

Talan<sup>★</sup>

**PROCESS  
INTELLIGENCE  
& AUTOMATION**

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# **1 PROCESS IMPROVEMENT**

# 1.1 Process Improvement

At Talan we advise and support with the use of up-to-date tooling that discover, optimise, and automate your processes. Having only the solution would not bring your performance improvements, however analysing the results of your research is what will bring value added to your day-to-day activities.

Within Process Improvement there are two services available:

## **PROCESS IMPROVEMENT**

In this phase, your Process Improvement (Augmented Process Transformation) team focuses on assessing and analysing existing processes within your organisation.

- ✓ Process Identification
- ✓ Process Evaluation
- ✓ Strategy Development
- ✓ Designing Target Process
- ✓ Consultancy with Managed Consultants

## **PROCESS UNDERSTANDING THROUGH DIGITAL TOOLING**

In the second phase, your team utilises a specific set of tools to gain a deeper understanding of your digital processes. Find out more below.

- ✓ Process Mapping
- ✓ Process Discovery
- ✓ Process Mining

# **2 PROCESS TRANSFORMATION**

# 2.1 Augmented Process Transformation

**IN THIS PHASE, YOUR PROCESS IMPROVEMENT TEAM FOCUSES ON ASSESSING AND ANALYSING EXISTING PROCESSES WITHIN YOUR ORGANISATION, INCLUDING:**

## **PROCESS IDENTIFICATION**

In this step, our team conducts a comprehensive inventory of all the processes within your organisation that could benefit from improvement. This typically involves collaborating with various stakeholders, department heads, and teams to compile a comprehensive list of processes that are central to your operations.

## **PROCESS EVALUATION**

After identifying these processes, a rigorous evaluation is carried out to assess their current state. This evaluation includes an in-depth analysis of each process, looking at how they function, their efficiency, time taken for each process, and any areas where they may fall short. Strengths and weaknesses are identified to understand the current performance levels.

## **Strategy Development**

With a clear understanding of the current state of the processes, your team embarks on the development of a strategic plan. This plan outlines a roadmap for how each process can be improved and optimised. Strategies are crafted to address specific issues, and the purpose of each process is defined, ensuring alignment with the organisation's overarching goals.

## **Designing Processes Targets**

Building on the developed strategies, your team envisions the ideal state of each process. This involves designing target processes that represent a significant enhancement in performance. It might include streamlining steps, introducing automation, reducing bottlenecks, or improving the overall user experience. These target processes serve as a blueprint for transformation.

## **Managed Consultancy**

To ensure the effective implementation of the target processes, your organisation engages with our team of experienced consultants who specialise in process optimisation and intelligence. These consultants bring a wealth of knowledge and expertise to guide your transformation efforts. They have a proven track record of successfully optimising processes, making them a valuable resource in driving the changes needed for improvement.

# **3 PROCESS UNDERSTANDING THROUGH DIGITAL TOOLING**

# 3.1 PROCESS MAPPING

## THE PLACE TO START YOUR DIGITAL TRANSFORMATION JOURNEY

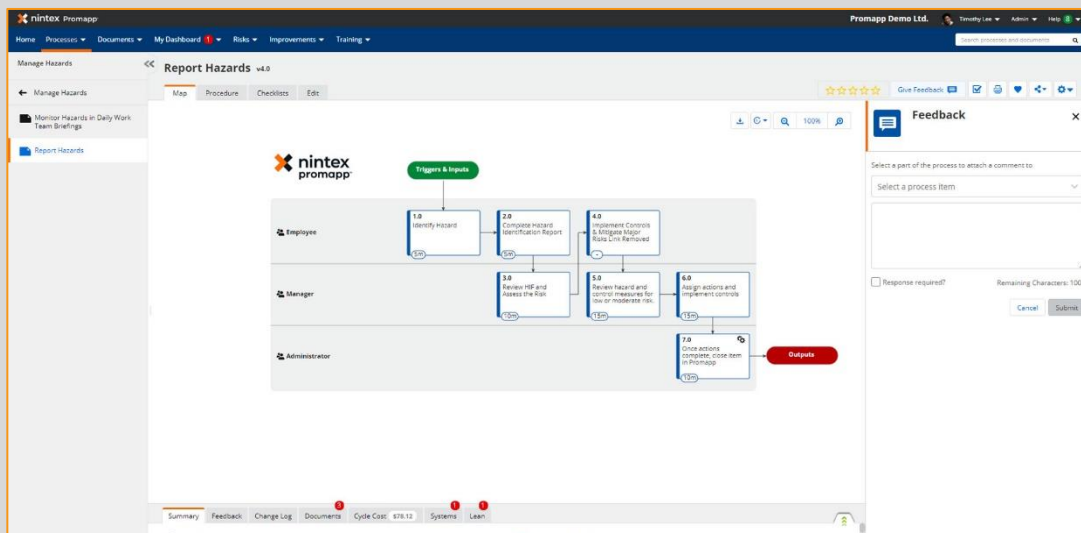
Software that helps teams manage their workload, understand and improve their processes. Provides a total visibility and control of you processes.



### BENEFITS

- ✓ Collaborate with real time feedback.
- ✓ Bringing Business Operations to life quickly and efficiently.
- ✓ Smoother, faster, and less risky process change.
- ✓ Improve productivity through total process visibility.
- ✓ Control process variations and eliminate inefficiencies.

### PARTNER – NINTEX PROCESS MANAGER





## 3.2 PROCESS DISCOVERY

### AI-BASED TECHNOLOGY THAT CAPTURES USER DATA THEN AUTOMATICALLY IDENTIFIES AND MAPS PROCESSES AND THEIR VARIANTS

Discovery is a crucial step in any process improvement or automation effort because for these initiatives to be successful, businesses must first have a thorough understanding of their processes as they exist today.

#### HOW DOES IT WORK?

Process discovery involves recording user desktop activities to gain insights into existing workflows, such as identifying which processes are executed more efficiently by specific users and which tasks can be automated to improve efficiency.



These recordings are then analysed to pinpoint patterns, bottlenecks, and areas for improvement, generating valuable insights and actionable recommendations for optimising business processes.

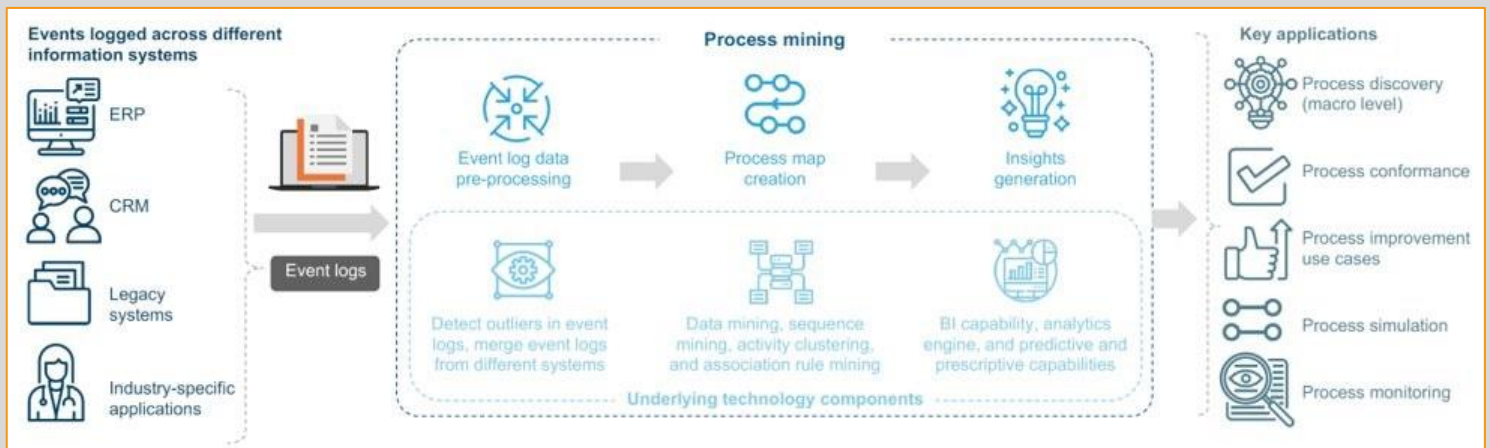
#### WHY IS IT IMPORTANT

- ✓ Drive down costs in the wake of inflation.
- ✓ Improve the employee experience.
- ✓ Filling the gaps left by employee turnover.
- ✓ Optimising and redesigning processes adapted for new remote and hybrid work environments.
- ✓ Get a comprehensive view of process discovery performance (measure of performance and define custom KPIs (key performance indicators) for each process)

# 3.3 PROCESS MINING

WIDELY USED TECHNOLOGY TO MODEL, ANALYSE AND OPTIMISE BUSINESS PROESSES.

Process mining works by extracting knowledge from event logs readily available in today’s information systems, to visualise business processes — and their every variation — as they run.



## BENEFITS

- ✓ Objective, fact-based insights.
- ✓ Faster, cheaper, and more accurate.
- ✓ Zero in on bottlenecks, deviations and inefficient processes that should be rethought or automated.
- ✓ Continuously monitor processes and measure improvements
- ✓ Simplify compliance, with full audit trails.
- ✓ Use in any industry: financial services, telecommunications, manufacturing, healthcare, or consumer goods and beyond.
- ✓ Analyse any process in any functional area: contact centres, purchase-to-pay, order-to-cash, and many more.

Process mining tools deliver visibility and insights to technology innovation leaders that enable smart decision making and powerful performance on an organisation’s critical priorities.

# 4: DIGITAL AUTOMATION

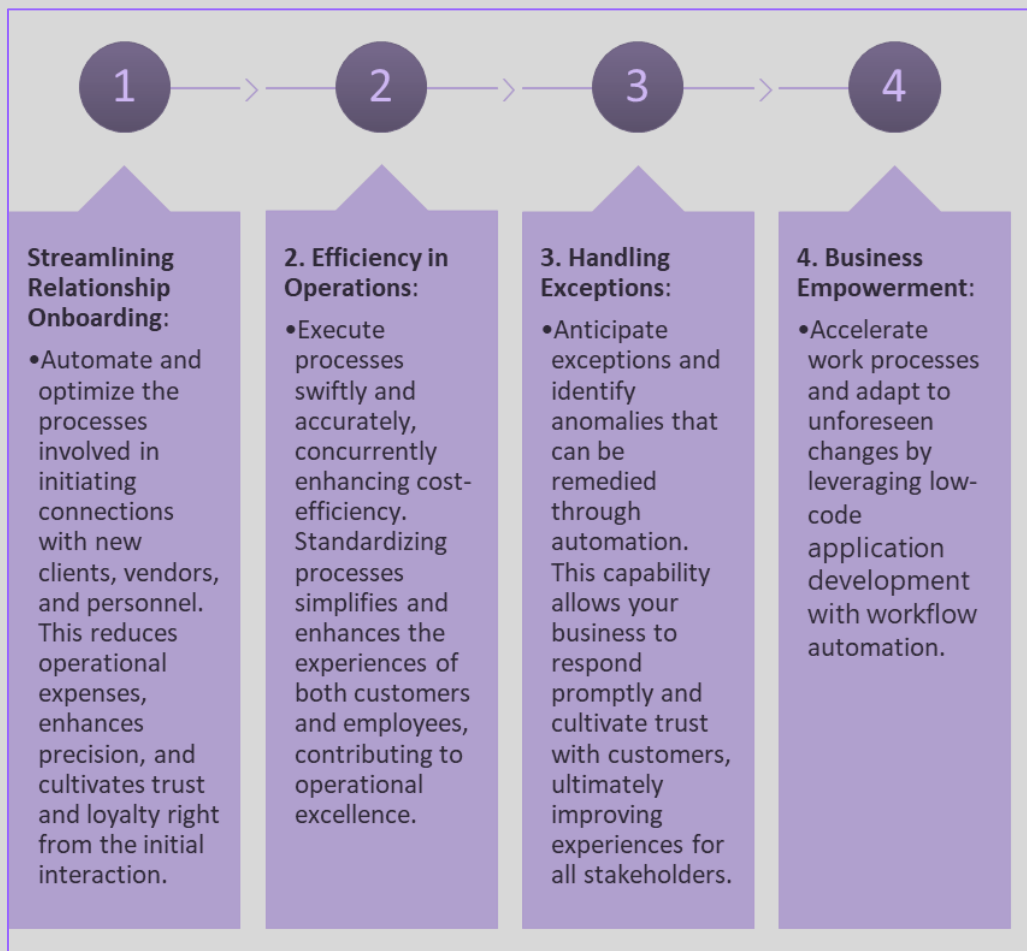
# 4.1 WORKFLOW AUTOMATION

Workflow automation seamlessly integrates individuals and resources required to accomplish tasks accurately and comprehensively on the initial attempt. It transforms knowledge into proactive execution by harnessing data, evaluating current demands, and furnishing optimal responses promptly.

When harnessed within a low-code platform designed for orchestrating extensive work processes, workflow automation empowers you to operate with enhanced efficiency and productivity.

## WHY OPT FOR WORKFLOW AUTOMATION?

Each institution confronts distinctive hurdles, yet certain types of operations share common ground. Regardless of the industry, implementing workflow solutions in these business domains yields the most pronounced enhancements in efficiency.



# 4.2 DIGITAL PROCESS AUTOMATION

DIGITAL PROCESS AUTOMATION (DPA) IS A STRATEGY THAT USES DIGITAL TECHNOLOGY TO STREAMLINE, AUTOMATE AND OPTIMISE BUSINESS PROCESSES.

## OBJECTIVES

- Improving operational efficiency.
- Enhancing agility and responsiveness.
- Reducing human errors and costs.
- Enhancing customer experience.

## BENEFITS

- ✓ **Cost Efficiency:** Reduce operational costs by automating repetitive tasks.
- ✓ **Accuracy:** Minimise human errors and increase process accuracy.
- ✓ **Speed:** Accelerate process execution and decision-making.
- ✓ **Scalability:** Easily scale processes to meet changing demands.
- ✓ **Compliance:** Ensure adherence to regulatory requirements.
- ✓ **Insights:** Gain valuable insights through data analytics.

## POTENTIAL USE CASES

- **Invoice Processing:** Automate invoice approval, reducing manual effort.
- **Customer Onboarding:** Streamline customer registration and verification.
- **Supply Chain Management:** Optimise inventory management and order processing.
- **HR Onboarding:** Automate employee onboarding and documentation.
- **Claims Processing:** Expedite insurance claims assessment and approval.

## 4.3 ROBOTIC PROCESS AUTOMATION

At Talan, we are at the forefront of implementing Robotic Process Automation (RPA)-based delivery solutions to address our clients' challenges in a cost-effective manner, while ensuring the seamless operation of their core IT systems.

Our RPA solutions can effortlessly integrate with your current application landscape, serving as a powerful layer that operates 'in front of' your existing systems. This eliminates the need for intricate and expensive integration processes, while mitigating the risks associated with unintended technology consequences.

### IMPLEMENTATION OF AN RPA SKILLS CENTRE

Our client is the Crédit Agricole CIB, a major Paris-based investment bank. Its business teams had identified more than 300 processes to be automated, covering all the bank's functions from front, middle and back office to cross-cutting functions. We set up a 15-person skills centre to automate these processes with UiPath, within a short adoption time frame – and got more than 100 processes up and running in the very first year.

### AUTOMATION AND INTEGRATION OF LOW VALUE TASKS

Our client is a family business in the luxury industry. Its management control team was covering and generating an increasing amount of data every day, while still carrying out many tasks manually. Our team did a comprehensive RPA diagnosis, assessing the potential for automation and how complex it would be. We delivered 100% time savings on these tasks for the client's business teams.


### REAL-WORLD USE CASES

- **Finance:** Automate invoice processing, reducing processing time
- **Healthcare:** Streamline claims processing, resulting in a reduction of errors.
- **Retail:** Automate order fulfilment, leading to an increase in order processing speed.
- **Customer Support:** Use RPA for chatbot interactions, resulting in reduction of response time.
- **Manufacturing:** Automate data entry, leading to a 25% increase in data accuracy.


## 4.4 TAILOR MADE APPS

In a world where every business process is unique, generic solutions often fall short. At Talan, we understand that your operations require customised, streamlined solutions that empower your team to excel. That's where our tailor-made apps, built on the Power Platform, come into play.

### WHY CHOOSE OUR POWER PLATFORM-POWERED TAILOR-MADE APP?

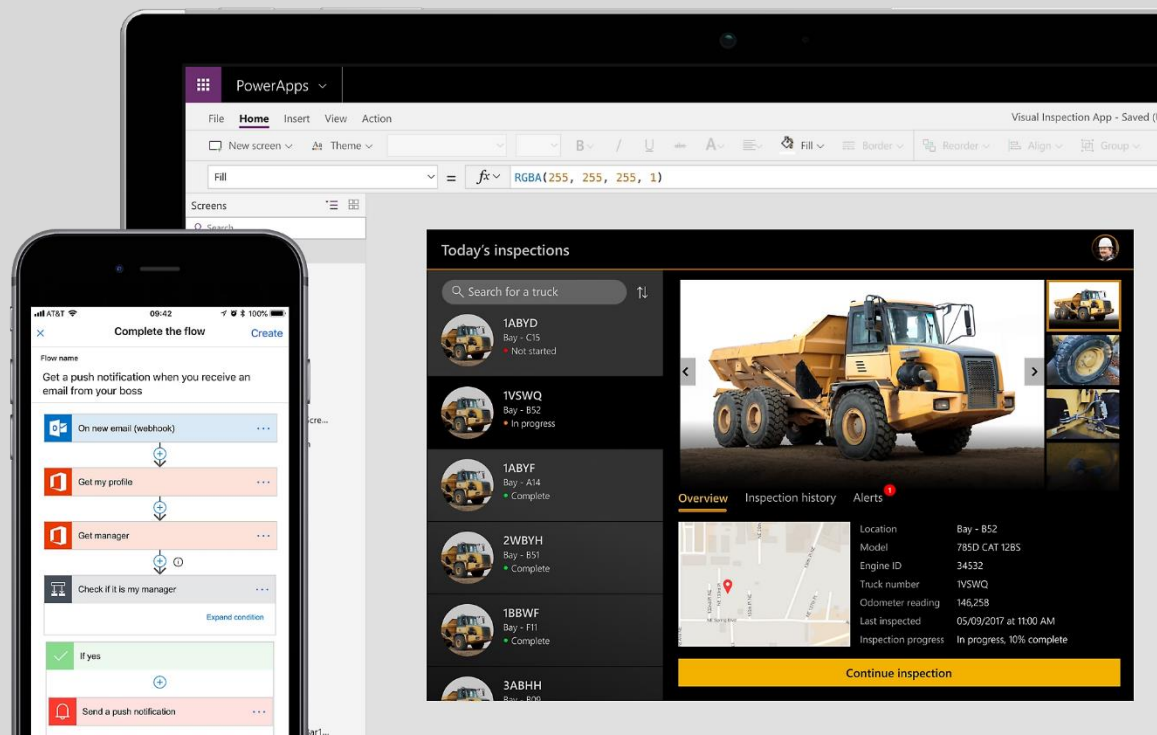
 **Rapid Development:** The Power Platform enables us to develop tailor-made apps with lightning speed. We turn your ideas into reality quickly, so you can start benefiting sooner.

 **Seamless Workflow Integration:** Our apps, built on the Power Platform, seamlessly integrate with your existing processes, ensuring a smooth transition to automation without disruption.

 **Precision and Efficiency:** We harness the full capabilities of the Power Platform to create apps that precisely mimic your workflow, optimising efficiency and reducing manual errors. Say goodbye to time-consuming tasks and hello to enhanced productivity.

Join the Digital Revolution

If you're looking to master the Power Platform and harness its capabilities to transform your processes and create tailor-made apps that redefine productivity, you're in the right place. At Talan, we're not just about automation; we're about empowering your business to thrive in the digital age.



## 4.5 VIRTUAL AGENTS

- Virtual agents are integral to a company's success. These automated assistants, available around the clock, enhance customer satisfaction and loyalty by providing timely and consistent responses to inquiries.
- Virtual agents also collect valuable data on customer interactions, empowering businesses to make informed decisions and refine their products or services.
- Leading companies in various industries, from banking to e-commerce, have embraced virtual agents to reduce costs and elevate customer satisfaction levels.
- Ultimately, these digital assistants represent a strategic investment for companies aiming to thrive in the digital age by improving customer experiences, streamlining operations, and harnessing valuable data insights.

## 4.6 ARTIFICIAL INTELLIGENCE

AI, when implemented strategically, can deliver significant business impact. AI leaders don't just use AI; they are fuelled by it.

However, bringing real value from it requires a holistic approach that combines strategy, process redesign, and the development of human and technical capabilities.

AI isn't just a technology; it's a transformative force that, when harnessed effectively, can propel businesses into the future.

### BENEFITS

- ✓ **Improved Efficiency:** AI can automate repetitive tasks, allowing employees to focus on more complex and creative work.
- ✓ **Data Analysis:** AI algorithms can analyse vast amounts of data quickly, extracting valuable insights and patterns that can inform business decisions.
- ✓ **Personalisation:** AI enables companies to offer personalised experiences to customers, tailoring products, and services to individual preferences.
- ✓ **Risk Management:** AI can help detect anomalies and potential risks in real-time, enhancing security and compliance efforts.



# **5: The Client Process Transformation journey.**

# 5.1 Your Journey

At Talan, our commitment extends far beyond merely offering solutions; we embark on a transformative journey with our clients, hand in hand. Our dedicated team is committed to actively participating in every stage of the process, ensuring a comprehensive and seamless approach. We don't just stop at delivering solutions; we immerse ourselves in the heart of your organisation's challenges, working tirelessly to understand your unique needs, and collaborating closely with you to co-create the pathway to success.

We're more than just consultants; we're partners in your journey towards efficiency and transformation. We manage projects in an agile manner using the Agile Kanban framework, which is very popular among developers. This approach ensures adaptability, collaboration, and successful outcomes for your projects.

## FEASIBILITY STUDY

Our consultants assist in thoroughly understanding project requirements and help design any required infrastructure for the project. For example, if a client seeks to automate a specific process, we evaluate its feasibility, offering insights on the necessary infrastructure.

## REQUIREMENTS GATHERING

We delve deeply into understanding our client's capacity to deliver and solutions. Recommendations are made based on the insights of our experienced team.

## TECHNICAL ANALYSIS

We provide a high-level description of how the solution will be developed, ensuring clarity and alignment with client objectives.

## DEVELOPMENT

Our team meticulously builds the solution, incorporating any necessary components and adjusting as needed. Data collection is an integral part of this phase.

## VALIDATION

Talan's business analysts rigorously assess the solution against specified requirements, ensuring its alignment with client needs.

## USER ACCEPTANCE TESTING (UAT)

Users actively participate in testing to verify that all requirements are met in the delivered application or project.

## GO LIVE

The final phase of the project, where the solution is deployed and becomes fully operational. We actively participate in all stages, including deployment, and conduct post-implementation reviews to ensure a smooth transition and optimal performance.

## 5.2 Our Experts



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