Where to Begin?

- **Data:** To outsource to gain access to the latest data.
- **Cost:** To reduce costs and improve efficiency.
- **Human Error:** To reduce the impact of human error.
- **Return on Investment (ROI):** To determine the ROI of process automation.

What are the timescales for process automation to have the greatest overall impact?

- Process automation initiatives are set to increase by 2025.

Which business process initiatives will have the greatest overall impact?

- Processes in Finance, Accounting, and Procurement BPO are selected for automation.

Where to Focus?

- **Finance:** The most challenging area for process automation.
- **Human Error:** A 15% reduction in human error is anticipated.
- **Time:** Time is a key factor in process automation.
- **Cost:** Cost is a critical factor in process automation.

What business process initiatives will be most valuable to the business?

- Process automation initiatives are set to increase by 2025.

Which processes are most valuable to the business?

- Processes with the highest ROI are selected for automation.

Which processes have the most potential?

- Processes in Finance, Accounting, and Procurement BPO are selected for automation.

Data Challenges

- **Structured Documents:** Structured documents can also be challenging.
- **Unstructured Documents:** Unstructured documents are often lost, resulting in valuable time taken to relocate or recreate them.
- **Data Privacy:** Data privacy, whether onsite, nearshore or offshore, can also be challenging.

Integrating Intelligent Process Automation

- **Human Error:** A 15% reduction in human error is anticipated.
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PROCESS AUTOMATION

- **Robotics Process Automation (RPA):** RPA is used to automate routine tasks.
- **Artificial Intelligence (AI):** AI is used to automate complex tasks.

Artificial Intelligence and Robotic Process Automation

- **Artificial Intelligence:** AI is used to automate complex tasks.
- **RPA:** RPA is used to automate routine tasks.

Customer-First Digital Strategy

- **Customer-centric:** The customer-centric approach is essential.
- **Digital Transformation:** Digital transformation initiatives are increasing.

Digital Transformation in Europe

- **Leading Companies:** Leading companies across industries have digital transformation on the agenda with the banking sector (92%) leading the way.
- **Evidence:** IDC research shows that leading companies are embracing digital transformation.

The Evolution of Data Age

- **Data Age:** The evolution of data age is transforming the world.
- **Digital Strategies:** Digital strategies are driving and enabling business value.

Customer Service:

- **Employee Centric:** Client-centric business imperatives are essential.
- **Customer Experience:** Customer experience is critical to success.

BPO Partnering for Digital Transformation

- **Business Process Outsourcing (BPO):** BPO is partnering for digital transformation.
- **Digital Strategies:** Digital strategies are driving and enabling business value.

Outsourced Intelligent Automation

- **Structured Documents:** Structured documents can also be challenging.
- **Unstructured Documents:** Unstructured documents are often lost, resulting in valuable time taken to relocate or recreate them.
- **Data Privacy:** Data privacy, whether onsite, nearshore or offshore, can also be challenging.

Changing Working Practices Driving Demand for Business Process Automation

- **Proactiveness:** Proactiveness is essential.
- **Employee Engagement:** Employee engagement is critical.

The New Tech Industry

- **Artificial Intelligence:** AI is rapidly growing.
- **Data Age:** The Data Age is transforming the world.

Dawn of the DX Economy

- **Digital Transformation:** Digital transformation initiatives are increasing.
- **Evidence:** IDC research shows that leading companies are embracing digital transformation.

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