of customer dissatisfaction originates within back office inefficiencies.

90% of technology budgets are spent on managing and maintaining legacy systems.

81% of companies see AI and robotics as important directives toward operations strategy.

"Intelligent Automation – the combination of artificial intelligence and automation – is starting to change the way business is done in nearly every sector of the economy."

– Deloitte

98% of enterprises have an automation agenda and investment in AI is growing at a high rate, but adoption remains low.

Automation clash: Managing high expectations for efficiency and long-term agility vs. rapid cost takeout to set the ROI.

– 35% of C-level executives rate internal cost savings as not high enough.

50% of enterprises are OSIL in their automation agenda and investment in AI is growing at a high rate, but adoption remains low.

Automation clash: Managing high expectations for efficiency and long-term agility vs. rapid cost takeout to set the ROI.

– 35% of C-level executives rate internal cost savings as not high enough.

No sound ecosystem: Fragmented IT landscape and no joint platform.

Demanding requirements: legal, compliance and risk management.

Decentralized initiatives within companies: Lacking an integrated approach to automate processes.

VOICE OF THE CUSTOMER

"SPS processes 12,000 invoices in over 40 languages per day for us. Partnering with SPS helped us to reach a 70% degree of automation, to reduce the process time from 4 weeks to 2 days and to decrease transaction costs by 74%.”

– International transport company

"SPS managing our customer service decreased manual processing by 50% and reduced process time from 7 to 3 minutes.

– Telecom company

"Handling peaks of +60-70% insurance claims in addition to processing 3,000 pages per day – thereof 25% physical – is now reality with SPS. No temporary work is needed.”

– Insurance company

Source: Capgemini, HfS, Accenture, Deloitte

CHALLENGES OF IMPLEMENTING INTELLIGENT AUTOMATION

Stirring for high data quality: Extracting the right information from unstructured data and scaling the value from extracted data to analysis.

End-to-end processes: Exploiting data across all communication channels and automate subsequent work processes.

Specialist in Document Management: Realizing competitive advantage, improved profitability and heightened productivity for you.

Business Process as a Service (BPaaS): Scalable operational model and transaction-based pricing increasing flexibility to adapt to future business needs.

No changes to existing IT landscape.

Highest standards in compliance and data security.