

INTELLIGENT BUSINESS PROCESS AUTOMATION

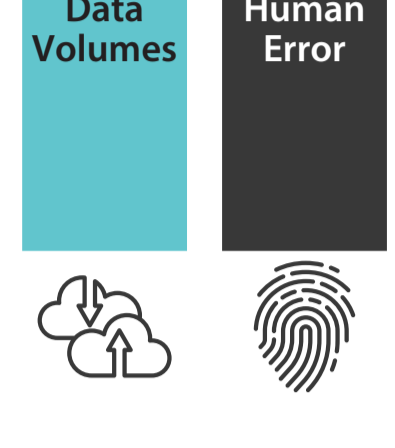
ENABLING A SECURE CUSTOMER-FIRST DIGITAL STRATEGY

THE CHALLENGE

MANAGING UNSTRUCTURED DATA TO GAIN BUSINESS VALUE

Data Explosion

The digital universe is set to increase **10-fold** by 2025



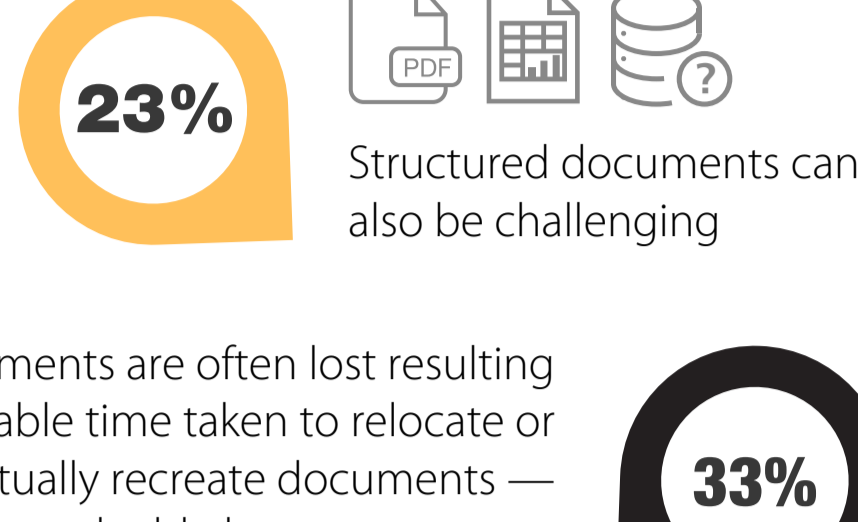
Increasing Human Error

A key metric of a well-executed process is a reduction in human error (1), a key anticipated benefit when partnering with a BPO provider to resolve process woes (2)

1. IDC Document Capture and Workflow Project — selected European markets, 2016

2. Process Automation is the New RPA: Current State of Automation in Finance, Accounting, and Procurement BPO, June 2016, IDC #US41515016

Data Challenges



Documents are often lost resulting in valuable time taken to relocate or actually recreate documents — diverting valuable human resources away from revenue-driving activity

Changing Working Practices Driving Demand for Business Process Improvement, June 2016 #EMEA41529316

BPO Directly Addresses Data Challenges

Business process outsourcing (BPO) adoption provides a highly cost-effective approach to efficient processes which closely align with customer-centric business imperatives.

Cost Reduction (58%)

Elimination of Human Error (33%)

Increase in Employee Productivity (34%)

Process Automation is the New RPA: Current State of Automation in Finance, Accounting, and Procurement BPO, June 2016, IDC #US41515016

ENHANCING CUSTOMER EXPERIENCE

AS THE OVERARCHING BUSINESS PRIORITY ACROSS INDUSTRIES

Satisfaction

Client centricity is a BPO imperative

Retention

Market Analysis Perspective: Worldwide Finance, Accounting, and Procurement BPO Services, 2016, IDC #US40788116

Excelling at Value-Added Customer Service:



The Document Disconnect in EMEA: Hidden Opportunity, Big Payoff, IDC Infobrief, March 2015

Required

Proactiveness, agility and flexibility

Fundamental redesign of existing processes

Intelligent Business Process Automation: Enabling a Secure Customer-First Digital Strategy, April 2017, IDC #EMEA42448017

92%



Banking Sector Leading Digital Transformation

Leading companies across industries have digital transformation on the agenda with the banking sector (92%) leading the way.

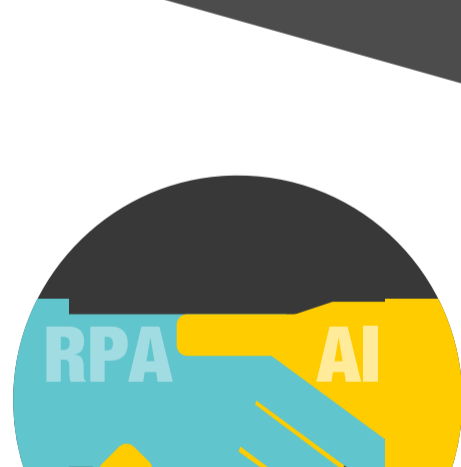
Digital Transformation in Europe: Strategies and Priorities by Vertical Market, January 2017, IDC #EMEA1976416, IDC Survey

IDC predicts that in less than five years, **half of the world's leading companies will depend on their ability to create digitally enhanced products, services and experiences to secure their longevity.**

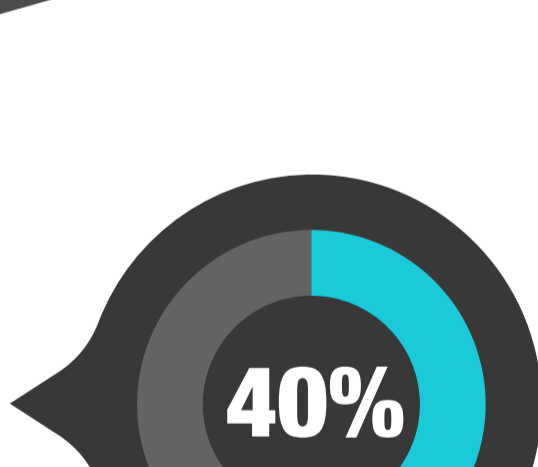
Dawn of the DX Economy and the New Tech Industry, February 2017, IDC #R2017_G51_FG, Conference — Frank Gens

REIMAGINING BPO

DRIVING AND ENABLING DIGITAL TRANSFORMATION



Artificial intelligence (AI) and robotic process automation (RPA) will work hand-in-hand to develop new intelligent business process automation



By 2019, AI will be integrated into 40% of digital transformation initiatives

Dawn of the DX Economy and the New Tech Industry, February 2017, IDC #R2017_G51_FG, Conference — Frank Gens

OUTSOURCED INTELLIGENT AUTOMATION

Outsourced intelligent automation enables companies to benefit from an innovative approach to handling inbound physical and digital information across different media to quickly process customer communications and escalate exception handling for rapid resolution — adding value to the customer engagement.



Western European MPDS Hardcopy Survey, IDC, 1Q16



Just 15% of buyers believe that they have a consultative, strategic partner, but 46% expect this in the next two to three years (to support redesign of existing processes)

Market Analysis Perspective: Worldwide Finance, Accounting, and Procurement BPO Services, 2016, IDC #US40788116

BPO PARTNERING FOR DIGITAL TRANSFORMATION

Where to Begin?

- Which processes are most challenging?
- Which processes have the most negative and positive customer impact?
- Which information is relevant and valuable to the business?
- What business process initiatives will have the greatest overall impact?
- What are the timescales for return-on-investment?

What to Look for in a BPO Partner ...

- Deep-rooted understanding of how processes work most effectively
- Ability to combine the physical and the digital world to support the end-to-end process
- Ability to manage and integrate structured and unstructured data
- Provide consultative services around new business requirements — capable of transforming processes
- Continuous investment in leading technology to continually refine and optimise business process, pre-empting market changes
- Ability to measure performance
- Delivery model to suit customers' level of data privacy, whether onsite, nearshore or offshore
- Delivery of fully compliant processes