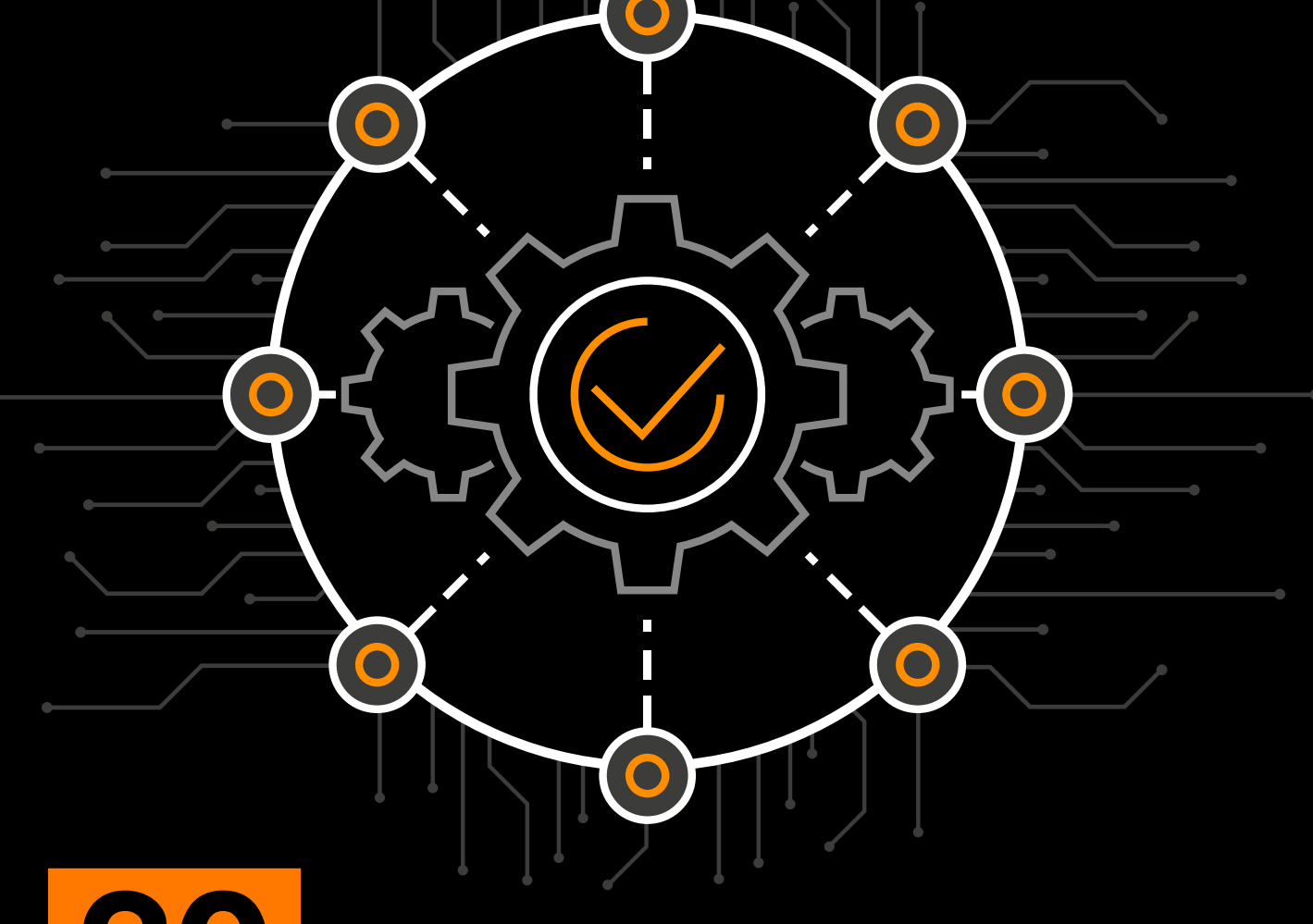


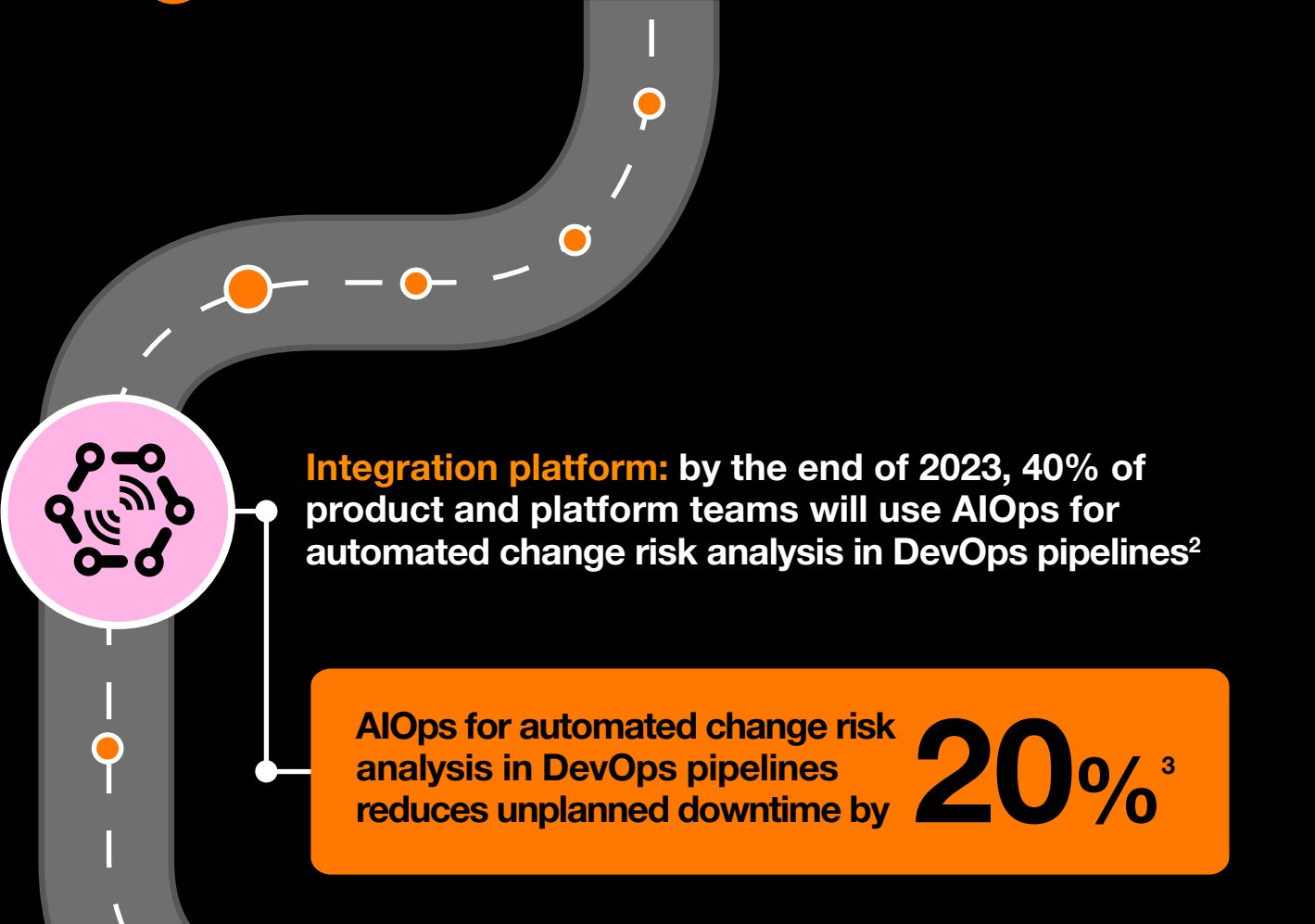
# Hyperautomation: an essential enabler of your digital transformation

Hyperautomation helps you improve business outcomes by streamlining operations, maximizing resources and improving experiences.



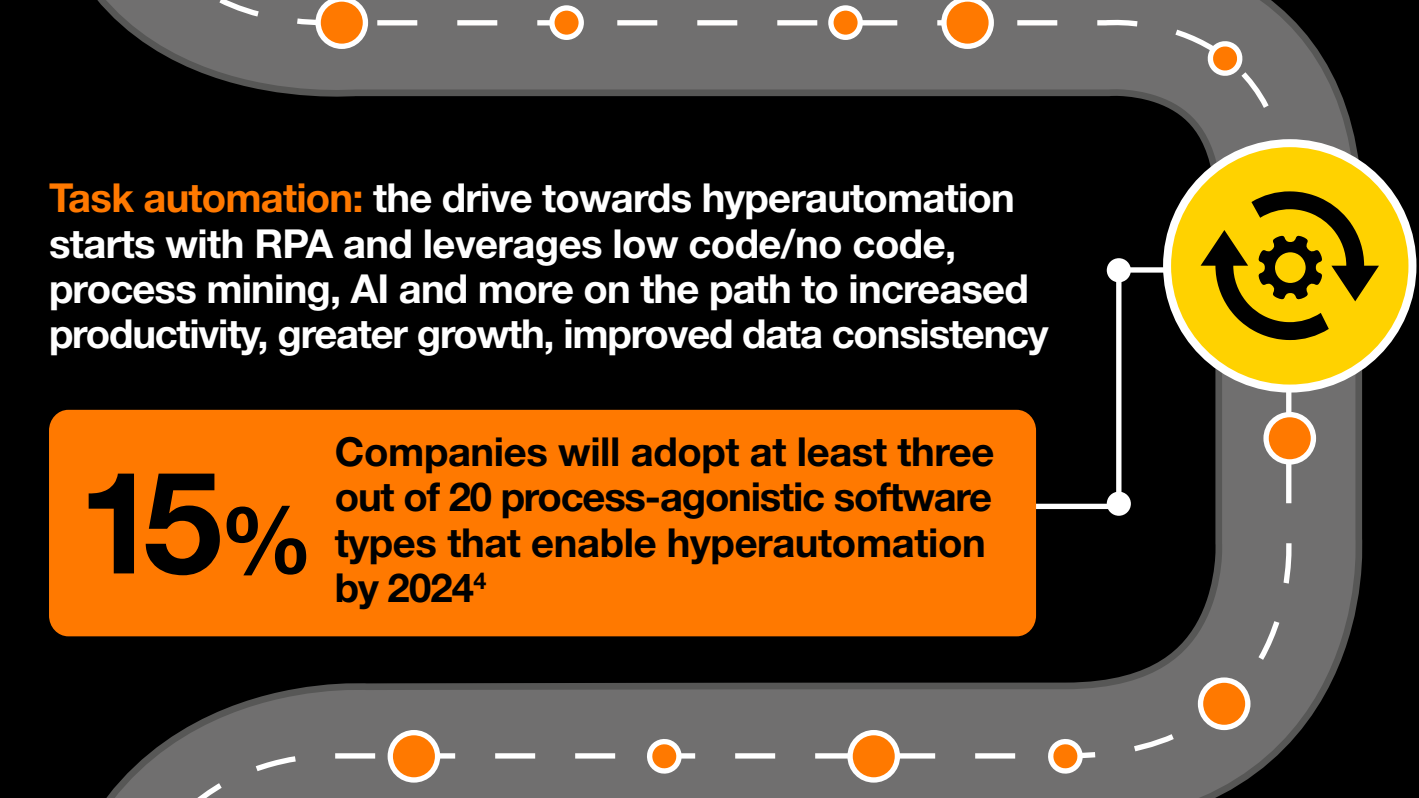
**30%**

Automating operational processes reduces operational costs by up to 30%<sup>1</sup>



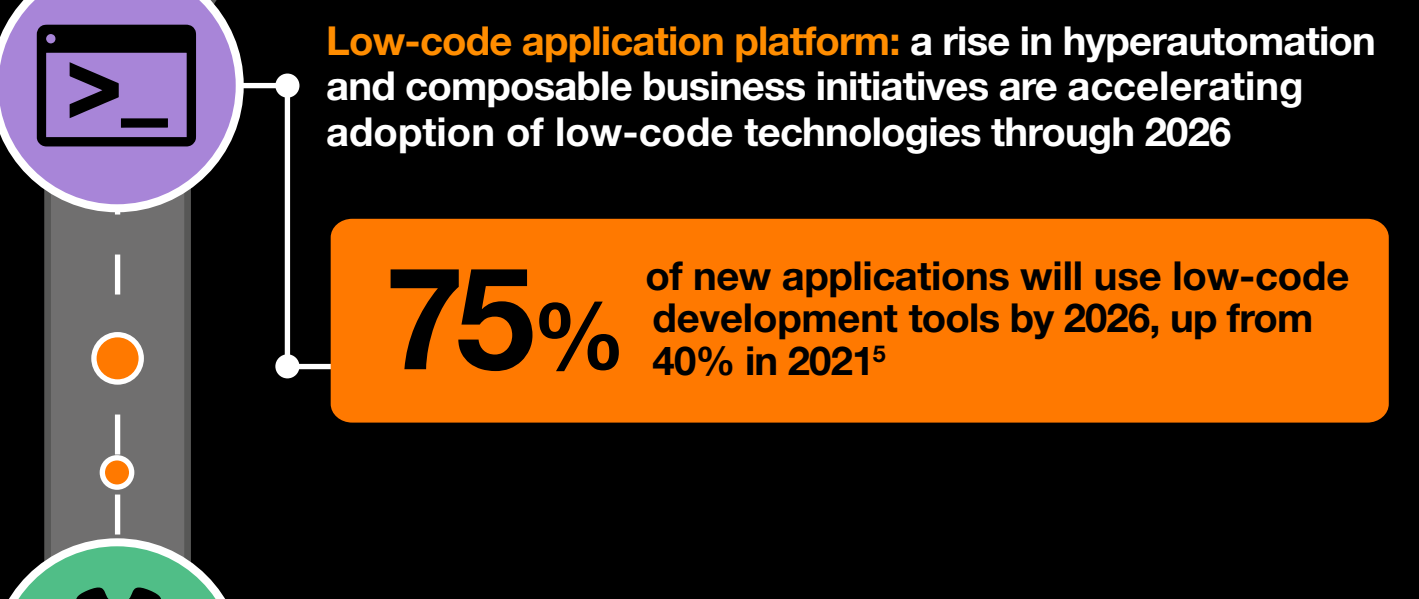
**Integration platform:** by the end of 2023, 40% of product and platform teams will use AIOps for automated change risk analysis in DevOps pipelines<sup>2</sup>

AIOps for automated change risk analysis in DevOps pipelines reduces unplanned downtime by **20%**<sup>3</sup>



**Task automation:** the drive towards hyperautomation starts with RPA and leverages low code/no code, process mining, AI and more on the path to increased productivity, greater growth, improved data consistency

**15%** Companies will adopt at least three out of 20 process-agnostic software types that enable hyperautomation by 2024<sup>4</sup>



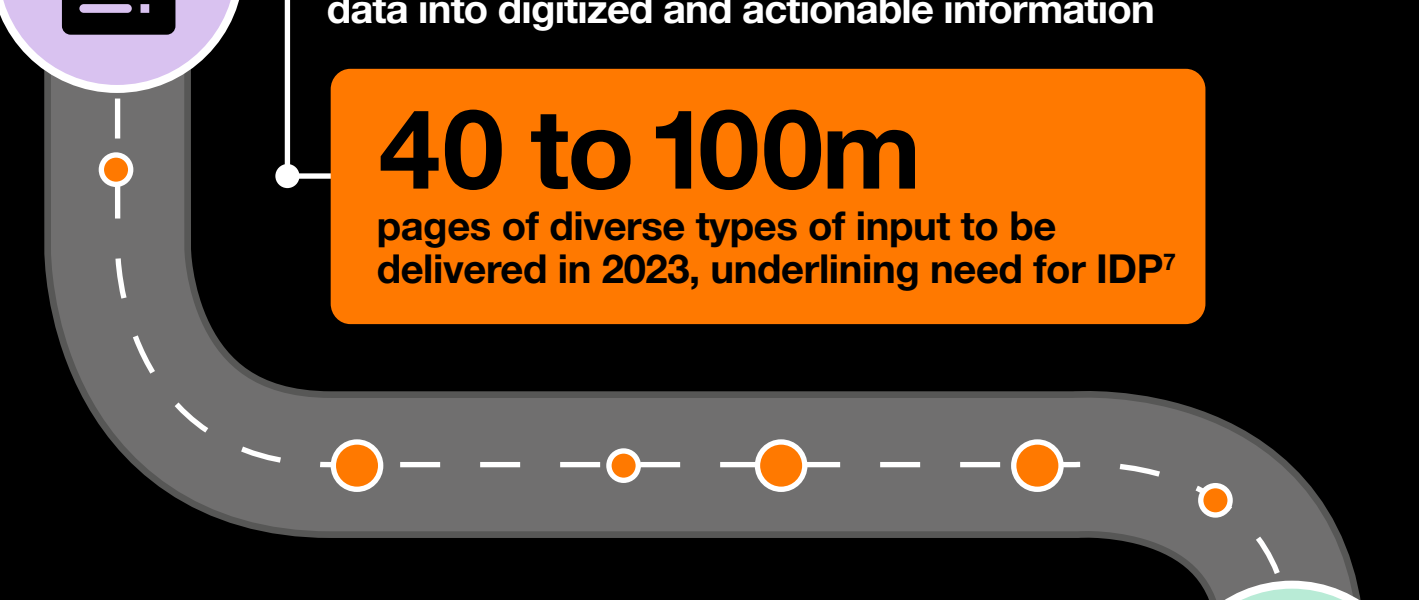
**Low-code application platform:** a rise in hyperautomation and composable business initiatives are accelerating adoption of low-code technologies through 2026

**75%** of new applications will use low-code development tools by 2026, up from 40% in 2021<sup>5</sup>



**Business automation:** hyperautomation enhanced with AI and machine learning results in improved accuracy, faster processes, better decision making

**70-80%** of rules-based processes can be automated<sup>6</sup>



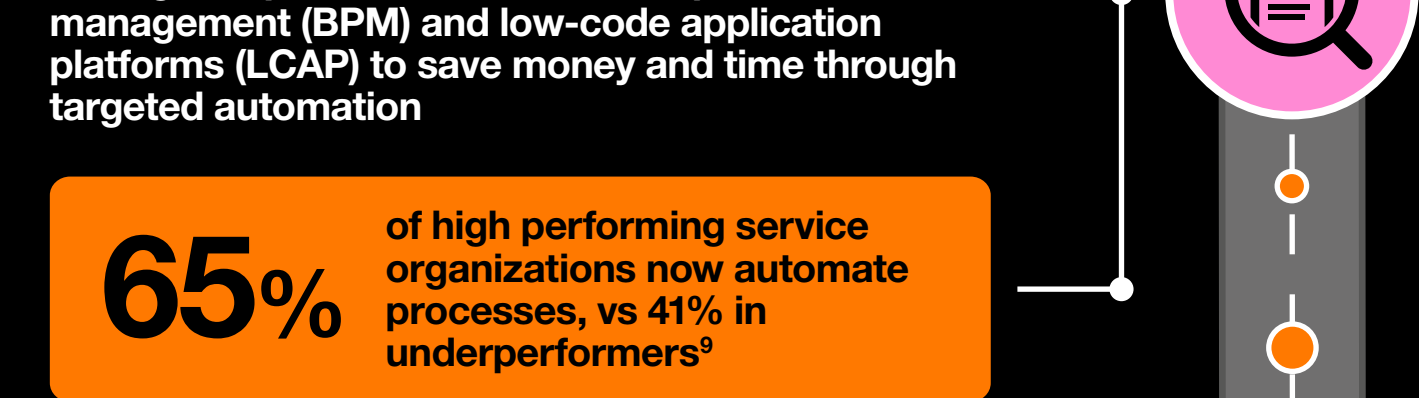
**Intelligent document processing (IDP):** IDP helps transform structured, semi-structured, and unstructured data into digitized and actionable information

**40 to 100m** pages of diverse types of input to be delivered in 2023, underlining need for IDP<sup>7</sup>



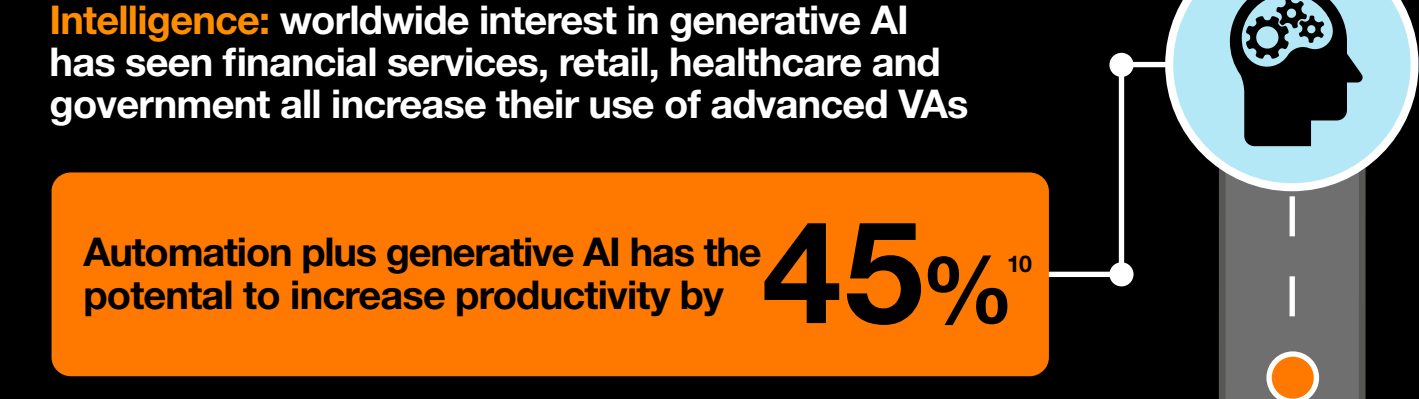
**Conversational UX:** virtual assistants (VA), the next level of chatbots, enhance customer experience and free human workers to perform more complex tasks

**75%** of contact center tasks will be automated by VAs in 2026, up from 30% in 2021<sup>8</sup>



**Process mining and task mining:** process and task mining complement RPA, business process management (BPM) and low-code application platforms (LCAP) to save money and time through targeted automation

**65%** of high performing service organizations now automate processes, vs 41% in underperformers<sup>9</sup>



**Intelligence:** worldwide interest in generative AI has seen financial services, retail, healthcare and government all increase their use of advanced VAs

Automation plus generative AI has the potential to increase productivity by **45%**<sup>10</sup>

## Orange Business Your expert hyperautomation partner

Siloed data and too many business priorities with not enough resources mean digital transformation initiatives often don't achieve desired results. Orange Business is your expert hyperautomation partner:

- We use a consultancy-led approach to digital transformation
- Implement a structured, achievable roadmap focused on valuable business outcomes
- Help you build a consistent ecosystem based on delivering results
- We don't just deploy technology for technology's sake
- Our business process-led consulting approach maps out your business needs and designs the hyperautomation roadmap that's right for your digital transformation journey
- We adopt a human-centric approach: better understanding of our customers drives better communication that delivers impact to the holders in order to enable a seamless transition

Hyperautomation is the route to less risk, enhanced operations, and reduced costs. An expert partner can guide you along every step of that journey. Find out more below:

[www.orange-business.com/en/products/hyper-automation-consulting](http://www.orange-business.com/en/products/hyper-automation-consulting)

[www.orange-business.com/en/solutions/consulting-digital-transformation/consulting-services-understand-potential-data](http://www.orange-business.com/en/solutions/consulting-digital-transformation/consulting-services-understand-potential-data)

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