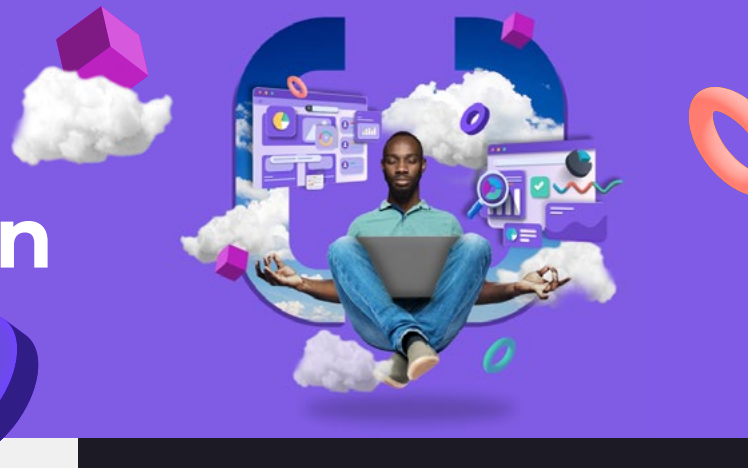


(expleo)

Hyperautomation

From Incremental Benefits to Exponential Outcomes



Hyper for business. Calm for you.

Hyperautomation takes the complexity out of managing the masses of technology your business has and makes it simple.

It gives you and your teams new ways of working, rapid tech integration, the ability to process thousands of requests every minute, and AI assistance at your fingertips.

The bottom line of hyperautomation for companies:

- Enhanced operations
- Elevated customer experience
- Greater efficiencies
- Better accuracy
- Certainty in predicting trends

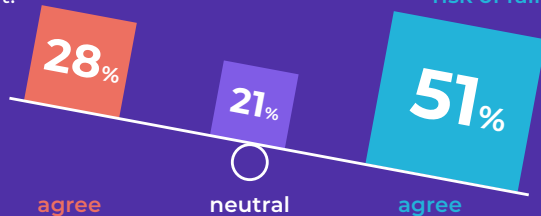
Signs of early stagnation

Despite positive case studies and a continued clamour for automated solutions, there's evidence to suggest that many initiatives stall after these early successes.

Pilot schemes and single-use cases are great for proving the value of the concept, but they do little to meet wider, longer-term business objectives. The result is standalone pockets of successful automation, leading many to draw the conclusion that the hype around the technology and its transformational potential is yet to materialise.

"It's better to adopt a **'fail fast'** approach to digital projects in which we **learn quickly** from trialling solutions in-market."

"It's better to adopt a **structured, methodical** approach to digital projects in which we **minimise the risk of failure** at launch."



"Hyperautomation is a **business-driven, disciplined** approach that organisations use to rapidly **identify, vet and automate as many business and IT processes as possible.**

Hyperautomation involves the **orchestrated** use of multiple technologies, tools or platforms."

Gartner⁶

Key Findings



From small steps to strategic strides

Tactical automation has proven its use with many businesses adopting advanced tools to address complex yet specific challenges. However, the greatest gains await those with the vision and the courage to take a hop, skip and jump to a holistic automation strategy.

The Hop

Access to simple to use and effective tools and processes, particularly RPA, provide comfortable entry points to **Core Automation**

The Skip

Automation advancements, facilitated by a plethora of enhanced automation capabilities, allow for the delivery of **Augmented Automation**

The Jump

Taking a holistic view of automation and aligning with strategic goals to deliver on the **Hyperautomation** promise.

A change in mindset: From project to principle

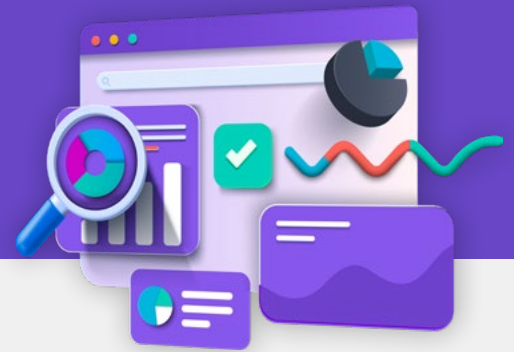
To truly grasp the power and potential of hyperautomation, we must move away from thinking about individual projects and incremental gains. While these are important, hyperautomation is a principle which guides multiple processes and it must be acknowledged as such. It's best thought of as an all-encompassing, foundational concept that integrates all the technology solutions and platforms of the business.

“Automation is a new source for competitive advantage and disruption... CIOs should see hyperautomation as a principle, not a project, as they move forward in updating their processes for the future.”⁷

Daryl Plummer VP, Analyst & Gartner Fellow

Hyperautomation can take your business to the next level by:

- Enhancing chatbot capabilities
- Encouraging reskilling and lateral learning
- Keeping up with digital natives and citizen developers
- Delivering seamless services and engaging experiences
- Adding certainty to cybersecurity



The core elements for delivering hyperautomation success

Data

Data lies at the root of all automation-driven initiatives. Hyperautomation delivers the most transformative results with access to complete, current and correct data sets.

Strategy

Hyperautomation demands an objective re-evaluation of end-to-end processes, business practices and technology investments. A clear, long-term vision is required for this journey, but obstacles and pain points are to be expected along the way.

Process

Culture may be the foundation of hyperautomation success, but it's little without comprehensive processes and protocols. These must be tangible and clearly defined with an acceptance that they'll likely evolve over time.

Automation Technologies

Data 'feeds' hyperautomation. But automation technologies are the enablers that connect that data with applications to unlock maximum value and scale solutions.

Culture

Adoption of hyperautomation must start from the top. The culture should be defined by leaders to encourage employee engagement throughout the process to ensure success. Ongoing commitment, everyday collaboration and open and honest communication are vital.

People

Hyperautomation requires employee buy-in and commitment. The transition to full automation needs to happen with the needs and skills of employees in mind. An informed, engaged and empowered digitally-enabled workforce is paramount to success.

A HyperCalm conclusion

With your busy business and calm workforce, you can draw insights faster, deliver game-changing customer experiences, and bring out the best in your people.

Why wait?

- 1 <https://www.mckinsey.com/capabilities/operations/our-insights/the-imperatives-for-automation-success>
- 2 <https://www.globenewswire.com/fr/news-release/2022/04/29/2432127/0/en/Hyper-Automation-Market-Revenue-To-Surpass-US-32-632-Mn-By-2030-Exclusive-Report-By-Acumen-Research-And-Consulting.html>
- 3 <https://www.gartner.com/en/webinars/4007544/the-gartner-2022-predictions-hyperautomation-inclusive-of-rpa-low-code>
- 4 <https://ifr.org/ifr-press-releases/news/robots-double-worldwide-by-2020>
- 5 Expleo Group's Business Transformation Index 2022 (BTI 2022) report
- 6 <https://www.gartner.com/en/information-technology/glossary/hyperautomation>
- 7 <https://www.gartner.co.uk/en/newsroom/press-releases/2020-10-21-gartner-unveils-top-predictions-for-it-organizations-and-users-in-2021-and-beyond>

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