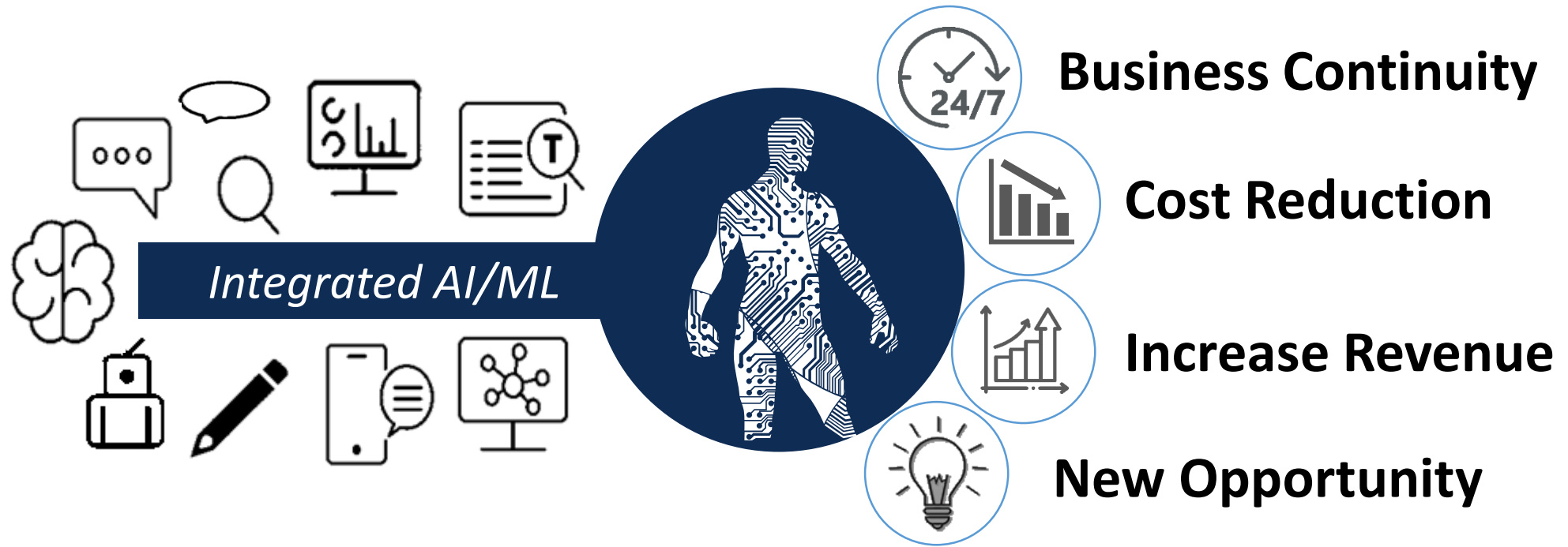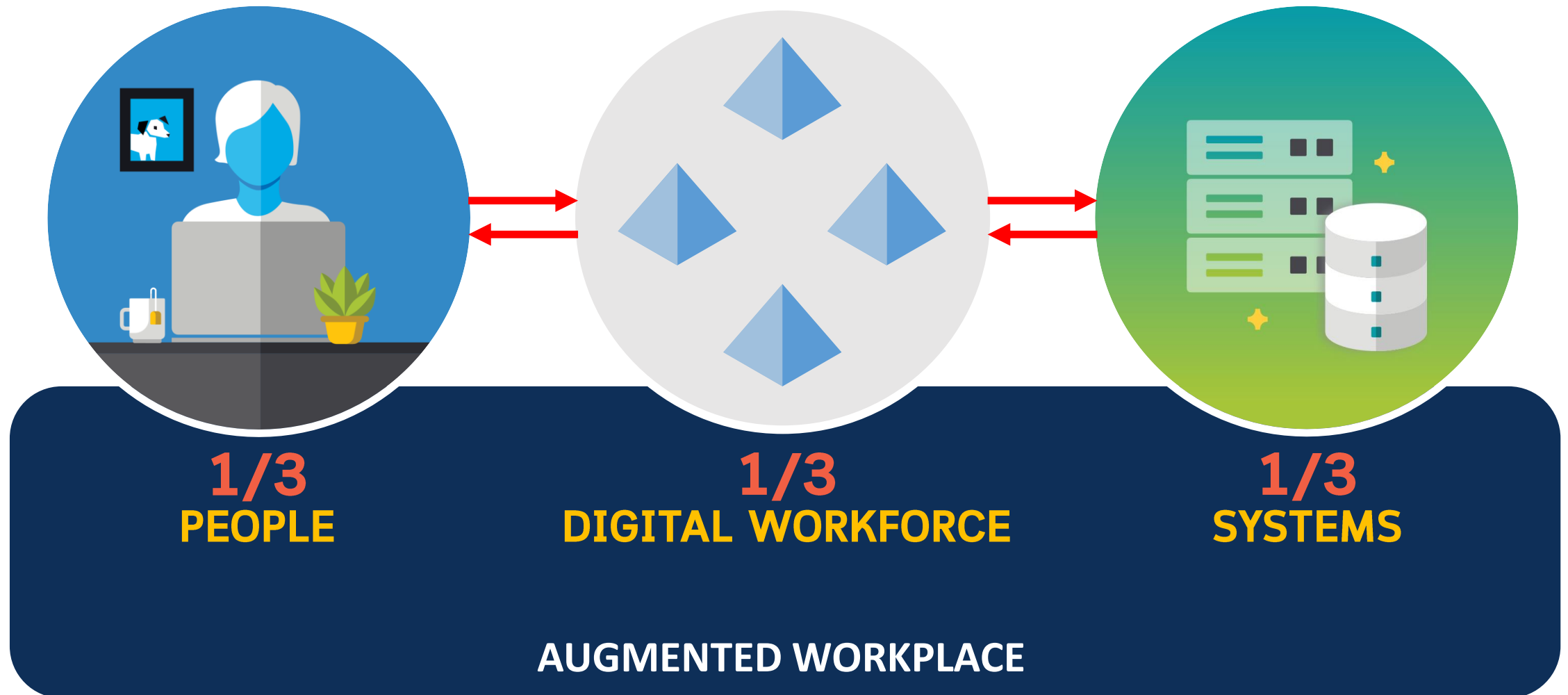- Improve data quality & Faster Turnaround time.

Video #2

Summary

Intelligent Automation – The Next Wave of Enterprise Transformation

Integrated AI/ML

Business Continuity

Cost Reduction

Increase Revenue

New Opportunity

New Normal – Outlook

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