

Deloitte.



**Embrace the Future with
Intelligent Automation**

In the Deloitte Intelligent Automation team, we understand that organizations must allocate tasks that are mundane, routine, time-consuming, and expensive. We strongly believe that those processes can and should be automated.

We have been living the path of low-code automation for the past 10 years. On this path, we provide the methodology and knowledge needed to make automation fast, with AI, and with connection to other (IT, business) programs in your company.

We focus on processes that are too small to be part of large-scale implementations or integrations, yet still large enough to allow for same-year payback. Those processes typically include AI understanding (paper, e-mail, invoice,...), voicebots and/or chatbots, data transformation and data input or output to and from core systems.

This booklet will give you a quick look at our offerings. Hope you enjoy.

Jan Hejtmánek
Deloitte CE Intelligent Automations Leader

Our Clients





Intelligent Contact Centers







Your extra call capabilities

Traditional call centers and operator-based phone lines are **unable to efficiently support customers.**

Intelligent Contact Centers update your contact capabilities to **meet the latest demands.**

Our **Intelligent Contact Center** solutions have supported and transformed our clients' call operations with the addition of **voicebots** and **chatbots**, modern **CRM systems**, and a **cloud-based calling platform.**

KEY BENEFITS

-  **Scalable**
Platform can be scaled in minutes
-  **Flexible**
Quick and simple adjustments
-  **Quick**
Initial setup ready in weeks
-  **Low Cost**
Standard ROI within 1 year
-  **Integrated**
Adaptable to your current system
-  **Secure**
Secure, GDPR-compliant system

2.5x

Higher customer coverage

80%

Automated communication

3 days

To start virtual contact center





What are Intelligent Contact Centers?

Modular, cloud-based, flexible, scalable, and quickly-implemented contact centers that combine **virtual assistants (voicebots & chatbots)**, **cloud-based calling**, and a **case management system** to modernize your call and contact capabilities and allow you to operate from anywhere.

KEY BENEFITS

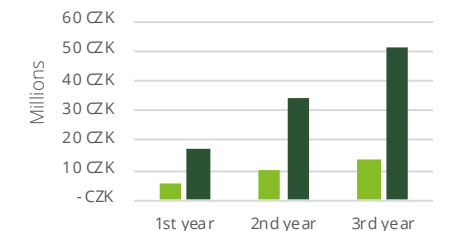
-  **Omnichannel**
True Omnichannel functionality for the best customer experience
-  **Powered by GenAI**
NextGen voicebots and chatbots powered by GenAI
-  **Real-Time Translation**
Real-time translation engine for voice-to-voice live translation
-  **Forecasting**
AI powered forecasting, capacity planning, and scheduling
-  **Sentiment Analysis**
Real-time sentiment analysis to improve customer satisfaction
-  **Smart Advisor**
Smart advisor enables agents to search across connected repositories to find answers and quickly resolve customer issues

How have they improved contact capabilities?

-  **Healthcare**
Virtual Assistants answer calls, and forward to nurses when necessary.
-  **Government**
Automatically assist citizens with appointments, updates, & FAQs without long hours on hold.
-  **Utilities**
Quickly respond to residents when utilities fail.
-  **Crisis Management**
Quickly scale up to manage calls when a crisis hits.


BUSINESS CASE

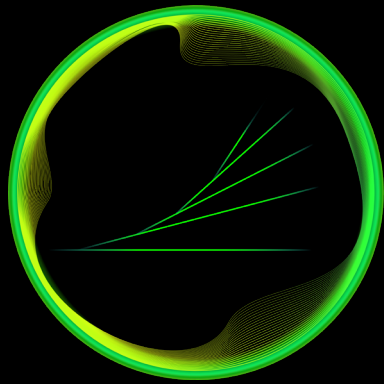
Comparison of total costs for 3 years*



■ Intelligent Contact Centers * Based on a real use case - each use case will naturally vary.
■ Traditional Contact Centers

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Across organizations, **monotonous tasks take up valuable time**, which could be used for more analytical, high-value work.

RPA is the **unique business tool** that **eliminates repetitive tasks**, freeing employees to focus on work that will **add greater value to organizations**.

<1 year

Return on Investment

>50%

E2E business process coverage

~6wks

From ideation to deployment

Robotic Process Automation

Our implemented RPA solutions have helped clients **speed up business processes**, **free up time for employees**, and **reduce business costs** thanks to automation.

KEY BENEFITS

- Increased Efficiency**
Robot efficiency far surpasses that of manual processes
- Error Reduction**
Humans are prone to errors – RPA minimizes risk of errors
- Cost Reduction**
With no need for additional FTEs, RPA significantly reduces costs
- Adaptability**
RPA solutions can connect to any website or computer program
- Reliability**
RPA robots never take a day off – they operate as instructed

What is RPA?

RPA is a way to **automate repetitive** and often **rules-based processes**, typically located within a shared services center or another transactional processing center.

Software, commonly known as a robot, is used to **capture and interpret existing IT applications** to **enable transaction processing, data manipulation, and communication across multiple IT systems**. Multiple robots can be seen as a virtual workforce – a back-office processing center, but without the human resources.

OUR TOOLS

Our team has **8+ years of experience** using the most in-demand RPA tools:



OUR OFFERINGS

- RPA Enablement**
We help you implement RPA solutions in your company and build your own RPA solution
- IA Empowerment**
We support your current IA team with its strategy and automations
- Graduation Program**
When your RPA operations hit a wall, we help implement best practices and increase delivery
- Automation as a Solution**
We help your projects overcome delays by using automation to speed up delivery.

Success stories*

*details available upon request

- Irish Retail Banking**
Developed a combined DevOps team and designed/developed 100+ automations together
- Czech Banking Group**
Helped client upscale their RPA operations, automating over 250 FTE across all bank functions.
- Global Pharma Business**
Developed company's RPA Center of Excellence and supported in its development of 200+ processes.
- Chemical Manufacturing**
Established large-scale automation Center of Excellence and ensured stakeholder alignment.

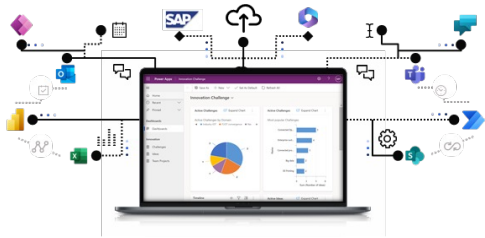
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Hyper automation







At times, **process automation can fall short of its goals**, unable to reach the envisioned automation structure.






Hyperautomation overcomes these **flaws** by providing end-to-end automations, with the possibility of human in the loop.

Utilizing MS Power Tools, we help businesses hyperautomate their processes, **maximizing their automation capabilities**.

USE CASES

-  **Healthcare**
Implemented a Risk Manager App
-  **Finance**
Linked AI chatbot with MS SharePoint
-  **Banking**
Unified multiple systems under the bank's SharePoint knowledge base
-  **Pharma**
Trained and supported IT team to build custom MS automations





KEY BENEFITS

-  **E2E Automation**
Automate all process steps
-  **Cross-Platform**
Link multiple platforms together
-  **MS Integration**
Familiar MS-based environment
-  **Low Code**
Easy, low-code development
-  **Low Cost**
MS Licensing often reduces cost and time

WHAT IS HYPERAUTOMATION?

Hyperautomation is **an approach** that we use to help organizations quickly **identify, vet, and automate as many business and IT processes as possible**. At Deloitte, we use Hyperautomation to **maximize the automation potential of our clients** and improve the efficiency of business processes.

WHAT TYPES OF PROJECTS DO WE OFFER?


-  **End-to-End Hyperautomation**
We take an entire process and automate all of its elements, with possible human involvement.
-  **Model Driven Apps**
We compile your process into a model driven app, where it is managed under one interface.
-  **Macro Replacement**
Replace process macros and implement a validation tool to confirm process steps.
-  **Training & Support**
We can train and support your team to design and build custom, in-house solutions.

NOTABLE CLIENTS

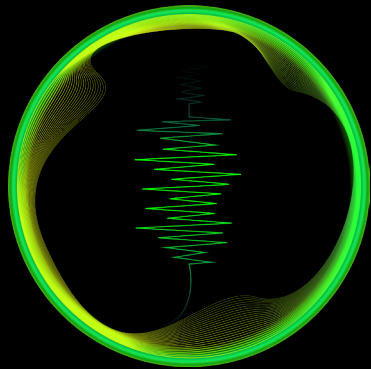


Hyperautomation Project Guide

- 1 Identify**
We work with your team to identify business processes for hyperautomation
- 2 Evaluate**
We analyze the systems involved, the users, the tasks, and the current automations
- 3 Design**
We design the best Hyperautomation solution based on your specific case
- 4 Develop**
We develop, or support your team in the development of the solution
- 5 Deploy**
The solution is then deployed and adjusted or modified if necessary
- 6 Train & Support**
We train and support your team to manage the solution

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The **biggest challenge** of process improvement is to **objectively and continuously monitor the end-to-end process flow**

Intelligent Process Improvement is the **most effective** approach to overcome this challenge.

PROVEN BENEFITS*

*Realized benefits from a previous project. We can provide an estimate for your specific use case upon request.

60M€

Improvement in cost efficiencies

40+

Processes analyzed and overseen

6-8wks

Time-to-Value realization

Intelligent Process Improvement

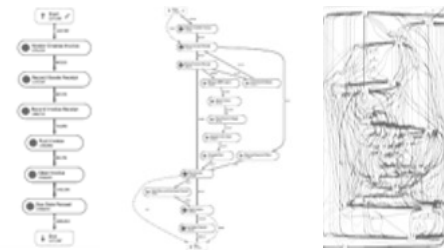
Our **Intelligent Process Improvement solution and expertise** has helped clients to **identify where processes can be improved**, and **which actions can be taken to improve** them.

KEY BENEFITS

-  **Cost and Time Reduction**
Through identification and resolution of process inefficiencies
-  **One Stop Business Solution**
Through integration of process visualization, custom dashboards, real-time monitoring, and KPI alignment
-  **Comprehensive Visualization**
Reducing complex and real-time IT data into business insights
-  **Customized Solution**
With the ability to regularly adjust the output based on your specific business requirements

Intelligent Process Improvement reveals the flaws that traditional methods miss...

How processes are **designed** How companies **think** processes run How processes **actually run**



...enables you to **dive deep** to reveal root causes and areas for improvement...







...and allows for **continuous monitoring of the process and its KPIs.**



Intelligent Process Improvement is a Deloitte solution that focuses on **process mining and business analytics** to achieve business goals, improve and monitor operations, and exceed KPIs.

HOW HAVE WE USED IT TO IMPROVE BUSINESS PROCESSES?

-  **Order Management**
Track orders from placement to delivery, identifying common bottlenecks and overseeing KPIs.
-  **Accounts Receivable**
Manage invoices, tracking outstanding invoices and their values. Monitor payment and invoice rates.
-  **Procurement**
Track item flows and various KPIs, including total PO items, PO value, automation rate, and rework rate.
-  **Accounts Payable**
Oversee the invoice payment process, identifying ideal scenarios and common causes of delays.

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Deloitte.

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