

eBook

Automate everything: from RPA to hyperautomation and beyond



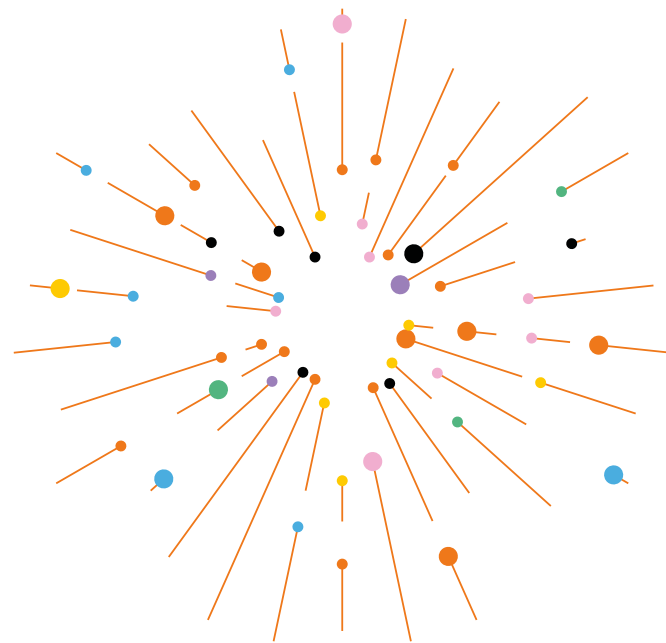
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Business
Services



Contents

➔	Executive Summary	3
➔	Transforming business with hyperautomation	5
➔	Driving business impact at scale with RPA	6
➔	Overcoming concerns, communicating benefits	7
➔	Example personas and explanations	8
➔	Vertical use cases and benefits	10
➔	Process mining and analytics	11
➔	Hyperautomation is an Agile & Iterative journey	12
➔	The Orange approach	13
➔	Responding to the RPA challenge	15
➔	Why hyperautomation now?	16
➔	The Orange consultancy model	17
➔	Why Orange	18



Executive summary

As the world continues to deal with the after-effects of the pandemic and threats of recession continue to rise, digital transformation initiatives continue to be essential across all industries. Companies that want to thrive in a constantly changing marketplace need to embrace new digital technologies to stay competitive. Hyperautomation is a key piece of that puzzle.



One of the biggest changes of the past couple of years is that business realized the need to keep making changes wherever possible. Resting on your laurels was not a viable way to handle the disruptions that occurred. Customer expectations kept on changing, so did employee expectations. You need to keep evolving how you operate to keep up.

As we move forward, organizations that successfully implemented robotic process automation (RPA) into operations will introduce hyperautomation to drive ongoing operational resiliency. RPA gave companies increased productivity, improved efficiency and cost savings, but RPA doesn't solve all your automation needs. The next stage in this evolution is hyperautomation.

Hyperautomation is inevitable, and it's worth remembering that everything that can be automated, will be automated. Market pressure on enterprises to improve efficiencies and agility are making the need for hyperautomation essential, and sudden economic downturns put pressure on business leaders to do more with less.

Hyperautomation with small tweaks or adjustments to your organization's processes can deliver results in customer, user or employee experience (CX, UX, EX). RPA has helped this, enabling gradual changes to processes and operations, but hyperautomation takes that to the next level and helps you create more enriched experiences.

By embedding artificial intelligence (AI), machine learning (ML), and natural language processing (NLP), hyperautomation increases visibility of business processes and allows you to gain greater control than ever. As the shift towards more virtual business continues and costs must be kept to a minimum, hyperautomation will deliver improved business results and unlock new opportunities and possibilities.

What is hyperautomation?¹

Hyperautomation is a business-driven, disciplined approach that organizations 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, starting with robotic process automation and including optical character recognition (OCR), artificial intelligence, machine learning, business process management and rule engines, process mining, low-code/no-code tools, and more.

30%

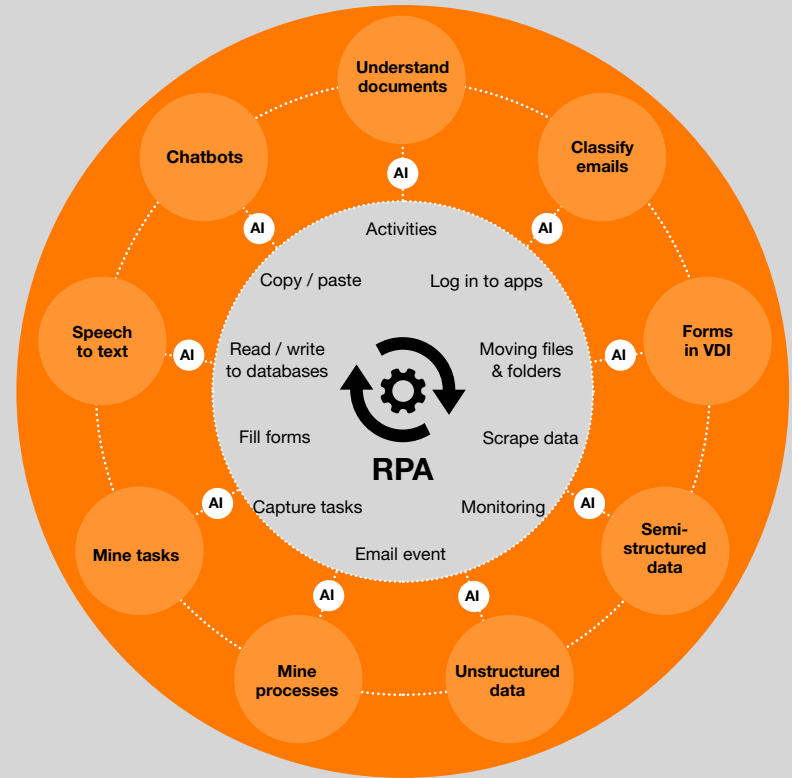


By 2024, organizations will lower operational costs by 30% by combining hyper-automation technologies with redesigned operational processes²



Full cycle hyper-automation

Uninterrupted, 24/7 performance, zero downtime



Transforming business with hyperautomation

Greater automation promises to provide solutions to new problems through streamlining operations, maximizing digital resources and improving experiences.

There has been a paradigm shift in the world of business. Things that were previously considered normal no longer are. The world of ubiquitous in-person meetings or workshops has changed beyond recognition, thanks to new ways of engagement enforced by the pandemic. As such, companies are focusing more on process mining and task mining, where opportunities exist to deploy bots on operational machines that can perform process discovery tasks automatically. Enterprises are often surprised by how many rules-based processes can be quickly and easily automated to the organization's overall benefit.

This means that organizations need to focus on simply driving new revenues now need focus on using automated tools like process mining and task mining better. That is a significant change to the world of business. Something that has not changed is the importance of controlling costs. Workflow automation and process automation should be a focus here.

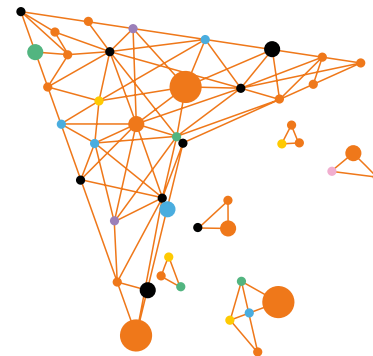


Identifying personas

Hyperautomation can be many things to many different people in many different areas of business. It can bring specific benefits to vertical industries, specific job functions, and individual departments.

There is no one-size-fits-all version of hyperautomation. That is one of its strongest points: it can be tailored to a granular level or scaled to manage big, enterprise-wide processes. Whatever your vertical industry, whatever your job function, and whatever department you work in your organization, hyperautomation can help you.

It is well-established that RPA and hyperautomation can help organizations in terms of greater productivity, increased efficiency, improved analytics, enhanced customer service, optimized use of resources and more. But when you drill down into company job functions, roles, and departmental requirements, hyperautomation reveals its true adaptability and value.



Driving business impact at scale with RPA

Addressing jobs and roles

Across the average enterprise organization, different employees have different demands and expectations of technology. And when it comes to RPA and hyperautomation strategy, they have different questions.

- For senior management, the question is about what do I get from investing in RPA.
- For salespeople, the question is will RPA and hyperautomation help me sell more, or upsell?
- Business support functions might want to know if RPA and hyperautomation are going to help them be more customer-centric in their daily activities.

There are areas where it's natural for employees and management in an organization to be concerned too. Your risk and compliance department could worry that RPA brings more risk with it, your IT department could be anxious about another app to manage and maintain. For operations, marketing, finance and accounting staff, it's a case of how much RPA and hyperautomation will change their day at work.

Enabling citizen development

Citizen developers are non-technical users who are able to create simple automations for both themselves and their work departments. It helps to think of it as a do-it-yourself approach to creating and sustaining continuous automation in your organization. Your company is your house, and using DIY tools, you are able to add to it, improve it, and transform it yourself. Citizen developers can play a vital role in helping you scale your RPA adoption and spread a culture of automation across your organization.

Further along the journey, automation power users, can help you unlock automation at scale and reduce the pressure and workload on your IT teams and automation developers. Your teams throughout your organization have specialist knowledge of their job roles and processes and their own thoughts about where automation can improve their daily role and the company overall. **It can be a powerful tool.**

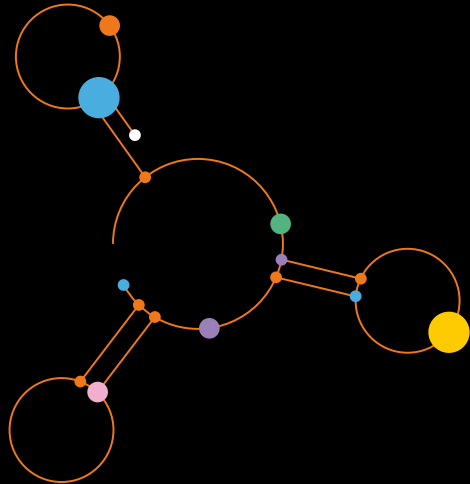


Overcoming concerns, communicating benefits

Orange has the expertise to understand where RPA and hyperautomation work best for your organization and the knowhow to communicate their benefits to your teams.

Deploying hyperautomation effectively and efficiently requires an in-depth understanding of its benefits to particular departments, roles, and functions throughout your business. Orange understands these and we are able to communicate them to the various personas across your company: your strategic leadership, VPs and C-level, plus also your operations teams, your sales, marketing, IT, and business support departments.

Orange categorizes different job functions as different personas, and we recognize that each will have different demands and expectations of RPA and hyperautomation.



Example personas and explanations

What does hyperautomation do for particular job roles? Our use case explainers tell you.

Chief Information Officer (CIO)



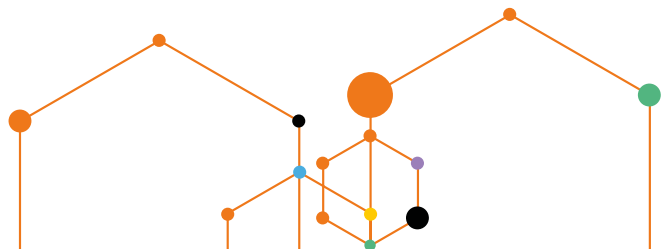
Challenge

Where are my assets and data? Applications and resources struggle to talk to one another and share data. Leads to faults, longer repair times, impacts service outcomes.



Solution

- RPA integrates multiple tools into workflow system to break silos
- Automates manual tasks in each department
- Automation delivers better experiences to end-users and customers
- Digital solution avoids dependency of large workforce to enable fast scaling



Operational responsibilities: where RPA can help

Finance/accounting	Human Resources	Sales/marketing	IT
<ul style="list-style-type: none">■ Order entry■ Invoice processing■ Accounts payable and accounts receivables■ Reporting■ Bank reconciliation■ Fixed assets analysis■ Master data management■ Vendor and customer account creation■ ERP logging from another system	<ul style="list-style-type: none">■ Employee onboarding / offboarding■ Leave of absence management■ Populating employee data into multiple systems■ Performance appraisal management	<ul style="list-style-type: none">■ Account creation steps■ Data collection■ Creating / delivering invoices■ Updating CRM■ Competitor price monitoring/discount calculations	<ul style="list-style-type: none">■ Creating new accounts■ Software installations and updates■ Batch processing■ Printer set-ups

With RPA technology integrated with your processes, CIOs can save time, money and disruption across multiple business functions backed by full control and visibility of processes.



Example personas and explanations

What does hyperautomation do for particular job roles? Our use case explainers tell you.

VP of Service Management



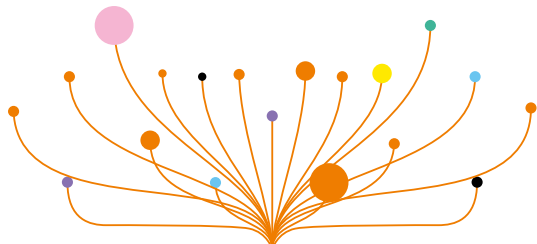
Challenge

How to achieve full digital operations and services, 24/7? How do I integrate seamlessly with our customer and co-supplier system? How do I reduce dependency on human workers in a hybrid work world across multiple geographies and time zones?



Solution

- Transform into digital IT operations via the power of RPA
- Automation ensures less dependency on physical workforce
- Start by automating core IT services and related operations processes



Operational responsibilities: where RPA can help

Incident Management	Access and User Administration	Problem and Change Management	IT and Infrastructure support
<ul style="list-style-type: none">■ Creation of tickets■ Resolution of issues■ SLA monitoring and escalation■ Ticket updates and closure	<ul style="list-style-type: none">■ Account creation, amendments and deactivation■ Starters and leavers process■ Account unlocks, password resets	<ul style="list-style-type: none">■ Initiation of major incident procedures■ Feeding problem queues■ Standard change execution	<ul style="list-style-type: none">■ Provisioning system and database administration■ Network support■ Backup management■ Patch management
Monitoring, Reporting & Dashboards	Self Service Catalog	Test Automation	Data Management
<ul style="list-style-type: none">■ Application and infrastructure monitoring■ User experience monitoring■ Automation of ITSM reports■ PMO Reports■ Financial and HR Reports (e.g. timesheet activity reporting)	<ul style="list-style-type: none">■ Online service catalog via web portal■ Execution of standard catalog items	<ul style="list-style-type: none">■ Using robots to carry out:<ul style="list-style-type: none">– Application testing– UAT testing– Load testing	<ul style="list-style-type: none">■ Data collection and report generation■ Data exchange and verification■ Data fixes■ Back-end system swivel chair processing



Example personas and explanations

What does hyperautomation do for particular job roles? Our use case explainers tell you.

Industry: Manufacturing

Director – Supply Chain Division



Challenge

Keeping supply chain efficient, poor fulfillment rates due to stock issues, complex demand forecasts, keeping costs low to drive profitability, overcome downstream challenges via timely management of partners and suppliers, contract and order issues incurring excessive costs, staffing issues.



Solution

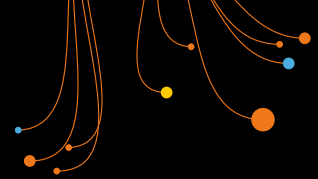
- RPA can improve supply chain management and logistics by automating repetitive time-consuming tasks, which in turn improves overall workflows
- RPA can help create better supply line through proactive inventory management via automated workflow
- RPA can help to manage central / global procurement portal for better vendor and cost negotiations

Operational responsibilities: where RPA can help

Supply Chain	Procurement	Pre-Order	Sourcing & Billing
<ul style="list-style-type: none">■ Inventory management■ Demand and supply planning■ Invoice and contract management■ Work order management■ Returns processing■ Freight management■ Raw materials management■ Carrier management■ Returns automation	<ul style="list-style-type: none">■ Procurement card policy (reconciliation)■ Demand order (DO) creation■ Purchase request (PR) and purchase order (PO) creation■ PR to PO data entry■ Vendor/supplier on-boarding and off-boarding■ Bid invitation (supplier invitation and participation)	<ul style="list-style-type: none">■ Customer setup■ Configure products■ Generate quote service requests■ Order setup and entry■ Validate quote, contracts and PO requirements gathering■ Customer servicing■ Return merchandise authorization (RMA) approval, tracking and creation■ Schedule orders■ Assign promise date■ Order configuration testing	<ul style="list-style-type: none">■ Pre-authorization check■ Consignment creation■ Shipment tracking■ Business and technical validation■ Categorize transactions■ Credit validation■ Payments processing



Process mining and analytics



The hyperautomation journey expands to process mining and discovery analytics.

Use process mining to evaluate processes inside your organization and identify the scope of business transformation and automation. Process mining is designed to give you a deeper understanding of the ways people in your organization work and which time and resource-consuming processes can be enhanced with automation. For example, you can identify processes that take a long time to complete, or that are non-compliant.

How do you do this? You analyze existing process data and time taken by human workers to complete tasks, thereby highlighting the potential for automation.

Analytics provide a deeper, richer understanding of the data in your organization and provides you with a review of which processes could be automated. By analyzing what is happening in management software like Customer Relationship Management (CRM) and Enterprise Resource Planning (ERP), you can construct a representation of process flows and visualize which functions and processes can benefit from automation. This helps you establish if there are any predictions you can make, or any preventative measures based on the data that can give you quick wins. It is the stage of your hyperautomation journey where you can set out what automation can do for you today and in the future.



Everything that can (and should) be automated, will be automated (eventually) – Gartner



Hyperautomation is an Agile and Iterative journey

A journey not a destination

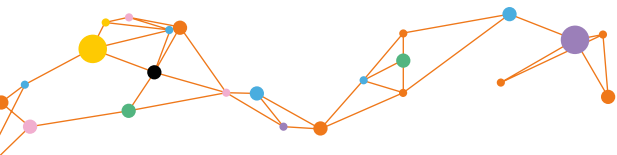
However, hyperautomation is a journey rather than a destination. There will always be areas of your business that can be improved and streamlined by automating processes.

The technologies for hyperautomation are also constantly evolving. For example, RPA is now seen as a launchpad from which to build more complex automation deployments. That might mean AI to analyze data more effectively and pinpoint where you can make automation changes. It could mean using analytics to identify where automation can help you improve CX, UX or EX.

End-user development

End-user development is a new, powerful technique that helps with the continuous improvement nature of hyperautomation. This involves creating an RPA business power user who doesn't necessarily have extensive coding experience but who has a degree of technical expertise to manage the bot. Building the bot is supported by an RPA expert, but the RPA power user manages other changes and developments to the bot.

It's a DIY approach that gives you greater control over additions and improvements in the automation process: Orange works with customers to train up power users to a sufficient point and then transfers capabilities over to you to perform automations by yourself. The approach uses low code methods to empower users.



70% - 80%
of rules-based processes
can be automated³



The Orange approach

With so many different RPA approaches and tools to choose from, how do you ensure you make the right choices? Orange experts can help you make the most informed selections to maximize your hyperautomation ROI.

You first need to establish what kind of RPA platform is the most appropriate for your business landscape. The Orange approach centers around three key pillars that are designed to ensure you get the best automation solution for your needs.

1. Integration capability

Typically, RPA has always been seen as a non-invasive integration route to automating routine, repetitive tasks. However, it can become a more challenging exercise if processes are not always simple, routine or repetitive. So, you need to ensure that the automation tools you choose are flexible enough to integrate with your existing business processes, software, and any other RPA tools you have in place.

2. Faster onboarding of use cases

It's essential to ensure that you can onboard your tools as easily and conveniently as possible. That way you can begin maximizing new capabilities immediately and building new use cases onto an existing set of tools. Orange utilizes checklists to ensure you make the right software selections, whether you need RPA-centric platforms like Ui Path, Automation Anywhere, or Blue Prism, or if you are better-suited by Embedded RPA platforms like automation solutions from ServiceNow, Salesforce or Microsoft. We also check to make sure you get the platform that gives the fastest time to deliver, plus process understanding and application dependency checklists



The Orange approach

3. Cost

Orange has the experience and expertise to advise you on the best use of your budget to maximize ROI. This can range from a large-scale industrial deployment that requires a large number of bots, to a point solution that uses an open-source automation platform.

4. Validating through PoC

To drive a successful hyperautomation project, you need expert advice on making the correct choice of approach and solutions. For IT Automation for example, Orange consultants could recommend ServiceNow, our SaaS service management solution that empowers you to centralize your business processes and transforms traditional work practices into digital workflows.

There are many start-ups around today offering low-cost tools and approaches that might seem attractive. However, they often lack the experience, the customer success stories, or the ability to integrate with your existing solutions. Orange has all these capabilities and more.



By 2026, large and medium organizations with pressing operational optimization goals, specifically those targeting productivity, efficiency and cost metrics amid the rising economic pressures, will introduce robotic process automation (RPA) into at least two of their business functions.



Why are we considering automation for MS Teams and collaboration tools?

The evolution of digital workspaces and collaboration tools such as Microsoft Teams are widely used to support collaboration experiences. With hyperautomation, it would expand automation areas within Teams, with Power Automate and use of data / flow / AI coming together to transform automation and collaboration experiences.

Responding to the RPA challenge

The possibilities and benefits available through RPA require the next level of automation.

Hyperautomation is a concept: a framework that takes the benefits of RPA and builds on them with other digital tools and technologies to drive greater speed and scale.

Enterprises are facing up to a new world with new challenges. New ways of working must be enabled – the hybrid work model has created a need for increased automation. Companies have greater focus on sustainability initiatives and reducing carbon footprints. There is more data than ever being generated within companies and within processes, data that can be leveraged to drive enhanced customer experience (CX), a vital competitive differentiator.

But hyperautomation is not just a technology. The technologies that comprise hyperautomation have existed for some time, but they weren't necessarily as powerful as companies needed them to be. Chatbots for example, have been around for a while but are now more automated and more capable. Optical character recognition (OCR) and document extraction tools are effectively evolving into computer vision, a more powerful, more scalable solution. In a hyperautomation framework, existing digital solutions and tools can come together to provide huge benefits.

The shift of RPA-centric platforms to embedded RPA platforms

There are two types of shift in play here: one is that RPA capabilities are becoming increasingly embedded in various application development platforms, business process management (BPM) systems, low-code no-code (LCNC) platforms, and a number of other digital transformation tools and services.

The second is that RPA-centric platforms push to integrate capabilities from adjacent automation technologies and tools, such as process mining and artificial intelligence (AI). Essentially, both these shifts align with the increasing trend for letting automation sit where your business processes and data reside.



Why hyperautomation now?

According to Forrester, as decision-makers continue to navigate their way out of the pandemic they must rethink their automation strategies. 82% feel automation strategy is important to overall business strategy.

Hyperautomation helps you accelerate your digital transformation initiatives. It pulls together the disparate technologies you have inside your organization and helps you harness the total power of integrated automation through faster building of automated applications.

It's a holistic approach. Hyperautomation is complimentary to your existing automation technologies that serve your customers along their journey. And unlike previous single purpose automation tools, hyperautomation enables an integrated and seamless automated customer journey across all your processes and different systems.

Hyperautomation is agile enough to help companies achieve a faster time to market, and to drive faster ROI and adoption. It's also a future-proof framework: hyperautomation encourages a best-of-breed approach that ensures companies are not tied down to one vendor and can migrate to new technologies as and when they become available.

Companies want to reutilize existing equipment and maximize investments made – while replacing legacy solutions in long term. Hyperautomation addresses this, and can help reduce IT spend on licenses into the bargain.

By 2026, the growing number of hyperautomation initiatives will drive and scale the spending on RPA in combination with other process-agnostic hyperautomation enabling technologies

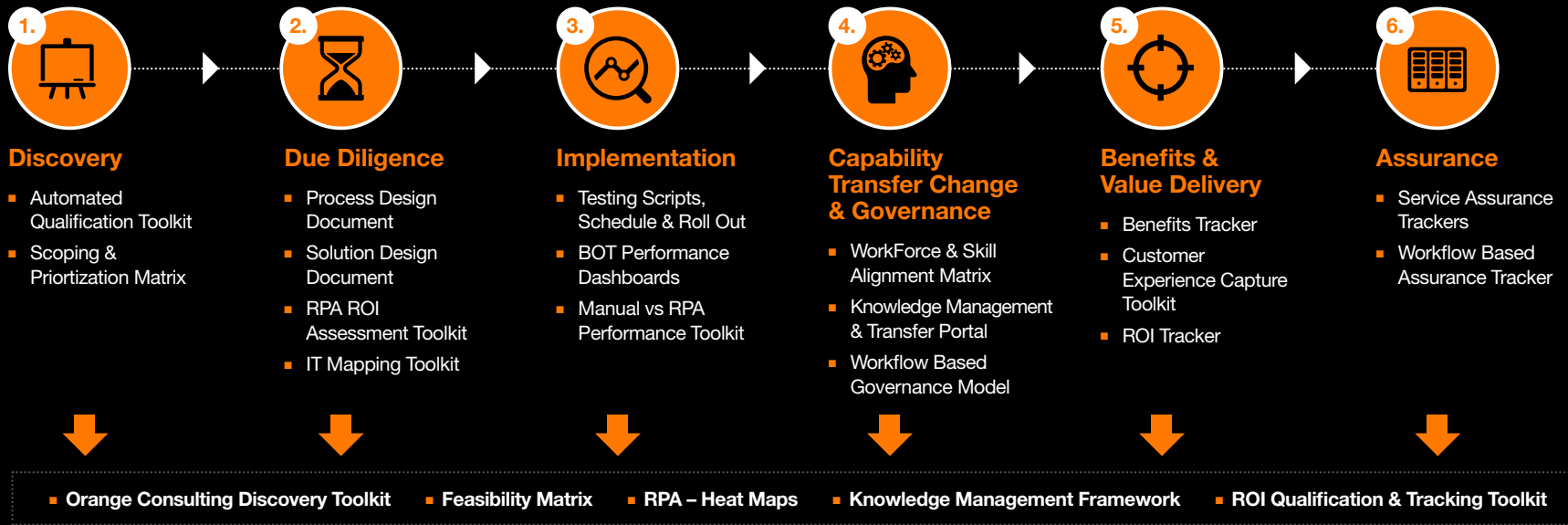
The Orange consultancy model

Orange understands that every company has unique needs and different requirements from automation initiatives.

With that in mind, we have a toolkit that helps us engage with customers on their terms. We have a multilevel ecosystem of experts and partners in place that can help the customer tailor their hyperautomation approach to deliver the maximum results at every step of the journey.

Our consultants take an approach built around our Shape, Drive, Analyze model: we scope out their existing processes, perform due diligence to establish where they can make improvements, and make sure we fully understand what they want.

The Orange Business Services Hyperautomation methodology

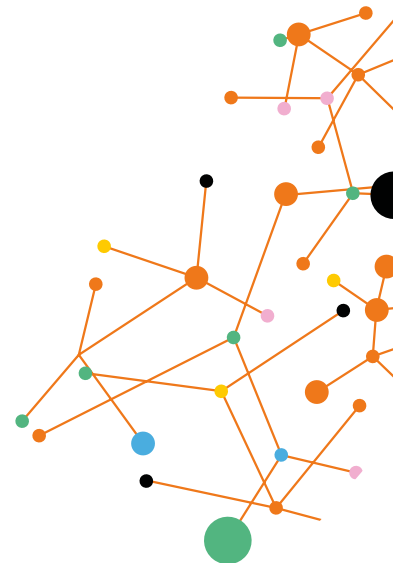
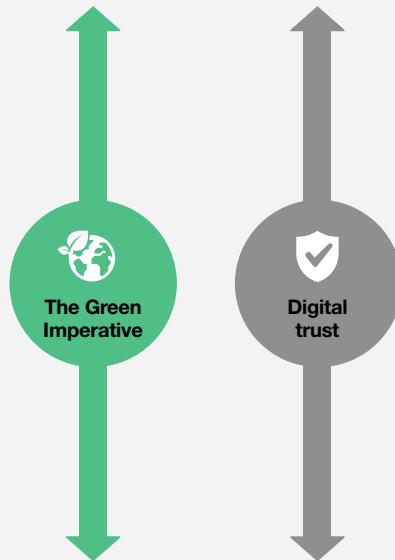
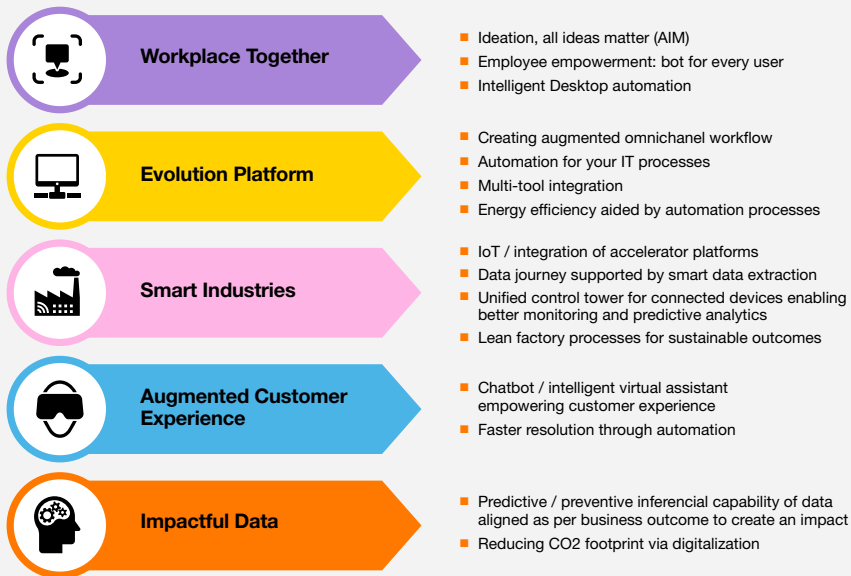


Why Orange

Orange is your trusted partner for your hyperautomation journey. We are a network-native digital services company with unique capabilities in business innovation, big data, data analytics, edge computing, ML, AI, automation, digital consulting, and digital integration.

We help customers around the world to transform operations and reimagine services to drive positive change, CX and sustainability for the future. Our business process-led consulting approach helps you map out your business needs and put in place the hyperautomation roadmap that is right for you.

Hyper-automation for customer needs enabling relevance and new business outcomes



Why Orange

By engaging with a trusted partner like Orange, enterprises can understand how their infrastructure can be transformed and customized within their technology investment boundaries and skillset to increase agility and create new digitally enabled business models.

What sets us apart?



Technological excellence as a network operator and our agility as a systems integrator



1050+ consultants



27,000+ expert staff in B2B operations



6,000+ experts in data and artificial intelligence (AI), IoT, cloud, cyberdefense and automation



22 years of partnership with key players



3000+ multinational clients



50+ world-leading technology partners who help us design and offer customers best solutions

Expertise on top leading platforms

To boost your digital capabilities, we extend to other automation platforms.



We are here to make your automation transformation journey as smooth, efficient, and secure as possible.
To find out more, contact us at <https://www.orange-business.com/en/products/hyper-automation-consulting>



Scan me



Contacts



Dheeraj Saxena

Global RPA Practice

Email: dheeraj.saxena@orange.com



Neha Prasad

Global RPA Practice

Email: neha.prasad@orange.com



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